



Help documentation for Signing Server SMS



This help documentation will provide you with useful information, on the one hand, on how you can order your LuxTrust product by the means of our online-banking solution S-net and, on the other hand, on how you should proceed in order to make your S-net authentication by your LuxTrust product.

Across the documentation you will find hyperlinks, which should facilitate the reading on the screen.

We recommend you to consider the order of the following steps.

We would however first invite you to query the heading 'Minimum required configuration' on the webpage http://www.bcee.lu/infopages/luxtrust_util_sms_en.html in order to check if the hardware and software of your computer as well as its settings correspond to the required configuration.

Moreover, we would like to draw your attention to the availability of the 'FAQ – Frequently asked questions', displayed on the above mentioned website, which also provide helpful information.

[Ordering of a Signing Server SMS via S-net](#) (pages 2-5)

[Download and installation of Java](#) (pages 6-9)

[Change of the initial Password](#) (pages 10-13)

[Activation of your Signing Server SMS](#) (pages 14-18)

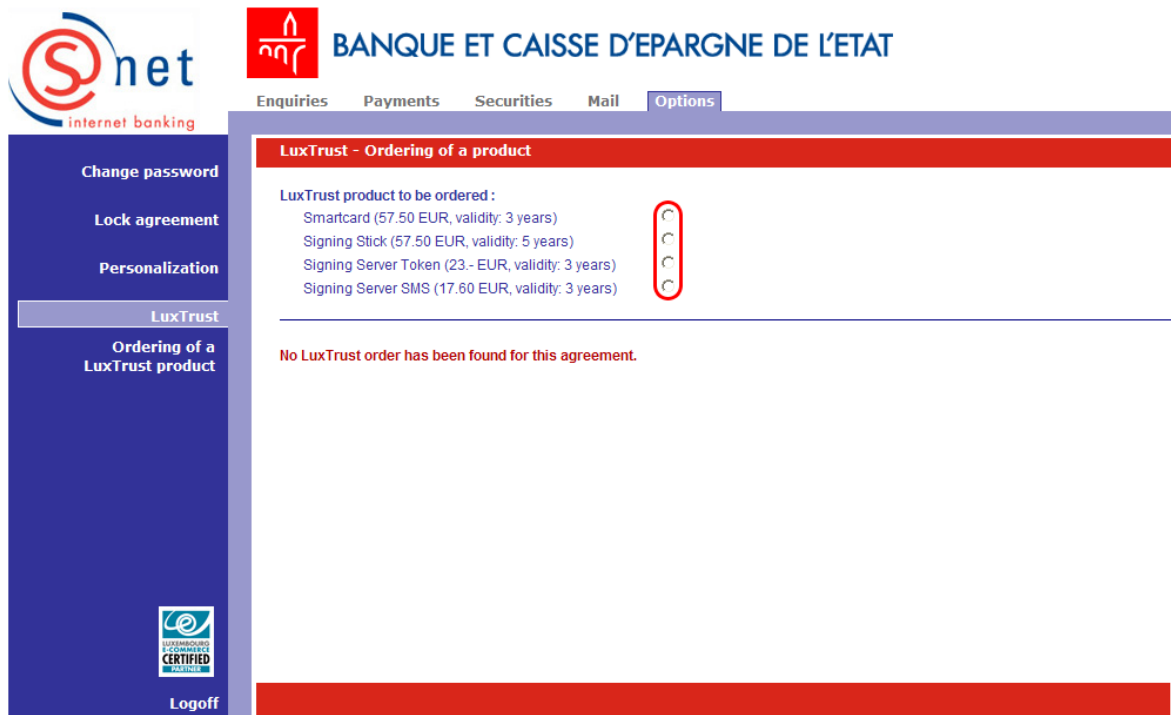
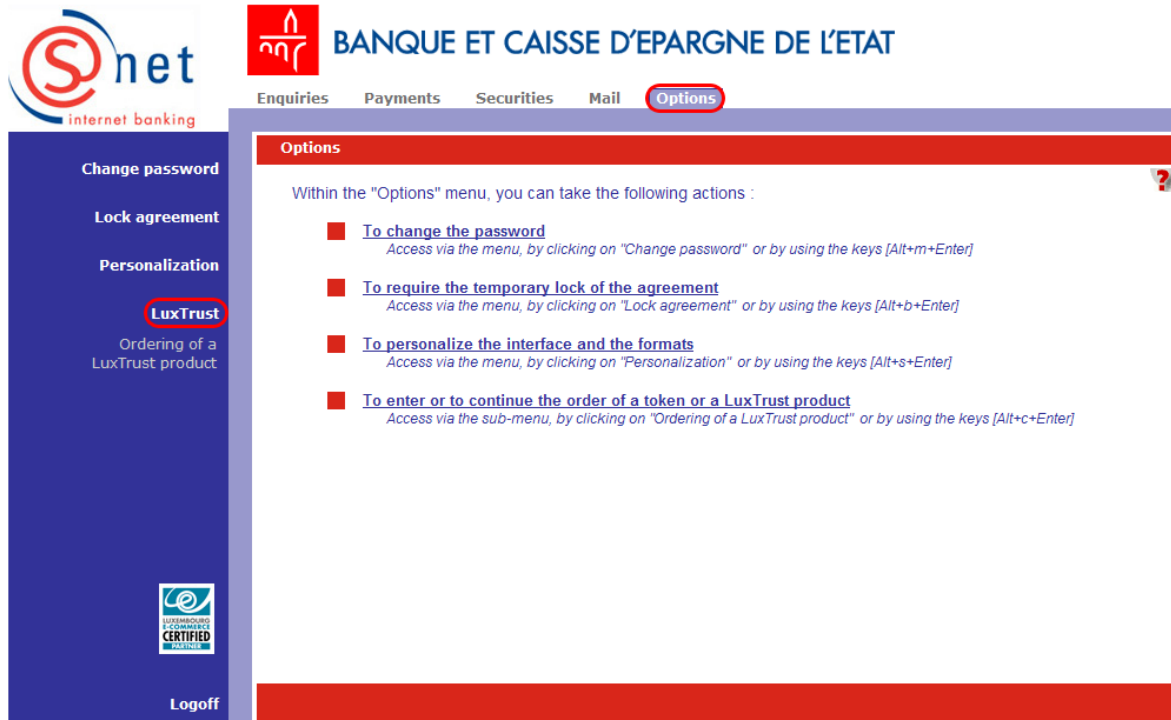
[First S-net authentication by your Signing Server SMS](#) (pages 19-24)

[Next S-net authentications by LuxTrust](#) (page 25)



Steps to be followed :

1. Please connect to S-net.
2. Please choose the menu 'Options' and then select 'LuxTrust'.



3. Please select the LuxTrust product '**Signing Server SMS**' and then click on '**Continue**'.

The screenshot shows the S-net internet banking interface for ordering a LuxTrust product. The page title is "LuxTrust - Ordering of a product". A list of products is shown with radio buttons: Smartcard (57.50 EUR, validity: 3 years), Signing Stick (57.50 EUR, validity: 5 years), Signing Server Token (23.- EUR, validity: 3 years), and Signing Server SMS (17.60 EUR, validity: 3 years). The "Signing Server SMS" option is selected and highlighted with a red box. A "Continue" button is also highlighted with a red box. Below the product list, there is information about the product, including a requirement for a mobile phone that receives a one-time password (OTP) via SMS. There are also "Info" buttons for minimal system requirements and product features. At the bottom, a message states "No LuxTrust order has been found for this agreement." and another "Continue" button is visible.

4. Please first enter an '**Activation code**' (last 5 characters of your identity card).

Please then enter your mobile number into the field '**Mobile phone number**'.

Warning: Only Luxembourgish mobile numbers may be entered (e.g. +352 621 xxx xxx, +352 691 xxx xxx, +352 661 xxx xxx).

