



Instructions

How to order a Signing Server Token ?

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INHALTSVERZEICHNIS

Instruction..... Error! Bookmark not defined.

How to order a Signing Server Token ?1

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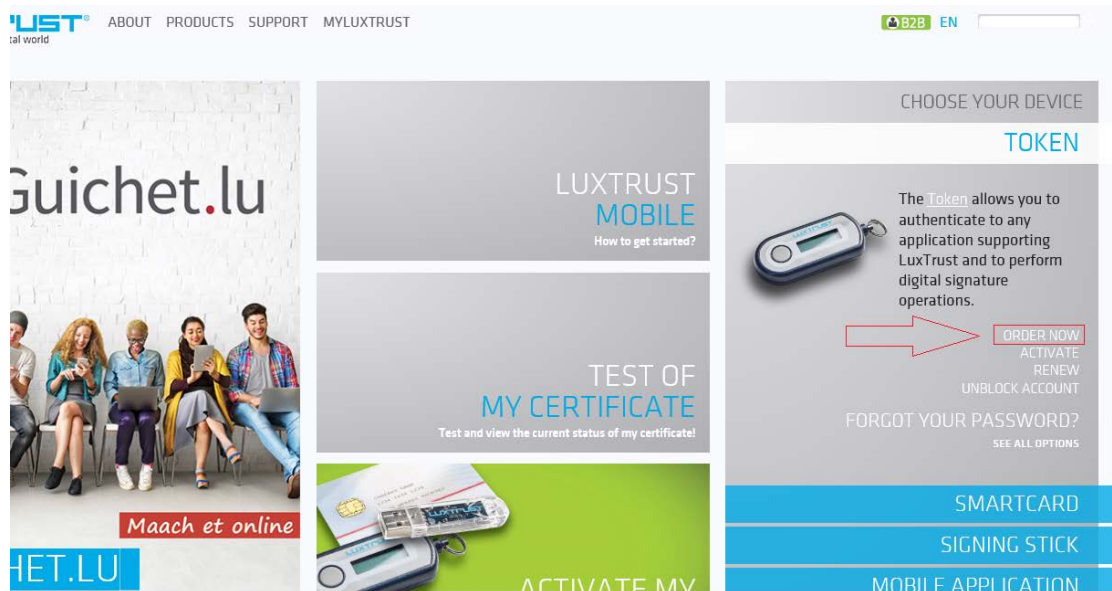
Summary **Error! Bookmark not defined.**

Payment..... **Error! Bookmark not defined.**

Complete the Order **Error! Bookmark not defined.**

1. Order form on the LuxTrust Website

Enter the following address <https://www.luxtrust.lu/en> in your Internet browser.
Click please on Token « Order Now ».



Select the product you want to order. (PRI or PRO) by clicking on « **Order** ».
For more information on the Token types, please visit <https://www.luxtrust.lu/en/simple/245>.

Token Private	35, ¹⁰ € VAT inc. (30,00 € VAT excl.)	ORDER NOW
Token Pro	35, ¹⁰ € VAT inc. (30,00 € VAT excl.)	ORDER NOW

2. Important Details before starting your order

Please read carefully the **shown information** before you start with your order.

Once you have read all the information, please tick the box “**I’ve read and accepted the given information**” and click on “**START ORDERING NOW**”.

IMPORTANT

- **Email address included in the certificate**
LuxTrust recommends to only indicate your primary email address. [Click here for more informations](#)
Attention: Once the certificate has been issued, the email address can't be changed!
- **Notification email:**
This e-mail address will be used for the sending of important information (certificate's status, activation alerts, Re-Key alerts, etc.). Please make sure that you are indicating a correct address.

☒ I've read and accepted the given information.

START ORDERING NOW


Enter the **verification code**, and then click on “**Validate**”.

Verification code

To begin your order, enter the word shown in the image below and then click on Validate


Verification code :

Validate

If you cannot read the verification code, click on the “**Refresh**” image  right to the verification code, to obtain a new verification code.

3. Order form

Step 1 – Data displayed in the certificate

- Complete all mandatory fields marked with an asterisk (*).
- In the first section of the order form, enter your **name, surname** and **nationality** as **indicated on your proof of identity or passport**.
- You can enter one or two of your e-mail addresses which will then be included to your certificate details and which can then be used to sign emails.

Step 1

Step 2

Step 3

Step 4

Summary

Data of certificate holder

This information will appear on your certificate.

