

# I lost my phone or it was stolen. What should I do?

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Even if you no longer have your smartphone, your electronic identity is safe with us. You simply have to download again the app on another device and activate it following the steps above.

It is extremely hard for someone to use your electronic identity for his own benefit since it is protected by various verification elements (codes, passwords) sent through various channels and known just by yourself.

In case of doubt, you can always contact our Helpdesk at (+352) 24 550 550 for guidance and help.