Then you may choose if you want, or not, to link one or two e-mail addresses to your LuxTrust certificate. If so, please enter your e-mail address(es) in the field(s) '**Main e-mail address**' and/or '**Second e-mail address**'.

Please then indicate the delivery address in the fields '**Delivery address**', '**Country**', '**Zip code**' and '**City**'.

If you want your certificate to be published in the LuxTrust register, please tick the '**Yes**'-box under '**Publication of the certificate in the LuxTrust register**'.

If you maintain several S-net agreements, you may, under '**Agreement(s) to be attached to this certificate**', tick the agreement numbers for which you want to connect to S-net by the means of your ordered LuxTrust product.

In the drop-down menu of the field '**The price of the Signing Server SMS (17,60 EUR) is debited from the account**', please choose the sight account number you want to be debited for the amount of your Signing Server SMS order. In case you have a 'LuxTrust Voucher', please select it at the bottom of the drop-down list.

Please pay attention to the notice at the bottom of the following screen: If the data (surname, main given name, date of birth and nationality) do not correspond to those of your identity card, please contact your BCEE branch.

Please then click on the button '**Check**'.

S-net internet banking

BANQUE ET CAISSE D'EPARGNE DE L'ETAT

Enquiries Payments Securities Mail **Options**

LuxTrust - Ordering of a product

Type of ordered product
Signing Server SMS (17.60 EUR, validity: 3 years) ⓘ

Activation code * 12345 Mobile phone number * +352621123456

(last 5 characters of your identification card)

Link an e-mail address to the certificate
Yes No

Main e-mail address
test@bcee.lu

Reenter the main e-mail address
test@bcee.lu

Second e-mail address
Yes No

Surname(s) / Maiden name
TEST

Given name(s)
CLIENT

Date of birth 16/06/1977 Nationality LUXEMBOURG

Delivery address *
1 Place de Metz

Country * LU Zip code * 2954 City * Luxembourg

Publication of the certificate in the LuxTrust register
Yes No

Agreement(s) to be attached to this certificate
 1234567 7654321

The price of the Signing Server SMS (17.60- EUR) is debited from the account: LU00 0019 1234 5678 9000

with the following communication : Purchase of a Signing Server SMS

! If the data (surname, main given name, date of birth and nationality) do not correspond to those of your identity card, please contact your BCEE branch. The ordering of the LuxTrust certificate is irrevocable.

Signs and symbols ⓘ Information on the product's mandatory fields

Check **Clear fields**

5. Please pay attention to the three notices at the bottom of the following screen: please read them carefully and confirm them by clicking on the button 'Confirm'.

S-net internet banking

BANQUE ET CAISSE D'EPARGNE DE L'ETAT

Enquiries Payments Securities Mail **Options**

LuxTrust - Ordering of a product

Type of ordered product
Signing Server SMS (17.60 EUR, validity: 3 years)

Activation code 12345 Mobile phone number +352621123456

(last 5 characters of your identification card)

Link an e-mail address to the certificate
Yes No

Main e-mail address
test@bcee.lu

Surname(s) / Maiden name
TEST

Given name(s)
CLIENT

Date of birth 16/06/1977 Nationality LUXEMBOURG

Delivery address
1 Place de Metz

Country LU Zip code 2954 City Luxembourg

Publication of the certificate in the LuxTrust register
Yes No

Agreement(s) to be attached to this certificate
 1234567 7654321

The price of the Signing Server SMS (17.60- EUR) is debited from the account: LU00 0019 1234 5678 9000

with the following communication : Purchase of a Signing Server SMS

I declare having acknowledged that :

- The data (surname, main given name, date of birth and nationality) need to comply with those of my identity card and that in case of discord, I need to contact my BCEE branch.
- A confirmed order can not be altered or canceled.
- An issued certificate, which has NOT been activated within the following 2 months, will be forfeited and unusable.

Edit **Confirm**

SUPPORT AND ASSISTANCE

If you still need assistance after reading all of the indications, please contact our Helpdesk e-Banking at 4015 6015 from Monday to Friday between 8:00 and 18:00.



Download and installation of Java



Before starting the installation of Java, please note that :

- you need **Administrator rights** on your computer ;
- you need one of the following **operating systems** in combination with the following **web browsers** :

Windows 2000 : Internet Explorer 6
Windows XP Home
and Professional Edition : Internet Explorer 6 or 7, Firefox 2 (or higher)
Windows Vista 32 bit : Internet Explorer 7, Firefox 2 (or higher).

Steps to be followed :

1. In order to make a manual installation on Internet Explorer 7, please click on the download button available at the website <http://www.java.com>.

Java™

Java in Action Downloads Help Center

Search

JAVA + YOU, DOWNLOAD TODAY!

Free Java Download

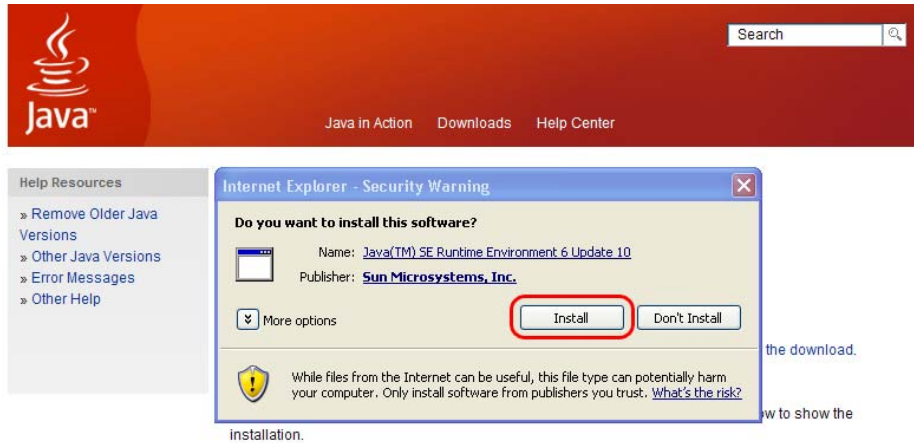
What is Java? | Do I have Java? | Need Help?

Experience Java in Action

Java + Neil Young Java + Blu-ray Disc Java + Sony Pictures Java + Linc Volt Java + Pogo.com Java + Sony Ericsson

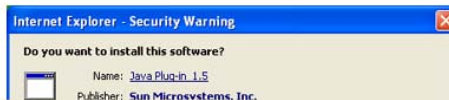
FEEDBACK

2. Please click on the 'Install' button on the following screen.



Instructions for Downloading Java on Windows - Internet Explorer

1. Click Install to start the installation process.

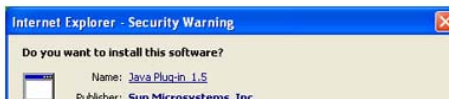


The installation starts.



Instructions for Downloading Java on Windows - Internet Explorer

1. Click Install to start the installation process.



3. Please click on **'Accept'** to continue the installation.




4. To complete the installation, please click on '**Finish**'.




5. Please **restart** your computer now.

SUPPORT AND ASSISTANCE

If you still need assistance after reading all of the provided help documentation, please refer to the FAQs on the LuxTrust website <http://www.luxtrust.lu> and contact, if necessary, the LuxTrust Helpdesk at 24 550 550 (MO-FR 8:00-19:00, SA 9:00-18:00) or by e-mail at helpdesk@luxtrust.lu.



