

# pushTAN: Set up smartphone

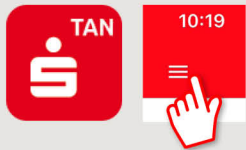
[www.spk-ri.de/pushtan](http://www.spk-ri.de/pushtan)

 Sparkasse  
Rottal-Inn

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:

1. Open the S-pushTAN app and tap the symbol in the top left to access the menu.



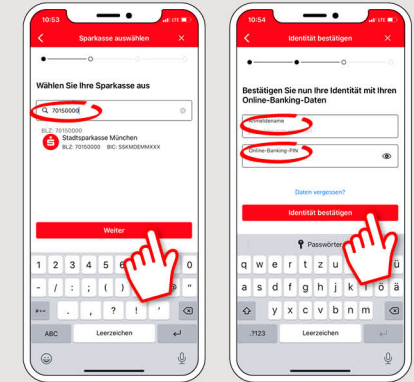
2. Tap "Verbindungen verwalten" → "Weitere Verbindung" → "Registrierungsdaten anfordern" → "Weiter"

## B) Forgotten password:

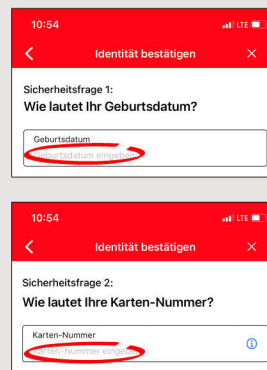
1. In the settings of your smartphone, open the pushTAN app and select "Reset app". If available, delete the app from the main memory of your mobile phone, or turn your phone off and on again.
2. Start the app and tap: "Jetzt einrichten" → "pushTAN wieder einrichten" → "Weiter".
3. In the next step, you assign a new password for the app and confirm this by re-entering it. Then select whether you want to open the app using TouchID or FaceID.



- ## 2
- Choose your Sparkasse by entering its name or sort code (BLZ) and enter your access information for online banking.

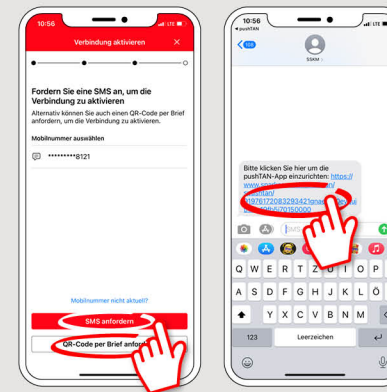


- ## 3
- Now answer the security questions. The **card number is not your account number!** You will find the card number on your Sparkasse card (debit card).

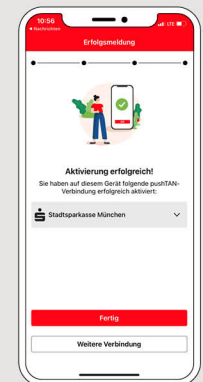


- ## 4
- Now request the registration data by SMS or by letter. You will receive the SMS within a few seconds after request. You will receive the letter after 3 – 5 working days.

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



- ## 5
- Done! Your pushTAN connection has been set up successfully!



### DO YOU HAVE ANY QUESTIONS?

Central service call number: You can contact us under **08721/1200-0 Mon – Fri from 8 am – 7 pm**. Further information about online banking can be found at: [www.spk-ri.de/banking](http://www.spk-ri.de/banking)

### YOU CAN ALSO CONTACT US AT:

Direct consulting  
Text chat: [www.spk-ri.de/chat](http://www.spk-ri.de/chat)  
Service hours: Mon–Fri from 8:30 am – 4:30 pm

Online banking support for private customers  
Telephone: **08721/1200-7455**  
Available: Mon – Fri 8 am – 4.30 pm

### OUR DEPARTMENTS:

[www.spk-ri.de/filialsuche](http://www.spk-ri.de/filialsuche)  
Our consultation times by appointment:  
Mon – Fri 8 am – 8 pm