

pushTAN: Set up smartphone

www.sparkasse-freiburg.de/pushtan

 Sparkasse
Freiburg-Nördlicher Breisgau

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.



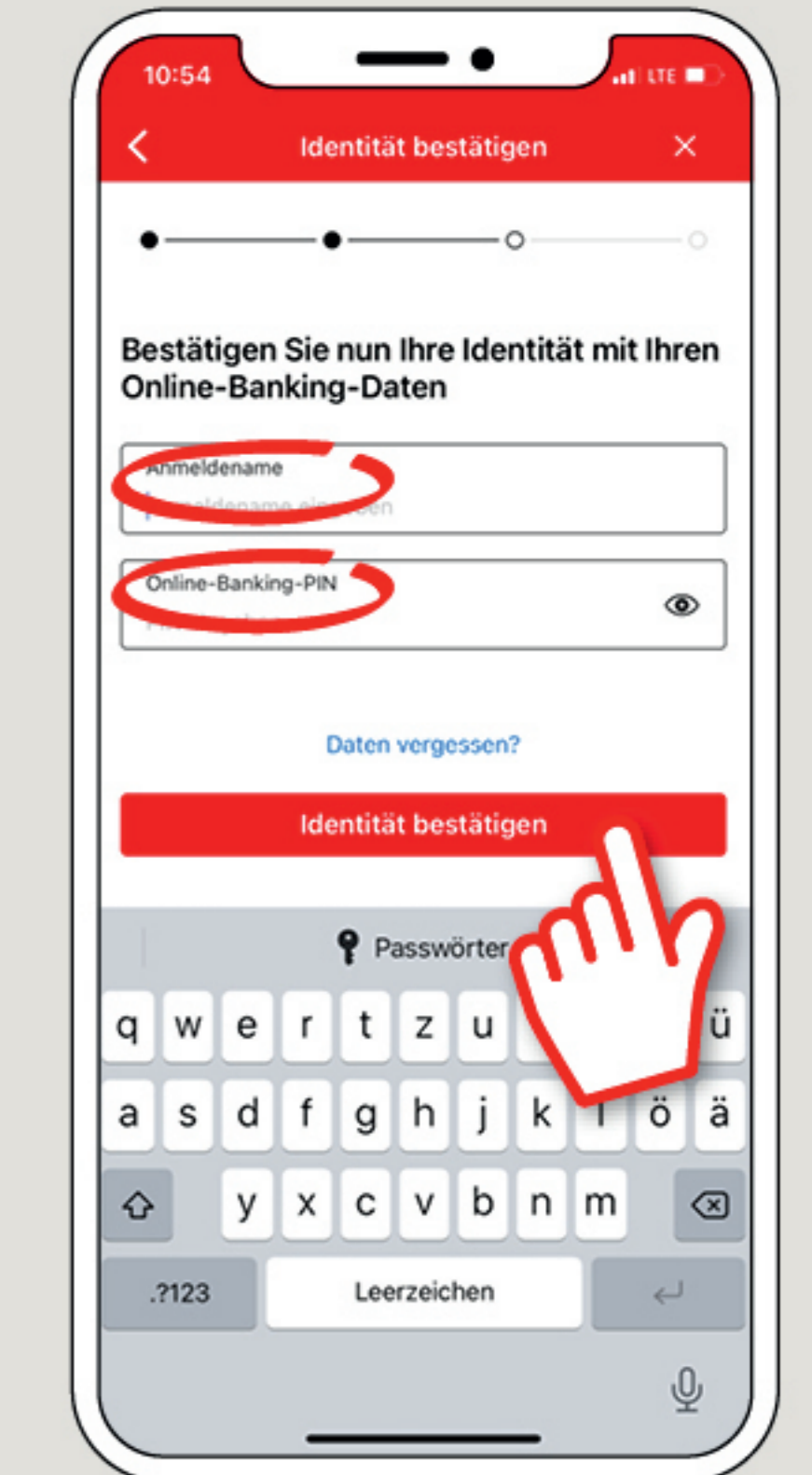
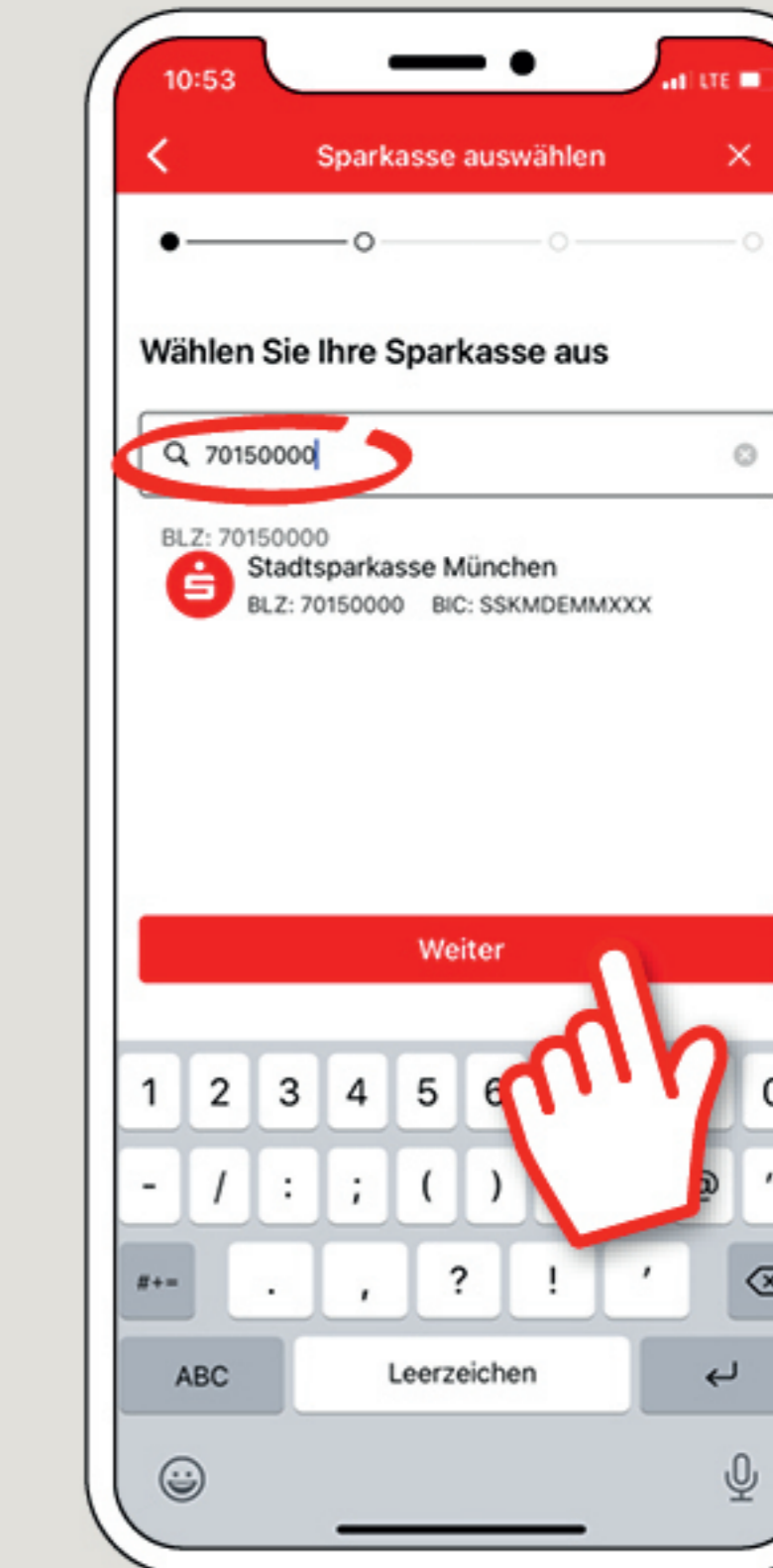
B) Forgotten password: Call up the pushTAN app in the settings of your smartphone and select „App zurücksetzen“. If available, delete the app from your phone's memory or switch your phone off and on again.