Change of the initial Password provided by the 'LuxTrust Codes' letter





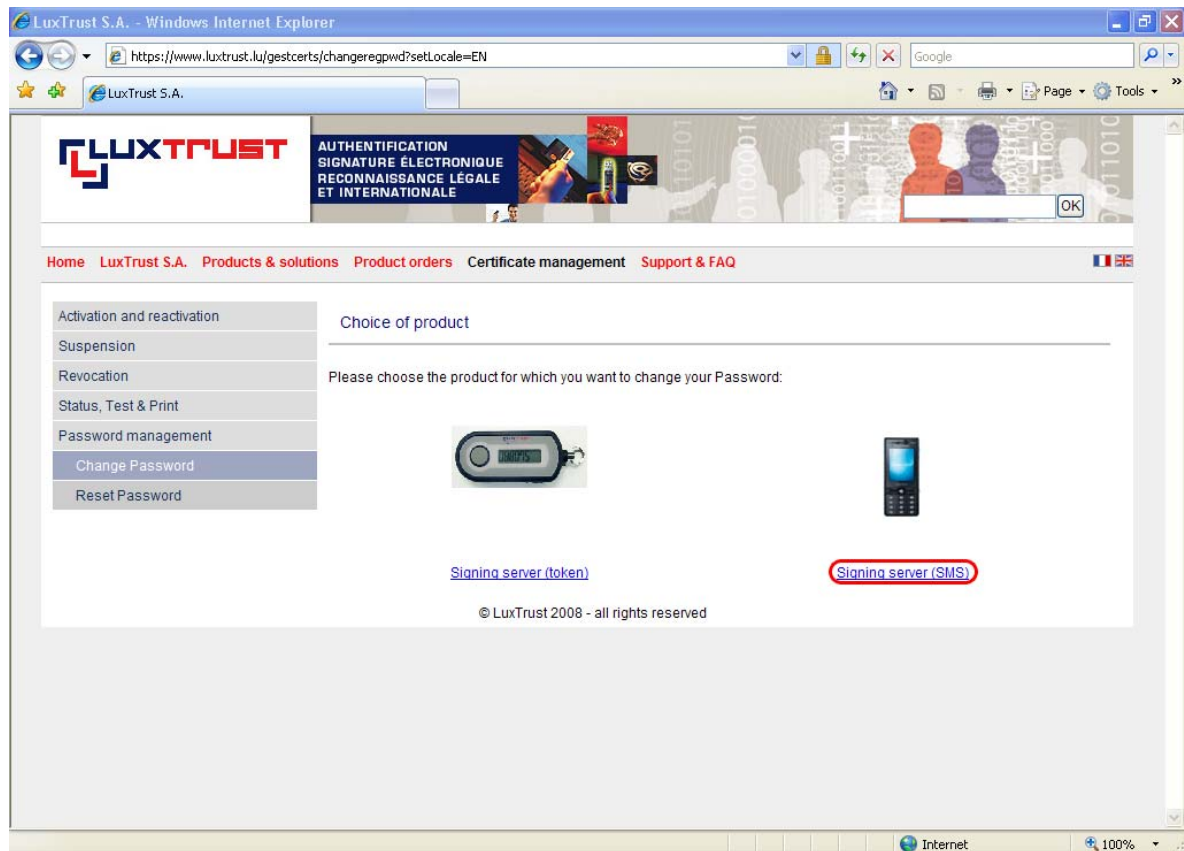
You need to **change your initial Password**, such as displayed in the scratch box of the 'LuxTrust Codes' letter. This change needs to be done **before the activation** of your LuxTrust product.

Steps to be followed :

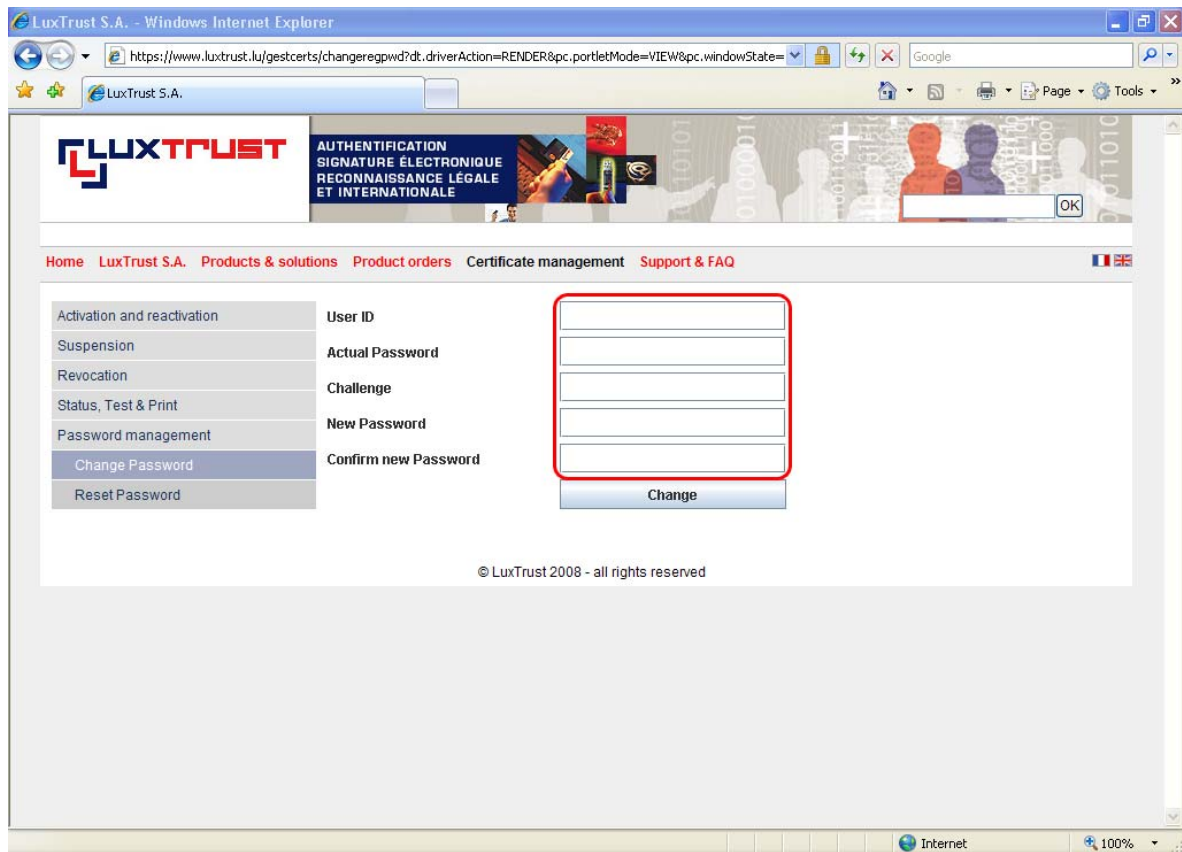
1. Please start your web browser on your computer and enter the following address in the bar address of your web browser :

<http://changepw.luxtrust.lu>.

2. Please click on '**Signing server (SMS)**'.



3. You will receive the following page.



- a. Please enter the User ID, such as displayed in the 'LuxTrust Codes' letter (use lower case/capital letters such as required), into the field '**User ID**'.
- b. Please enter the Password, such as displayed in the scratch box of the 'LuxTrust Codes' letter, into the field '**Actual Password**'.
- c. Please enter the Challenge code, such as displayed in the scratch box of the 'LuxTrust Codes' letter, into the field '**Challenge**'.
- d. Please enter a new, personal password, composed of exactly 8 alphanumeric characters, into the field '**New Password**'. It can only be composed of the following characters:

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz 0123456789
!"#\$%&'()*+/, -.:;<=>?@[\\]^_`{|}~

- e. Please reenter your new Password into the field '**Confirm new Password**'.

