MULTILINE

How to connect and sign on MultiLine via the LuxTrust portal ?

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
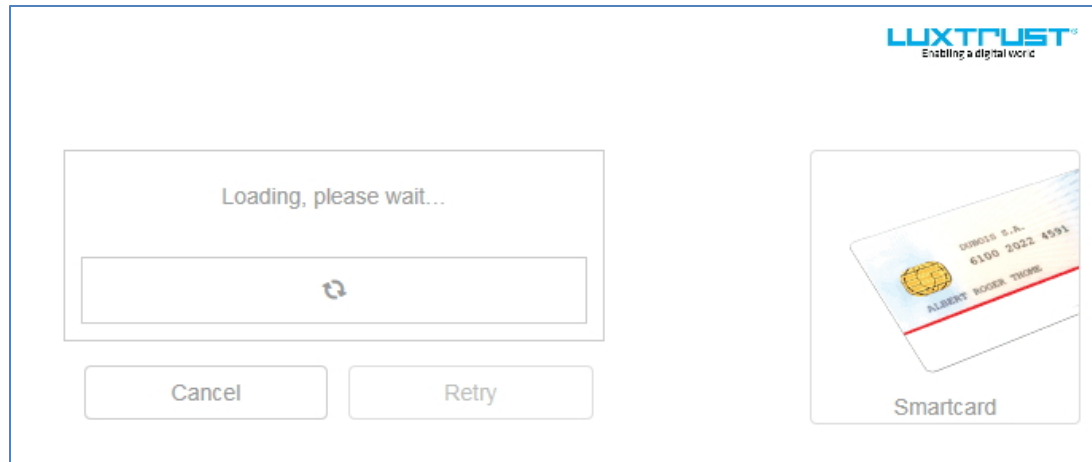- Authentication by typing its PIN
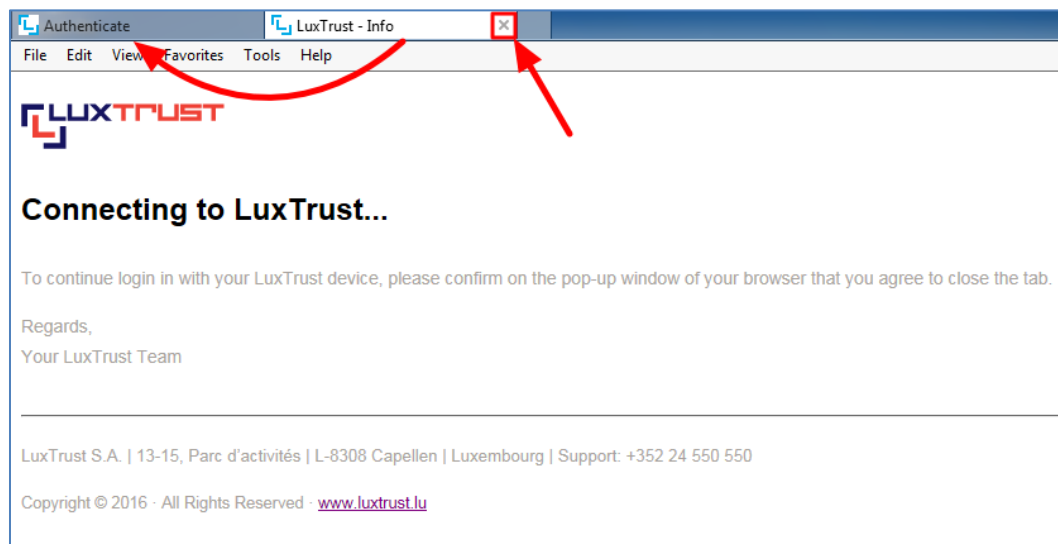
1. Go to the MultiLine login URL :
   https://ebanking.prod.multiline.lu/IBS/portal/ControllerPortal

