LGT SmartBanking
Initial registration via smartphone/app

These instructions will guide you step by step through the initial registration for LGT SmartBanking via app on your smartphone or tablet. You can also register for LGT SmartBanking on your computer or laptop. Please go to www.lgt.com/e-banking for further information.

1. Getting started

1.1 To register for the first time, please have the following documents and devices ready:
- Your access data with your user ID and password. These were sent to you by letter.
- Your activation letter containing the cryptogram, which was sent to you separately.
- A smartphone or tablet with camera.

Access data   Activation letter

1.2 Install the free LGT SmartBanking app on your smartphone or tablet. To do so, open the app store on your mobile device and do a search for the LGT SmartBanking app or scan the QR code on the right. Install the app and then open it.

iTunes App Store / Google Play Store

1.3 In the LGT SmartBanking app, click on "Register" in order to launch it in the app.


2. Registering the device

2.1 On the "Registered Devices" page, select the option "No" and then enter your user ID and password in the respective fields. You will find these in the letter containing your access data.

Please note: If you want the password to be displayed, click on the "eye" symbol next to the password field.

2.2 Then confirm with "Login".
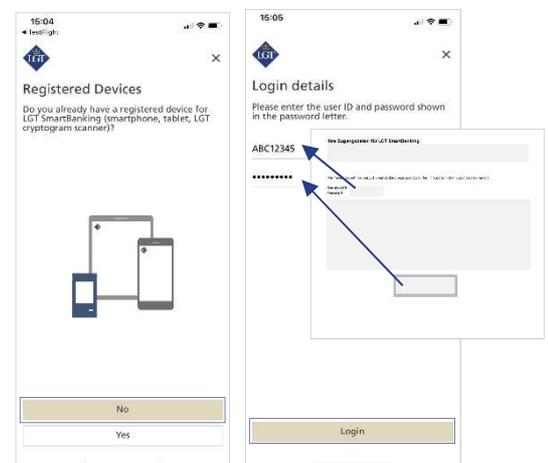
2.3 You will be asked to scan the cryptogram contained in the activation letter. In order for the scan to work, you must accept the access notifications that appear on your smartphone/tablet.

Now click on "Scan". Hold your smartphone or tablet over the activation letter and scan the cryptogram contained in the letter.

Once the scan has been successfully completed, you will be automatically taken to the next step.

Please note: In order for the scan to be successful, the letter must be printed in color and the lighting must be good.

2.4 Enter a unique device name for your smartphone or tablet and click on "Confirm". This is helpful if you wish to register and use LGT SmartBanking on several mobile devices.

3. Changing your password

3.1 Enter your new password both in the "Enter new password" field and the "Re-enter new password" field and then "Confirm" your new password.

For security reasons, the password must meet certain minimum requirements. You can find these requirements below the fields for entering the password.

Remember this password. You will need it to log in to LGT SmartBanking in the future.
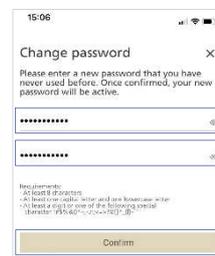
4. Completing your registration

4.1 You will now be requested to activate push notifications on your smartphone or tablet. Please confirm by selecting "Activate" and then "Allow". This will enable you to in the future confirm the login and payment process, respectively, with a corresponding message sent to your mobile device. You can also activate this function at a later point in time.
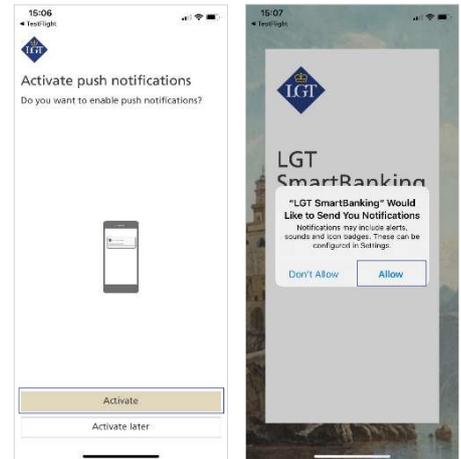
4.2 You can now activate a simplified login process using biometric login options, such as your fingerprint or facial recognition. To do so, click on "Activate". This will enable you to in the future, log in to LGT SmartBanking without a password and using only the biometric login option selected. You can also activate this function at a later point in time.

Your registration is now complete. By clicking on "Go to Dashboard", the LGT SmartBanking home page will open.

You can start using LGT SmartBanking immediately via the app on your smartphone or tablet. Alternatively, you can log in to LGT SmartBanking on your computer, laptop or tablet by opening a web browser and entering smartbanking.lgt.com to open the website.

Please keep your activation letter. You will need it to register an additional or a new device, for example if you switch smartphones.

5. Adding other users

5.1 The LGT SmartBanking app can be used by multiple users on the same device. On the home page of the app, click on the "Menu symbol" and then on "Add user".

Then follow these instructions starting from step 1.3 to add the new user.
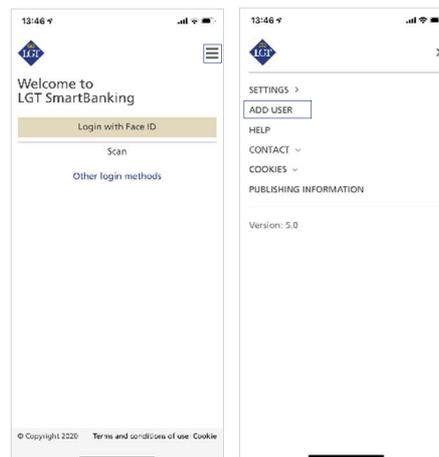
Please contact our LGT SmartBanking Support team should you have any questions.

LGT Online Banking Support
Opening hours: Monday until Friday, from 8 am to 6 pm (MET)
Tel. +423 235 2325