4. After entering all of these 5 items, please click on **'Change'**.

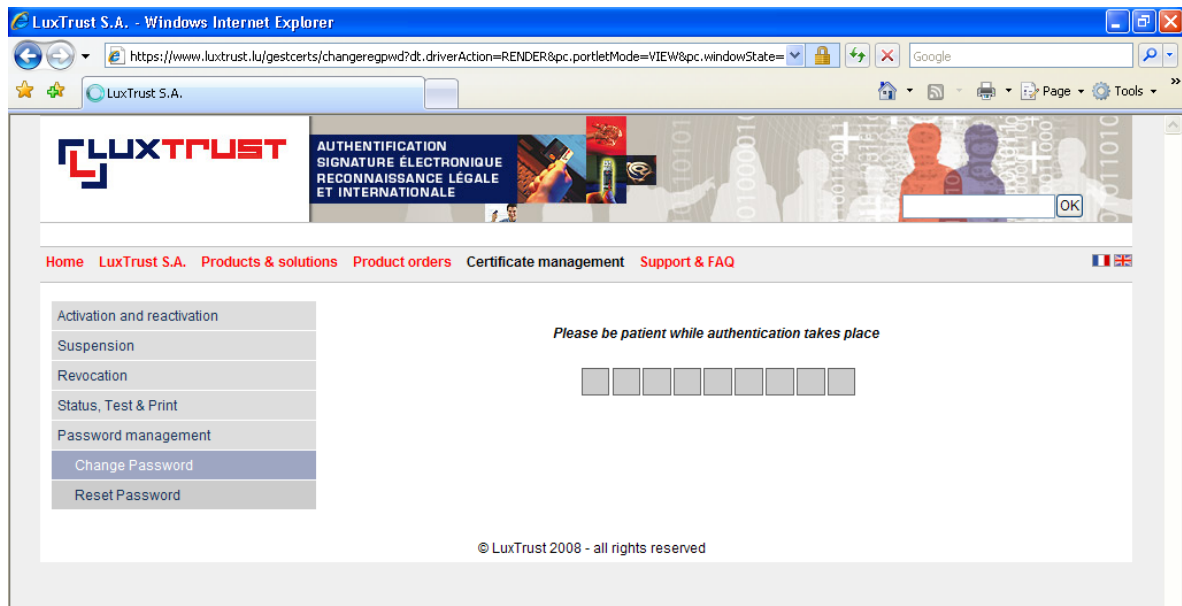
The screenshot shows the LuxTrust S.A. website interface in Internet Explorer. The browser address bar displays the URL: <https://www.luxtrust.lu/gestcerts/changeregpwd?dt.driverAction=RENDER&pc.portletMode=VIEW&pc.windowState=>. The website header includes the LuxTrust logo and the text "AUTHENTIFICATION SIGNATURE ELECTRONIQUE RECONNAISSANCE LEGALE ET INTERNATIONALE". A navigation menu contains links for Home, LuxTrust S.A., Products & solutions, Product orders, Certificate management, and Support & FAQ. On the left, a sidebar menu lists options: Activation and reactivation, Suspension, Revocation, Status, Test & Print, Password management, Change Password (highlighted), and Reset Password. The main content area contains a form with the following fields: User ID (filled with "TEST1234"), Actual Password (masked with dots), Challenge (masked with dots), New Password (masked with dots), and Confirm new Password (masked with dots). A "Change" button is located below the form and is circled in red. The footer of the page reads "© LuxTrust 2008 - all rights reserved".

5. Please then enter your **OTP (One-Time-Password)**: to do so, please refer to the SMS from LuxTrust received by your mobile phone and enter the given password, sent by SMS, into the field **'OTP'**. Please use lower case/capital letters such as displayed in the SMS.

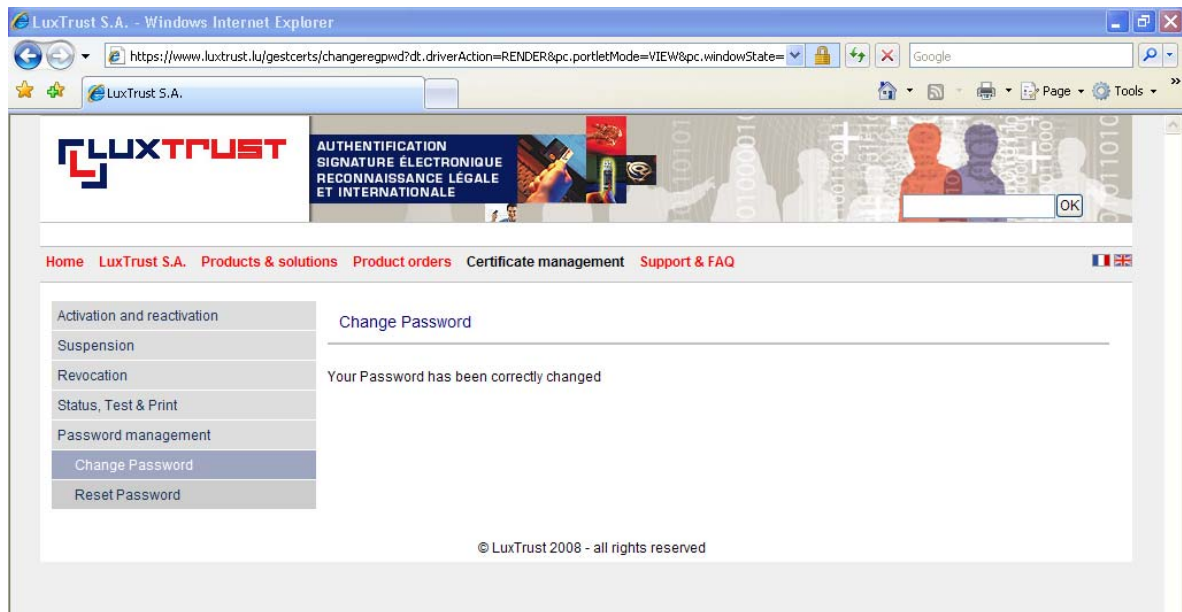
Please then click on **'Authentication'**.

The screenshot shows the same LuxTrust S.A. website interface, but now in the OTP authentication step. The browser address bar and website header are identical to the previous screenshot. The sidebar menu remains the same. The main content area now features an "OTP" field containing the value "123456". Below the OTP field is an "Authentication" button, which is circled in red. The footer of the page reads "© LuxTrust 2008 - all rights reserved".

Please wait.



6. The following page confirms the successful change of your Password.



SUPPORT AND ASSISTANCE

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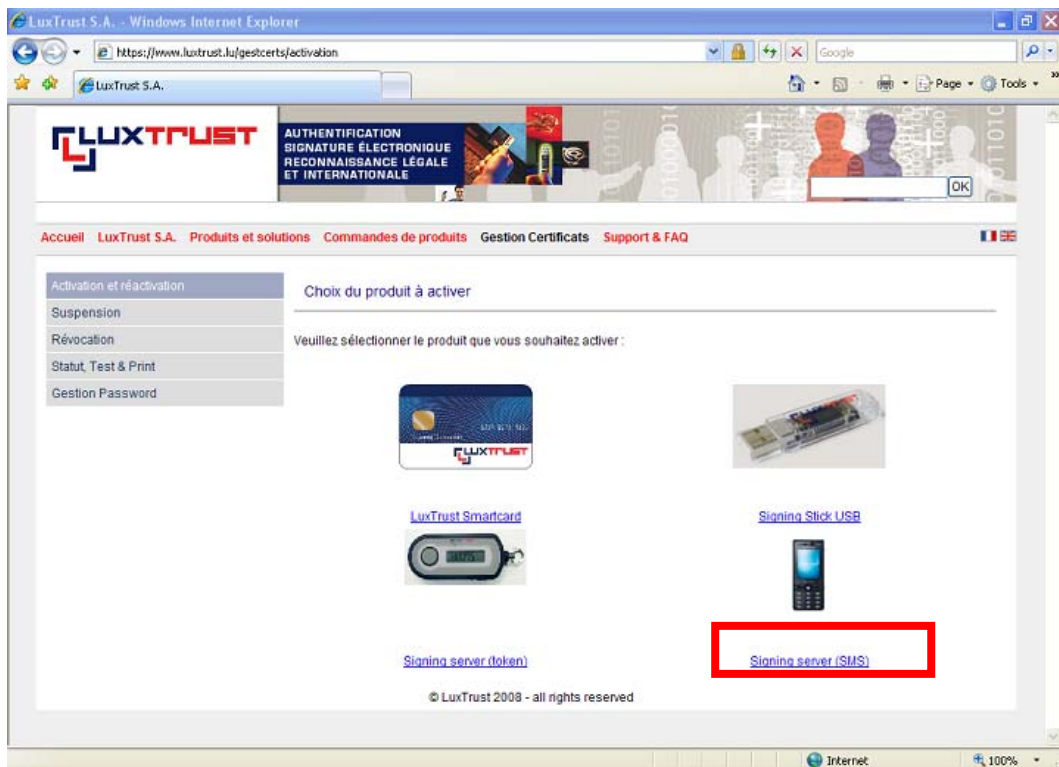
Activation of your Signing Server SMS



