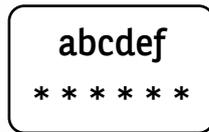


MIGRATING FROM A PHYSICAL TOKEN TO A LUXTRUST SCAN USER GUIDE

YOU WILL NEED:



Your LuxTrust
login details



Your BGL Web
Banking login details



Your physical token



Your LuxTrust Scan



A phone



Internet access and a browser,
on PC, tablet or smartphone



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BNP PARIBAS**

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STEP 1: CHECK THAT YOU HAVE YOUR LUXTRUST LOGIN DETAILS

Your LuxTrust login details are:



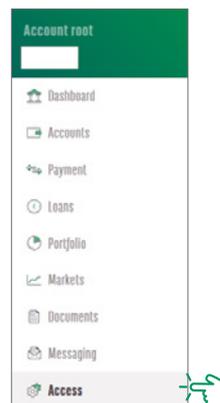
A User ID composed of four letters (the first two letters of your surname + the first two letters of your first name), and four digits (e.g. ABCD1234)



A Password containing six to ten alphanumeric characters, which you chose when you activated your Token

If you do not have your LuxTrust login details, you can retrieve them from:

The Web Banking site from a browser: click on **Settings** in the left-hand menu, then on **Retrieve my LuxTrust login details** (a text will be sent with your LuxTrust login details).



The (initial) password found in the SMS sent by LuxTrust **is no longer valid**, as it was changed when you activated your Token.

Once you've received your LuxTrust login details by SMS, you'll need to set a **new password** on the LuxTrust website <https://www.luxtrust.com/fr/my-luxtrust/mes-codes-et-mots-de-passe/mot-de-passe-oublie>.

You'll need to use **this new password** to activate the LuxTrust Scan device.

STEP 2: CHARGE THE SCAN BEFORE ACTIVATING IT

The LuxTrust Scan device must be **adequately charged to be activated**.

Please use the USB cable to charge it before activating it. When three charging bars are shown, you can begin the activation process (charging should take around 30 minutes).

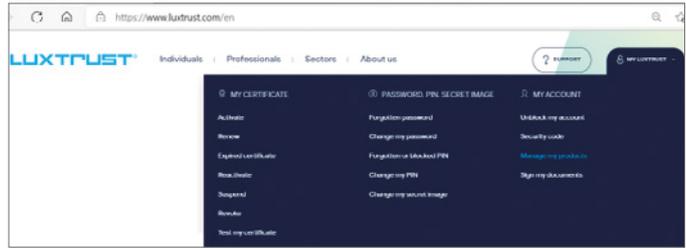


- While activating the device (step 4), make sure that **the LuxTrust Scan screen is active** throughout the process. To do this, just swipe your finger across the screen at regular intervals. **If the screen switches off during activation, you will need to go through the whole process again.**
- It takes **one hour** to fully activate the LuxTrust Scan (charge, activate and connect to Web Banking with the device)

STEP 3: LOG IN TO THE LUXTRUST WEBSITE (WWW.LUXTRUST.COM)

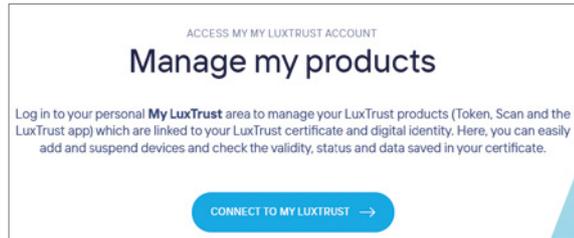
1

Open the **MyLuxTrust** drop-down menu.



2

Click on **'Manage my products'**.



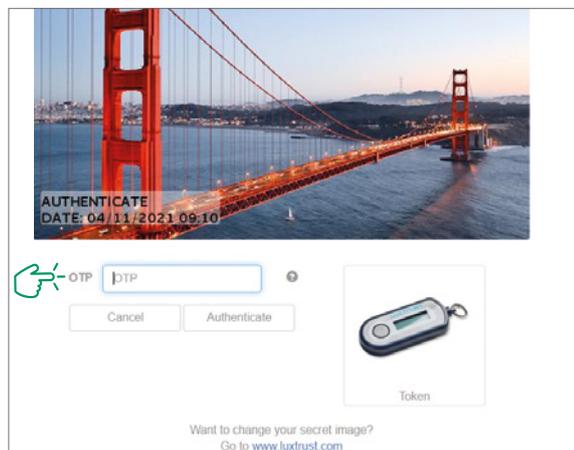
3

Select the **Token**.



4

Log in to access your certificate details.



5

Once you've accessed your certificate details, call **(+352) 4242 2500, Monday to Friday from 9.00 am to 6.00 pm:**

- An agent on our Client Service Task Force will then authenticate your details and ask you a few security questions.
- Once everything is validated, the Task Force agent will unblock the connection pathway and you'll be able to activate the LuxTrust Scan.

