

## Page 1 Reactivating S-pushTAN

### Reactivating S-pushTAN account

- You have a new smartphone.
- Your pushTAN account was reset, because you entered the password incorrectly.

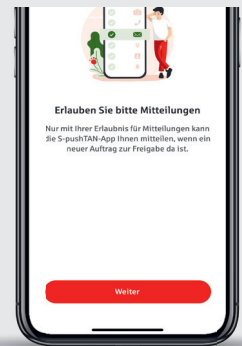
We will show you how you can reactivate the pushTAN account.



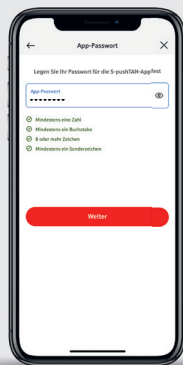
- 1** Download the S-pushTAN app from the App Store or from the Google Play Store, open it, and click on „Jetzt einrichten“.



- 2** Allow the app to send you notifications. You will be informed as soon as an order must be approved.



- 3** Generate a password and confirm it. The password must consist of at least 8 characters (including numbers, letters, and a special character).



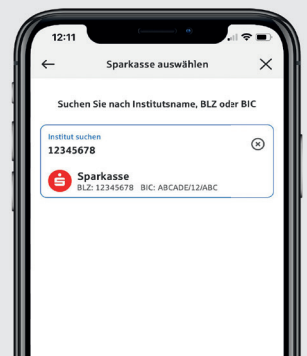
- 4** In the next step, you can decide whether you would like to unlock the app with the aid of a biometric feature or the password. Confirm your choice as appropriate.



- 5** When setting up for the first time, click on „Nein, neue Registrierung“ and then on „Nein, Registrierungsdaten anfordern“.




- 6** Enter the name, bank routing code, or BIC of our institution. Select your institution and click on „Weiter“.

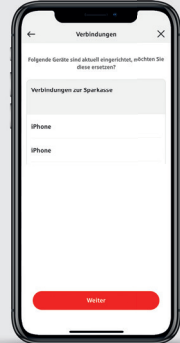


**Page 2  
Reactivating S-pushTAN**

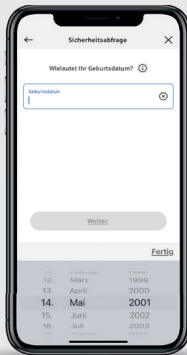
**7** Now, you will be asked to enter your login name and the online banking PIN. Fill out the respective fields and click on „Anmelden“.



**8** All devices on which the pushTAN connection is set up are displayed. Click on „Weiter“ to remove the connections. Now click on „Registrierungsdaten anfordern“.




**9** Now, there will be two security questions (date of birth and the card number of your Sparkassen-Card). Fill this out and then click on „Weiter“.




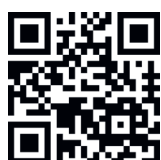
Wie lautet Ihre Karten-Nummer? ⓘ

Karten-Nummer  
Karten-Nummer

**10** In order to ultimately activate the account, request your registration letter via postal service. (Postal service takes several workdays.)



**11** As soon as you have received the letter, scan the QR-Code with the camera and your account is activated again. The S-pushTAN app has now been successfully set up!

[www.ksk-saarlouis.de/app](http://www.ksk-saarlouis.de/app)

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