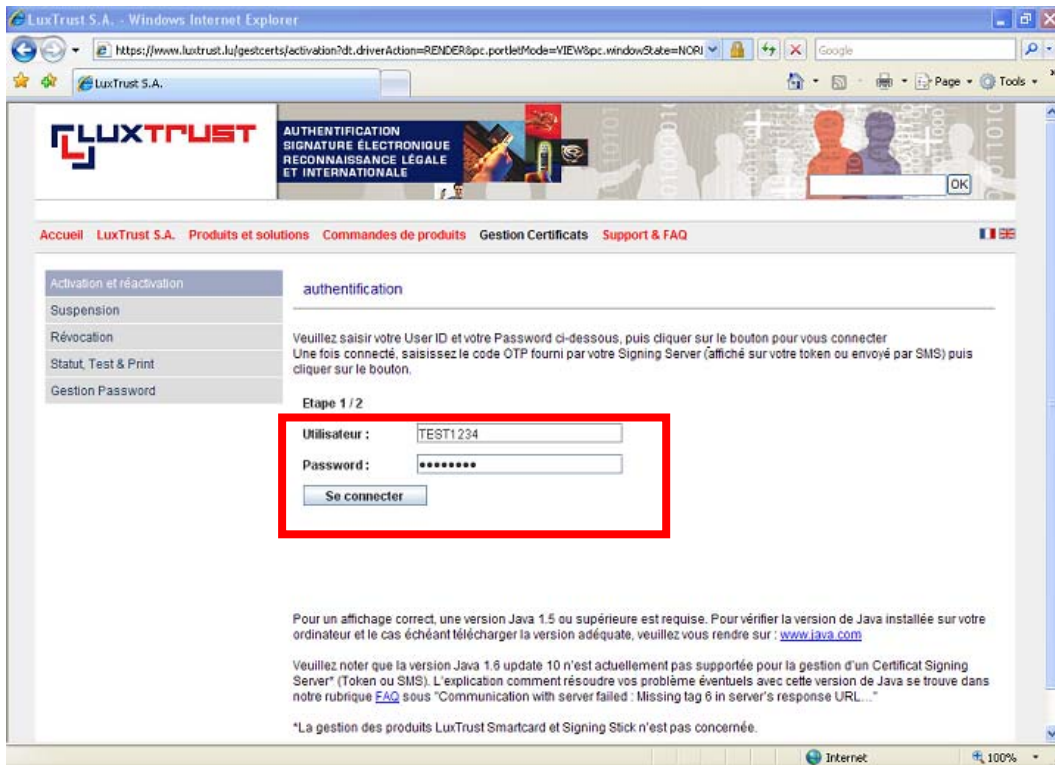
Please bear in mind that you need to **activate** your Signing Server SMS within **60 days** as from the **ordering date**. Once this time limit is exceeded, your certificate will, automatically and irreversibly, become **unusable**. You then will need to order a new certificate at your expense.

Steps to be followed :

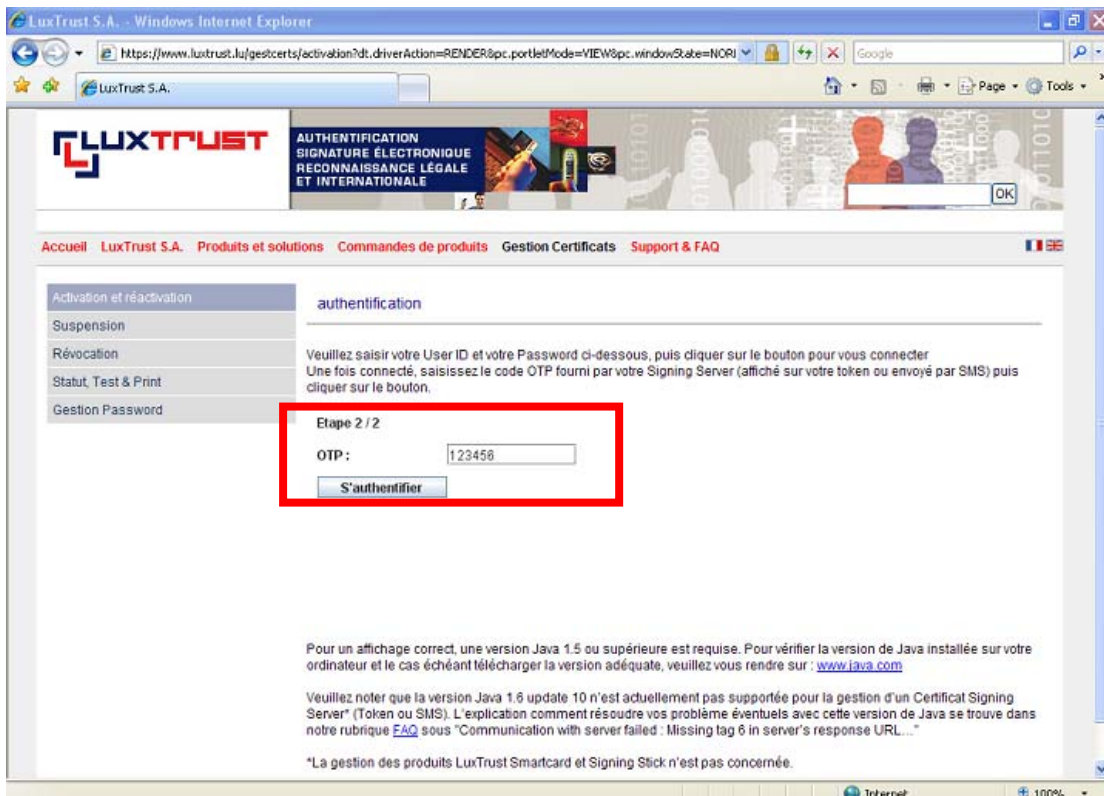
1. Please start your web browser on your computer and enter the following address in the address bar of your web browser : <http://activate.luxtrust.lu/>.
2. You will get to the following page. Please click on '**Signing server (SMS)**'.



