

# My LuxTrust Signing Server account (Token, LuxTrust Scan or LuxTrust Mobile App) is blocked, what can I do?

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For security reasons the access to your device is automatically blocked when an incorrect Password has been entered 5 times.

**To unlock, you have 3 possibilities:**

- Immediately contact the LuxTrust Client Service Desk on (+352) 24 550 550 and answer 3 unique personal questions (e.g.. « What is your mother?s maiden name? »).
- Otherwise, please wait 12 hours: the access to your Token will be automatically unlocked.
- You can also use the unblock procedure under "My Password > Unblock Account".

