

## How to suspend a device?

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To suspend a device from your LuxTrust certificate (e.g. in the case of theft or loss), you can disconnect it on *LuxTrust.lu* > *MyLuxTrust* > *My devices* and reconnect it when needed.

If you do not have another LuxTrust device to connect yourself to MyLuxTrust > My devices, it will not be possible to reconnect your device in MyLuxTrust as mentioned above.

In that case, you have to:

- call the LuxTrust Customer Service Desk (+352) 24 550 550) who will give you a temporary code (LuxTrust security Code) to authenticate to the LuxTrust website. This code has a validity of 30 minutes!
- go to the LuxTrust website > MyLuxTrust and click on the last sentence on the screen " Have you lost your Token? "
- insert your User ID, your Password and the "LuxTrust Security Code" that you have received from your bank or the LuxTrust Helpdesk and reconnect your device.

