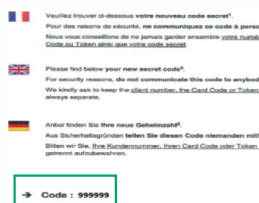


# LOGGING ON TO WEB BANKING FOR THE FIRST TIME WITH LUXTRUST MOBILE USER GUIDE

## YOU WILL NEED:



**Your client number**  
(appears on  
your  
Visa Debit cards)



**Your secret code**  
(appears on the letter  
you received by post  
or at your branch)

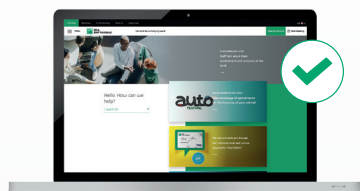


**Your code card**  
(to be kept in  
a safe place)



**Your smartphone**

## YOU MUST USE THE WEB BANKING WEBSITE TO LOG ON FOR THE FIRST TIME



PC



Tablet



Smartphone



For all subsequent Web Banking usage, we recommend downloading our mobile app

## NEED HELP?



Watch the video [bgl.lu/en/luxtrustmobile](https://bgl.lu/en/luxtrustmobile)



Call our Client Service on (+352) 42 42-2000 or speak to an adviser in-branch



**BGL  
BNP PARIBAS**

The bank  
for a changing  
world

1

Go to **bgL.lu** and click on the **Web Banking** button in the top right



2

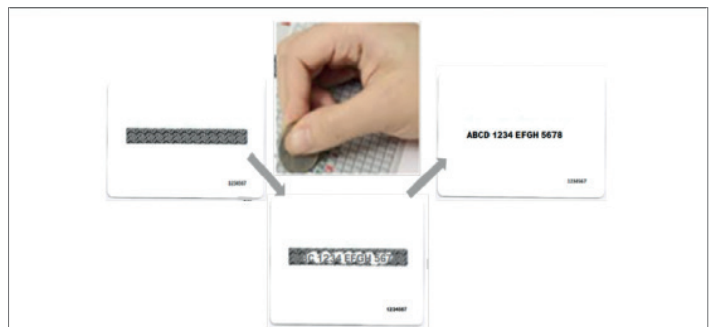
Enter your **client number** and then your **secret code**

3

Enter your **new six-digit secret code**

4

Make sure you have your **code card** to hand

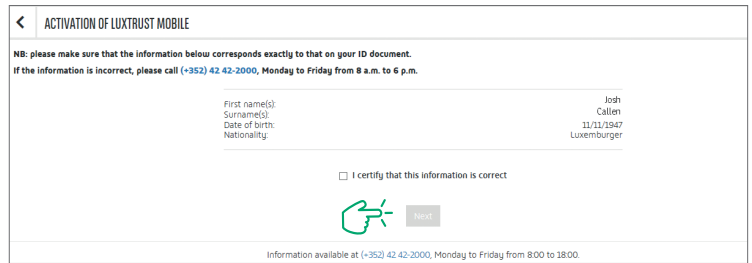


5

Enter the **three missing numbers/letters** from your code card

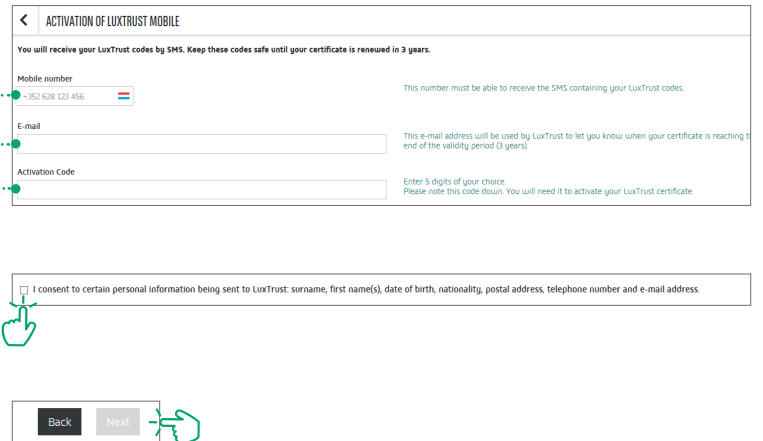
6

- If you don't have a LuxTrust certificate, click on the **"Activate LuxTrust Mobile"** button
- **Check the information** displayed on the screen
- Tick the box **"I certify that this information is correct"**
- Click on **"Next"**



