

Page 1 Reactivating S-pushTAN


Reactivating S-pushTAN account

- You have a new smartphone.
- Your pushTAN account was reset, because you entered the password incorrectly.


We will show you how you can reactivate the pushTAN account.



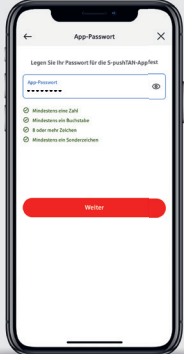
1 Download the S-pushTAN app from the App Store or from the Google Play Store, open it, and click on „Jetzt einrichten“.




2 Allow the app to send you notifications. You will be informed as soon as an order must be approved.



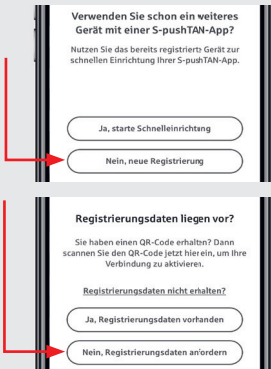
3 Generate a password and confirm it. The password must consist of at least 8 characters (including numbers, letters, and a special character).




4 In the next step, you can decide whether you would like to unlock the app with the aid of a biometric feature or the password. Confirm your choice as appropriate.



5 When setting up for the first time, click on „Nein, neue Registrierung“ and then on „Nein, Registrierungsdaten anfordern“.



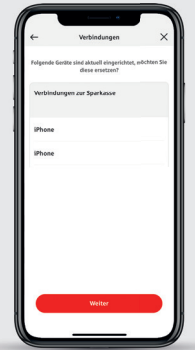
6 Enter the name, bank routing code, or BIC of our institution. Select your institution and click on „Weiter“.



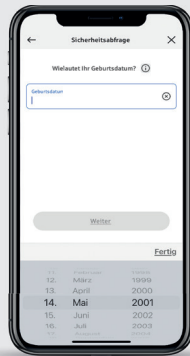
7 Now, you will be asked to enter your login name and the online banking PIN. Fill out the respective fields and click on „Anmelden“.



8 All devices on which the pushTAN connection is set up are displayed. Click on „Weiter“ to remove the connections. Now click on „Registrierungsdaten anfordern“.



9 Now, there will be two security questions (date of birth and the card number of your Sparkassen-Card). Fill this out and then click on „Weiter“.



Wie lautet Ihre Karten-Nummer? ⓘ

Karten-Nummer
Karten-Nummer

10 In order to ultimately activate the account, request your registration letter via postal service. (Postal service takes several workdays.)



11 As soon as you have received the letter, scan the QR-Code with the camera and your account is activated again. The S-pushTAN app has now been successfully set up!



www.sparkasse-bielefeld.de/app

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