



LUXTRUST MOBILE ACTIVATION GUIDE



TAKE YOUR SMARTPHONE AND TOKEN TO HAND AND MAKE SURE IT IS STILL FUNCTIONAL BEFORE YOU START

STEP 1

DOWNLOAD THE LUXTRUST MOBILE APP TO YOUR SMARTPHONE FROM THE APP STORE OR GOOGLE PLAY.



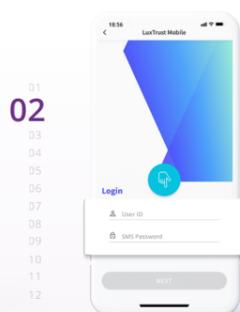
STEP 2

ACTIVATE YOUR LUXTRUST MOBILE APP BY FOLLOWING THE STEPS SHOWN ON-SCREEN.



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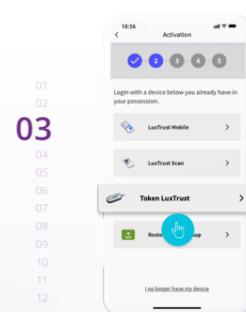
TAP "LOGIN".



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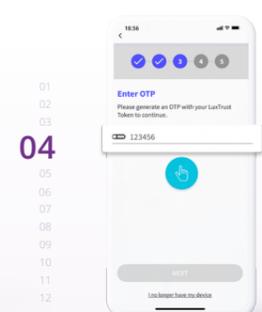
ENTER YOUR LUXTRUST LOGIN DETAILS.
Your user ID, usual password and the 6-digit OTP (one time password) shown on the Token).

⚠ Your data is strictly confidential. Under no circumstances will you ever be asked to share your User ID or Password with anyone else.



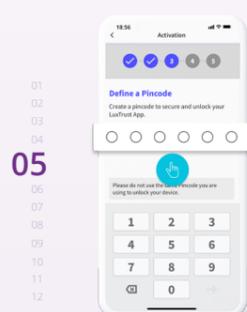
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LOGIN WITH YOUR TOKEN.



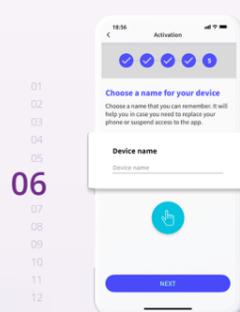
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ENTER THE 6-DIGIT OTP SHOWN ON THE TOKEN



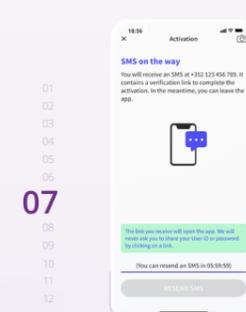
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CHOOSE A 6-DIGIT PIN AND CONFIRM.
You will be asked for this when not using Touch ID, Face ID or Fingerprint login.



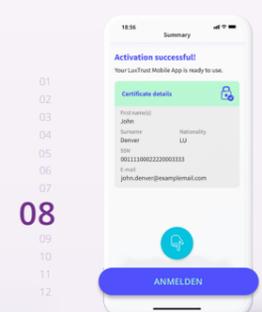
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CHOOSE A NAME FOR YOUR SMARTPHONE.
E.g. John's iPhone.



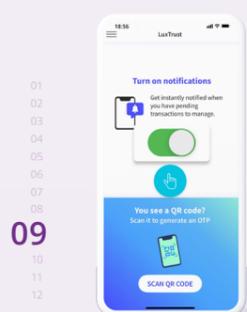
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YOU WILL RECEIVE A TEXT MESSAGE CONTAINING A VERIFICATION LINK WITHIN 8-20 MINUTES.
Click on the link contained in the sms to finalise the activation process.



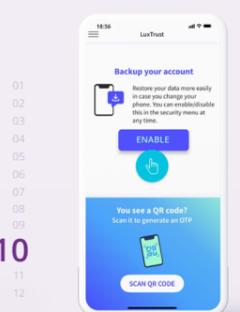
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THE LUXTRUST MOBILE APP HAS NOW BEEN ACTIVATED!



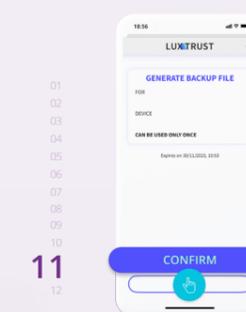
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ACCEPT PUSH NOTIFICATIONS.
Notifications will be shown to confirm your card transactions on 3D Secure sites, and your connections to BILnet (PC version).



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TO SAVE A BACKUP IN CASE YOU CHANGE YOUR PHONE, CLICK ON "ACTIVATE".



