

My LuxTrust account is blocked, what can I do?

To immediately unblock your LuxTrust account [click here](#) and enter the initial password you received via SMS text messaging or letter, and the OTP displayed on your LuxTrust Token.

Your account has been blocked as a security precaution after 5 failed attempts to log on. It will be unblocked automatically if you wait 12 hours. We recommend that you create a new personal password afterwards by [clicking here](#).

