Using LuxTrust Scan and LuxTrust Mobile in MultiLine

March 2022

Dear Customers,

Hereby we are pleased to inform you that, as of 07/04/2022 the Signing Server Product, the LuxTrust Scan DP780 and the LuxTrust Mobile Application will be accepted on MultiLine.

To summarize, as of 07/04/2022 MultiLine customers can use the following devices:

- Smartcard
- Signing Stick
- Scan DP780
- LuxTrust Mobile

I am a customer interesting in MultiLine Service, how can I obtain a LuxTrust Scan or Mobile App for this purpose?

New Customer

As for the Smartcard, all customers who wish to access on the MultiLine platform thanks to the LuxTrust Scan DP780 or the LuxTrust Mobile Application can order their certificate on the LuxTrust website. Both devices can be delivered following a face-to-face identification or video-identification.

Customers with Token GO6

LuxTrust Token GO6 is not accepted by MultiLine.

Existing Customers with a Smartcard or Signing Stick

In addition, we remind you that the Signing Server based product, as the LuxTrust Mobile App and LuxTrust Scan DP780, cannot be associated with the certificates based on chip products, Smartcard and Signing Stick. Therefore, all chip-based product customers who prefer to use a LuxTrust Mobile App or a LuxTrust Scan DP780 have to order a new certificate in order to obtain it.

If you have any question, please feel free to contact LuxTrust at the email address questions@luxtrust.lu or our support helpdesk@multiline.lu.

Best regards,
Your LuxTrust and MultiLine Teams.

Using LuxTrust Scan in MultiLine

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What is LuxTrust Scan ?

LuxTrust Scan is an electronic device with a camera and a screen to authenticate the user to connect and sign in MultiLine.

User authentication is done via a QR Code read by the Scan camera, and an OTP to be entered in the application screen.

You will find more information on the product as well as details on how to get and activate it on the LuxTrust website : https://www.luxtrust.com/fr/professionnels/scan

1. Getting the LuxTrust Scan certificate number

In order to ask your banks to declare your LuxTrust Scan in MultiLine, you must provide them with your certificate number.

To get this number, you can test your certificate on the LuxTrust website, on page

https://www.luxtrust.lu/fr/management/status.

- Select LuxTrust Scan, then enter your User ID / Password :
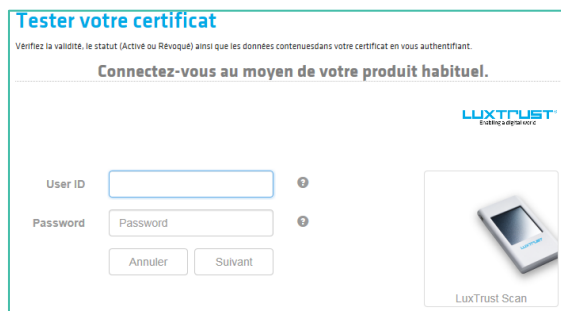
- Scan the QR Code using your LuxTrust Scan, then enter the provided OTP.
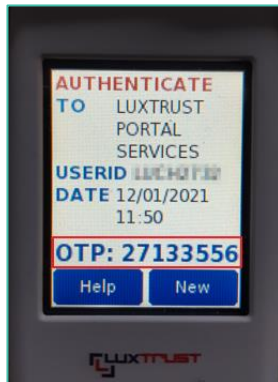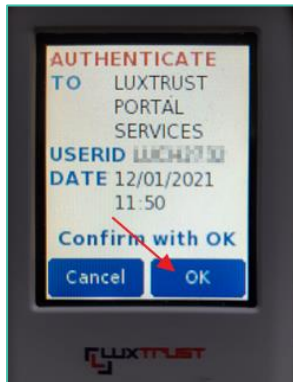
- The number to provide to your bank is the "LuxTrust Serial Number" :