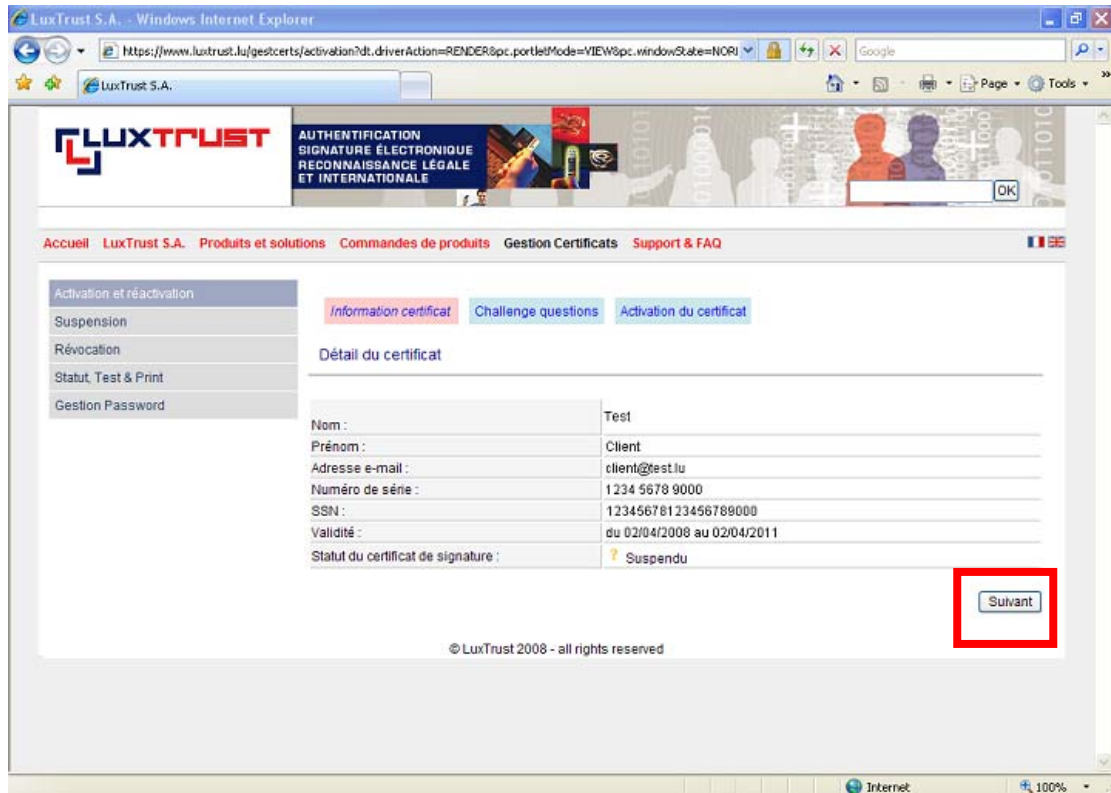
- Please enter your **'User ID'** (such as displayed in the 'LuxTrust Codes' letter; please use lower case/capital letters such as required) and your personal LuxTrust **'Password'**. Please then click on **'Se connecter'**.



- Please then enter your **'OTP'** (One-Time-Password): to do so, please refer to the SMS from LuxTrust received by your mobile phone and enter the given password, sent by SMS, into the field **'OTP'**. Please use lower case/capital letters such as displayed in the SMS. Please then click on **'S'authentifier'**.

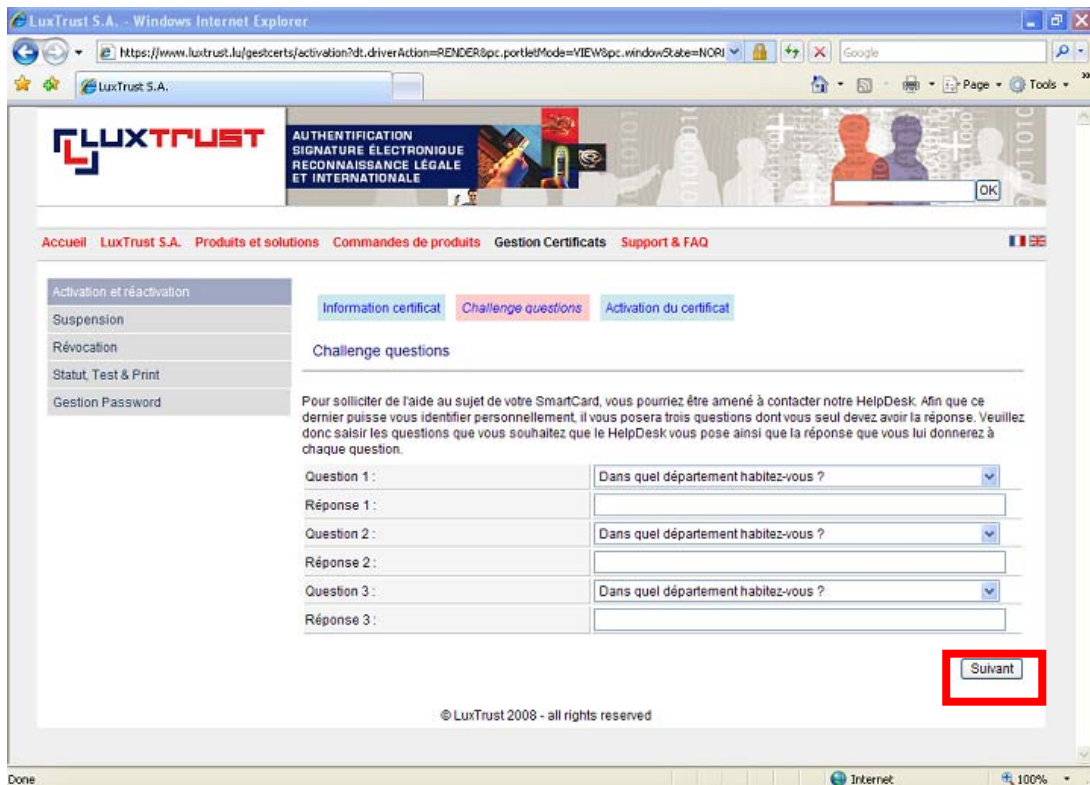


- Your certificate will be displayed on the screen. Please click on **'Suivant'**, to continue.



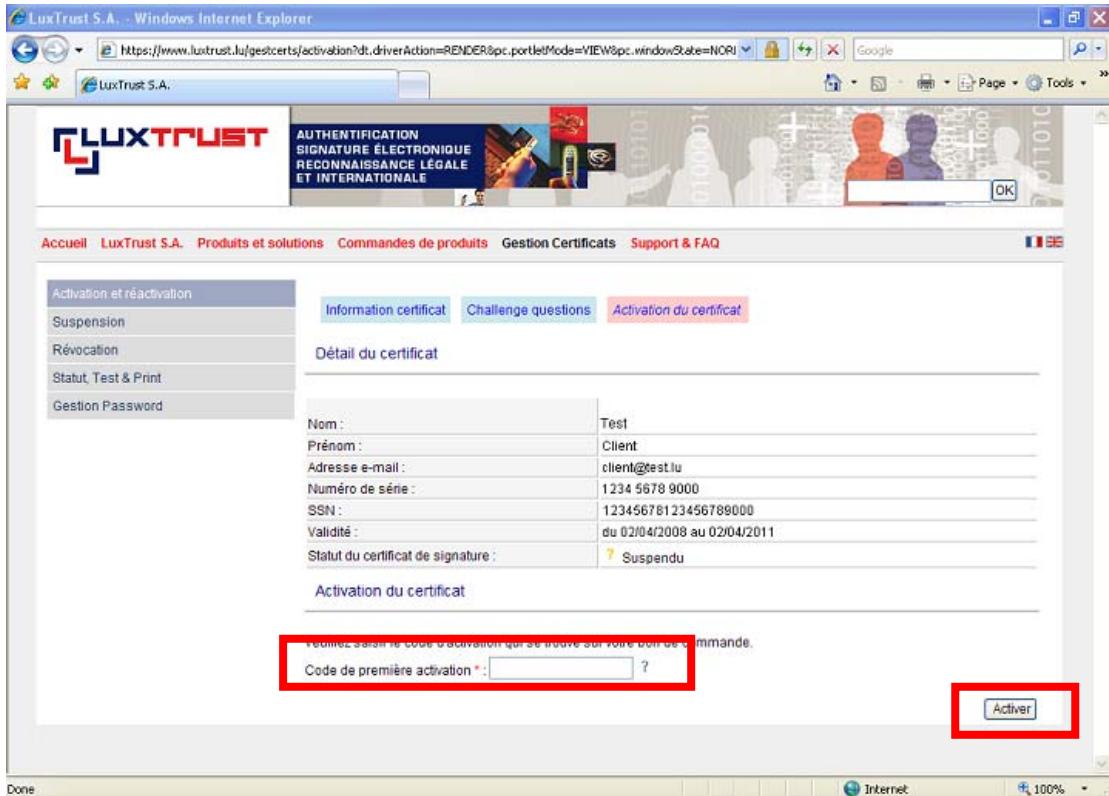
- On the next page, you will be invited to **answer to three questions** (which you may choose by the means of the drop-down list), in order to enable you to be authenticated, once you contact the LuxTrust Helpdesk by phone.