Surname :

Your surname has to be entered exactly as written on your ID document. Except if the name on the identification document is indicated as "spouse", "épouse" or similar. In that case **only the name(s) preceding "spouse", "épouse" or similar have to be entered**.

First name :

Enter **both** your first and middle names as written on your ID document.

Nationality * :

Email address :

optional

Confirm your email address :

Second email address :

optional

Please confirm your second email address :

* required fields

Next

ADDITIONAL DATA FOR TOKEN PRO ONLY

Select the **type of holder (certificate owner)** of the certificate. Please note that a certificate administrator may revoke any certificate issued to a client of the same company without the consent of the holder.

Enter the **company name** and the **country** in which its head office is located.

It is mandatory that you enter a **VAT number***, an **RCSL number** or an other number. For more information about the reference number, please go to **eTVA** or **RCSL** by clicking on the link.

Type of holder * :

☐ Professional person

☐ Professional Certificate Administrator

An Administrator (appointed by the company) can revoke any certificate issued on behalf of the company (or the institution) without the prior consent of the certificate holder.

Company or Institution data

Company * :

Company headquarters (country) * :

Want to access [eTVA to file your VAT declaration online](#) and/or access [RCSL](#) or/and [eCDF](#)? We strongly advise that you contact them in order to have the correct ID number to use their applications. :

☐ Another number

Department or position/title of certificate holder within the company :

optional

* required fields

Next

Step 2 – Data that is not displayed in the certificate

Complete the mandatory information as indicated by the red asterisk (*).

Please enter your **date of birth**, a **first activation code of 5 digits**, your **telephone number** as well as the payment method.

The first activation code is not the Password or User ID.

You have the option to publish the certificate in the **LuxTrust directory**.

Please choose the **payment type on clicking on normal rate or voucher**:

- If you click **Normal Rate**, the standard price applies.
- If you have received a voucher from your company, bank or administrative office etc., you can choose **VOUCHER** to order your Token for free. The VOUCHER code is only valid for the LuxTrust product that it has been issued for and may only be used once.

Step 1	Step 2	Step 3	Step 4	Summary
Data of certificate holder				
This information will not appear on your certificate.				
Date of Birth (dd/mm/yyyy)* :	<input type="text"/>			
First activation code (5 digits) :	<input type="text"/> ? <small>5 characters e.g. the last 5 characters of your ID document *</small> Please write down this code. You will need it to activate your product.			
Telephone number* :	<input type="text"/>			
<small>Enables us to get in touch with you if there is a problem with your order.</small>				
Your certificate will be published in the directory :	<input type="checkbox"/> <small>The directory (directory.luxtrust.lu) is public and is comparable to a phone book for certificates.</small>			
Payment type :	<input checked="" type="radio"/> NORMAL RATE <input type="radio"/> VOUCHER			
Type of authentication* :	DPC06			

ONLY FOR TOKEN PRO

Enter the **company telephone number** and **e-mail address** (optional).
Click then on **"Next"**.

Company or institution data	
Company phone number :	<input type="text"/>
	<small>for contact if required</small>
Company email address :	<input type="text"/>
	<small>for contact if required</small>
Confirm your email address :	<input type="text"/>
<input type="button" value="Return"/> <input type="button" value="Next"/>	

* required fields

Step 3 – Address management

- Complete the mandatory information as indicated by the red asterisk (*).
- If you would like your order to be shipped to another address, (**delivery address**) as the billing address so please tick the box **"Dispatch to another address"** which will open a new section to enter another delivery address.
- Please make sure that the recipient name or company name is clearly indicated on the letter box to avoid delays in the delivery.
- Click subsequently on **"Next"**.

Step 1	Step 2	Step 3	Step 4	Summary
Address Management				
Billing Address				
Company :				
Recipient :				
Address * :				
Alternative/additional address :				
Postcode * :				
Location * :				
Country * :				
Notification e-mail address * :				
Confirm your email address :				
<input type="checkbox"/> Dispatch to another address				
<div>ReturnNext</div>				

* required fields

ADDITIONAL INFORMATION FOR TOKEN PRO

If you have a **VAT identification number**, you can specify it here. This is necessary for the exemption from the VAT; otherwise you would be charged the Luxembourg VAT without the possibility of a subsequent correction.











Country * :	LUXEMBOURG
Intra-Community VAT reg. no. :	
<small>(required for benefiting from exemption from VAT, without this you will be billed for Luxembourg VAT and will not be able to rectify this afterwards)</small>	

Step 4 – Choosing the registration authority

In this step you can choose a **registration authority**, which in most cases is a Luxembourgish financial institution with which you are already an **identified customer**.