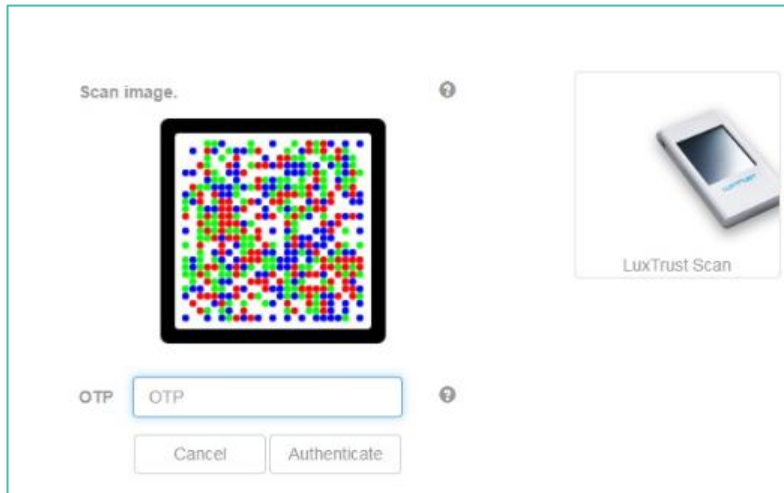## **2.** Connect to MultiLine using LuxTrust Scan

- Connect to the MultiLine web site as usual (via the login button on the www.multiline.lu site or via a shortcut).

- Choose LuxTrust Scan in the LuxTrust carrousel:
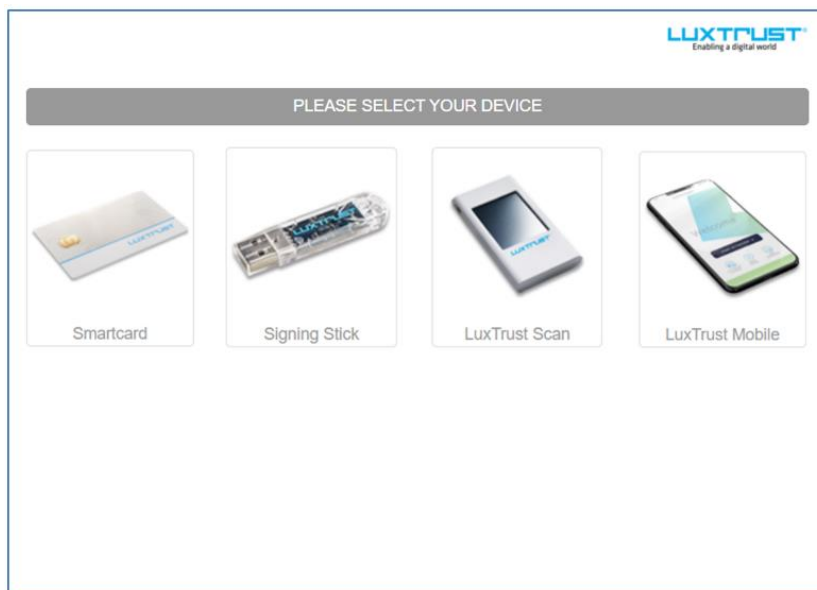
- Enter the User ID / Password provided during the LuxTrust Scan Order, then Click on "Next"
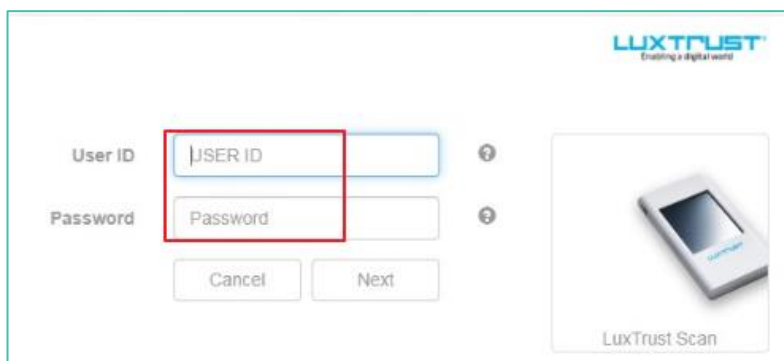
- Scan using LuxTrust Scan camera as soon as QR code below appears

