

MULTILINE

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CONNECT TO MULTILINE

Here are the steps to follow to connect to MultiLine via the LuxTrust portal :

- Choice of the LuxTrust device
- At the 1st use, choice of the secret image
- Authentication by typing its PIN

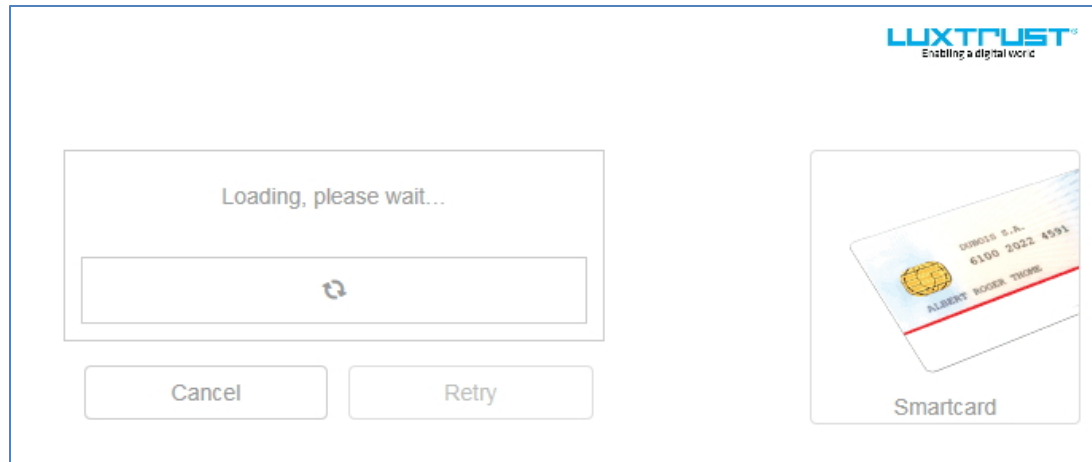
1. Go to the MultiLine login URL :

<https://ebanking.prod.multiline.lu/IBS/portal/ControllerPortal>

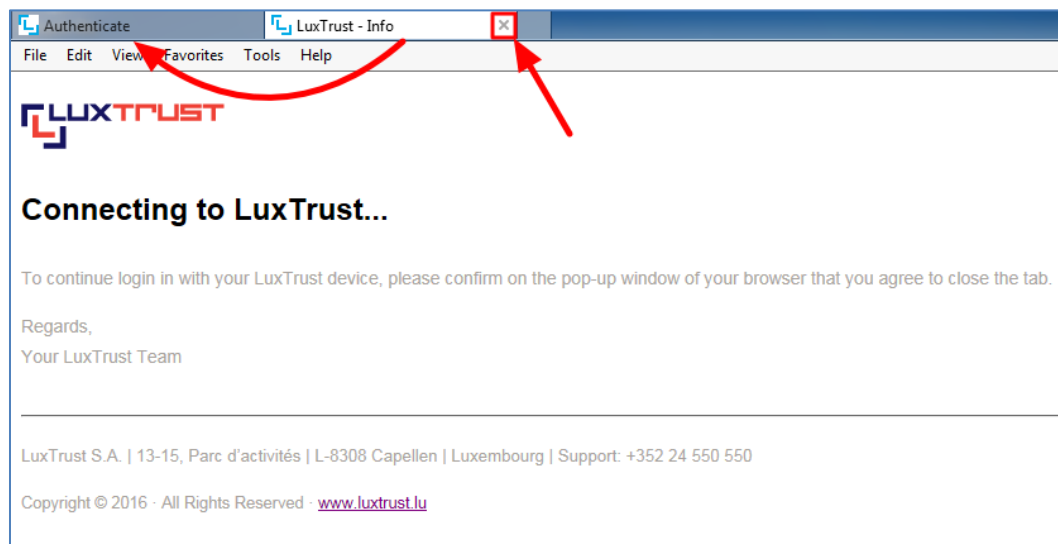
2. You are automatically redirected to the LuxTrust portal, asking you to choose your connection device :



3. Your LuxTrust certificate is loaded from your LuxTrust product :



When loading, a 2nd tab with the LuxTrust logo can open. It must be closed to continue authentication on the LuxTrust portal.