Welcome to MyLuxTrust! Your personal space to manage your token, LuxTrust Mobile application or your LuxTrust Scan.

Certificate details

Hereafter are the details of your certificate linked to the connected device.

Surname	XXXXXXXX
First name	XXXXXX
Email address	XXXX@XXXX.COM
LuxTrust serial number	0350 9145 4065
SSN	00865018035091454065
Valid	from 23/10/2020 to 23/10/2023
Certificate level	Qualified
Status of signature certificate	✓ Activated

My devices

A certificate (same User ID and Password) can be connected to 1 token, 2 LuxTrust Mobile applications (smartphone and/or tablet) and 1 LuxTrust Scan.

Below your devices that are already connected and the devices possible to connect to your LuxTrust certificate:

Login using TOKEN does not allow the addition of a LuxTrust Scan device.
In order to add a new LuxTrust Scan device, log in using your LuxTrust Mobile application or please call **(+352) 74 550 550**

Token	SSN LuxTrust	27 7636769 1
	Licence Number	-
	State	ok
	Device Status	Activated

> Disconnect your device temporarily from your LuxTrust certificate
> Delete your device permanently from your LuxTrust certificate

History ▾

LuxTrust Scan > Add a device to your LuxTrust certificate



Please note that you will need to start linking the scan to the certificate within **10 minutes after being unblocked**.

You will need **between 20 and 30 minutes** to complete the process and log on to BGL BNP Paribas Web Banking with your new device: the LuxTrust Scan.

STEP 4: SCAN ACTIVATION



It is important to keep the LuxTrust Scan device active from this step onwards.

1

Click on **'Add a device to your LuxTrust certificate'**.

LuxTrust Scan > Add a device to your LuxTrust certificate 



2

Scan the first QR code using your LuxTrust Scan and enter the 10-digit code generated by the Scan.

The screenshot shows a multi-step activation process. At the top, there are tabs for 'Scan QR code (1/3)', 'Password', 'Challenge questions', 'Validation', and 'Summary'. Step 1 is 'Scan the QR code (multi-colour mosaic) with your LuxTrust Scan device.' It features a QR code. Step 2 is 'Enter the code displayed on your LuxTrust Scan device.' It shows a text input field with the value '9577833128' and a 'Done' button. Below this, it says 'Then click "Done" on your LuxTrust Scan device.' To the right, there is an image of the LuxTrust Scan device displaying 'Please enter the following code online: 12 3456 7890' and 'Cancel Done' buttons.

3

- Select "Yes" on your LuxTrust Scan to confirm that the code has been accepted.
- Then click "Yes" on the screen to move to the next step, or click "No".

The screenshot shows a 'Confirmation' screen. It features an image of the LuxTrust Scan device with a confirmation dialog: 'Was the code entered during online activation accepted?' with 'No' and 'Yes' buttons. The 'Yes' button is circled in red. Below the image, there are instructions: '1. On your LuxTrust Scan device: Confirm with "Yes" if the code has been accepted. 2. On the screen: Then click "Yes" to continue, otherwise click "No".' At the bottom right, there are 'No' and 'Yes' buttons.

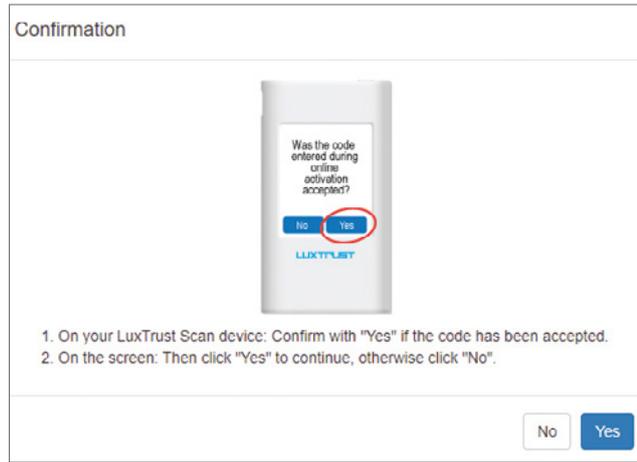
4

- Scan the second QR code and enter the eight-digit code generated by your LuxTrust Scan.
- Then enter the serial number shown on the back of your LuxTrust Scan and click on "Next".

The screenshot shows the continuation of the activation process. It has the same tabs as the previous screen. Step 4 is 'Scan the QR code (multi-colour mosaic) with your LuxTrust Scan device.' It features a QR code. Step 5 is 'Enter the code displayed on your LuxTrust Scan device.' It shows a text input field with the value '79947958' and a 'Done' button. Below this, it says 'Then click "Done" on your LuxTrust Scan device.' To the right, there is an image of the LuxTrust Scan device displaying 'To complete the activation enter the following code online: 12345678' and 'Cancel Done' buttons. Step 6 is 'Enter the serial number indicated on the back of your LuxTrust Scan (below the bar code).' It shows three text input fields with the values '65', '0075972', and '1'. At the bottom, there are 'Restart' and 'Next' buttons.