- Once the code has been scanned, the reason for using the LuxScan appears on it. In the case of a connection to MultiLine, there must be written "Authenticate To Six MultiLine". Then click on "OK":

- An OTP code will appear on the Scan
- Enter this OTP code in the box under the QR Code of the application, then click on "Authenticate":
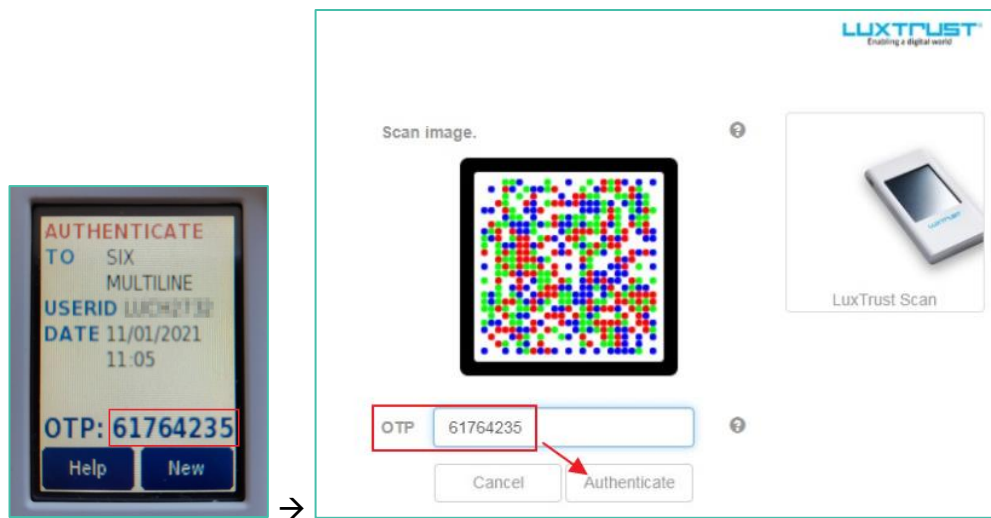
- Once the OTP validated by LuxTrust, you will be connected to the MultiLine application.

3. Sign in MultiLine using LuxTrust Scan

- Select transaction(s), then click on Sign.
- Check the transaction, then enter your LuxTrust password and click on Next.

- Take care of the signature reference, and Scan the QR Code with the LuxTrust Scan.

- Verify that the code displayed by the Scan is indeed the same as that indicated in the signature reference.

- Enter the OTP displayed on the LuxTrust Scan in the signature page then click on Sign.

- The transaction is signed

Using LuxTrust Mobile in MultiLine

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What is LuxTrust Mobile ?

Once activated, LuxTrust Mobile application will allow you to authenticate and sign in MultiLine.

You will find more information on the product as well as details on how to obtain and activate it on the LuxTrust website : https://www.luxtrust.com/fr/professionnels/lapplication-luxtrust

1. Getting the LuxTrust Mobile certificate number

In order to ask your banks to declare your LuxTrust Mobile in MultiLine, you have to provide them your certificate number.

