

# pushTAN: Set Up Smartphone

[www.sparkasse-aachen.de/pushtan](http://www.sparkasse-aachen.de/pushtan)



If you forget your password for the S-pushTAN app, or if your access is blocked due to entering an incorrect password, or if 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.



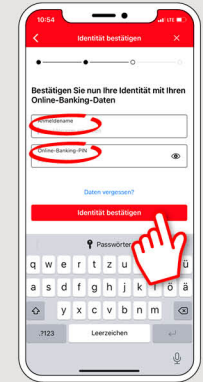
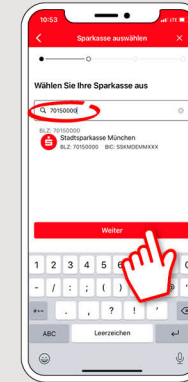
**B) Forgotten password:** In order to reset the S-pushTAN-App, simply enter an incorrect password five times.

**2** Start the app and tap „Jetzt einrichten“ → „Registrierungsdaten anfordern“ → „Weiter“ → „Weiter“ to allow the delivery of push messages.

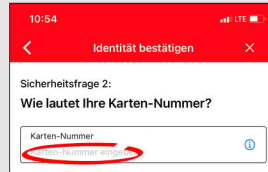
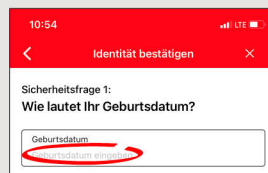
In the next step, enter a password for the app and confirm it by entering it again.

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.

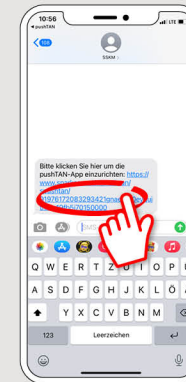
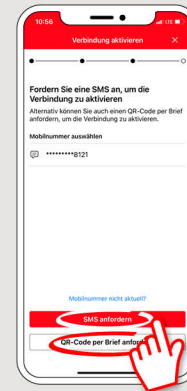


**3** Now answer the security questions. The **card number is not your account number!** You will find the card number on your Sparkasse card (debit card).

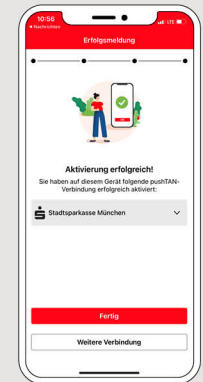


**4** Now request the registration data by SMS or by letter. You will receive the SMS within a few seconds after request. You will receive the letter after 3 – 5 working days.

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 5000 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](http://www.sparkasse-aachen.de/pushtan)

YOU CAN ALSO CONTACT US AT:

Service-Center: [www.sparkasse-aachen.de/service](http://www.sparkasse-aachen.de/service)