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

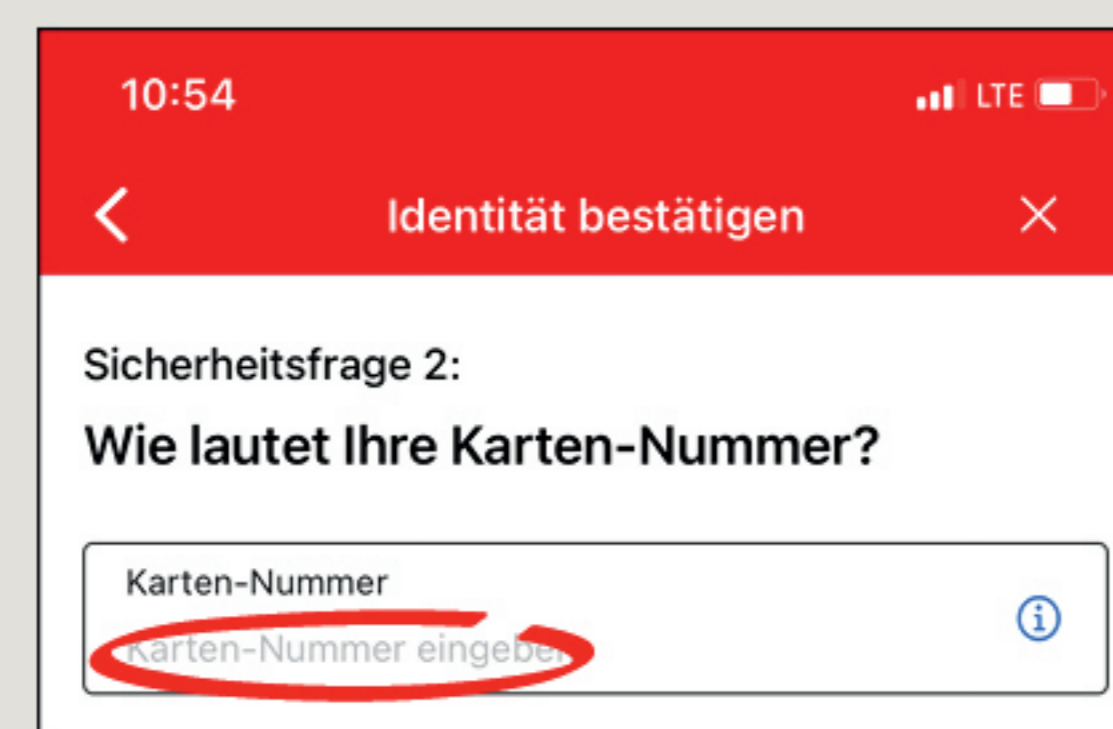
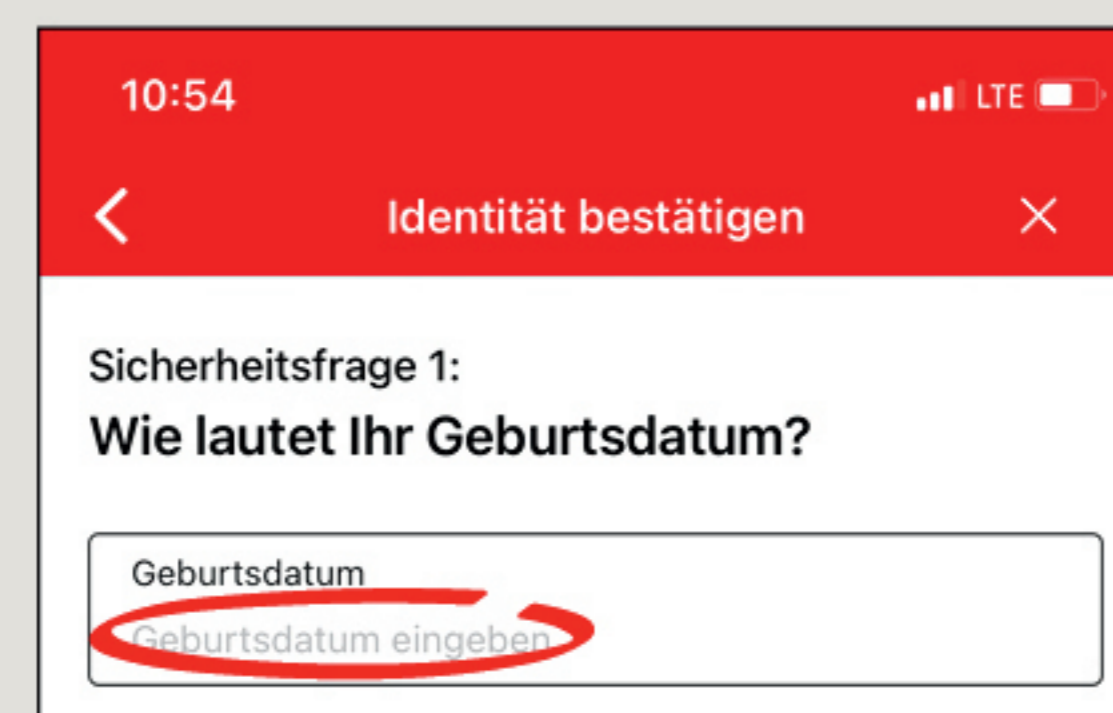
In the next step, enter a password for the app and confirm it by entering it again.

