



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 <u>http://www.bcee.lu/infopages/luxtrust_util_sms_en.html</u> 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)

<u>Next S-net authentications by LuxTrust</u> (page 25)



- 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'.



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'.

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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**'.

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Personalization	12345 +352621123456	CLIENT
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continue the order	Main e-mail address	Country Zip code City
	test@bcee.iu	LU 2954 Luxembourg
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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.



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.



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



The installation starts.



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 <u>http://www.luxtrust.lu</u> 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 <u>helpdesk@luxtrust.lu</u>.



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)'.

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Status, Test & Print	Challenge			
Password management	New Password			
Change Password	Confirm new Password			
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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'.

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Activation and reactivation Suspension Revocation Status, Test & Print Password management Change Password	User ID Actual Password Challenge New Password Confirm new Password	TEST1234	

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.

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Please then click on 'Authentication'.

Please wait.

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

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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 <u>http://www.luxtrust.lu</u> 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 <u>helpdesk@luxtrust.lu</u>.



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 : <u>http://activate.luxtrust.lu/</u>.
- 2. You will get to the following page. Please click on 'Signing server (SMS)'.

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3. 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'.

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Gestion Password	cliquer sur le bouton. Etape 1 / 2 Utilisateur : TEST1234 Password : •••••••• Se connecter Pour un affichage correct, une version Java 1.5 ou supérieure est requise ordinateur et le cas échéant télécharger la version adéquate, veuillez vous Veuillez noter que la version Java 1.5 udate 10 n'est actuellement pas s Sener' (Token ou SMS). L'explication comment résoudre vos problème é notre rubrique EAQ sous "Communication with server failed: Missing tag	. Pour vérifier la version de Java installée t s rendre sur : <u>www.lava.com</u> upportée pour la gestion d'un Certificat Sig ventuels avec cette version de Java se troi 6 in serve?s response URL*	sur votre gning uve dans

4. 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'.

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Last update : 10/12/2008

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

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6. 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.

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Statut, Test & Print Gestion Password	Pour soilliciter de l'aide au sujet de votre SmartCard, vous pourriez être amené à contacter notre dernier puisse vous identifier personnellement, il vous posera trois questions dont vous seul de donc saisir les questions que vous souhaitez que le HelpDesk vous pose ainsi que la réponse chaque question. Question 1 : Question 1 : Question 2 : Dans quel département habitez-vous ?	HelpDesk. Afin que ce vvez avoir la réponse. Veuillez que vous lui donnerez à
Statut, Test & Print Gestion Password	Pour solliciter de l'aide au sujet de votre SmartCard, vous pourriez être amené à contacter notre dernier puisse vous identifier personnellement, il vous posera trois questions dont vous seul de donc salsir les questions que vous souhaitez que le HelpDesk vous pose ainsi que la réponse chaque question. Question 1 : Dans quel département habitez-vous ? Réponse 1 : Question 2 : Dans quel département habitez-vous ? Réponse 2 :	HelpDesk. Afin que ce vvez avoir la réponse. Veuillez que vous lui donnerez à
Statut, Test & Print Gestion Password	Pour soilliciter de l'aide au sujet de votre SmartCard, vous pourriez être amené à contacter notre dernier puisse vous identifier personnellement, il vous posera trois questions dont vous seul de donc satisr les questions que vous souhaitez que le HelpDesk vous pose ainsi que la réponse chaque question. Question 1 : Question 1 : Question 2 : Question 2 : Question 3 : Dans quel département habitez-vous ?	HelpDesk. Afin que ce vvez avoir la réponse. Veuillez que vous lui donnerez à
Statut, Test & Print Gestion Password	Pour solliciter de l'aide au sujet de votre SmartCard, vous pourriez être amené à contacter notre dernier puisse vous identifier personnellement, il vous posera trois questions dont vous seul de donc saisir les questions que vous souhaitez que le HelpDesk vous pose ainsi que la réponse chaque question. Question 1: Dans quel département habitez-vous ? Réponse 1: Dans quel département habitez-vous ? Question 2: Dans quel département habitez-vous ? Réponse 2:	HelpDesk. Afin que ce vez avoir la réponse. Veuillez que vous lui donnerez à

7. 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).

