

# pushTAN: Initial setup with registration letter

Only start the registration process described below when you have received the registration letter and your access data for online banking (opening PIN and login name). If you have changed your previous procedure to pushTAN, you will keep your previous access data.

- 1** Install the 5-pushTAN app on your smartphone.

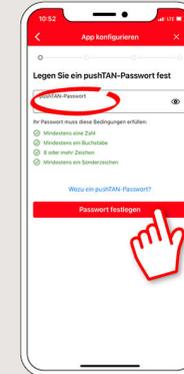


- 2** Start the app and tap **“Jetzt einrichten”** → **“Registrierungsbrief erhalten”** → **“Weiter”** → **“Weiter”**, to allow push notifications.



- 3** In the next step, you assign a password for the app and confirm this by re-entering it.

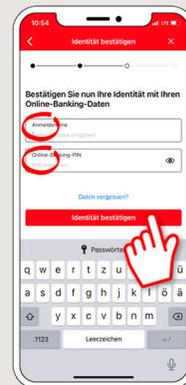
Then select whether you want to open the app using TouchID or FaceID.



- 4** Now allow the app to access your camera to scan the QR code in the registration letter.

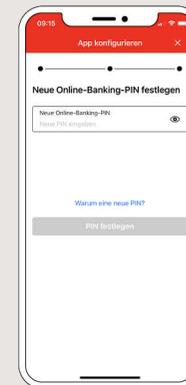


- 5** In the next step, enter your access data for online banking.



- 6** If you have received your initial access data for online banking from us, it is now necessary to change the PIN you have been given. Type in your new PIN and confirm by re-entering it.

**Remember the PIN well!**  
You need this PIN for banking via App “Sparkasse” and via our website [www.frankfurter-sparkasse.de](http://www.frankfurter-sparkasse.de)



- 7** Your pushTAN connection has now been successfully set up!



DO YOU HAVE ANY MORE QUESTIONS? WE ARE HAPPY TO HELP YOU.

Central service call number: You can contact us under 069 2641-0 Mon–Fri from 8 am – 8 pm.

Further information about the account alarm is available at: [www.frankfurter-sparkasse.de/kontowecker](http://www.frankfurter-sparkasse.de/kontowecker)

YOU CAN ALSO REACH US AT:

Media consulting  
Video and text chat: [www.frankfurter-sparkasse.de/mediale-beratung](http://www.frankfurter-sparkasse.de/mediale-beratung)  
Service hours: Mon–Fri from 8 am – 8 pm  
[mediale-beratung@frankfurter-sparkasse.de](mailto:mediale-beratung@frankfurter-sparkasse.de)