LGT SmartBanking
Initial registration

These instructions will guide you step-by-step through the initial registration process for LGT SmartBanking.

1. Preparation

1.1 To register with LGT SmartBanking 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 with the cryptogram, which was sent to you separately.
- A computer – for example, a desktop computer, laptop or tablet.
- A smartphone or a second tablet, or the LGT cryptogram scanner as an authentication device.

Access data   Activation letter

1.2 Open the website https://smartbanking.lgt.com in the browser of your computer, laptop or tablet. You can use the browsers Chrome, Firefox, Edge or Safari. Internet Explorer is not supported.

1.3 Enter your user ID and your password in the respective fields.
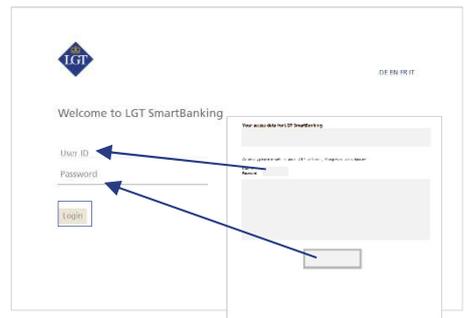You will find these in the letter with your access data.

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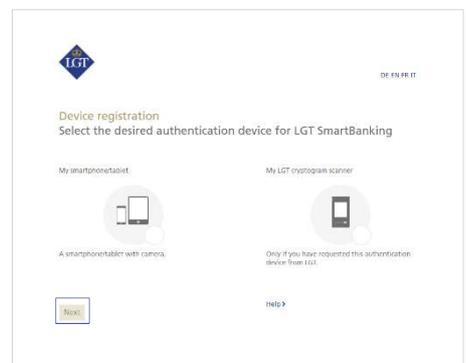

1.4 Click on "login".

2. Registration of the device

2.1 Select an authentication device for future logins to LGT SmartBanking. Therefore, click either on "My smartphone/tablet" or "LGT cryptogram scanner" and confirm with "Next".
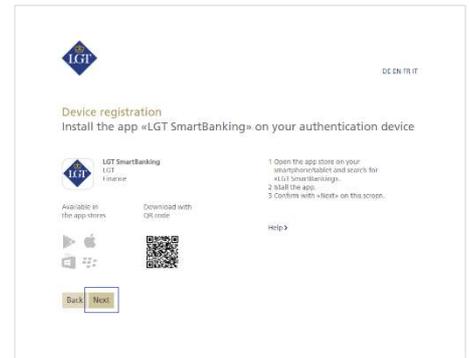
2.2a Registration with smartphone or tablet

If you have selected a smartphone/tablet with camera as authentication device, you are asked now to install the free LGT SmartBanking App on your mobile device.

Open the App store on the device and search for the LGT SmartBanking App. Install the app on your device and open it after its successful installation.

Go back to your computer and click on "Next".

2.2b Registration with the LGT cryptogram scanner

If you do not have a smartphone or tablet available, you can also use the LGT cryptogram scanner as an authentication device. Switch on the scanner, select the desired language and confirm with "OK" resp. "Next".

Go back to your computer and click on "Next".

2.3 You are asked now to scan the cryptogram on your activation letter.

Click on "Scan" in the LGT SmartBanking App or on "Next" on your LGT cryptogram scanner. Put the activation letter under your smartphone, tablet or LGT cryptogram scanner and scan the cryptogram shown in the letter.

If the scan was successful, an activation code is displayed on your device.

Please note:
- For a successful scanning process, you first have to accept the access messages that are displayed – for example, you have to approve access to the camera.
- This scan will only work if you have printed the letter in color and you have plenty of light.

2.4 Enter this code in the "Code" field on your computer and click on "Verify". Another cryptogram will now appear on your computer screen.

2.5 Click on "Next" resp. "Done" on your smartphone, tablet or LGT cryptogram scanner and scan the cryptogram on your computer screen. A new code is displayed.

2.6 Enter this code in the "Code" field on your computer. Define a unique device name for your smartphone, tablet or LGT cryptogram scanner in the field below. This is helpful if you want to register and use LGT SmartBanking on several mobile devices.

2.7 Confirm all entries by clicking on "Register".
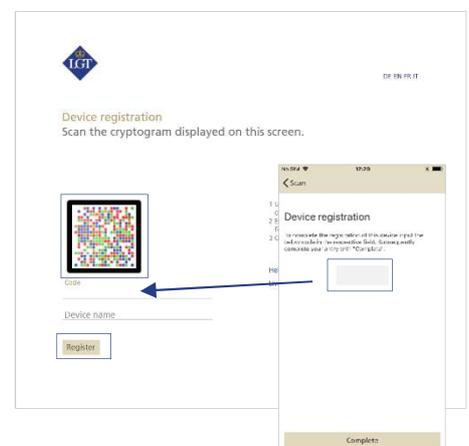
2.8 Complete the registration process on your smartphone, tablet or LGT cryptogram scanner. To do so, click on "Complete" in the App on your smartphone/tablet or on "Done" on your LGT cryptogram scanner.

For smartphone and tablet users: A pop-up message will appear. Please confirm this message with "Allow". This will considerably simplify your future logins and payment approvals.
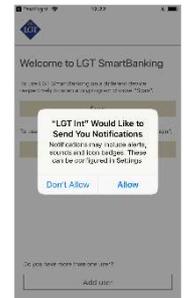
2.9 Your smartphone, tablet or LGT cryptogram scanner registration is now finished. Please go back to your computer.

3. Change of password

3.1 Click on "Next" on your computer. You will be asked to set up your personal password.

3.2 Enter the password provided in your access data letter in the "Old password" field. Then write a new password in the field below and in the next field again to verify it.

For security reasons, the password must meet some minimum requirements. You can find these requirements in the bottom right of the window.
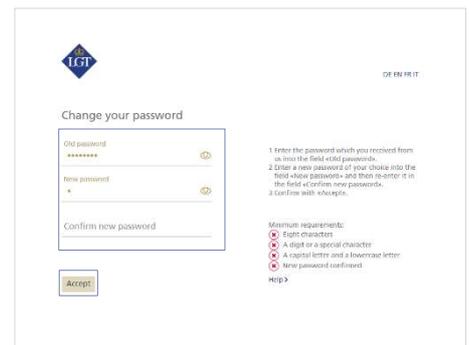
Remember this password. You will need it to log in to LGT SmartBanking in the future.

3.3 Click on "Accept" to confirm your password and then on "Next".

The initial registration is finished now. You can immediately use LGT SmartBanking via the app on your smartphone or tablet. Alternatively, you can log in to LGT SmartBanking on your computer, laptop or tablet by opening the browser and calling up the https://smartbanking.lgt.com website.
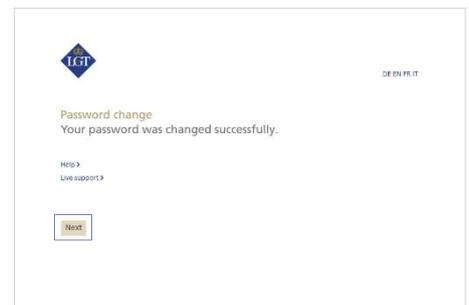
Please keep the activation letter in a safe place. You will need it to register an additional or a new device – for example, when you buy a new smartphone.

Please contact our LGT SmartBanking Support team should you have any questions.

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