pushTAN: Set up smartphone

Ś Sparkasse Aachen

If you forget your password for the S-pushTAN app, or if your access is blocked due to entering an incorrect password, or you have a new smartphone, you can set up the S-pushTAN app again in just a few steps and connect it to your online banking.

1 **A) You have a new smartphone:** Download the S-pushTAN app to your new smartphone.
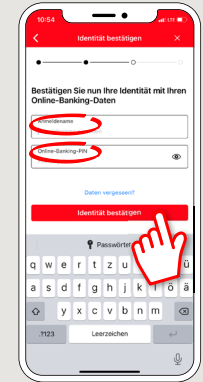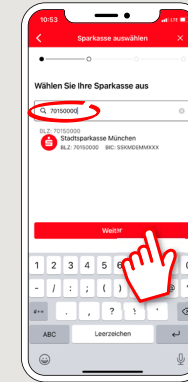
B) Forgotten password: Call up the pushTAN app in the settings of your smartphone and select **„App zurücksetzen"**. If available, delete the app from your phone's memory or switch your phone off and on again.

2 Start the app and tap **„Jetzt einrichten"** → **„Registrierungsdaten anfordern"** → **„Weiter"** → **„Weiter"** to allow the delivery of push messages.
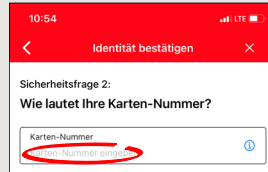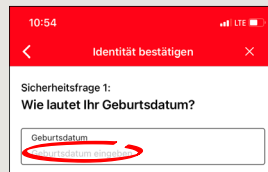
In the next step, enter a password for the app and confirm it by entering it again.

Then specify whether you want to open the app alternatively via TouchID or FaceID.

2 Choose your Sparkasse by entering its name or sort code (BLZ) and enter your access information for online banking.
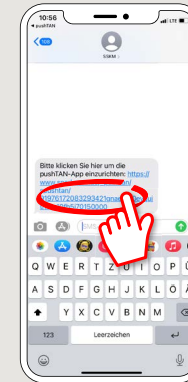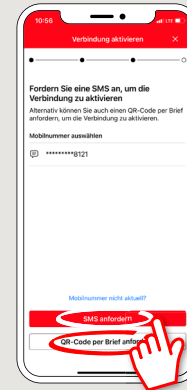
3 Now answer the security questions. The **card number** is **not** your account number! You will find the card number on your Sparkasse card (debit card).
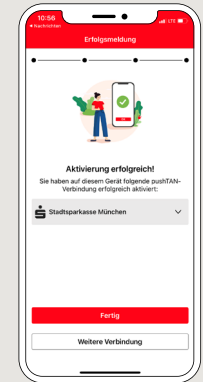
4 Now request the registration data by SMS or by letter. You will receive the SMS within a few seconds after request. You will receive the letter after 3 – 5 working days.

How to continue with SMS: tap the link in the SMS

5 Done! Your pushTAN connection has been set up successfully!

DO YOU HAVE ANY QUESTIONS? WE ARE HAPPY TO ANSWER THEM.

Central service call number: You can contact us under **0241 / 444 55000 Mon-Fri from 8:00 am – 6:30 pm** and **Sat 9:00 am – 1:00 pm.**

Further information and FAQs about pushTAN is available at: **www.sparkasse-aachen.de/pushtan**

YOU CAN ALSO CONTACT US AT:

Service-Center: **www.sparkasse-aachen.de/service**