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:
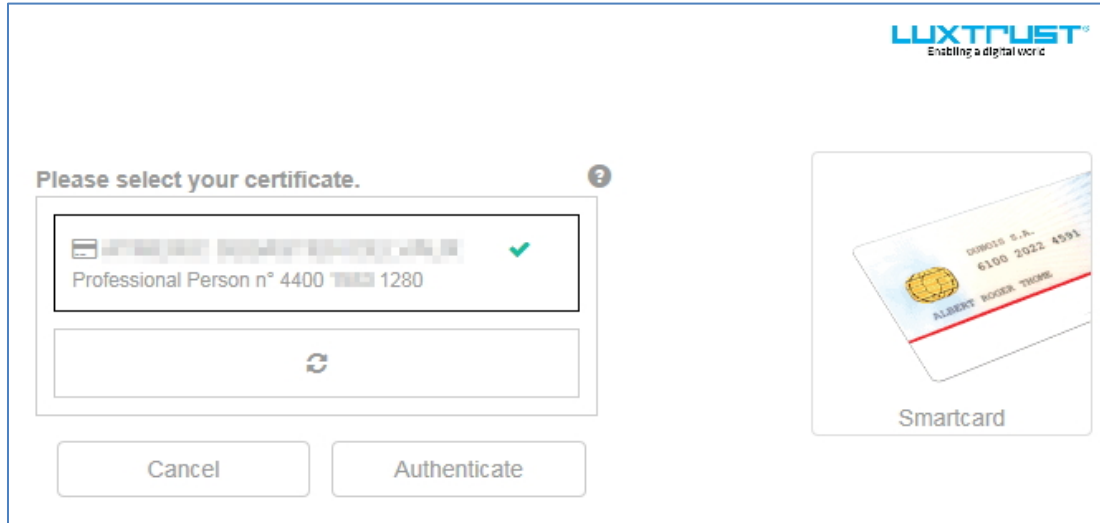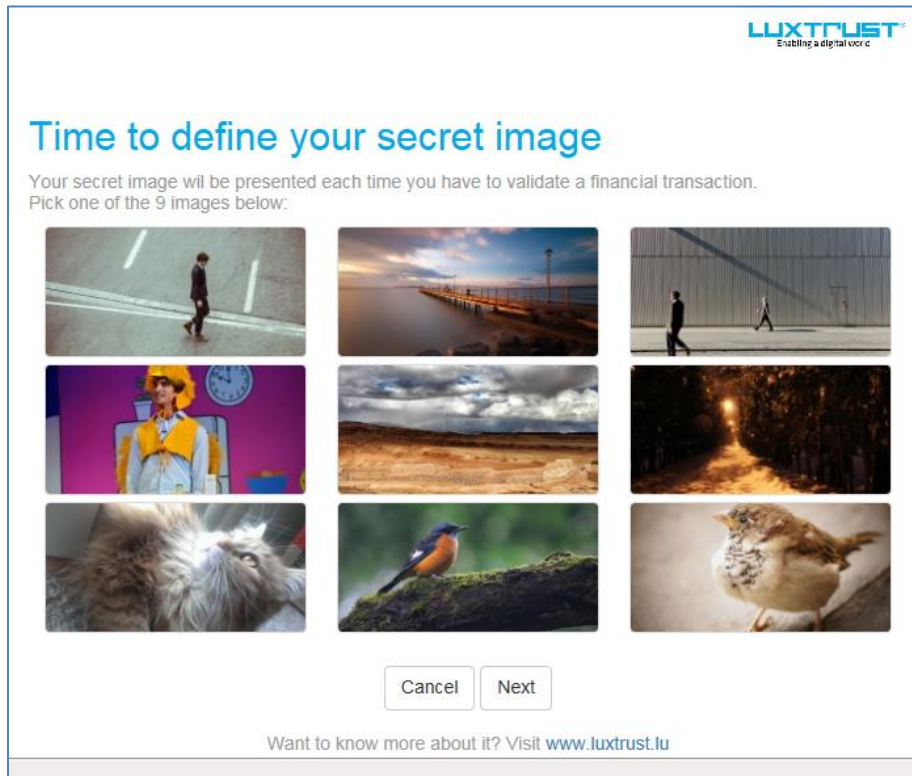**https://login.prod.multiline.lu**
https://sign.prod.multiline.lu
https://*.luxtrust.lu