After having answered the three questions, please click on **'Suivant'**, to continue.

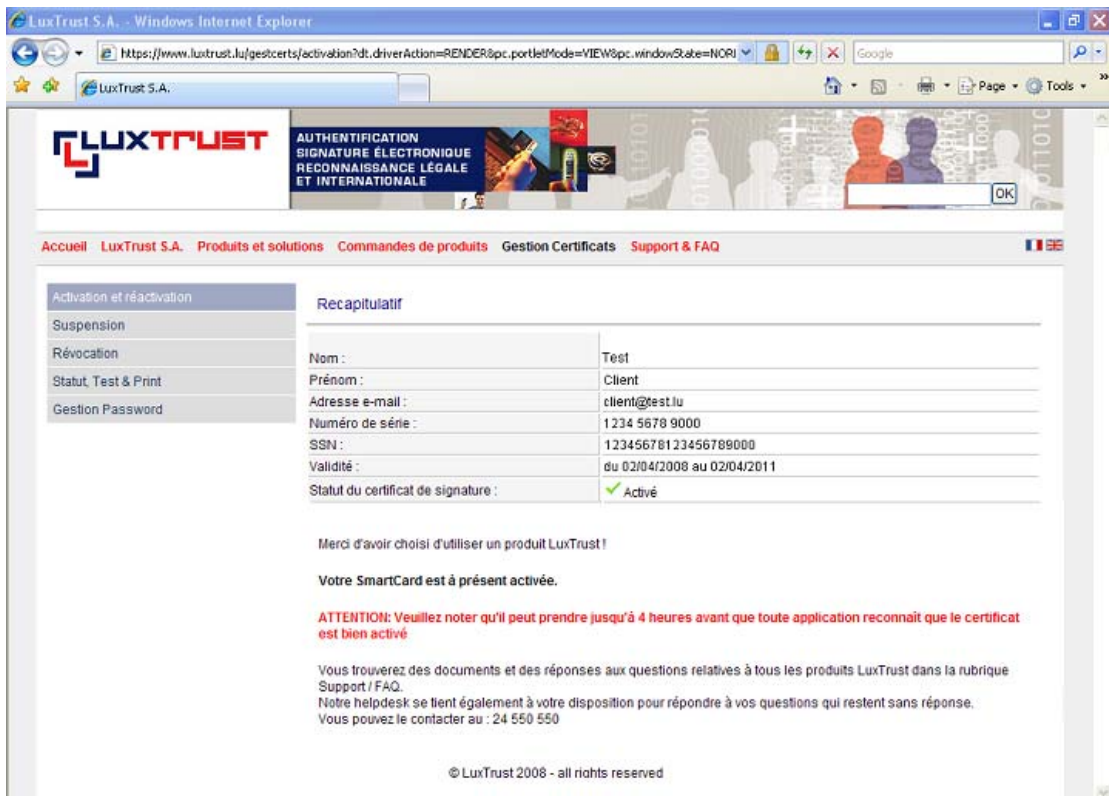


- Please enter your activation code, which you chose when placing your order, into the field 'Code de première activation' (normally, the last 5 characters of your identity card).

Please then click on the button 'Activer'.



- You will get to the following page, if the activation has been successful.



9. Please close the window of your web browser.




After this successful activation, you need to wait until 4 hours, before you may start your first S-net authentication by your LuxTrust product.

SUPPORT AND ASSISTANCE

If you still need assistance after reading all of the provided help documentation, please refer to the FAQs on the LuxTrust website <http://www.luxtrust.lu> and contact, if necessary, the LuxTrust Helpdesk at 24 550 550 (MO-FR 8:00-19:00, SA 9:00-18:00) or by e-mail at helpdesk@luxtrust.lu.



**First S-net authentication
by your Signing Server SMS**








After activating your LuxTrust product on the LuxTrust website, you need to **wait** until **4 hours** before you may start your **first S-net authentication** by your LuxTrust product.


Steps to be followed :


1. Please enter the following URL into the address bar of your web browser: <https://bcee.snet.lu>.
2. Please select, under 'LuxTrust Login', the language you want to use, by clicking on the according banner.



CLASSIC
Login


Bienvenue
Vous souhaitez utiliser la version "Classic Login" de S-net en français, cliquez ici.


Willkommen
Klicken sie hier um die "Classic Login" Version von S-net auf Deutsch zu benutzen.



Welcome
Click here to access the S-net "Classic Login" version in english.


Recommandations de sécurité [Pour plus d'informations cliquez ici](#)


Sicherheitsempfehlungen [Für weitere Informationen hier klicken](#)

Security recommendations [For further information click here](#)

LUXTRUST
Login


Bienvenue
Vous souhaitez utiliser la version "LuxTrust Login" de S-net en français, cliquez ici.


Willkommen
Klicken sie hier um die "LuxTrust Login" Version von S-net auf Deutsch zu benutzen.


Welcome
Click here to access the S-net "LuxTrust Login" version in english.

LuxTrust [Pour plus d'informations cliquez ici](#)

LuxTrust [Für weitere Informationen hier klicken](#)

LuxTrust [For further information click here](#)

- Please select the second option '**Signing Server SMS**' to make your S-net authentication by the means of your Signing Server SMS. Please then click on '**OK**'.



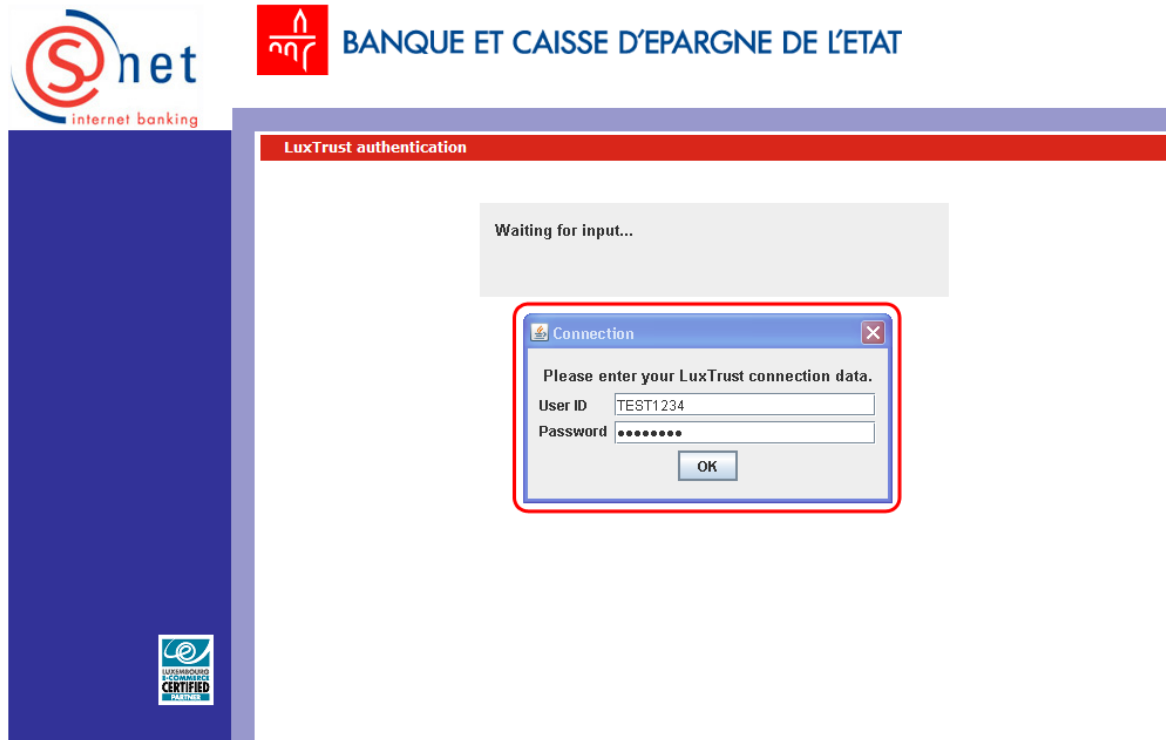
- Please accept the certificate, which you will be asked to accept at your first connection to S-net by your LuxTrust product: simply click on '**Run**'.