7

- Your LuxTrust codes will be sent by text message. All you need to do is **complete the following fields**:
  - Telephone number and e-mail address
  - A **five-digit code** that you will use to activate your certificate for the first time
- **Certify that you consent** to your personal information being transferred to LuxTrust by ticking the corresponding box and click on **"Next"**



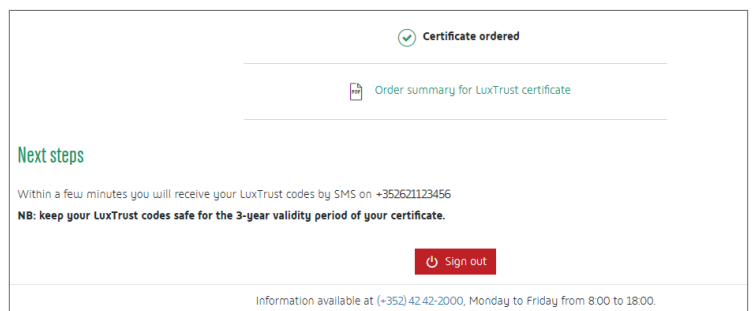
8

- **Check the information shown** on the screen
- **Read and accept the terms and conditions** and click on **"Next"**



9

**Your certificate has been ordered** and you will receive your LuxTrust codes by text message



It is not possible to activate LuxTrust Mobile via the Web Banking website. Instead, you must use the **LuxTrust Mobile app** on one of the following devices:



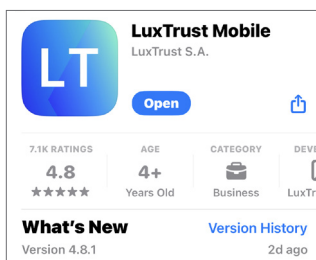
Tablet



Smartphone

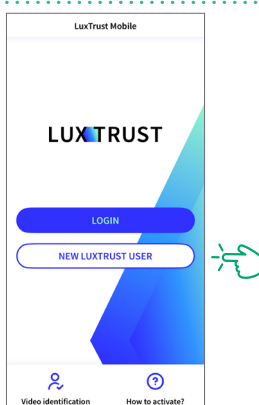
10

**Download the LuxTrust Mobile app from your app store**



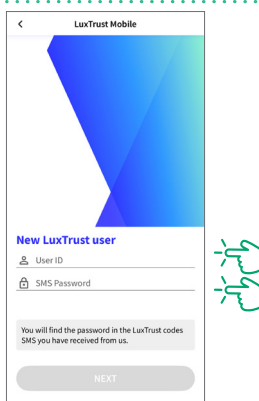
11

**Open the LuxTrust Mobile app and tap on "New LuxTrust user"**



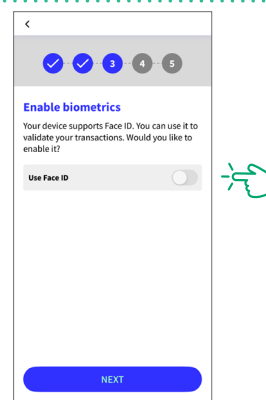
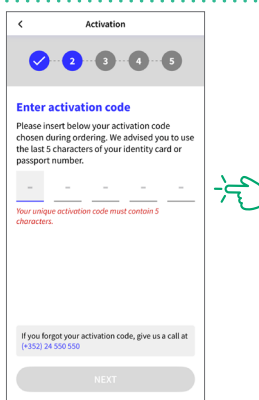
12

**Enter the User ID and the password you received by text message and tap on "Next"**



13

- Then **enter the five-digit code** you chose to use for the activation process and tap **"Next"**
- You can choose whether to activate or not biometrics for future validations



14

**Set a PIN** of your choice.  
This will enable you to access  
the LuxTrust Mobile **app**  
**securely**

15

- **Choose three security questions** and enter the correct answers then tap on **“Next”**
- **Memorise the answers** and tap on **“Confirm”**

16

The LuxTrust app can be installed  
on two different devices; **give a  
name** to this device for easy  
identification in the future

