

pushTAN: Initial setup

www.sparkasse-freiburg.de/pushtan

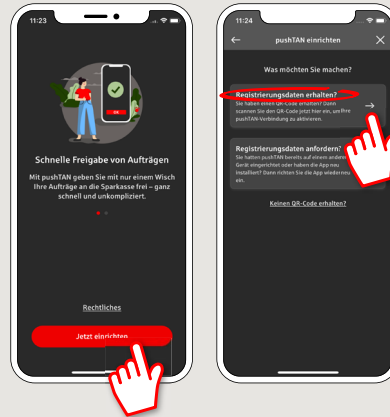
 Sparkasse
Freiburg-Nördlicher Breisgau

Only start the registration process described below when you have received the registration letter and your access data for online banking (opening PIN and login name). If you have changed your previous procedure to pushTAN, you will keep your previous access data. Otherwise you will receive a separate PIN letter in the post containing your new access data.

1 Install the S-pushTAN app on your smartphone.

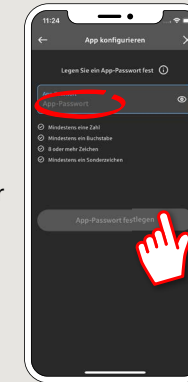


2 Start the app and tap **“Jetzt einrichten”** → **“Registrierungsdaten erhalten”**.

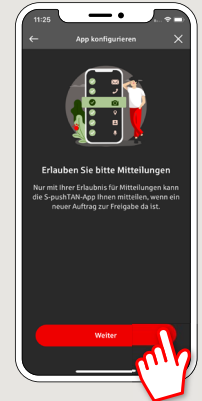


3 In the next step, you assign a password for the app and confirm this by re-entering it.

Then select whether you want to open the app using TouchID or FaceID.



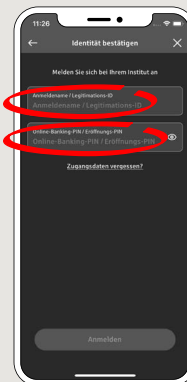
4 Tap **“Weiter”** to allow push notifications.



5 Now allow the app to access your camera to scan the QR code in the registration letter.

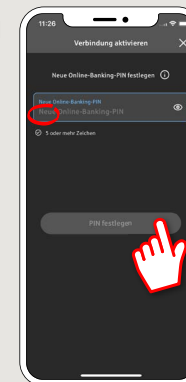


6 In the next step, enter your access data for online banking.

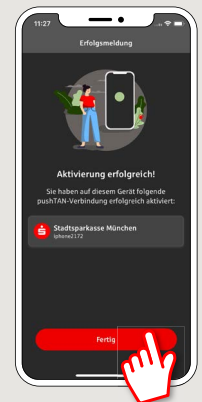


7 If you have received your initial access data for online banking from us, it is now necessary to change the PIN you have been given. Type in your new PIN and confirm by re-entering it.

Remember the PIN well!
You need this PIN for banking via App „Sparkasse“ and via our website www.sparkasse-freiburg.de



8 Your pushTAN connection has now been successfully set up!



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 pushTAN procedure is available at: www.sparkasse-freiburg.de/pushtan

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