To get this number, you can test your certificate on the LuxTrust website, on page https://www.luxtrust.lu/fr/management/status.
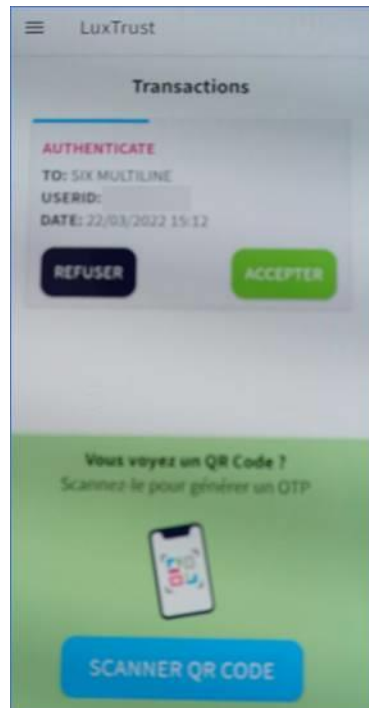
- Select LuxTrust Mobile, then enter your User ID / Password :
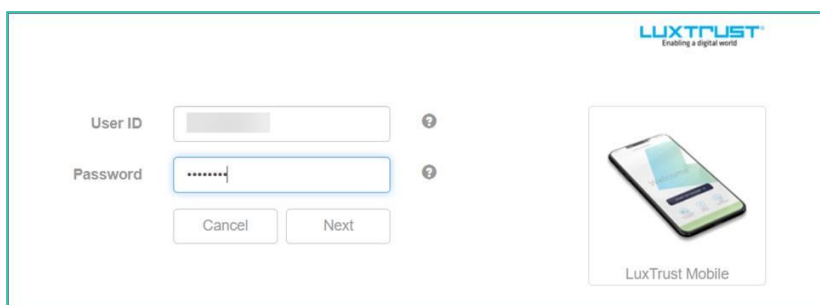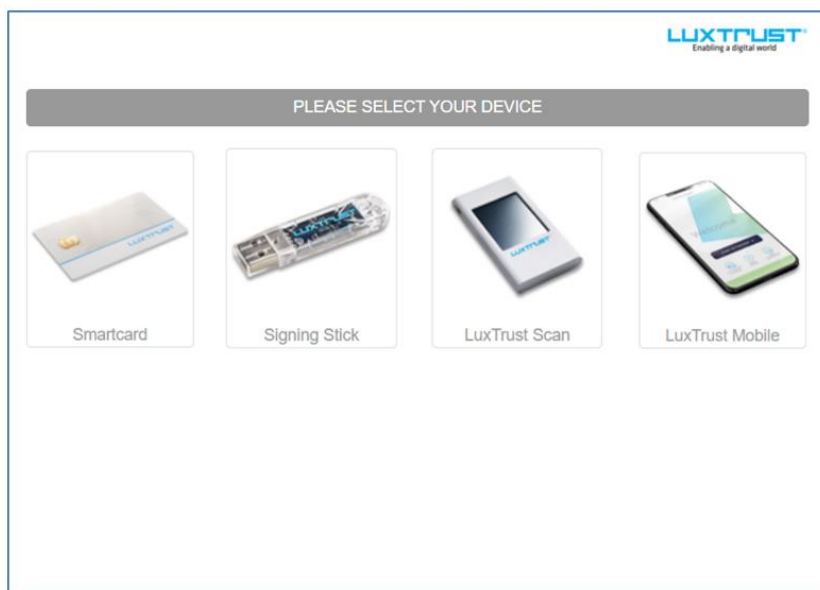
- You will be prompted to connect to the LuxTrust Mobile application
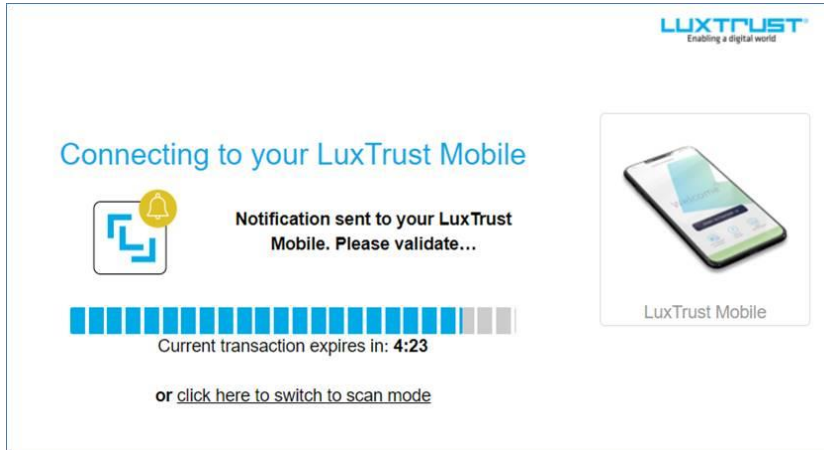
- Open the LuxTrust application on your mobile then click on Accept and enter your PIN:

- The certificate number for MultiLine is the LuxTrust Serial Number. It is also possible to print the information.