To avoid closing this tab with each authentication, you must add the site https://*.luxtrust.com to the trusted sites of your browser and the sites below referenced:

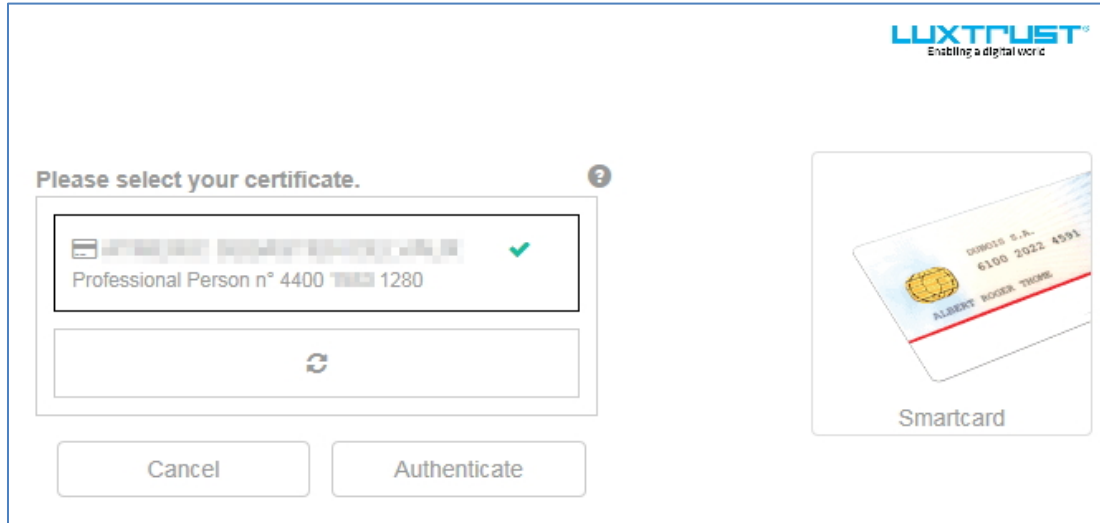
<https://login.prod.multiline.lu>

<https://sign.prod.multiline.lu>

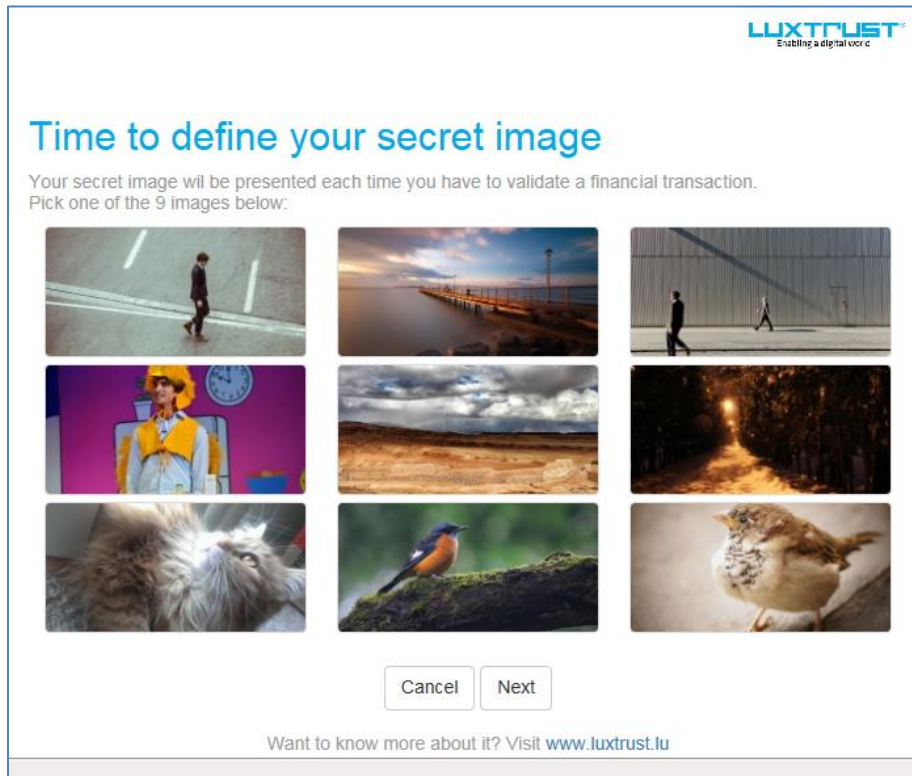