If you are **not an identified customer** with one of these registration authorities, you have to choose the first option “I am not a customer at one of the registration authorities”.

Proceed to the next stage using the “**Next**” button.

Customer is unidentified :	<input checked="" type="radio"/> I am not a customer at one of the registration authorities (reseller: LuxTrust). I will select one from the list at: https://ra.luxtrust.lu
Customer is identified :	<input type="radio"/> I will send my order form to my financial institution and registration authority (reseller: LuxTrust) :
	<input type="radio"/> Fortuna Banque S.C. 
	<input type="radio"/> Banque BCP S.A. 
	<input type="radio"/> Banque et Caisse d'Epargne de l'Etat 
	<input type="radio"/> Banque de Luxembourg 
	<input type="radio"/> Banque Raiffeisen 
	<input type="radio"/> Banque Internationale à Luxembourg 
	<input type="radio"/> BGL BNP Paribas 
	<input type="radio"/> ING Agence Cloche d'Or 
	<input type="radio"/> POST Luxembourg 
	<input type="radio"/> Société Générale Bank & Trust 
<div> * required fields Return Next </div>	

CUSTOMERS NOT RESIDING IN THE GRAND-DUCHY OF LUXEMBOURG

LuxTrust allows the identification of customers not residing in Luxembourg through a notary and a certificate (apostille) in accordance with international regulations in this area. It requires the production of the following documents:

- A copy of the identity card or passport of the person concerned, **duly authenticated by a notary.**
- This copy must be provided with a certificate (apostille), as defined by the Hague Convention of 5 October 1961 for the legalization of a public document and the certification of the authenticity of the signature of the person who signed document (in this case the notary), the capacity in which the signatory has acted and, where appropriate, the identity of the seal or stamp which it bears.

The copy of the identity document and the apostille must be legible according to the standards applicable to Luxembourg (alphabet, language ...). The customer must then add these documents instead of the signed copy of the identity card required by the normal procedure and send his file, including these documents, to the Luxembourgish Chamber of Commerce.

**Chambre de Commerce / House of Training
Service Espace Entreprises
7, rue Alcide de Gasperi
L-1615 Luxembourg**

Phone: 42 39 39 – 341, **Fax:** 43 83 26, **Email:** luxtrust@cc.lu
Monday to Friday from 8:30 a.m. – 5:00 p.m.

Concerning the payment details please get in touch with the Chamber of Commerce.

Summary

Review your entered data

If you need to correct your data, click on “**Back**”, otherwise enter and confirm your e-mail address to which a copy of the order form will be sent.

Then tick the box to accept **the general conditions of sale** and click on “**Validate**”.

To view the general conditions of sale, click on the link “***I have read and accept the general conditions of sale***”.

Address for sending the LuxTrust device (product) and activation instructions.

Your order confirmation will be sent to your e-mail address :

Confirmation de l'adresse email :

☐ [I have read and accepted the LuxTrust general terms and conditions](#)

* required fields

Payment

You can pay by **online payment** (credit/debit card) or **bank transfer**:

Click on « Next ».

Choice of the payment type


Thank you for choosing your payment type for your order.

You are about to confirm your payment method. After you confirm your payment method you can't modify it.

☐ Online payment (with credit/debit card)

☐ Bank transfer payment

If you chose **online payment (credit/debit card)**, please follow the instructions from SaferPay and click on “**BUY**” on the last screen once you have filled in all you credit card data.

<p>Total amount</p> <p>EUR 35.10</p> <p>Offer</p> <p><input type="checkbox"/> Token</p> <p>Merchant</p> <p>LUXTRUST 13-15 IMMEUBLE IVY PARC D'ACTIVITES 9308 CAPELLEN info@luxtrust.lu 2668151 www.luxtrust.lu</p>	<p>Card data</p> <p>Card number *</p> <p>Valid until *</p> <p>Owner name *</p> <p>Card verification code *</p> <p>Back</p>	<p></p> <p><input type="text"/></p> <p><input type="text"/></p> <p><input type="text"/></p> <p><input type="text"/></p> <p><input type="button" value="BUY"/></p>
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Order confirmation

Your order has been accepted once you see this screen and you will now receive a confirmation email with the necessary information for the next steps.

<input type="text"/>	Token
Your order has been accepted.	
Your order confirmation has the following number <input type="text"/>	
Your order confirmation and instructions have been sent to the e-mail address provided by you <input type="text"/>	
You can now leave this page.	