It is also possible to get its certificate number directly via the LuxTrust application, in the options – My certificate.

Confirm the certificate you want to display then enter its PIN to display the details of the certificate. The number to provide for connection to MultiLine is the LuxTrust Serial Number.
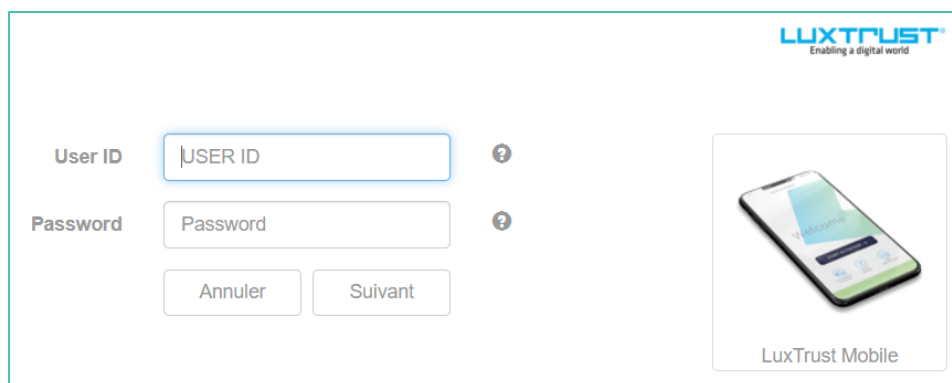
2. Connect to MultiLine using LuxTrust Mobile

- Connect to the MultiLine web site as usual (via the login button on the www.multiline.lu site or via a shortcut).

