

pushTAN-App: Forgotten password

Please have your online banking access details and your card number to hand. A new registration letter will be sent to you by post within 3 working days. If you need one sooner, you are welcome to call in at one of our branches during opening hours.

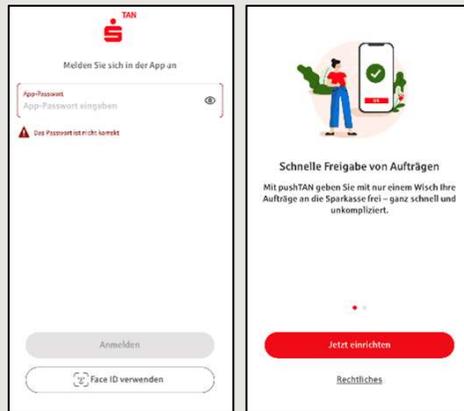
1 Forgotten or create password:

If you have forgotten your password and enter an incorrect one 5 times, the app will reset itself. You will need a registration letter in order to re-register.

You can request this letter directly using the pushTAN app.

Note:

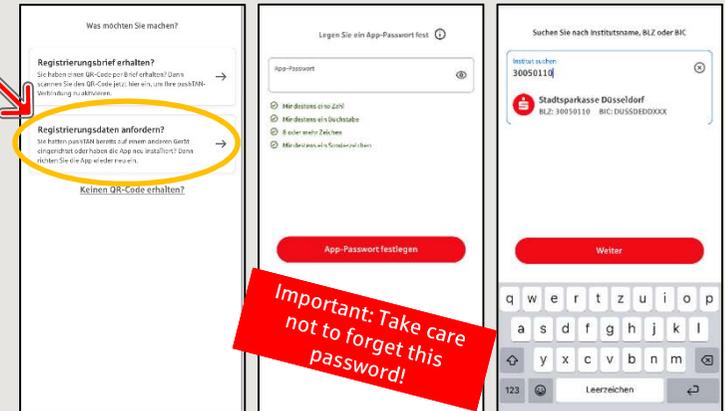
You will also need a new registration letter if you wish to use a new device



2 Request new registration details:

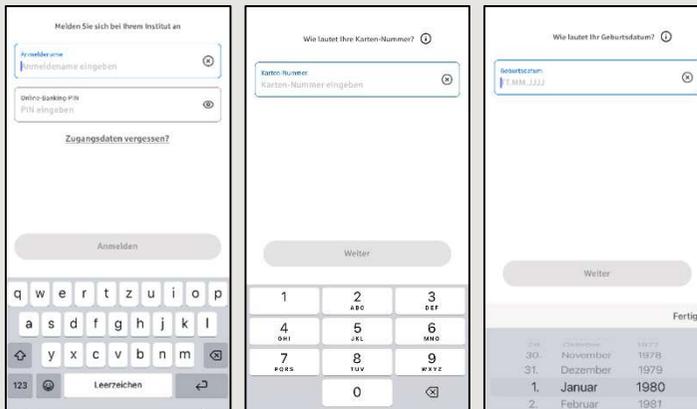
If you have not yet received a new registration letter, select "Registrierungsbrief anfordern" (Request registration letter) and give yourself a new app password.

Then search for the Stadtparkasse Düsseldorf by name or using the sort code "30050110".



3 Enter personal details:

Once you have entered your login details and your personal details, you will be able to request a new registration letter.

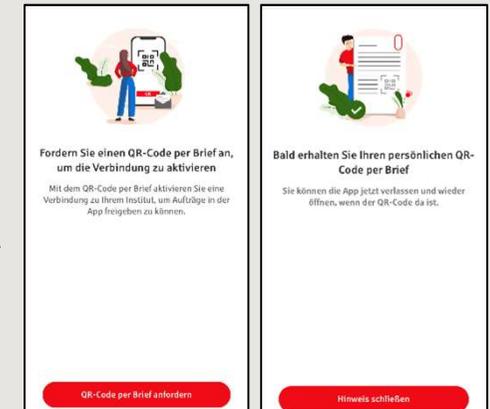


4 Receive registration letter:

Click on the red "QR-Code per Brief anfordern" (Request QR code by letter) button to receive the registration letter by post.

Please note:

The registration letter is required in order to complete registration of the pushTAN app.



ANY OTHER QUESTIONS? WE'LL BE PLEASE TO HELP YOU.

You can telephone the Stadtparkasse Düsseldorf branch directly on 0211 / 878- 0. You can reach us from Monday to Friday from 8 a.m. until 6 p.m.