



# Using pushTAN after changing your mobile phone

## Have you got a new smartphone?

The pushTAN app is device-dependent, meaning that you need to make the following changes to allow continued use of the app on your new smartphone.



### Step 1:

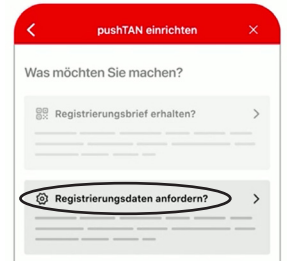
Download and open the Sparkasse pushTAN app on the new mobile phone. You then configure the app by clicking on “Jetzt einrichten” (Set up now). Then click on “Weiter” (Continue).

Select “Registrierungsdaten anfordern” (Request registration data).

A query appears immediately: “Dürfen wir Ihnen Mitteilungen schicken?” (May we send you notifications?). Please select “Mitteilungen erlauben” (Allow notifications) so that we can send you the TANs via push notifications.

Create a password for the pushTAN app (min. 8 characters, consisting of numbers, letters and special characters) and enter this a second time. Click on “Passwort bestätigen” (Confirm password). You are then able to activate Face ID or Touch ID for the app if you choose to do so.

**Hint:** Clicking on the eye symbol reveals the password you have entered.



### Step 2:

Select your Sparkasse. To do so, type “Duisburg” into the search bar. Choose “Sparkasse Duisburg” and then click on “Weiter” (Continue).

### Step 3:

Now confirm your identity with your online banking data: Anmeldename (login name) and Online-Banking-PIN (online banking PIN). Finally, click on “Identität bestätigen” (Confirm identity).

You must then answer some security questions:

- When is your birthday? Please select the day, month and year of birth.
  - What is the card number for your Sparkassen-Card (debit card)?
- Enter the card number and click on “Weiter” (Continue).



### Step 4:

(If you have a new mobile phone number, please contact your adviser.)

Request a new SMS to activate the connection. Please click on “SMS anfordern” (Request SMS). You see the message that you will receive an SMS from us shortly. (If you tap on “QR-Code per Brief anfordern” (Request QR code by mail), you will receive a registration letter from us by mail within a few days. You scan in a QR code for activation here.)

Please then switch to your SMS messages and click on the link there. This forwards you automatically to the pushTAN app and the connection is activated. Your pushTAN app is now activated and you can now use it as normal.

You are now able to enjoy the convenience of our online banking services!

Your Sparkasse Duisburg



Weitere hilfreiche Übersetzungen gibt's hier: [sparkasse-duisburg.de/translation-service](https://sparkasse-duisburg.de/translation-service)