

How to use your HardKey ?

Basis

Switch on / Switch off

















Press on  during 1 second to switch on/off your HardKey.

Navigate through the menu

Use  and  to access the menu and press  to select the desired option.

Go back via .

Tip: You can also use shortcuts by directly pressing the number:

- | | | |
|---|---|---|
|  Login |  Payment |  eCcommerce |
|  Sign |  >  Settings: Change PIN |  >  Settings: Language |
|  >  Info: Battery level |  >  Info: Serial number |  >  Info: Digipass time |
|  >  Info: Need help? | | |

Login

- Switch on your HardKey
- Press **1. Login**
- Enter your PIN
- Copy the code that appears on your HardKey in the relevant field on the Keytradebank.lu website.

Confirm / sign

- Switch on your HardKey
- Press the number indicated on the Keytrade Bank Luxembourg website
- Enter your PIN
- Enter the value indicated on the Keytrade bank Luxembourg website
- Copy the code displayed on your HardKey into the relevant field on the website.

First time ?

The first time you use your HardKey, you must first activate it. To do this, get your HardKey, your login and your PIN code. Then follow the instructions on the keytradebank.lu/activate

Settings

Change the language

- Switch on your HardKey
- Press on **5. Settings > 2. Language**
- Press **1.** for **English**, **2.** for **Dutch** and **3.** for **French**.

Change PIN

- Switch on your HardKey
- Press on **5. Settings > 1. Change PIN**

Reset your HardKey

If you have not received the PIN or you do not remember this PIN, you must reset your HardKey. Here is the procedure to follow:

1. Lock your HardKey

To be able to reset your HardKey and create a new PIN, you must first block your HardKey.

- Switch on your HardKey
- Press **1. Login**
- Enter as many bad PIN codes as necessary for your HardKey to display **PIN 'blocked'**.
- At this moment your HardKey is blocked and shows you a Lock code that you will need to communicate to Keytrade Bank helpdesk

2. Unlock code

To obtain your Unlock code

- Please bring your HardKey and contact us on +352 45 04 39 on any working day between 9:00 and 17:30
- After identification, the helpdesk will ask you for the lock code and will give you the unlock code to enter into your HardKey to unlock it.
- You will be able to create your new personal PIN code for your HardKey. This is a 4-digit code.

Do you still have questions ? We gladly help you:



+352 45 04 39
Working days from
9/00 to 17:30 (CET)



info@keytradebank.lu



keytradebank
Luxembourg