

Logging in to eboo eBanking with LuxTrust Mobile for the first time

Now that your POST account is open,
you're only a few steps away from accessing
your new eboo eBanking service.

• WHAT HAPPENS AFTER I APPLY TO OPEN AN ACCOUNT?

You'll be able to view and manage your account online via eboo eBanking.
You will also be able to visit this personal area to send credit transfers,
download your bank account details slip (RIB), top up your Easy VISA card,
view your bank statements, and more.

To access eboo, you need to have activated LuxTrust in advance.



• WHAT IS LUXTRUST?

LuxTrust devices are designed to guarantee optimal security for your
online operations. With LuxTrust, you have a verified digital identity you
can use to prove your real identity in the digital space.

This security check is a bit like going through border control
before boarding a plane bound for eboo.



• WHAT DO I NEED BEFORE I BEGIN?

Your smartphone



Your LuxTrust codes (received by text
after you opened your account)
These codes are valid for 21 days

• HOW DO I ACTIVATE LUXTRUST MOBILE?

Once you have these things to hand, start by activating LuxTrust Mobile. Just follow the instructions displayed on the screen.

1

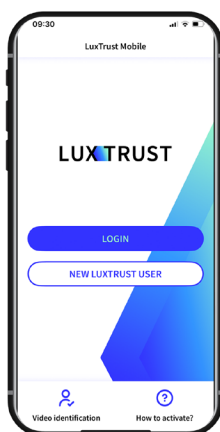


Download LuxTrust Mobile via the App Store or Google Play

Important: LuxTrust Mobile can be activated on a **maximum of two devices**. In accordance with CSSF security requirements, LuxTrust Mobile is only compatible with devices running **iOS 12.0** or **Android 6.0** or later versions.

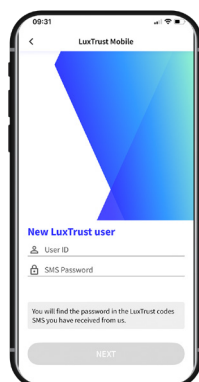


2



Open the LuxTrust Mobile app and click on **'New LuxTrust user'**

3

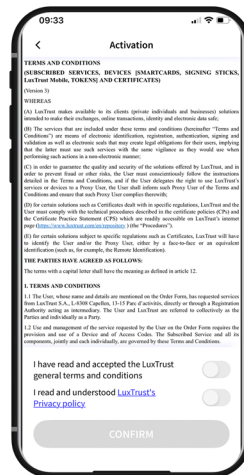


Aujourd'hui 10:20

---LuxTrust Codes---
LuxTrust Serial Number:
[123456789123](#)
User ID: ABCD1234
Password: 123456
Challenge: [123456](#)
More info? info@luxtrust.lu or
[\(+352\) 24 550 550](tel:+35224550550)

Enter the **User ID** you have received by text and click on **'next'**

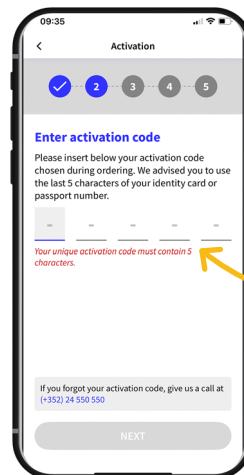
4



Accept LuxTrust's **General Terms & Conditions**

After reading the **General Terms & Conditions**, swipe the toggle button from left to right in order to **accept LuxTrust's Terms & Conditions**.

5



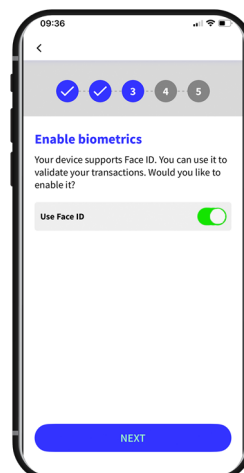
Example:

621 234 944

Therefore 34944

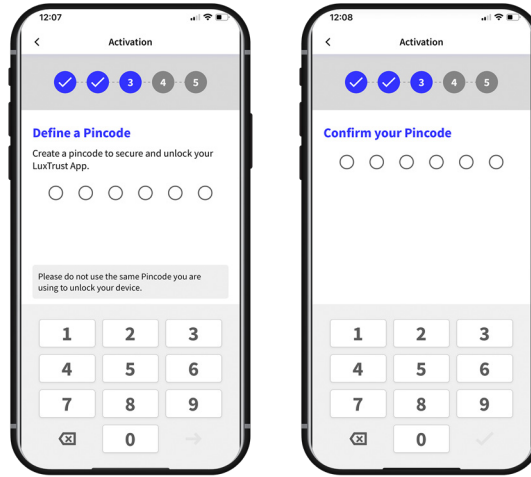
In the '**Activation code**' field, enter the **last five** digits of your mobile phone number and click on '**next**'

6



Activate biometric recognition (**Face ID, Touch ID or FingerPrint**), which will allow you to open the app without entering your PIN

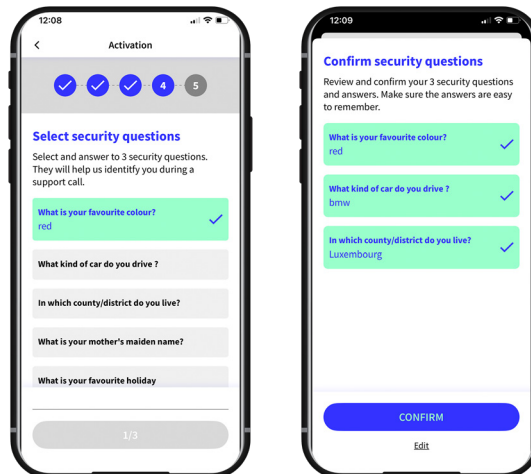
7



Set a **six-digit PIN**, then **check it's right** before tapping the arrow in the bottom right of your screen to validate it.

