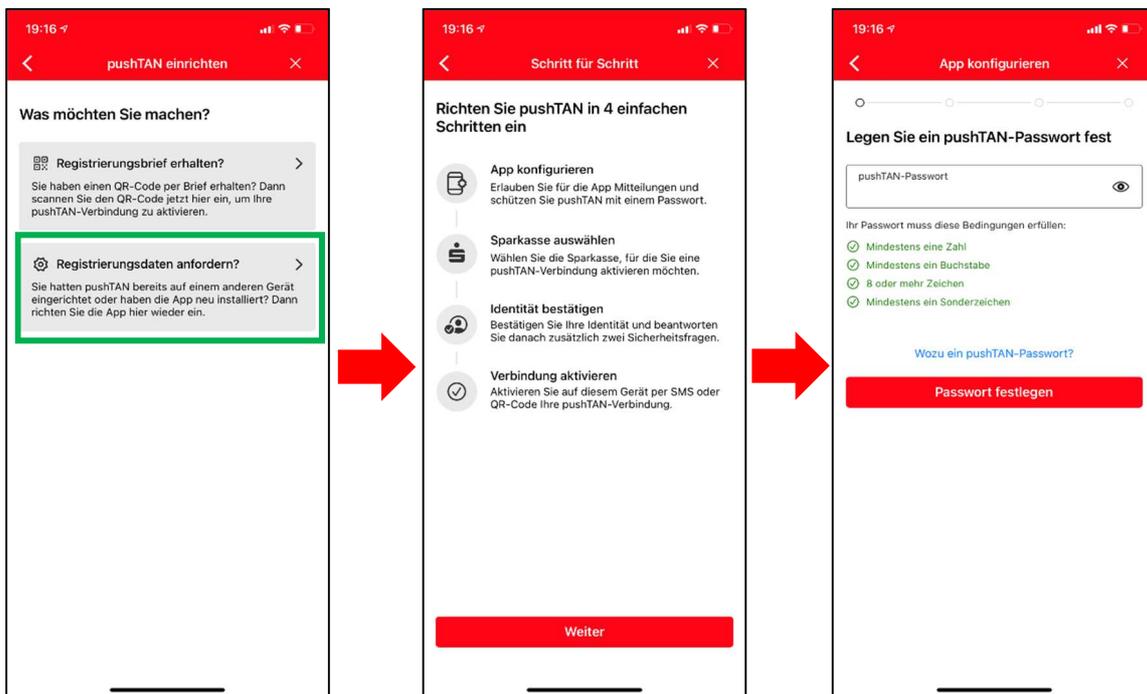## Re-establishing the pushTAN connection via the pushTAN app
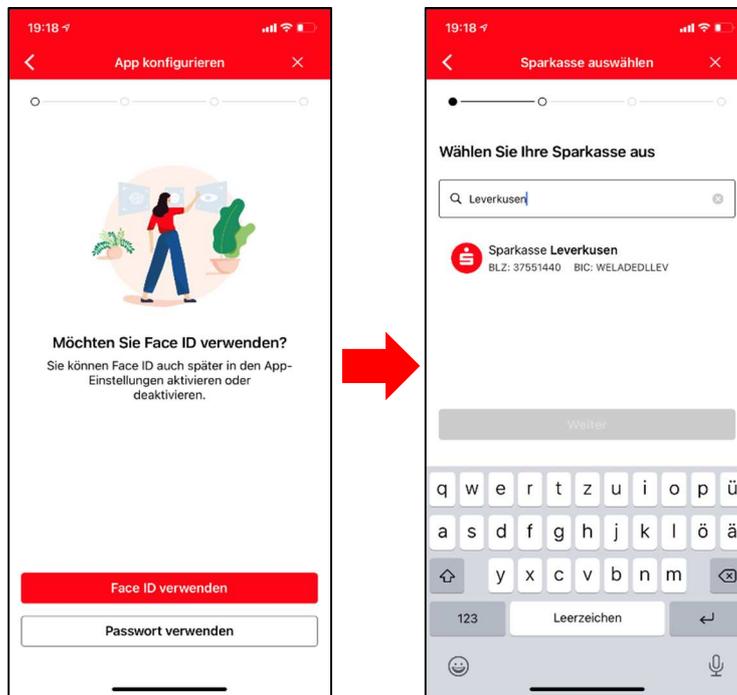
Requirement:

- You have a smartphone or tablet (Android or iOS/Apple) and the latest version of the pushTAN app installed.

