

My LuxTrust Scan is faulty (out of service, flat battery, unreadable screen, etc.)

If your LuxTrust Scan is faulty, please contact your bank in order to get your device replaced.

If you have an other LuxTrust device, you can connect yourself to the LuxTrust Website > MyLuxTrust > My Token with your other device :

- Click on "Login" and authenticate yourself with another available device (LuxTrust Mobile App or Token)
- Replace your former LuxTrust Scan with your new device and link it to your LuxTrust account

If your former LuxTrust Scan does not work any more and you do not have another LuxTrust device, it will not be possible to replace your LuxTrust Scan in your LuxTrust account 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
- you then can replace your LuxTrust Scan linked to your LuxTrust account