You will be asked to enter your PIN when you're not using Face ID, Touch ID or FingerPrint.

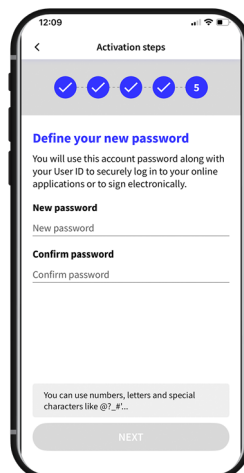
8



Select and answer **three security questions**. These will help you confirm your identity if you phone the helpline

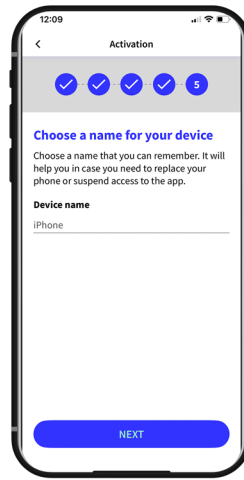
Review and confirm your chosen security questions.

9



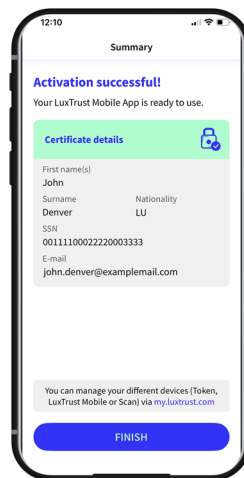
Set a **new password** and enter it again under 'confirm password'

10



Define a **name** for your device that you can remember. It will help you in case you need to replace this device or to suspend access to the app.

11



You have successfully activated LuxTrust Mobile!
Click on '**Finish**'

12

eboo est maintenant accessible !
Connectez-vous dès maintenant sur eboo.lu ou sur l'App.
Des questions ? [+352 2424 8004](tel:+35224248004).
POST Finance

Following the activation of **Luxtrust Mobile**, you will receive a **second** message after a few minutes.

13



Congratulations ! Your Luxtrust Mobile will be activated.
Activation takes about 30 minutes. Please wait before starting the next step.

• HOW DO I ACTIVATE EBOO eBANKING?

14



Download **eboo** from the App Store or Google Play



15



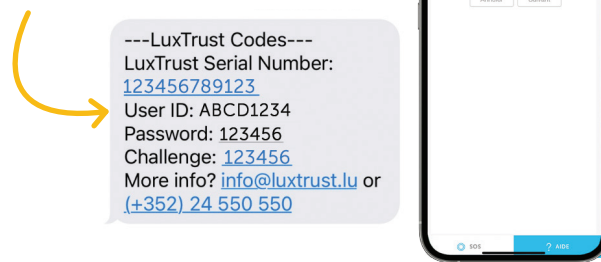
Open your **eboo** app and click on 'connexion'

16



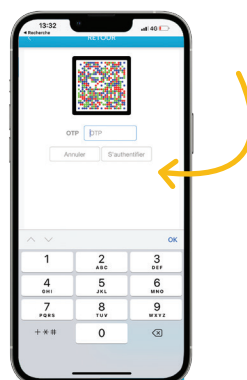
Select **LuxTrust Mobile**

17



Enter **User ID** shown in your **second text message** and enter the **same password** you choose for your LuxTrust Mobile account in step 9

18



Click on the square. You will be redirected to the LuxTrust Mobile app

19



A window will open to let you know that you are logging in to LuxTrust Mobile and that you have **five minutes** to move on to **step 20**

20



Once your LuxTrust Mobile app is open, **click on 'confirm'**

21



An **identification request** will be made via **Face ID or the fingerprint** scanner. If you have not activated Face ID, **enter the same PIN** you chose for your LuxTrust Mobile account

22



You will be redirected to **eboo eBanking** again.
Congratulations! You've successfully activated eboo eBanking!
You can now use your eboo app **anywhere you are**,
without having to visit a POST Finance location.

If you have any problems with the procedure, please contact **8002 8004**.
POST assistants are available to assist you Monday to Saturday from 7am to 8pm.



Some app usage tutorials are available
on the POST Luxembourg YouTube channel, in the **"Tutos eboo"** playlist.

Do you have more questions about LuxTrust Mobile?



<https://www.luxtrust.com/en/individuals/switch-luxtrust-mobile-application>



+352 2455 0550 Monday to Friday, from 8 am to 6 pm.



questions@luxtrust.lu

