

What should I do if I want to change my smartphone?

The LuxTrust Mobile application is not linked to a telephone number or a mobile device (smartphone/tablet).

If you would like to replace/change your smartphone, you have to:

- download the LuxTrust Mobile App on your new smartphone
- connect to the LuxTrust Website on *MyLuxTrust* > *My devices*
- click on "Login" and authenticate with your LuxTrust Mobile App
- click on "Replace your LuxTrust device" which allows to disconnect your former smartphone and to connect your new smartphone to your LuxTrust certificate
- click on "deactivate" in the settings of the LuxTrust Mobile App of your former smartphone

Note:

If you do not have any more your former LuxTrust Mobile App and you do not have another LuxTrust device, it will not be possible to replace your LuxTrust Mobile App linked to 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 the LuxTrust Helpdesk
- you then can replace your LuxTrust Mobile App linked to your LuxTrust certificate

