

# What should I do if my Token is lost or stolen?

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For assistance, please call (+352) 24 550 550, Monday to Friday, 8am-6pm. You will be guided accordingly:

- step-by-step instructions on how to order a new one (including revocation/cancellation of existing certificate; this will reduce misuse by one third),
- Or follow instructions on how to replace a Token (retaining your original UserID and Password).

After office hours, also call (+352)24 550 550.

