pushTAN: Request registration letter

Sparkasse Leipzig

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. The following description applies to the iOS operating system. For other mobile operating systems, the procedure may procedure may differ slightly.

1 **A) You have a new smartphone:** Download the S-pushTAN app to your new smartphone.
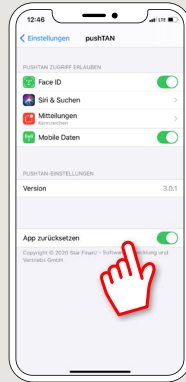
B) Forgotten password (for iOS only): Call up the pushTAN app in the settings of your smartphone and select „**App zurücksetzen**". If available, delete the app from your phone's memory or switch your phone off and on again.

2 Start the app and tap „**Jetzt einrichten**" → „**Registrierungsdaten anfordern**" → „**Weiter**" → „**Weiter**" to allow the delivery of push messages.

In the next step, enter a password for the app and confirm it by entering it again.

Then specify whether you want to open the app alternatively via TouchID or FaceID.

3 Choose your Sparkasse by entering its name or sort code (BLZ) and enter your access information for online banking.
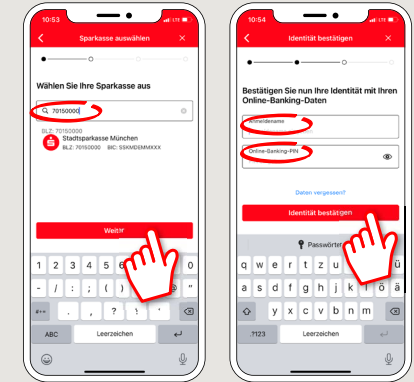
4 Now answer the security questions. The **card number** is **not** your account number! The card number can also be found on the back of your Sparkassen-Card (debit card).
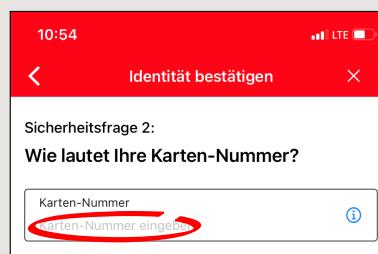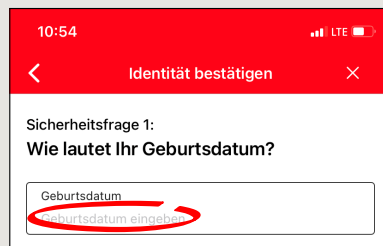
5 Now request the registration data by letter. You will receive the letter after approx. 3 working days.

After receiving the registration data, continue with the instructions for „PushTAN: Initial setup" from step 2.

DO YOU HAVE ANY QUESTIONS ABOUT pushTAN?

Customer Contact Center: You can contact us on **0341 986-0 Mon–Fri from 8:00 am to 6:30 pm**.

Further information and FAQs about pushTAN is available at: **www.sparkasse-leipzig.de/pushtan**

YOU CAN ALSO CONTACT US AT:

Online banking support for private customers
Telephone: **0341 986-4777**
Available: **Mon–Fri from 8:00 am to 6:30 pm**