

Switch online banking method: smsTAN to pushTAN

You can switch to pushTAN in your browser (PC, tablet, smartphone) or in the Sparkasse app. Online banking will be available to you immediately after the switch.

1. Install S-pushTAN app free of charge

- Start the S-pushTAN app
- Accept Access data and functions
- Assign password (Touch ID/Fingerprint & Face ID possible)

iOS



Android



2. Switch backup procedure to pushTAN

For this, you will need the mobile phone that you have been using to receive smsTANs and your Sparkasse card.

- Login to online banking. If the switch procedure does not start automatically, you can start it manually under *Service > PIN/TAN management > Switch TAN procedure*
- Select "pushTAN" as the new TAN procedure and enter the device name, your mobile phone number, your date of birth and your card number
- Confirm your entries with an smsTAN
You will receive an SMS when the switch to pushTAN has been completed

3. Complete pushTAN registration

- Click on the link in the SMS
- This is only valid for 24 hours for safety reasons
- The S-pushTAN app will open and automatically create a 6-digit unlock code
- Enter it in the switch process and click on "Unlock"
- You can now use the new TAN procedure. All future transactions will be backed up by a pushTAN.





**Stadtsparkasse
Düsseldorf**

Questions & answers

Do you use the Sparkasse app?

When you next update your account, the new backup procedure "pushTAN" will automatically be saved in the Sparkasse app.

The S-pushTAN app doesn't open automatically at step 3?

If a pop-up window is displayed instead, please select "*Open with S-pushTAN app*". In some cases the link is only copied to the clipboard. In this case, open the S-pushTAN app and select the settings "*Other pushTAN connection*" and then the menu item "*Import data from sms*".

The switch process has been interrupted. What do I do to continue it? Login to online banking. You can call up the process under *Service > My activities* and continue.