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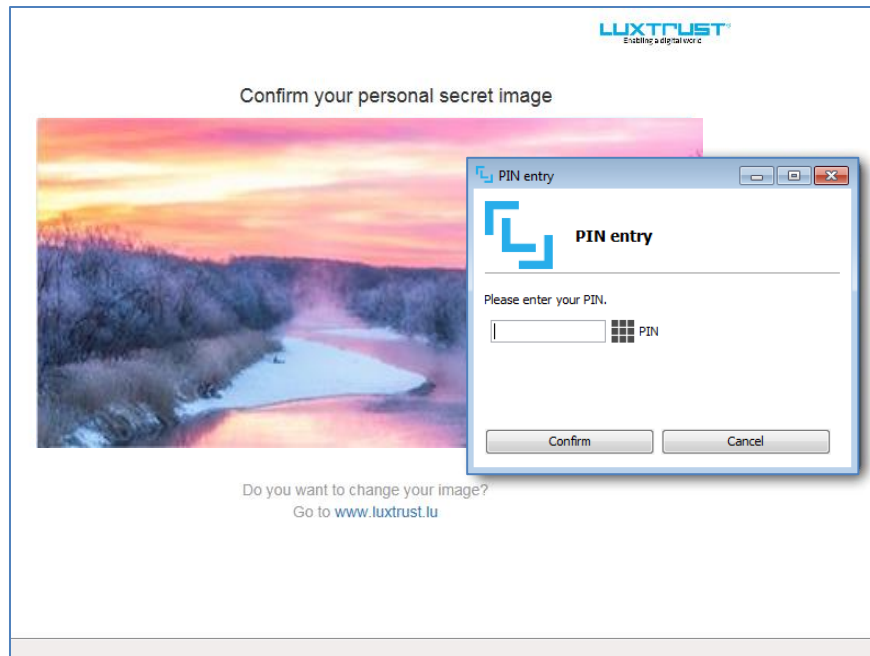**https://www.multiline.lu/index.php?id=84&L=1**

Your certificate is loaded, click on authenticate
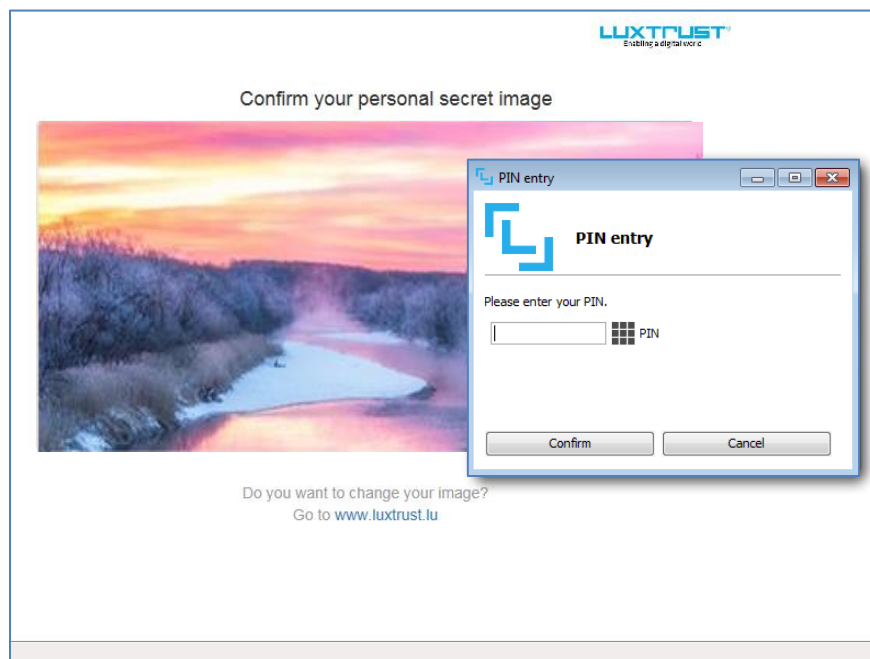

4. **During the first use of the LuxTrust portal, you must choose a secret image:**

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

LUXTRUST
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

-
-
-
-

🔑 eAdmin   ⟩

⚊ Manage MultiLine account   ⟩

👤 Contract profiles   ⟩

☁ Download area   ⟩

⑦ 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

▪ 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

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.

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

This complementary security process meets the requirements of the second European Payment Services Directive, also named PSD2.
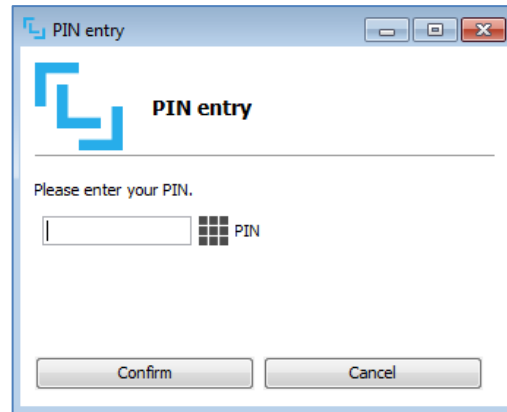
The reference signature from MultiLine present in the upper right corner, in this example " **OLIVE 730 O'KEEFETOWN** " MUST be the same as the one from LuxTrust, shown in your secret image.

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

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