

# pushTAN Resetting: New device / Forgotten login details

## What do you need?

- Your mobile device with internet connection
- 10-digit card number on the back of your Sparkassen-Card
- Your online banking login name and PIN

Service telephone

**0234 611-0**

(Monday till Friday, 8 am to 8 pm)



1

Open the pushTAN app and tap on

Jetzt einrichten

**Have you forgotten the password for your pushTAN app?**

iOS (iPhone/iPad):

- Open the settings menu on your device.
- Tap on **pushTAN** displayed at the bottom of your settings menu.
- Activate **Reset app**.
- If necessary, close the app in the background.
- In the following, open the pushTAN app and reconfigure it.

Android:

- Delete the pushTAN app and download it again from the Play Store.

2

Tap on “**Registrierungsdaten anfordern?**” and assign a password as described.

Registrierungsdaten anfordern?  
Sie hatten pushTAN bereits auf einem anderen Gerät eingerichtet oder haben die App neu installiert? Dann richten Sie die App wieder neu ein.

Keinen QR-Code erhalten?

3

Select the Sparkasse Bochum by entering BLZ **43050001** and confirm the selection.  
Enter your personal login details.

**Have you forgotten your login details or your access is blocked?**

Using a browser, login to [www.sparkasse-bochum.de/zugang](http://www.sparkasse-bochum.de/zugang).

Here you can reset your login details or unblock the access to your online banking account.

If you still have any difficulties with unblocking your access, please give us a call on 0234/6110 (Monday - Friday, 8 am – 8 pm).

← Identität bestätigen ×

Melden Sie sich bei Ihrem Institut an

Anmeldename  
Anmeldename eingeben

Online-Banking-PIN  
PIN eingeben

← Verbindung aktivieren ×

Fordern Sie eine SMS an, um die Verbindung zu aktivieren

Alternativ können Sie auch einen QR-Code per Brief anfordern, um die Verbindung zu aktivieren.

Mobilnummer auswählen  
\*\*\*\*\*

Mobilnummer nicht aktuell?

4

Answer the two security questions.

5

Request a text message for new registration (instant activation link) or a new registration letter send by post (2-5 working days).

Remark:

In some cases, there is only the option by post possible due to security reasons.

6

Tap on “**Fertig**” to complete the process.  
Your pushTAN app has been reconfigured.

SMS anfordern

QR-Code per Brief anfordern

Please turn over





**7** Open the Sparkassen app and tap on “Log in” and accept the terms of use.

*Have you forgotten the password for your Sparkassen app?  
Delete the Sparkassen app and download it again from your app store.*

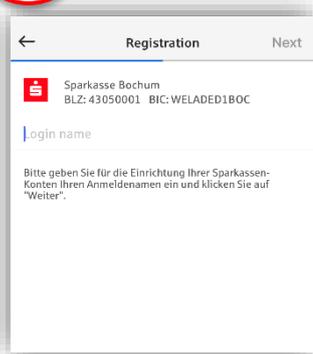
**8** If necessary, assign a password and confirm it by re-entering it.

**9** Select the Sparkasse Bochum by entering **BLZ 43050001** and confirm the selection.

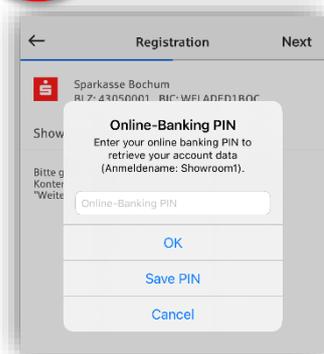
**10** Finally, set up the data connection to your online banking account.

- 1 Enter your online banking login name (Anmeldename)
- 2 Enter your online banking PIN and, if you wish, save it for easier login
- 3 Check whether the correct mobile device is indicated and confirm with the button „Next“
- 4 Select the accounts that you would like to add to the app

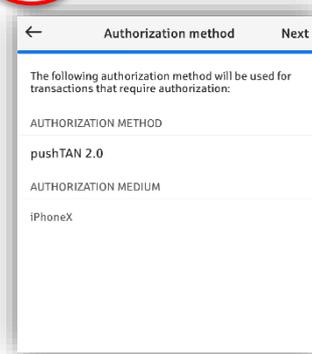
**10.1**



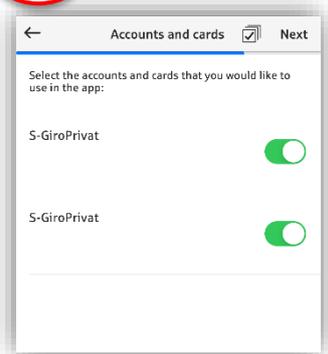
**10.2**



**10.3**



**10.4**



**Perfect! Your access has been set up now.**

**The app  Sparkasse will be your companion with numerous functions.**  
Alternatively, you can also watch our video tutorial by scanning the below QR code:  
Remark: Videos only available in German

