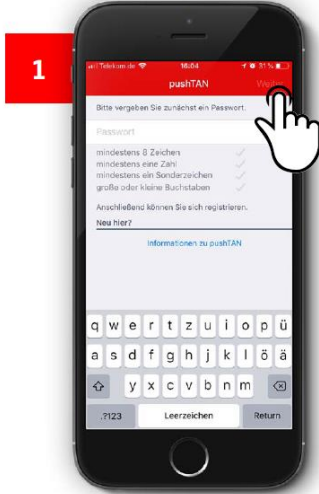




Forgotten Password for S-pushTAN or new Smartphone/Device



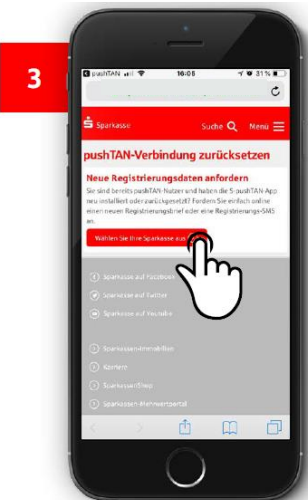
Follow the steps, detailed below, to reactivate your online-banking account with your S-pushTAN app on your smartphone or tablet. Additionally you need your Sparkasse Card and your online banking details (username and PIN)



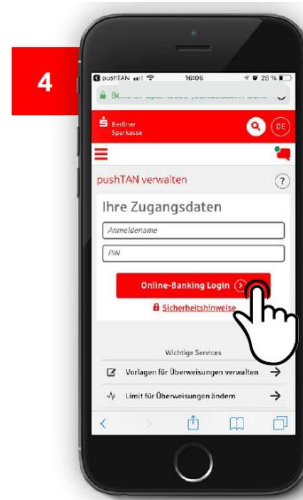
- Open or download the S pushTAN app
- Allow to send messages
- Only required if *password forgotten*: deliberately enter wrong password 4-5 times until this screen appears
- Enter and repeat (new) password
- To confirm, choose „Weiter“



- Select „Registrierungsdaten anfordern“ (Request Registration details)



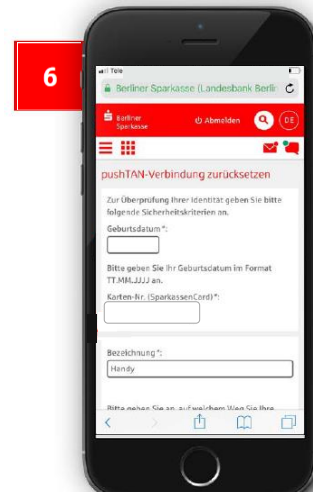
- Choose „Wählen Sie Ihre Sparkasse aus“
- Find your Sparkasse under BLZ 35650000 or Niederrheinische Sparkasse RheinLippe



- Log onto your online banking in the usual way, using your access details (username and PIN)
- To confirm, tap „Sicher anmelden“



- Select your smartphone or tablet for pushTAN management
- To confirm, enter on the arrow



- Enter your date of birth (dd.mm.yyyy) and your 10-digit Sparkasse card number
- Select a name for your pushTAN connection (e.g. phone or tablet)
- Select **Versand per SMS** (send via text message)
- Select your mobile phone number
- To confirm, choose „Weiter“



7

- You will receive a text message with a link.
- Tap the link
- If appropriate, choose **„Open with pushTAN“**



8

- The pushTAN app opens
- Enter your new password for the S-pushTAN app (see step 1)
- Tap **„Anmelden“** or **„Weiter“**



9

- An activation code will be generated.
- This wont take long.



10

- You will be sent a text message with a link.
- Tap the link
- If appropriate, choose **„Open with pushTAN“**



11

- Go back to the browser on your smartphone or tablet (Firefox, Chrome, Safari, etc.)
- If necessary, log back into online banking
- Enter activation code from step 10
- To confirm, choose **„Freischalten“**



12

- You will receive a notification that the pushTAN connection has been activated.
- To confirm, choose **„Weiter“**

Congratulations!
Your online banking with the S-pushTAN app is working again.



Do you need further assistance?



Our Service-Team will be pleased to help you.
0281 205-1

Would you like other contact options?
[Contact us](#)