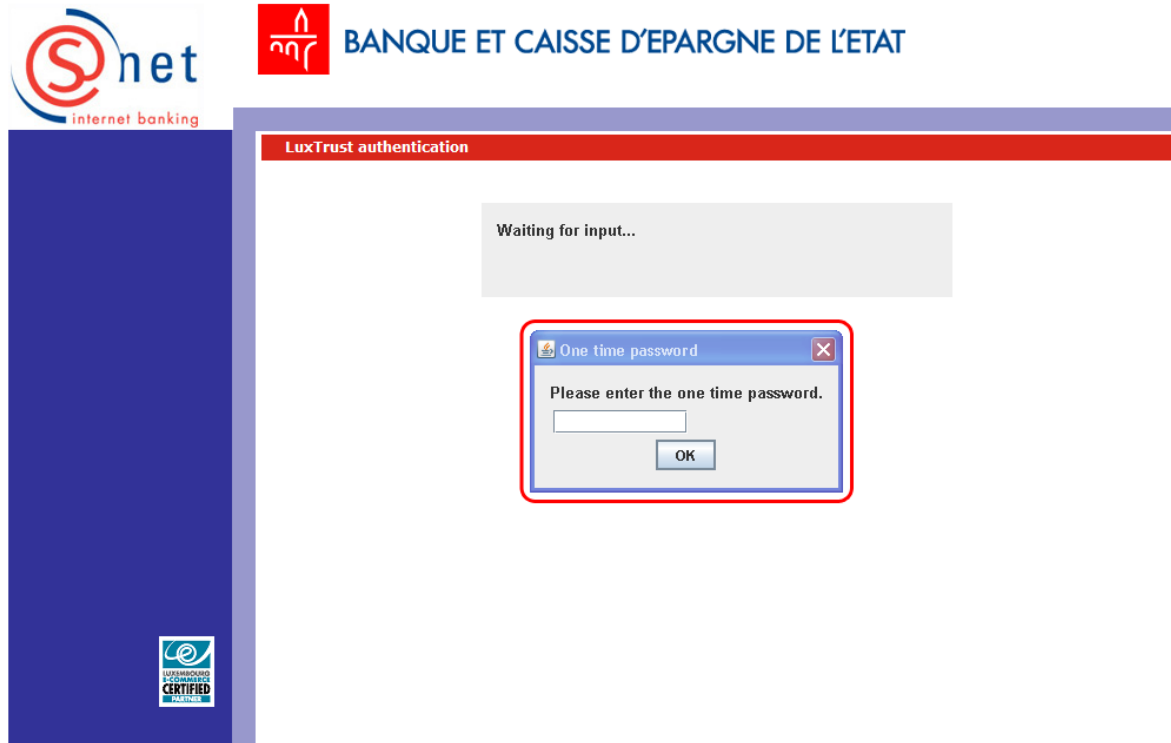
5. Please then enter :

- your '**User ID**' (such as displayed in the 'LuxTrust Codes' letter; please use lower case/capital letters such as required) ;
- your personal '**Password**' (your personal LuxTrust password composed of **8 alphanumeric characters**).

After entering these two items, please confirm them by clicking on '**OK**'.



6. Please then enter your **One-Time-Password (OTP)** : to do so, please refer to the SMS from LuxTrust received by your mobile phone (please use lower case/capital letters such as displayed in the SMS). Please then click on '**OK**'.



7. On the following screen, please enter, as usual, your personal S-net codes :
- the **identification number** ;
 - the **password** ;
- and then click on '**Logon**'.

For new S-net users :

Identification number : This number is displayed on your S-net agreement (top left corner).
Password : This password is displayed in the envelope named '**Code secret personnel initial (IPIN)**'. The first time you connect to S-net, you will be asked to immediately change this password. Your new password then needs to be used for the following S-net connections.

Snet internet banking

BANQUE ET CAISSE D'EPARGNE DE L'ETAT

LuxTrust authentication

Please enter your identification number and your password

Identification number: 1234567

Password:

On the next screen, please enter the 3 required characters of your security card.

- BCEE never contacts its customers via unsecure Internet e-mail, or via phone, in order to ask for personal and confidential data.
- Protect your PC with the help of a firewall and protection software, permanently kept updated.
- The letters 'https' at the beginning of an Internet address indicate that a secured website is being used.
- The website www.cases.lu, contains numerous information and recommendations for a responsible use of the Internet.

Logon

8. Please fill in the 'virtual keyboard', as usual, based on the 16 characters of your 'security card' and click on 'Logon'. This step is required in order to definitely establish the link between your S-net agreement and your LuxTrust certificate. **During your next S-net connections by LuxTrust, you will no more be asked to fill in this 'virtual keyboard'.**

Snet internet banking

BANQUE ET CAISSE D'EPARGNE DE L'ETAT

LuxTrust authentication

Please select the square containing the requested character of your security card. Then, please click to confirm.

F	Q	G	4	R	9
2	[C	X	K	W
D	1	%	0	-	3
T	P	8	V	#	E
H	Y	5	+	\$	6
~	Z	7	S	}	U
A)	!	@	J	L
=	B	*	M	N	?

Reset

Logon

9. You now may use S-net as usual.
10. At the end of your S-net connection, please do not forget to exit by clicking on '**Logoff**' and close the relating window of your web browser.



Next S-net authentications by LuxTrust :

Regarding your next authentications, please proceed the same way. Please simply follow steps 1 to 2 and 4 to 7. You will notice that you needn't fill in the 'virtual keyboard' anymore.

SUPPORT AND ASSISTANCE

If you still need assistance after reading all of the provided help documentation, please contact our Helpdesk e-Banking at 4015 6015 from Monday to Friday between 8:00 and 18:00.



Next S-net authentications by LuxTrust



Steps to be followed :

1. Please go to the website <https://bcee.snet.lu/> and select, under '**LuxTrust Login**', the desired language, by clicking on the according **banner**.
2. Please **choose** the **LuxTrust product** by which you want to make your S-net authentication. Please then click on '**OK**'.
3. Please enter the '**User ID**' (such as displayed in the scratch box of the 'LuxTrust Codes' letter; please use lower case/capital letters such as required) and the '**Password**' (please be aware that this password is case sensitive) of your Signing Server SMS into the pop-up window. Please then click on '**OK**'.
4. Please enter your '**One time password (OTP)**', sent by SMS on your mobile phone. Please be aware that the password sent by SMS is case sensitive. Please then click on '**OK**'.
5. Please enter your S-net '**Password**' (you will notice that the identification number is already indicated by default).
6. Please then click on '**Logon**'.

SUPPORT AND ASSISTANCE

If you still need assistance after reading all of the provided help documentation, please contact our Helpdesk e-Banking at 4015 6015 from Monday to Friday between 8:00 and 18:00.