

pushTAN: Set up smartphone

www.sparkasse-ansbach.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 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.



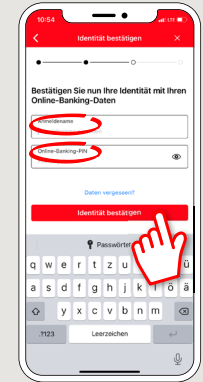
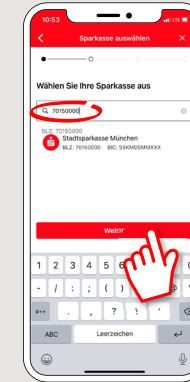
B) Forgotten password: Call up the pushTAN app in the settings of your smartphone and select „App zurücksetzen“. If available, delete the app from your phone's memory or switch your phone off and on again.

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

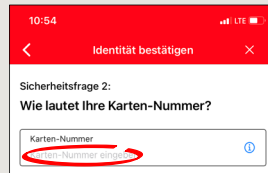
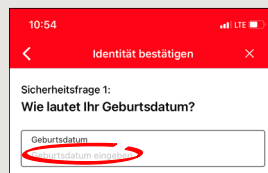
In the next step, enter a password for the app and confirm it by entering it again.

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

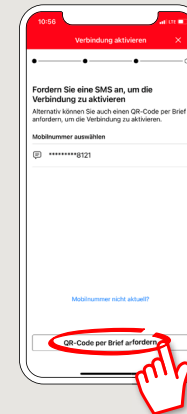
3 Choose your Sparkasse by entering its name or sort code (BLZ) and enter your access information for online banking.



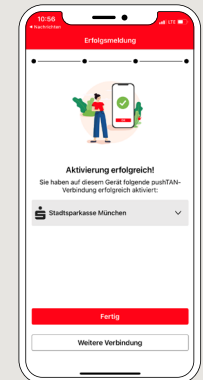
4 Now answer the security questions. The **card number is not your account number!** You will find the card number on your Sparkasse card (debit card).



5 Now request the registration data by letter. You will receive the letter after 3-5 business days.



6 Done! Your push-TAN connection has been set up successfully!



DO YOU HAVE ANY QUESTIONS? WE WILL BE HAPPY TO HELP YOU.

We are available at 0981/189-0
Mon-Fri from 7:30 am - 6:30 pm

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

YOU CAN ALSO CONTACT US AT:

Visit our digital meeting point at the Brücken-Center Ansbach
Service hours: Mon-Fri from 10 am-6 pm
www.sparkasse-ansbach.de/satyouandme

Online services: www.sparkasse-ansbach.de/service-center

Text Chat: www.sparkasse-ansbach.de/beraterchat
Service hours: Mon-Fri from 8 am-5 pm