https://*.luxtrust.lu

For more details, click on the online help below :
<https://www.multiline.lu/index.php?id=84&L=1>

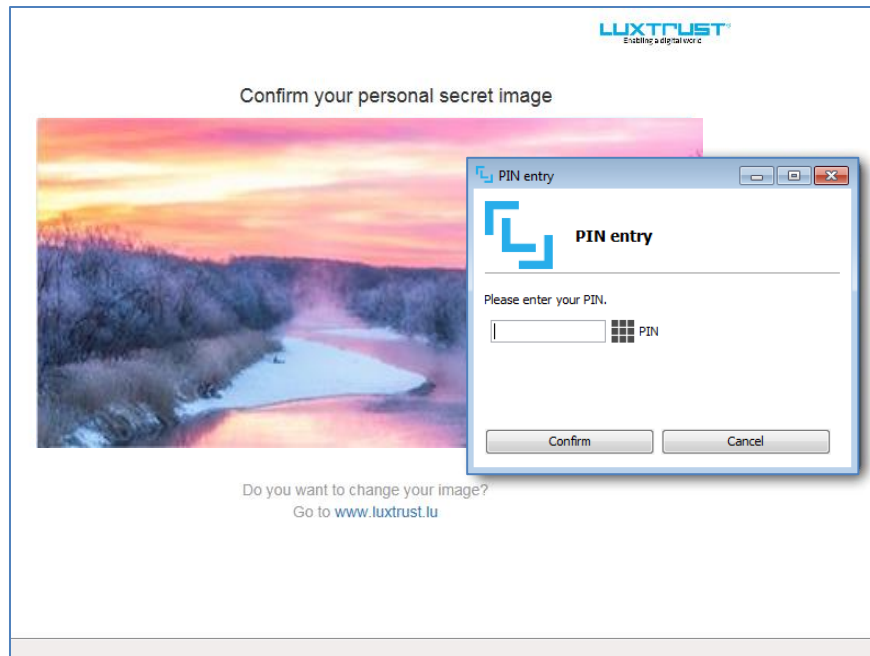
Your certificate is loaded, click on authenticate



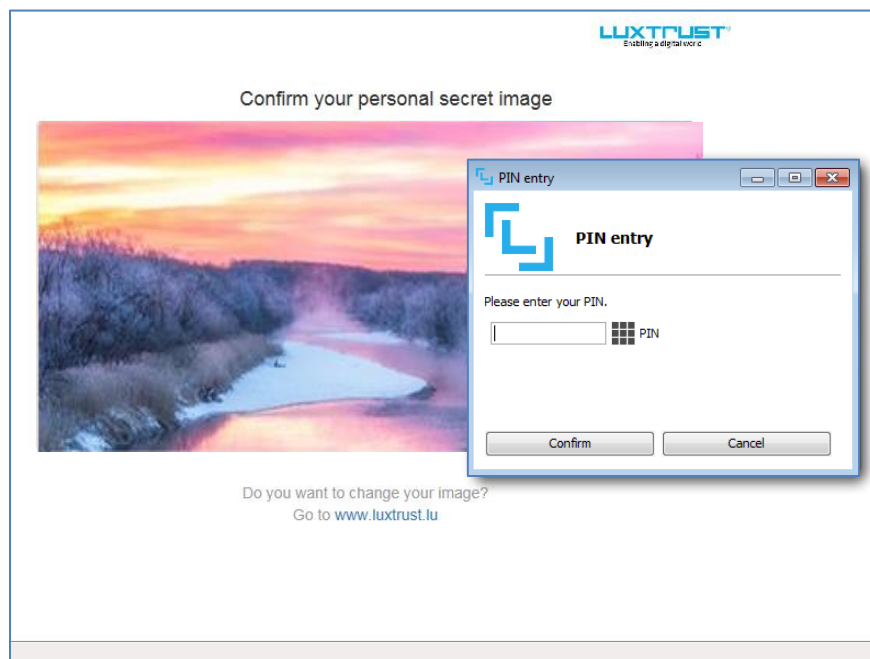
4. During the first use of the LuxTrust portal, you must choose a secret image:



