

You need:



or



and



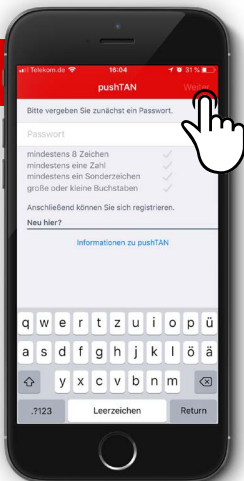
as well as your access details

PIN/TAN Anmeldeame PIN

Follow the steps, detailed below, to reactivate online banking with your **S-pushTAN app** on your smartphone or tablet. Make sure you have your smartphone/tablet, your Sparkasse card and your online banking details (username and PIN).

Please note: Please allow the authorisation requested by the app.

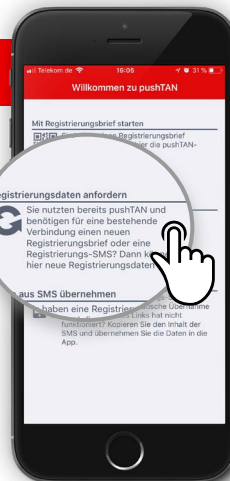
1



- Open or download the S-pushTAN app (from the Play Store or App Store)
- Send messages: "Allow"
- *Only required in the event of a >forgotten password<: deliberately enter wrong password 4-5 times until this message appears*
- Enter and repeat (new) password
- To confirm, choose

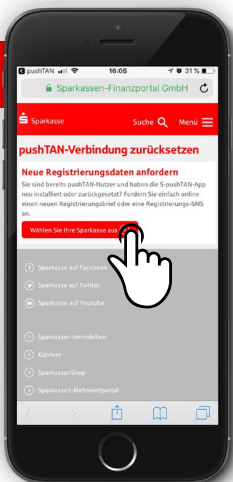
Weiter

2



- Select "Registrierungsdaten anfordern" (Request registration details)

3



- Choose **Wählen Sie Ihre Sparkasse aus**
- Find your Sparkasse under **BLZ 10050000** or **Berliner Sparkasse**
- Select the suggested search result via
- Confirm by tapping

Zur Sparkasse

4



- Log on to your online banking in the usual way, using your access details (username and PIN)
- To confirm, tap

Online-Banking Login

5



- Select your smartphone or tablet for pushTAN management
- To confirm, enter:



6

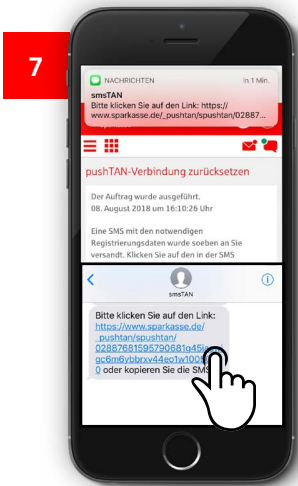


- Enter your date of birth (dd.mm.yyyy) and your 10-digit Sparkasse **card number**
- Select a name for your pushTAN connection (e.g. phone, tablet)
- Select "Versand per SMS" (Send via SMS text message)
- Select your mobile phone number
- To confirm, choose

Weiter

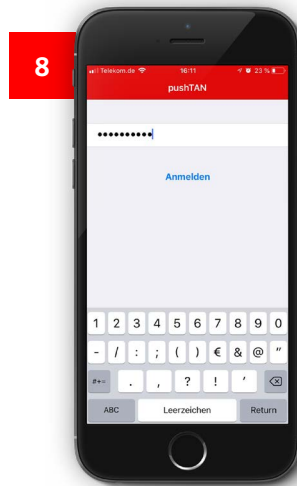


>Versand per Post< (Send by mail) should only be selected if you want to receive your registration details (including activation code) in the post, or if your mobile phone number is not shown on the screen.



You will be sent a text message with a link.

- Tap the link
- If appropriate, choose “Open with”



The S-pushTAN app opens

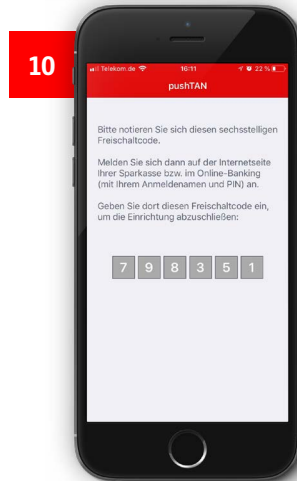
- Enter your new password for the S-pushTAN app (see step 1)
- Tap “Anmelden” or

Weiter



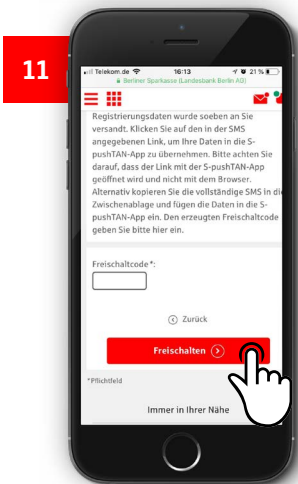
An activation code will be generated.

This won't take long.



The activation code will be displayed.

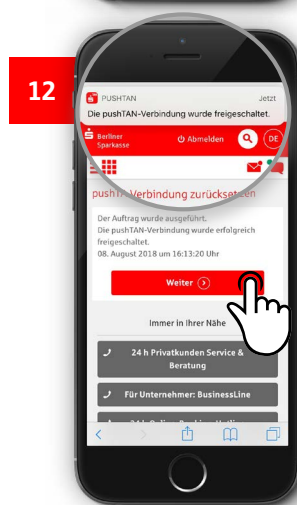
- Note down or remember the code.
- Close the S-pushTAN app



- 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



You will be sent notification that the pushTan connection has been activated.

- To confirm, choose

Weiter

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



Our **Online Banking Hotline** will be pleased to help.

+49 30 (0)869 869 57

Seven days a week:
24-hours a day

Do you need further assistance?



Our **Video Chat Team** will be pleased to help.

www.berliner-sparkasse.de/chat

Mondays to Fridays:
08:00 - 19:00 hrs