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Electronic mailbox in the Sparkasse app**

Advantages of the electronic mailbox

- Automatic 24/7 notification
- Access to all important documents and account balances online



1 Open the Sparkasse app and log in with your biometric feature or your app password. Then, click on „Profil“.

2 Click on „Postfach“. If you have accounts at numerous institutions saved in the app, select the desired institution.

3 You are now in the mailbox overview.

4 Viewing account balances
In order to view your account balances, click on the filter next to the search field and select „Kontoauszüge“ for the type of message. Click on Apply filter.

5 Writing a message
In order to send a secure message to your advisor, click on „Nachricht schreiben“ at the end of the page.

6 Fill out the fields „Betreff“ and „Ihre Nachricht“. If you would like to attach documents regarding the matter, up to 5 files can be attached to the message. In order to send the message, click on „Nachricht senden“. Authorization through the S-pushTAN app may be necessary.

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7 Trash
Should you accidentally delete a message, you can find this in the trash.

8 Mailbox settings
You will find the mailbox settings in the upper navigation bar. Here, you can set the send and receive rules, deletion rules, and your notifications.

9 Configuring send and receive rules
Select here which accounts you wish to have account balances created for and at what interval.

10 Configuring deletion rules
Here, you can determine the document retention period for each folder individually.

11 Configure messages
You can receive information about activities in your mailbox. To do this, simply save your email address in the messages.

12 Tip for navigation in the electronic mailbox
To return to the electronic mailbox, simply click on the arrow at the bottom left.



www.sparkasse-bielefeld.de/app