Then enter your PIN in the pop-up that appears:




5. During the next use of the LuxTrust portal, this secret image will be reused:



6. You arrive then on the MultiLine login page

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MULTILINE


Enabling a digital world

In order to reach the requirements of the second European Directive on Payment Services, commonly known as PSD2, additional security measures will be implemented soon on the MultiLine platform.

MultiLine banks have chosen to use the **LuxTrust** portal, which will allow you to keep your current security device (Smartcard or Signing Stick).

We will send you shortly details of these changes, which will occur during your login or transactions signing in MultiLine.

For more information, please contact the MultiLine helpdesk by email helpdesk@multiline.lu or by phone +352.26.588.588 from Monday to Friday from 8am to 6pm

MultiLine middleware information

You have the MSI version: 6.29.0012

Choose a contract profile

My profile

Profile 1

Profile 2

eAdmin

Manage MultiLine account


Contract profiles

Download area

Online help

MULTILINE Helpdesk

Tel. : (+352) 26 588 588



From Monday to Friday from 8 a.m. to 6 p.m.
Saturday morning from 9 a.m. to 1 p.m. (except for bank holidays)
eMail : helpdesk@multiline.lu

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Multiline

SIGN A PAYMENT IN MULTILINE

Here are the steps to sign a payment in MultiLine via the LuxTrust portal :

- Request for signature
- Loading the certificate
- Checking the signature reference
- Sign by encoding the PIN code

1. Select the payment to sign and initiate the signature

The screenshot displays the MultiLine LuxTrust portal interface. The top navigation bar includes links for Home, My reports, My messages, Welcome, Main menu, Info, Help, Preferences, and Log out. The left sidebar contains a menu with Account info, Transactions, and Sent Transactions. The main content area shows a transaction details view for a SEPA payment. A status bar at the top of the transaction details indicates 'Not signed yet'. Below this, transaction details are listed in two columns: Number of transactions (1), Total amount (1,23 EUR), Execution date (05/04/19), Urgency code (Not urgent), Global/single debit (Single debit), Transfer type (SEPA payment - Ordinary transfer), Transaction reference (60015004), Creation date/time (05/04/19 15:09), eBanking contract (CTST - 0000), and Legal entity name (CENTRAL Administration de l'Etat L). Below the details, the 'From' field shows the sender's name and the 'Execution date' is 05/04/19. A summary table shows the number of transactions (1) and total amount (1,23 EUR). A table below this lists the beneficiary details: Beneficiary name, Beneficiary account, Beneficiary bank, Amount, Message to beneficiary, Customer reference (E2E), and Beneficiary address. The table shows one transaction with an amount of 1,23 EUR. Below the table, the 'Processing options' section shows 'Send when sufficiently signed'. An 'Audit trail history' button is located below the processing options. At the bottom right, there are four buttons: 'Quick print', 'Sign', 'Send', and 'Close'. A red arrow points to the 'Sign' button.

Beneficiary name	Beneficiary account	Beneficiary bank	Amount	Message to beneficiary	Customer reference (E2E)	Beneficiary address
CENTRAL Administration de l'Etat L	LU01 0801 2345 6789 1010	CTSTLUUL	1,23 EUR	Message au bénéficiaire	60015004051500051457700000	Parc d'Activité Syrdal L-5385-Munsbach

Number of transactions in EUR	Total amount
1	1,23 EUR

Processing options

Send when sufficiently signed

Audit trail history

Quick print Sign Send Close

2. You are redirected to the LuxTrust portal and your certificate is loaded.

Check the payment information at the bottom of the page and confirm the choice of certificate.