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.

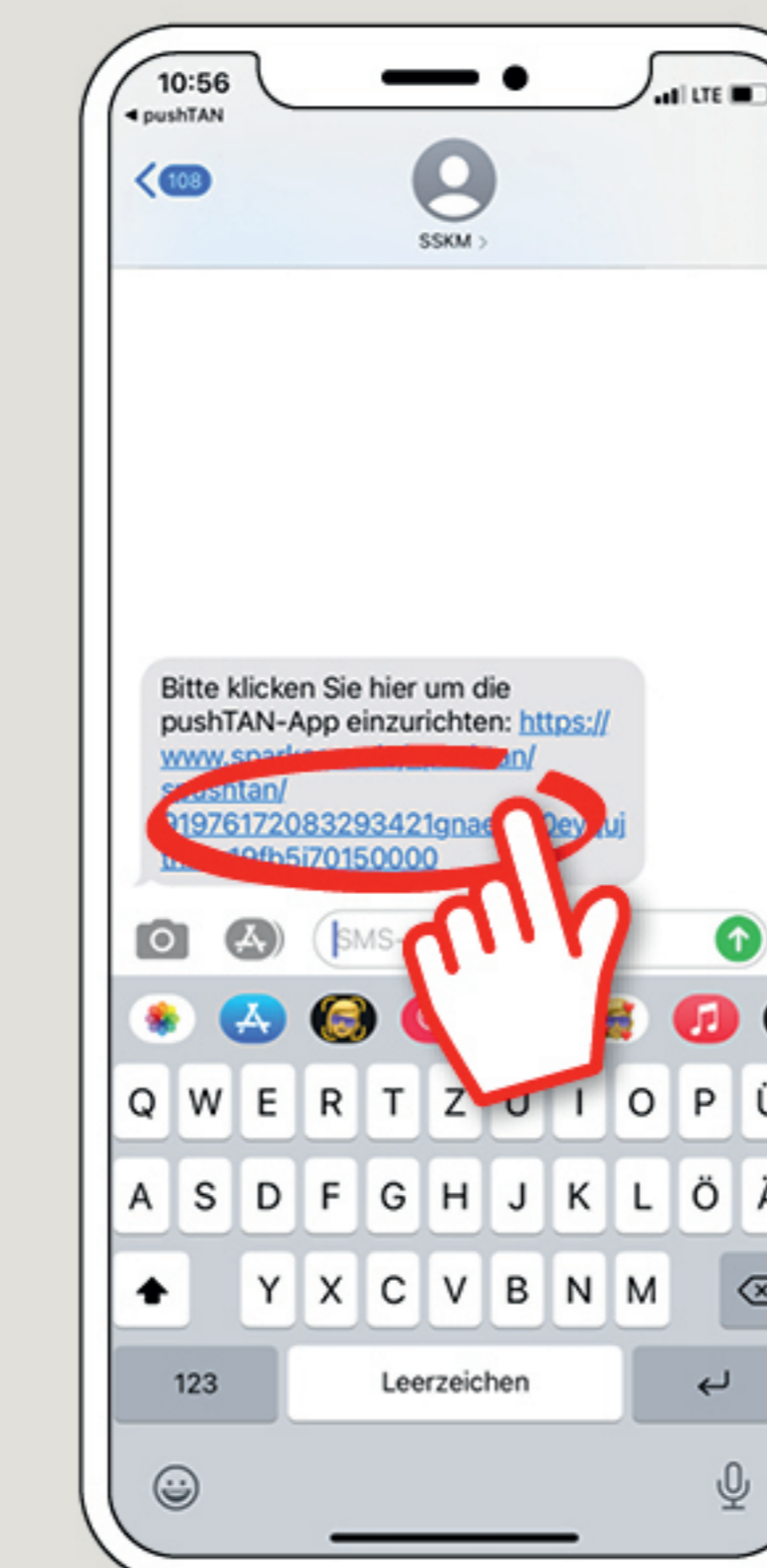
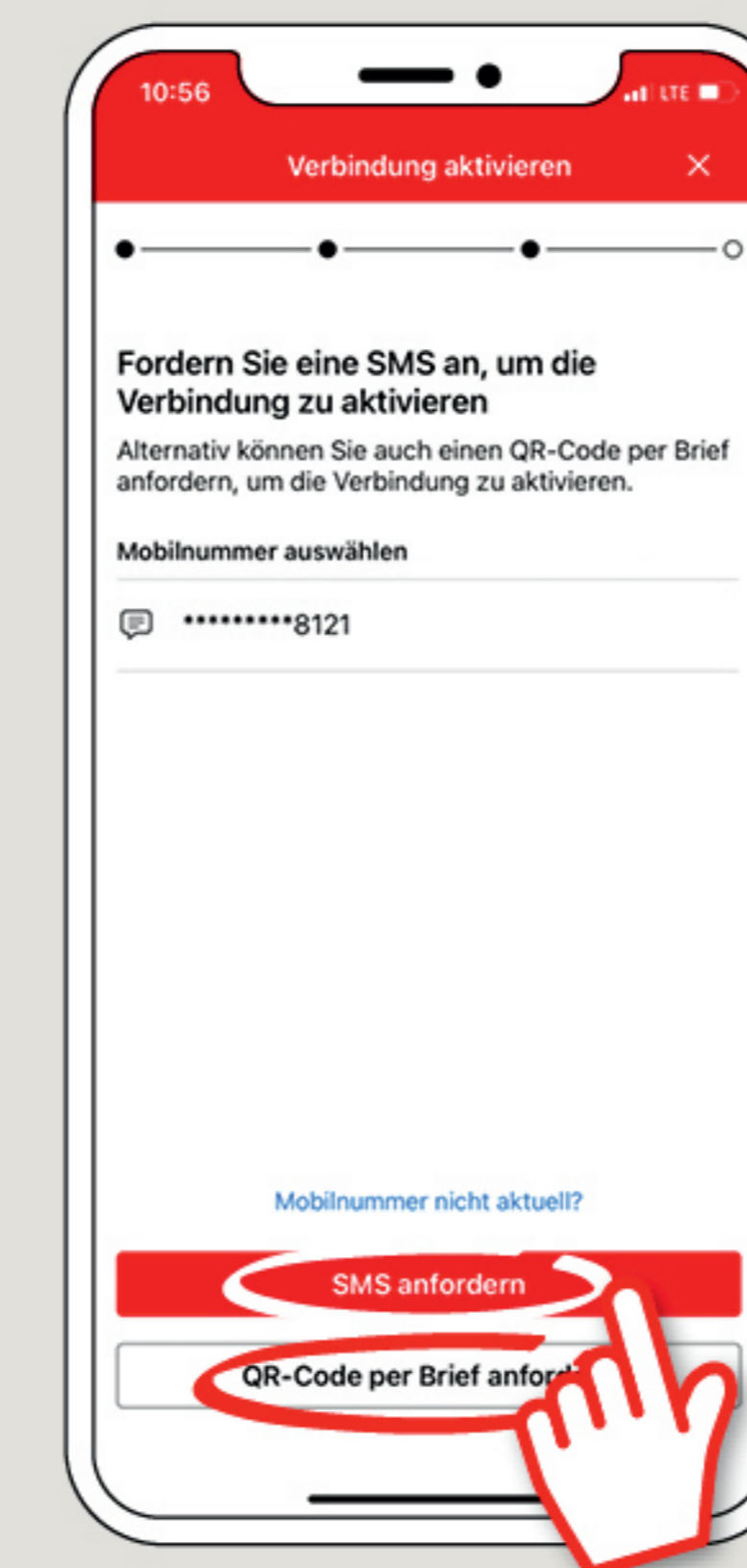


3 Now answer the security questions. The **card number is not your account number!** You will find the card number on your Sparkasse card (debit card).