1. If you want to re-establish your pushTAN connection due to incorrect password entries or due to a device change, you can also do this directly in the pushTAN app. To do this, click on "Registrierungsdaten anfordern" in the first screen and assign yourself a new app password in the following steps.
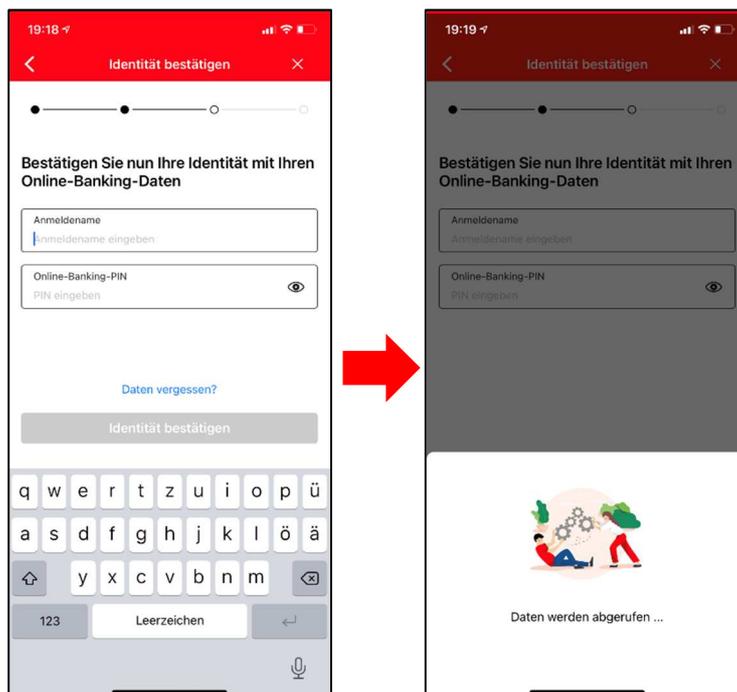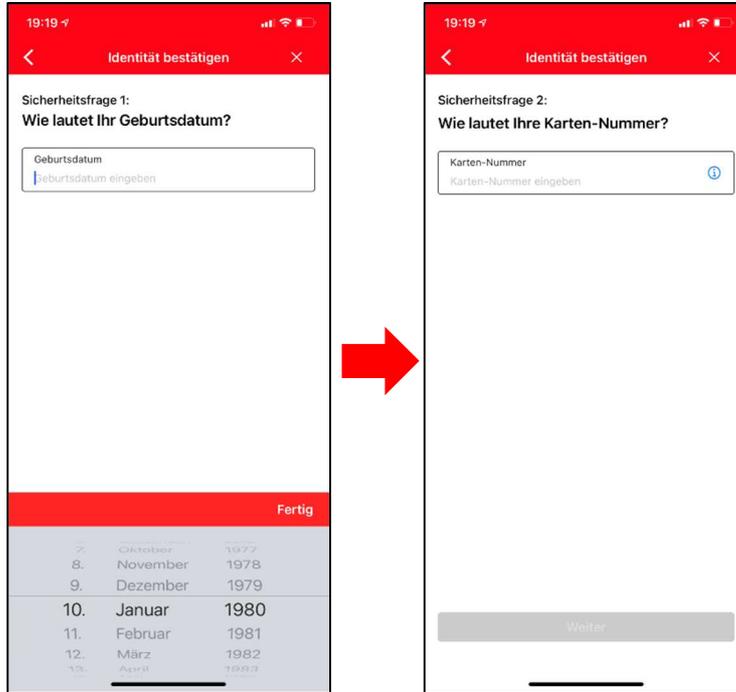
2. After confirming the password, you can activate Face ID (iOS) and select your savings bank.

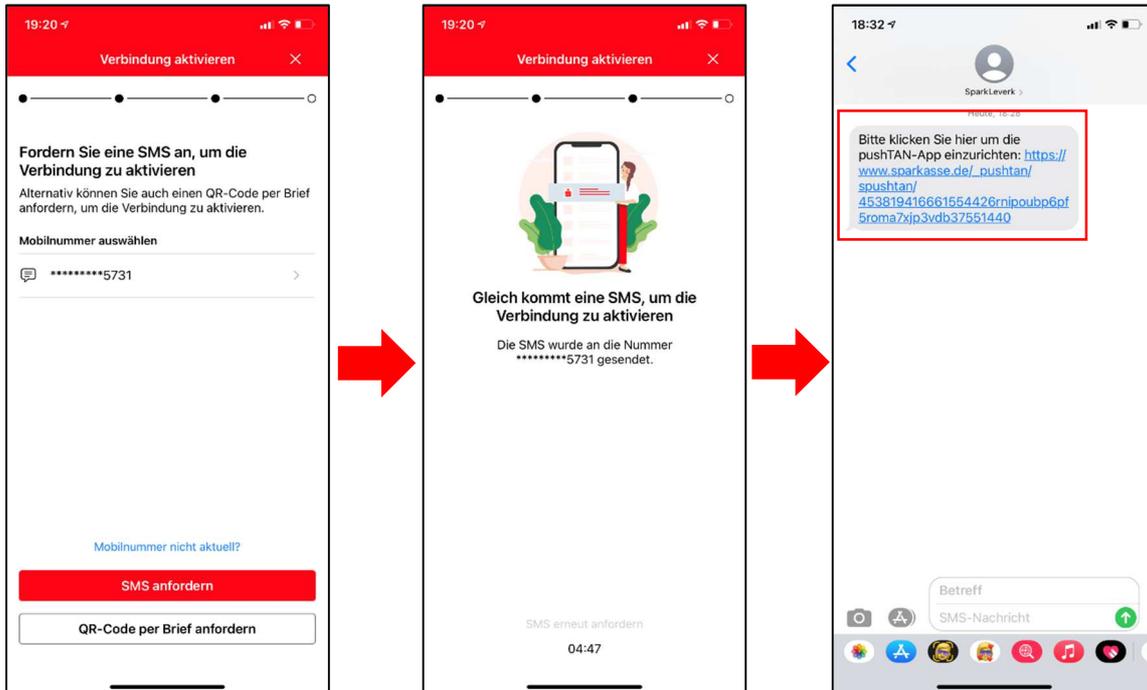**3.** On the following page, please confirm your identity and enter your online banking details.

4. Answer the security questions and enter your date of birth and the card number of your Sparkassen-Card.

5. After clicking on "Weiter", check your mobile number for sending the activation SMS and select the correct number if necessary. If the correct number is not stored, please select "QR-Code per Brief anfordern".

If the correct number is stored, the activation SMS will be sent with "SMS anfordern". Click on the link in the SMS.

6. After you have clicked on the link in the SMS, the connection is activated. Your pushTAN app is now ready for use again.