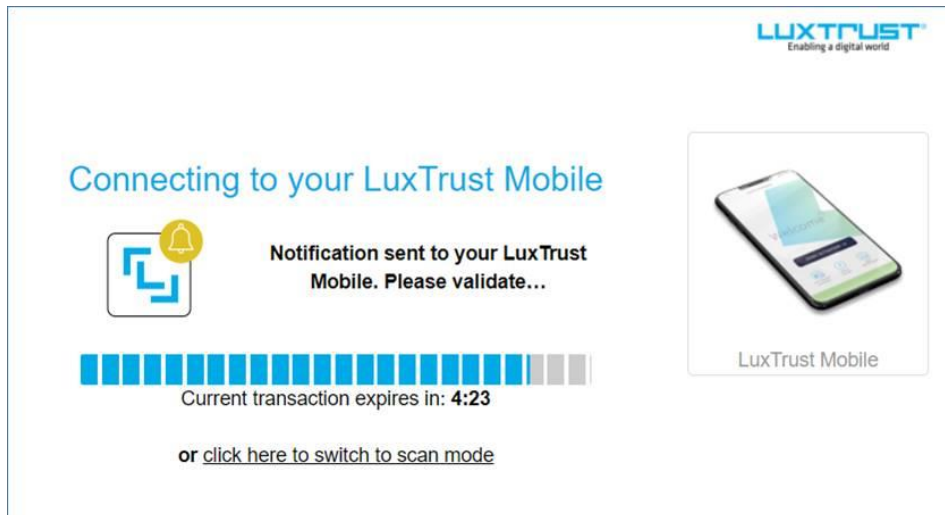- Choose LuxTrust Mobile in the LuxTrust carrousel:
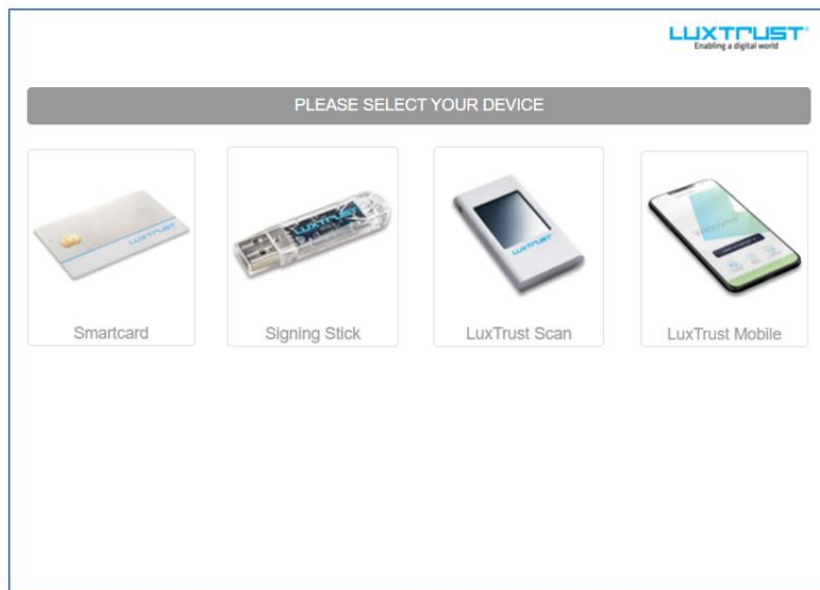
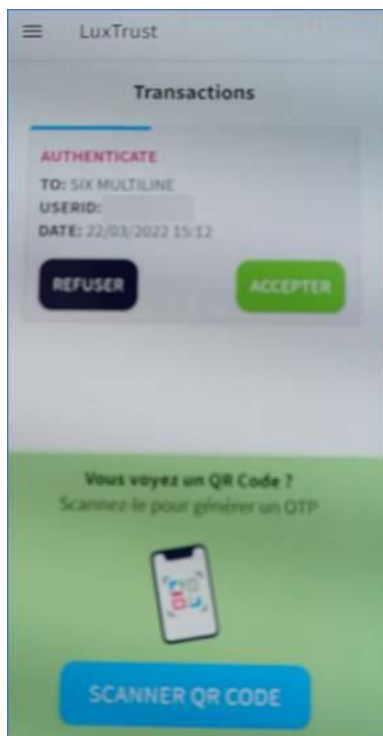- Enter your LuxTrust User ID / Password then click on "Next" :

- You will be prompted to connect to LuxTrust Mobile application

- You must launch the mobile application to view the transaction. If notifications are enabled, a message will appear directly in the notifications.
- In case of problems, it is possible to switch to scan mode (by clicking on the page above on the menu to switch to scan mode).

- Click on Accept then Enter your Pin and validate (or on QR code scan if you have switched to scan mode).
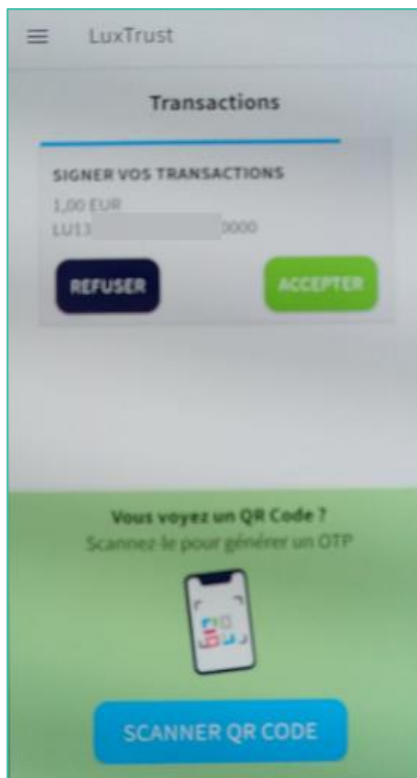

- Connexion is done

3. Sign in MultiLine using LuxTrust Mobile

- Select transaction(s), then click on Sign.
- Check the transaction, then enter your LuxTrust password and click on Next.

- Take care of the signature reference, and accept the transaction on LuxTrust Mobile application.

- Enter your PIN code and validate
- The transaction is signed