

# pushTAN: Set up smartphone

[www.frankfurter-sparkasse.de/pushtan](http://www.frankfurter-sparkasse.de/pushtan)

Frankfurter Sparkasse 1822

If you forget your password for the S-pushTAN app, or if your access is blocked due to entering an incorrect password, or you have a new smartphone, you can set up the S-pushTAN app again in just a few steps and connect it to your online banking.

**1 A) You have a new smartphone:** Download the S-pushTAN app to your new smartphone.



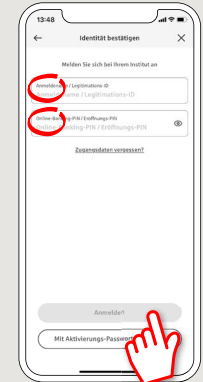
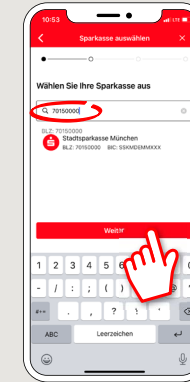
**B) Forgotten password:** Call up the pushTAN app in the settings of your smartphone and select „App zurücksetzen“. If available, delete the app from your phone's memory or switch your phone off and on again.

**2** Start the app and tap „Jetzt einrichten“ → „Registrierungsdaten anfordern“ → „Weiter“ → „Weiter“ to allow the delivery of push messages.

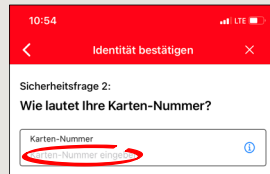
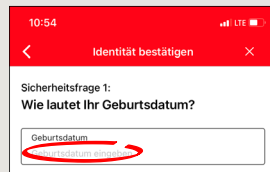
In the next step, enter a password for the app and confirm it by entering it again.

Then specify whether you want to open the app alternatively via TouchID or FaceID.

**3** Choose your Sparkasse by entering its name or sort code (BLZ) and enter your access information for online banking.

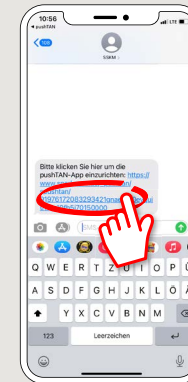
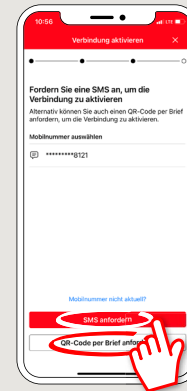


**4** Now answer the security questions. The **card number is not your account number!** You will find the card number on your Sparkasse card (debit card).

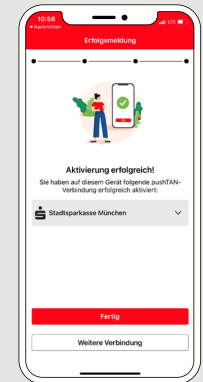


**5** Now request the registration data by SMS or by letter. You will receive the SMS within a few seconds after request. You will receive the letter after 3 – 5 working days.

How to continue with SMS: tap the link in the SMS



**6** Done! Your pushTAN connection has been set up successfully!



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 pushTAN is available at: [www.frankfurter-sparkasse.de/pushtan](http://www.frankfurter-sparkasse.de/pushtan)

YOU CAN ALSO REACH US AT:

Customer Service Center  
Service hours: Mon – Fri from 8 am – 8 pm  
Text chat: [www.frankfurter-sparkasse.de/ksc](http://www.frankfurter-sparkasse.de/ksc)  
Telephone: 069 2641-1822  
online@frankfurter-sparkasse.de