Sign with Luxtrust

1. Review the content you are about to sign.
2. Remember your summary data (top right corner of the screen).
3. Continue to sign with Luxtrust.

MultiLine

Your signing reference **O-LIVE 730 O'KEEFETOWN**


Number of banking files to sign: 1 Number of transactions to sign: 1 Initiated at 11/04/19 14:41

Please select your certificate.

Professional Person n° 4400 1983 1280

Cancel

Next


Smartcard

Ordering account / Bank	Description	Number of transactions	Amount	Execution date	Hash code
LU04 0000 0000 0000 0000 0000	Payment to LU08 2336 1457 7589 3644 with dynamic DES/3DES	1	100,00 EUR	11/04/19	

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3. Check your MultiLine signature reference with the one that appears in your secret image at LuxTrust.

Sign with Luxtrust

1. Review the content you are about to sign.
2. Remember your summary data (top right corner of the screen).
3. Continue to sign with Luxtrust.


MULTI
LINE

MultiLine

Your signing reference **OLIVE 730 O'KEEFETOWN**
Number of banking files to sign: 1 Number of transactions to sign: 1 Initiated at 11/04/19 14:41

LUXTRUST
Ending a digital world

The image is different from the one you chose?
Cancel operation and contact Luxtrust Customer Service Desk (+ 352) 24 550 550



SIGN YOUR TRANSACTIONS
YOUR SIGNING REFEREN**OLIVE 730 O'KEEFETOWN**

Cancel Sign

Ordering account / Bank	Description	Number of transactions	Amount	Execution date	Hash code
Luxtrust Luxembourg	Payment by credit transfer	1	100,00 EUR	11/04/19	

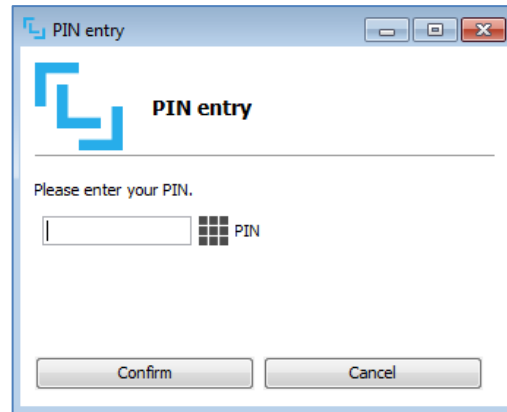
This complementary security process meets the requirements of the second European Payment Services Directive, also named PSD2.

The reference signature from MultiLine present in the upper right corner, in this example "**OLIVE 730 O'KEEFETOWN**" MUST be the same as the one from LuxTrust, shown in your secret image.

If this is not the case, please STOP your signature process immediately, inform your IT department, contact the LuxTrust helpdesk and get in touch with your bank (s) as soon as possible.

If not, you can continue your current signing process.

4. Sign your payment by entering the PIN code



A screenshot of a Windows-style dialog box titled "PIN entry". The dialog box has a blue title bar with standard minimize, maximize, and close buttons. Inside the dialog, there is a blue logo consisting of three nested L-shapes on the left. To the right of the logo, the text "PIN entry" is displayed. Below this, the instruction "Please enter your PIN." is shown. Underneath the instruction is a text input field with a vertical cursor. To the right of the input field is a small icon of a 3x3 grid of squares, followed by the text "PIN". At the bottom of the dialog, there are two buttons: "Confirm" on the left and "Cancel" on the right.

Need help ?

In case of problems, check that you meet the following requirements :

- [Necessary configuration for the usage of the LuxTrust Middleware](#)
- [Installation Guide for the LuxTrust Middleware under Windows](#)
- [Information on the secret image](#)

Contact the LuxTrust helpdesk :

Luxembourg : +352 24 550 550

Belgium : +32 2 8089 061

E-mail : helpdesk@luxtrust.lu

Open Monday to Friday from 08:00 to 18:00

Contact the MultiLine helpdesk :

Phone : +352 26 588 588

E-mail : helpdesk@multiline.lu

Open Monday to Friday from 08:00 to 18:00