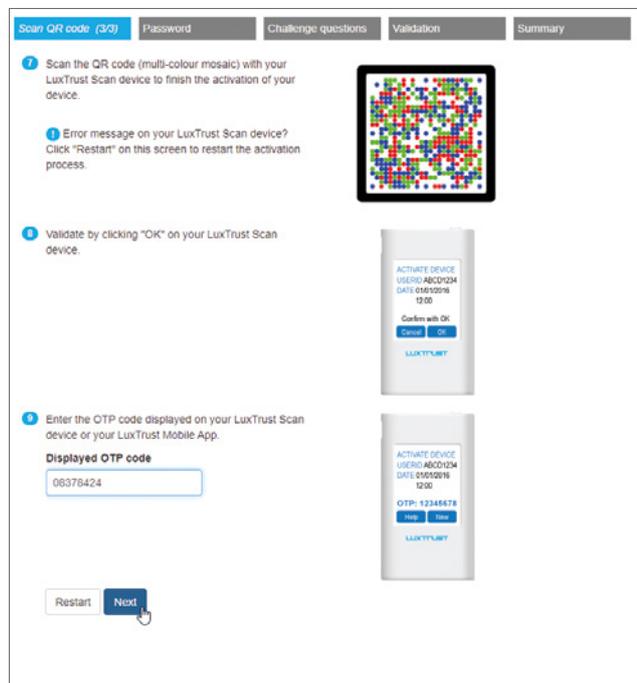
5

- On your LuxTrust Scan, click on "Continue".
- Then click "Yes" on the screen to move to the next step, or click "Start again".



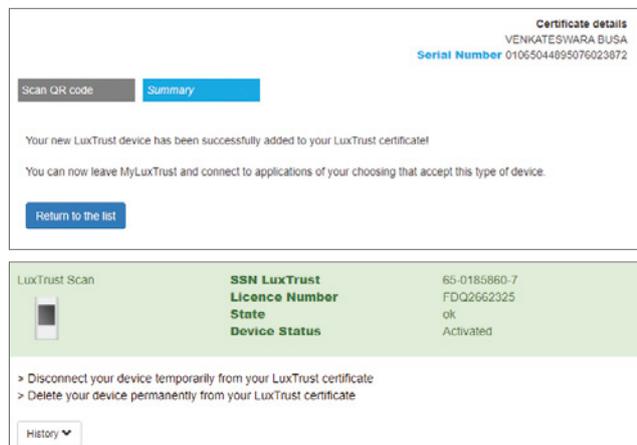
6

- Scan the third QR code and confirm by selecting "OK" on your Scan.
- Next, enter the OTP (eight digits) displayed on your Scan and click "Next".



7

Your LuxTrust Scan is now activated and can be used to log on to the Web Banking website.



8

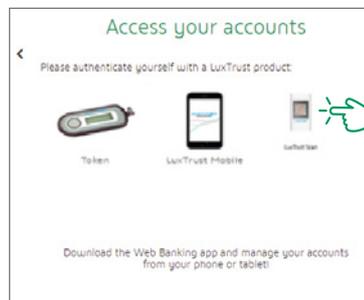
Log on to Web Banking
via **bgl.lu**.



9

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

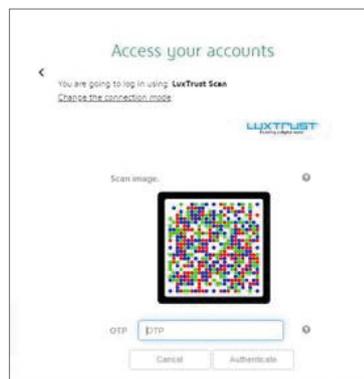
Select **LuxTrust Scan**.



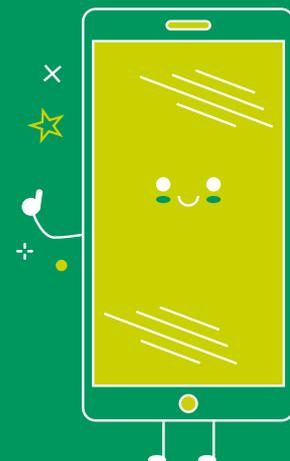
10

When logging on
to Web Banking:

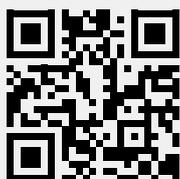
- **Scan the image** with your LuxTrust Scan.
- **Check the validation context.**
- **Re-enter the OTP** generated on the Scan.



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YOUR ACCOUNT**



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