

# How can I reactivate my certificate?

---

If you want to reactivate your certificate, that you have previously suspended you have the following possibilities to make a reactivation:

## **Online reactivation**

You can always reactivate your certificate on our website by clicking [here](#)

## **Reactivation by telephone call**

If you want to reactivate your certificate, that you have temporarily suspended, through telephone, please contact our Helpdesk 24/7 at (+352) 24 550 550.

Our Helpdesk will proceed to your identification. During this procedure you will have to answer the "challenge questions" that you have chosen during the activation of your certificate.

Once your identity is proven, the Helpdesk will proceed to the reactivation of your certificate.

## **Reactivation at a LuxTrust registration authority**

If you have temporarily suspended your certificate you can reactivate at a LuxTrust registration authority. Report in person to a registration authority of your choice. Addresses of registration authorities can be found on our website: <http://ra.luxtrust.lu>.

After ascertaining that your request is legitimate the registration authority will verify your identity. For that purpose you must provide an official identification document (identity card, passport or Luxembourg residence permit).

**Attention:** After a temporary suspension you have 30 days to activate your certificate before it is automatically revoked.

