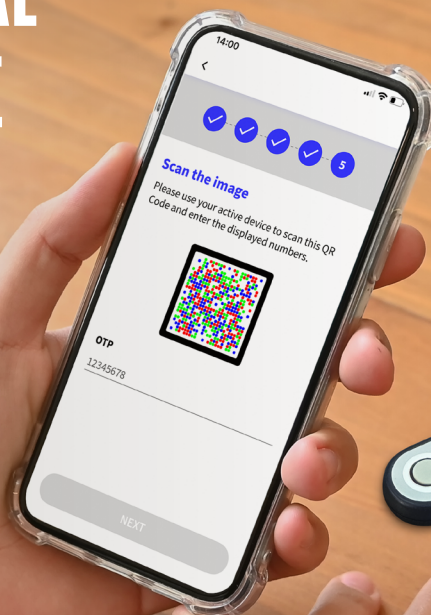


MIGRATION OF THE PHYSICAL TOKEN TO LUXTRUST MOBILE USER GUIDE



STEP 1: CHECK THAT YOU HAVE YOUR LUXTRUST LOGIN DETAILS

Your LuxTrust login details are:



An 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 LuxTrust website: <https://www.luxtrust.com/en/my-luxtrust/my-account/resend-my-initial-sms-codes>



The (initial) password found in the SMS sent by LuxTrust is no longer valid, as it was changed when you activated your Token.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/en/my-luxtrust/password-pin-secret-image/forgotten-password>.

You'll need to use this new password to activate LuxTrust Mobile.

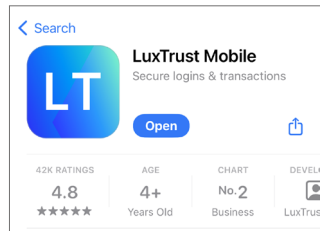


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STEP 2: INSTALL THE LUXTRUST MOBILE APP

With your LuxTrust login details at hand, download the LuxTrust Mobile app on your smartphone from the App Store or Google Play.

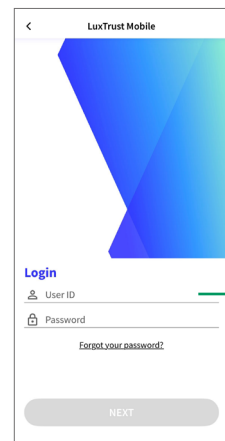
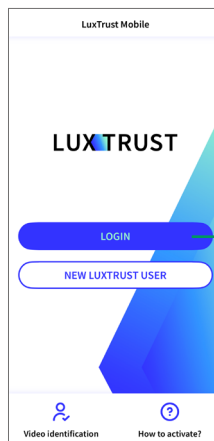


Start the app and follow the steps shown on the screen.

1

Press **'LOGIN'** **A**

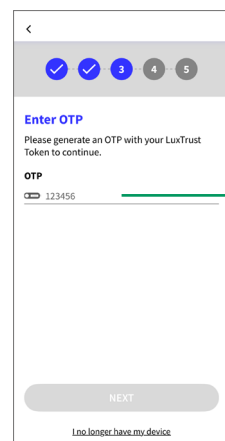
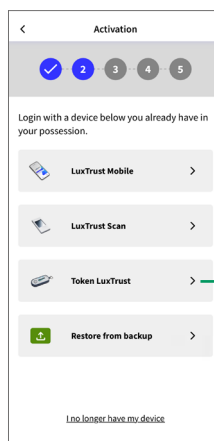
Enter your LuxTrust User ID and password
(ex. ABCD1234) **B**



2

Select
Token LuxTrust **C**

Enter the **OTP** displayed on
your Token **D**



3

Set a **PIN** **E** (this must be 6 numbers, and will be used to unlock your LuxTrust Mobile app)

Use your **biometrics** **F** (fingerprint, facial recognition). These can be used instead of the **PIN** to unlock the LuxTrust Mobile app

The first screen, 'Define a Pincode', shows a progress bar with 5 circles, the 3rd being active. It prompts the user to 'Create a pincode to secure and unlock your LuxTrust App.' and includes a warning: 'Please do not use the same Pincode you are using to unlock your device.' A numeric keypad is at the bottom. A green circle 'E' points to the pincode input area.

The second screen, 'Confirm your Pincode', shows the same progress bar and asks the user to confirm the pincode with another numeric keypad. A green circle 'F' points to the 'NEXT' button at the bottom.

The third screen, 'Enable biometrics', shows the progress bar with all 5 circles filled. It states 'Your device supports Face ID. You can use it to validate your transactions. Would you like to enable it?' and has a toggle switch for 'Use Face ID' which is turned on. The 'NEXT' button is at the bottom.

4

Enter the name of your device **G**

You will receive a text within 6 hours. Upon receipt, tap on this link to open the app. You must now save your account, which will allow you to restore your app easily if you have technical issues or if you change your device.

The first screen, 'Choose a name for your device', shows a progress bar with 5 circles, the 5th being active. It asks the user to 'Choose a name that you can remember. It will help you in case you need to replace your phone or suspend access to the app.' There is a text input field for 'Device name' with 'iPhone' entered. A green circle 'G' points to this field.

The second screen, 'SMS on the way', shows a progress bar with 5 circles, the 4th being active. It states 'You will receive an SMS at +352 123 456 789. It contains a verification link to complete the activation. In the meantime, you can leave the app.' It includes an illustration of a smartphone with a message bubble and a 'RESEND SMS' button at the bottom.

The third screen, 'Back up your account', shows a progress bar with all 5 circles filled. It lists benefits of backup: 'Protect your account by creating a backup', 'Easily restore your data if you switch devices or face issues like technical problems or phone loss/theft', and 'The backup feature activates automatically once created'. It also notes 'You have full control over this feature and can disable or enable it at any time in the Security menu.' A 'CREATE BACKUP' button is at the bottom.

5

Activation successful

The 'Summary' screen shows 'Activation successful!' and 'Your LuxTrust Mobile App is ready to use.' It features a 'Certificate details' section with a lock icon, listing: First name(s) John, Surname Denver, Nationality LU, SSN 0011110002220003333, and E-mail john.denver@examplemail.com. At the bottom, it says 'You can manage your different devices (Token, LuxTrust Mobile or Scan) via my.luxtrust.com' and has a 'FINISH' button.

YOUR LUXTRUST APP IS READY TO BE USED!

VIEW OUR BRANCH OPENING HOURS



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June 2024 Marketing Communication



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