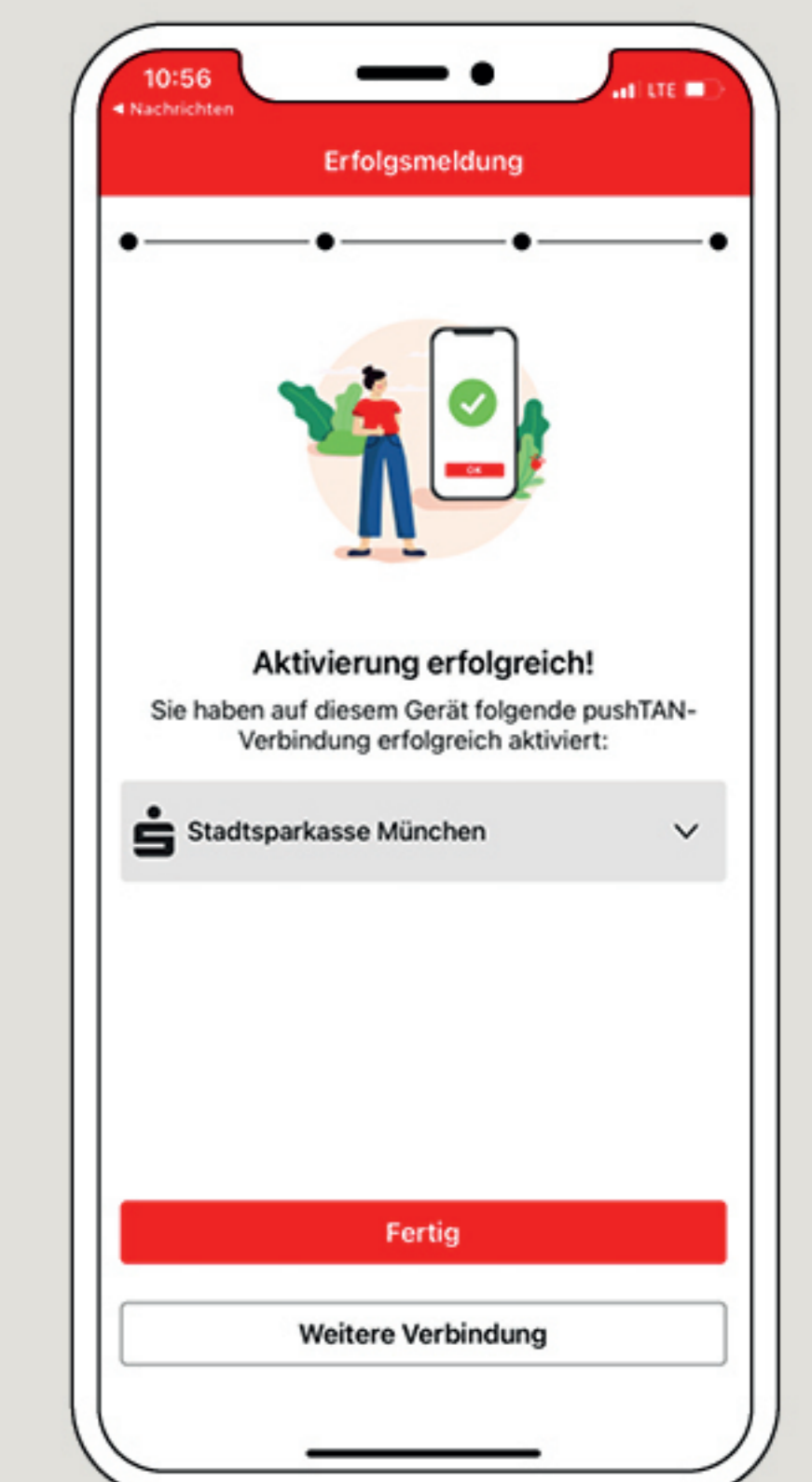


4 Now request the registration data by SMS or by letter. You will receive the SMS within a few seconds after request. You will receive the letter after 3 – 5 working days.

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 WILL BE HAPPY TO HELP YOU.

Central service call number: You can contact us under 0761 215-0 Mon–Fri from 8 am – 6 pm.

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

YOU CAN ALSO CONTACT US AT:

Direkt-Beratung

Video chat: <https://www.sparkasse-freiburg.de/dbc>
Available: Mon-Fri from 8 am – 8 pm by appointment

Text chat: <https://www.sparkasse-freiburg.de/if/Beraterchat/ThirdPartyChat>
Available: Mon-Sun from 12 pm – 12 pm

Online banking support for private customers

Phone: 0761 215-0

Available: Mon–Fri from 8 am – 6 pm