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ruxtrust L	AUTHENTIFICATION SIGNATURE ELECTRONIQUE RECONNISSANCE LÉGALE ET INTERNATIONALE		
accueil LuxTrust S.A. Produits e	t solutions Commandes de produits Gestion	Certificats Support & FAQ	08
Suspension	Information certificat Challenge qu	estions Activation du certificat	
Révocation	Détail du certificat		
Statut, Test & Print			
Cection Password			
Geston rassword	Nom :	Test	
	Prénom :	Client	
	Adresse e-mail :	client@test.lu	
	Numéro de série :	1234 5678 9000	
	SSN:	12345678123456789000	
	Validité :	du 02/04/2008 au 02/04/2011	
	Statut du certificat de signature :	⁹ Suspendu	
	Activation du certificat		
	requirez aalan te code o activation gur ae t	nouve sur voire poir de climmande.	
	Code de première activation * :	?	

Please then click on the button 'Activer'.

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

🕸 🍘 LuxTrust S.A.		🙆 • 🗟 · 👼 •	🔂 Page 🔹 🎯 Too
CLUXTRUS.	AUTHENTIFICATION SIGNATURE ÉLECTRONIQUE RECONNAISSANCE LÉGALE ET INTERNATIONALE		
ccueil LuxTrust S.A. Produits	et solutions Commandes de produits Gestion	n Certificats Support & FAQ	0#
Activation et réactivation	Recapitulatif		
Suspension Résocration			
	Nom:	Test	
statut, rest & Print	Adresse e-mail -	client	
Gestion Password	Numéro de série	1234 5678 9000	
	SSN :	12345678123456789000	
	Validité :	du 02/04/2008 au 02/04/2011	
	Statut du certificat de signature :	✓ Activé	
	Merci d'avoir choisi d'utiliser un produit Votre SmartCard est à présent activé ATTENTION: Veuillez noter qu'il peut p est bien activé	t LuxTrust ! ie. prendre jusqu'à 4 heures avant que toute application reconnaît que le	e certificat

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

and

If you still need assistance after reading all of the provided help documentation, please refer to the FAQs on the LuxTrust website <u>http://www.luxtrust.lu</u> 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 <u>helpdesk@luxtrust.lu</u>.



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: <u>https://bcee.snet.lu</u>.
- 2. Please select, under 'LuxTrust Login', the language you want to use, by clicking on the according banner.



Copyright by BCEE 1999-2008.

3. 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'.

Snet	BANQUE ET CAISSE D'EPARGNE DE L'ETAT	
internet banking	LuxTrust authentication	
	Please choose your authentication method	?
	O Smartcard / Signing Stick	
	Authentication relying on your LuxTrust SmartCard or your Signing Stick. Please ensure that your Smartcard is correctly inserted in your card reader or that your Signing Stick is connected to the USB port before clicking OK.	
	Signing Server SMS	
	Authentication relying on a one time password (OTP) received via SMS. A new OTP will be automatically requested.	
	O Signing Server Token	
	Authentication relying on a one time password (OTP) generated by a token.	
CERTIFIED		

4. 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**'.

Warning - Sec	urity		×
The applic Do you wa	ation's digital signature has been v nt to run the application?	verified.	(il)
Name: Publisher: From: ()	lu.snet.bcee.smartcard.applet.BCEEApplet Banque et Caisse d'Epargne de l'Etat https://bcee.snet.lu rust content from this publisher.		
The c	ligital signature has been validated by a trusted source.	More Inform	Cancel

- 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'.

Snet	BANQUE ET CAISSE D'EPARGNE DE L'ETAT
	LuxTrust authentication Waiting for input
	Connection Please enter your LuxTrust connection data. User ID TEST1234 Password ••••••• 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'**.

Onet	BANQUE ET CAISSE D'EPARGNE DE L'ETAT
internet buikting	LuxTrust authentication
	Waiting for input
	Please enter the one time password.

- 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	BANQUE ET CAISSE D'EPARGNE DE L'ETAT
internet banking	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	BANQUE ET CAISSE D'EPARGNE DE L'ETAT
internet banking	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
CRTIFIED RAINES	

- 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.





Steps to be followed :

- 1. Please go to the website <u>https://bcee.snet.lu/</u> 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 Sigining 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.