

# chipTAN: Unlocking in the online branch (first time use)

[www.sparkasse-freiburg.de/chiptan](http://www.sparkasse-freiburg.de/chiptan)

 Sparkasse  
Freiburg-Nördlicher Breisgau

## 1 Log into your online banking account



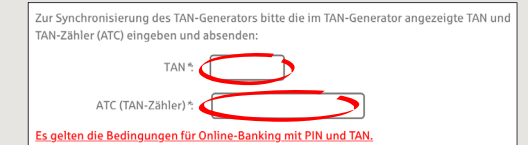
You have received a verification letter for online banking from your Sparkasse. Please use the login data in that letter for your first login.

## 2 In the next step, you will be requested to change your PIN for online banking. In order to do so, you must first synchronise your Sparkasse Card (debit card) for the chipTAN system. Depending on which TAN generator you use, you will be able to switch between the display of the QR code and the Flicker code.

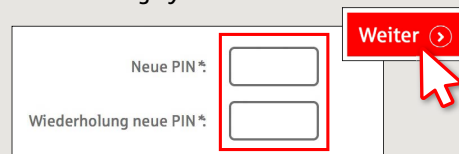


Confirm the „TAN?“ question by tapping on „OK“.

Tap on „Weiter“.

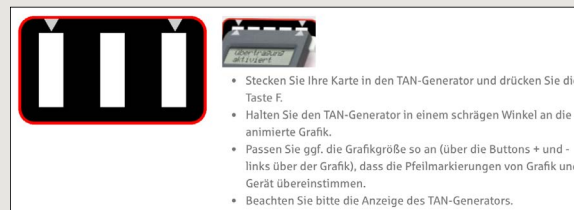


## 3 Please change your PIN now.

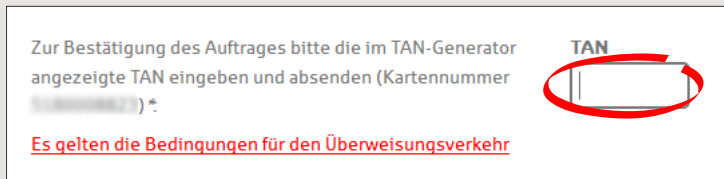


A TAN will now be requested to “sign” the PIN change. To do so, please use your TAN generator, insert the card and follow the descriptions on the screen – just like during synchronisation.

## 4 Generate a TAN as described and enter it to confirm.



- The transmission has been completed.
- The start code is shown on the display.
- Check the start code against the start code shown on your PC.
- Confirm the start code with “OK”.
- Enter the displayed TAN and complete by tapping on “Ändern”.



DO YOU HAVE ANY QUESTIONS? WE WILL BE HAPPY TO HELP YOU.

Central service call number: You can contact us under 0761 215-0 Mon – Fri from 8 am – 6 pm.

Further information about the chipTAN procedure is available at: [www.sparkasse-freiburg.de/chiptan](http://www.sparkasse-freiburg.de/chiptan)

YOU CAN ALSO CONTACT US AT:

Direkt-Beratung

Video chat: <https://www.sparkasse-freiburg.de/dbc>

Available: Mon-Fri from 8 am – 8 pm by appointment

Text chat: <https://www.sparkasse-freiburg.de/iff/Beraterchat/ThirdPartyChat>

Available: Mon-Fri from 8 am – 9 pm, Sat from 10 am – 4 pm

Online banking support for private customers

Phone: 0761 215-0

Available: Mon – Fri from 8 am – 6 pm