17

**Set a password** then  
tap on **“Next”**

18

Your activation is **successful**.  
Tap on **Finish**

Summary

**Activation successful!**  
Your LuxTrust Mobile App is ready to use.

**Certificate details**

First name(s)  
John

Surname  
Denver

Nationality  
LU

SSN  
0011110002220003333

E-mail  
john.denver@exampleemail.com

You can manage your different devices (Token, LuxTrust Mobile or Scan) via [my.luxtrust.com](https://my.luxtrust.com)

**FINISH**



For easier browsing in the future, **turn on notifications** in the LuxTrust Mobile app

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Log on to Web Banking  
again via **bgl.lu**

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BGL BNP PARIBAS The bank for a changing world

Open an account Web Banking

20

Enter your **client number**  
and then your **secret code**

Access your accounts

Client number

Secret code

Validate

21

To finalise the process of linking  
your Web Banking to your LuxTrust  
certificate, you will need to **use**  
**your code card** again

Please enter your Card Code:

1 F 5

52XN 09IU MGSY

6T3K VFAR 8D71

ECQ4 ZHB0 PWLJ

ABCD 1234 EFGH 5678

123456

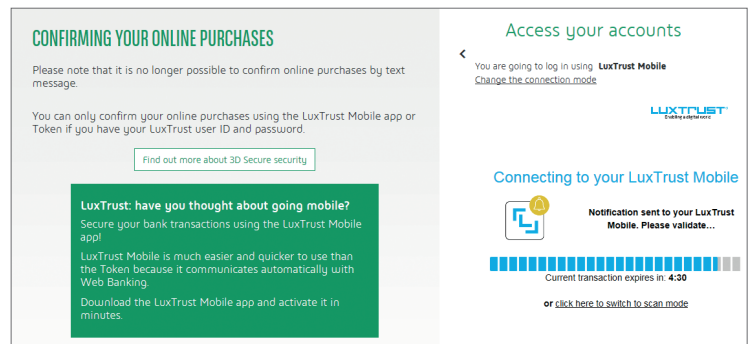
Clear Validate



*You will not be asked to complete this step again when you log on in the future – you will be taken straight to the next screen*

22

A LuxTrust Mobile login window appears and you have **five minutes** to validate the connection

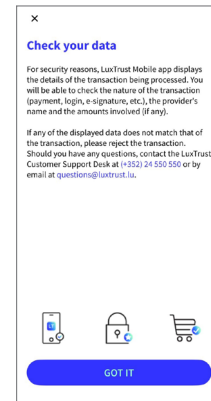


23

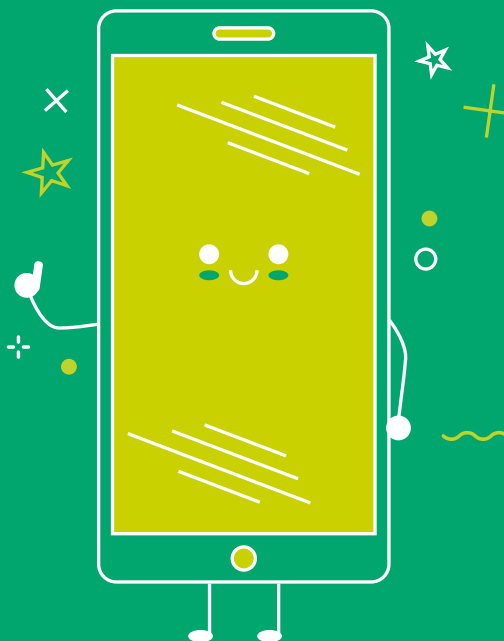
Open the LuxTrust app.

The **“Check your data”** window only appears when the app is opened for the first time. Press **“Got it”**.

The contextualisation window will appear in future login attempts. Check that the connection details are correct (client number, date and time) and then validate by clicking on **“Accept”**



YOU CAN  
NOW ACCESS  
YOUR ACCOUNT



## VIEW OUR BRANCH OPENING HOURS



<https://www.bgl.lu/en/branches>

## CONTACT US



(+352) 42 42-2000



[info@bgl.lu](mailto:info@bgl.lu)



[bgl.lu](https://www.bgl.lu)

## FOLLOW US



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