



pushTAN: Resetting an existing connection

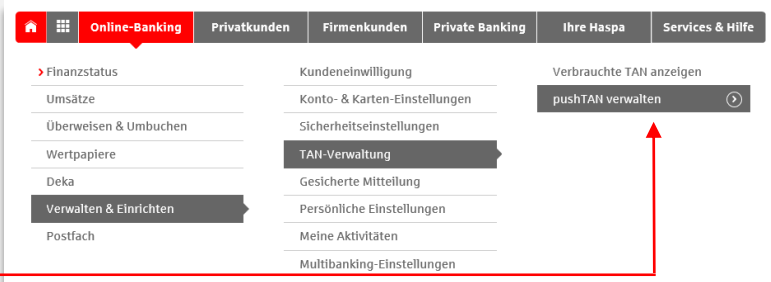
Are you swapping devices but still want to use the S-pushTAN app, or do you need to reset your S-pushTAN app on your current device?

1 Using a browser, log in to the Sparkasse online banking system (not in the S-app) with your username or authorisation ID used for online banking access with pushTAN processes.

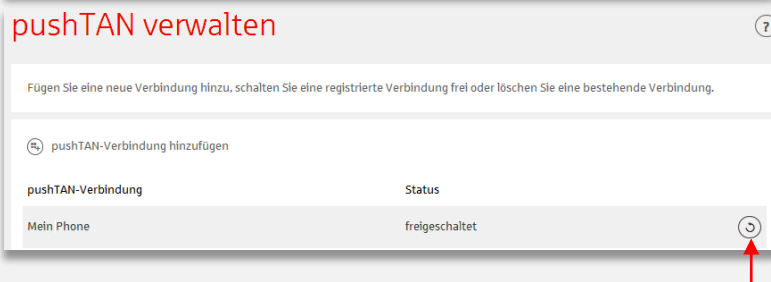


2 Via the navigation bar, select "Online-Banking — Verwalten & Einrichten — TAN-Verwaltung — pushTAN verwalten" (online banking — management & setup — TAN management — pushTAN management).

You can also use the S-pushTAN app on your mobile device to reset. To do this, reinstall the S-pushTAN app on your Android device. For iOS devices, you will need to use the "App zurücksetzen" (reset app) switch in the device settings of the S-pushTAN app and restart your device. When reinstalling the S-pushTAN app, agree to all requested permissions and create a new password. Use "Registrierungsdaten anfordern" (request registration data) to navigate to Sparkasse online banking after searching for your Sparkasse account.



3 Then click on the update button under the relevant "pushTAN-Verbindung" (push TAN connection) status.



4 Answer the security questions. Give your device a name and choose how you want to receive your registration information. Then click "Weiter" (next).



5 If you choose to receive your registration information by post, you will receive a letter within a few days. If you choose SMS, you will receive your registration information via SMS as soon as your device is receive ready.



6 Now follow the steps outlined in the "pushTAN: Kurzanleitung für die Freischaltung" (quick-start guide for activation) manual.