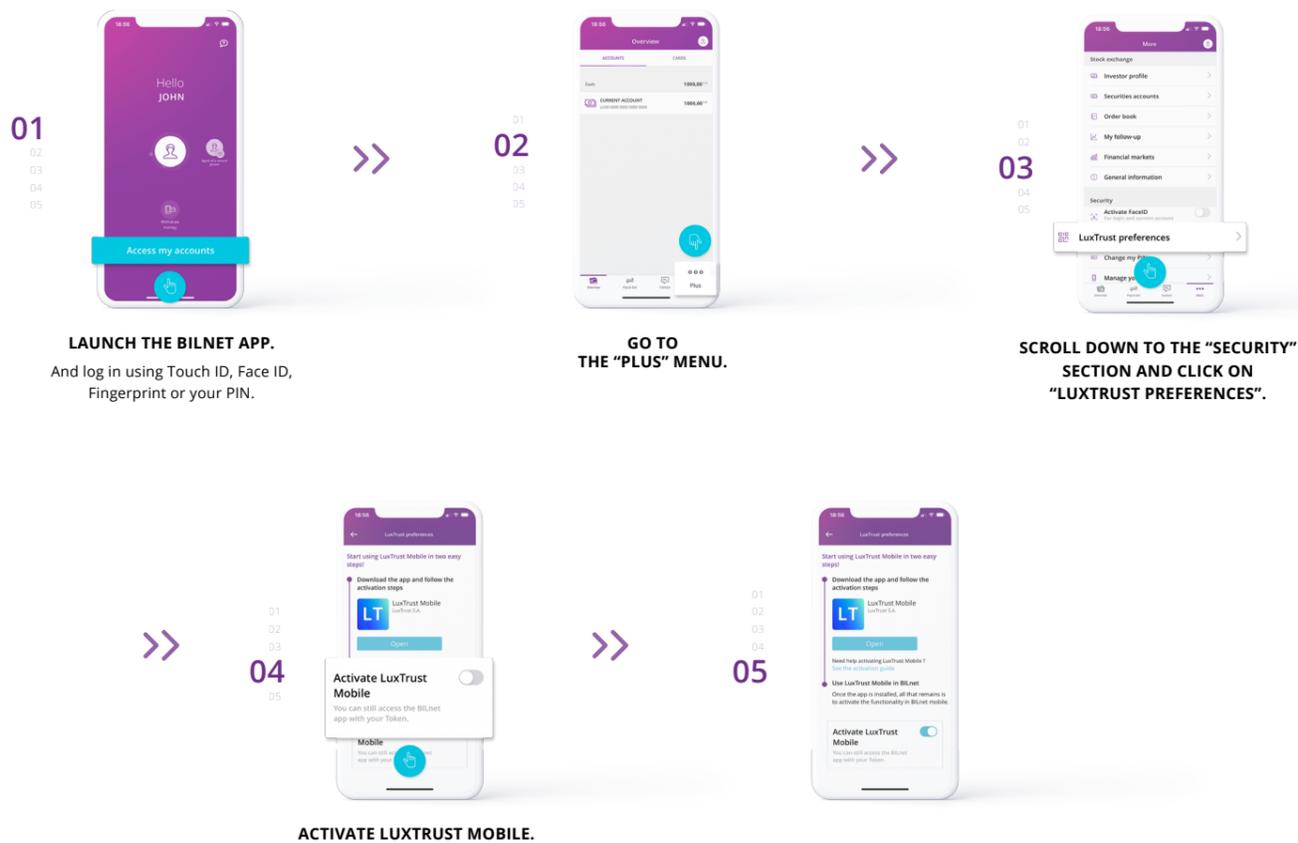
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CLICK ON "CONFIRM" TO VALIDATE THE ACTIVATION OF YOUR DATA BACKUP.
You will only need to follow the final steps to use it in BILnet.

STEP 3

ACTIVATE LUXTRUST MOBILE IN THE BILNET APP.

You can connect to BILnet on a computer with your LuxTrust Mobile without going through these steps.



CONGRATULATIONS

YOUR BILNET NOW USES LUXTRUST MOBILE INSTEAD OF THE TOKEN.

GO BACK AND CHECK THAT "MOBILE" NOW APPEARS AS LUXTRUST PREFERENCES.

YOU NO LONGER NEED YOUR TOKEN TO USE BILNET!



NEED HELP?

Consult bil.com/byebyetoken or contact BIL at [+352 4590 7777](tel:+35245907777) Monday to Friday, 8.30 a.m. to 6 p.m



YOU WANT TO CHECK IF YOUR TOKEN IS STILL VALID BEFORE ACTIVATION OF LUXTRUST MOBILE ?

Check the status of your certificate by testing it on: (<https://www.luxtrust.com/en/my-luxtrust/my-certificate/test-my-certificate>)



HAVE YOU RECEIVED AN ERROR CODE OR A MESSAGE STATING THAT LUXTRUST DOESN'T HAVE YOUR MOBILE PHONE NUMBER?

If this is the case, please call LuxTrust to give them your mobile phone number. You will have to answer the security questions chosen when you activated your certificate (e.g. *your favourite sport or your mother's maiden name*).



HAVE YOU FORGOTTEN YOUR LUXTRUST CODES (USER ID, PASSWORD) TO LOG IN AT STEP 2?

LuxTrust sent you your initial codes by text (or mail) when you ordered your Token:

- Your USER ID is made up of four letters (the first two letters of your surname + the first two letters of your first name) and four digits (e.g. ABCD1234).
- Your initial password, which you then changed when you activated your Token.

If you can no longer find these details, then please contact LuxTrust customer service to have your codes resent by text message.

Once you have received your LuxTrust login details by text, you need to reset your password on the LuxTrust website.

(<https://www.luxtrust.com/en/my-luxtrust/password-pin-secret-image/forgotten-password>)

You will be asked to give your USER ID to choose a new password, which you will use to activate LuxTrust Mobile.

OTHER QUESTIONS ABOUT LUXTRUST:

www.luxtrust.com/en/support

[+352 24 550 550](tel:+35224550550)

Monday to Friday, 8 a.m. to 6 p.m