

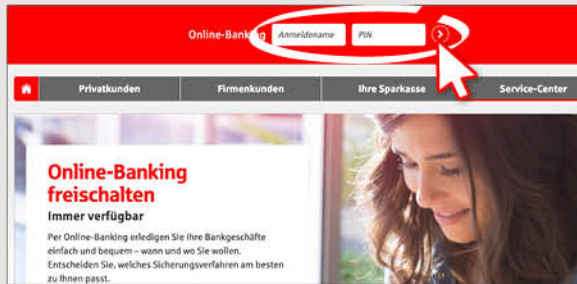
pushTAN: Setting up a new smartphone (via www.sskm.de)

www.spkwml.de/online-banking



If you have forgotten your password for the S-pushTAN app, your access to the app is blocked because you have entered the wrong password or if you have a new smartphone, you can set up the S-pushTAN app again and connect it to your online banking in just a few steps.

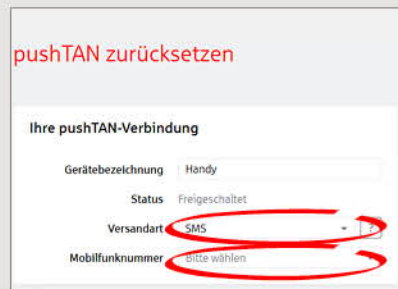
- 1** Log in to online banking at www.spkwml.de



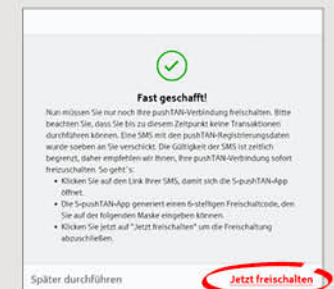
- 2** In the menu, click „Online-Banking“ → „Service“ → „PIN/TAN-Verwaltung (Manage PIN/TAN)“ → „push TAN zurücksetzen (Reset push TAN)“.



- 3** Decide how you want to receive your registration details. If a mobile phone number is stored for you to receive the details by SMS, select the number and “SMS” as the method of delivery. Alternatively, select “Post”. Click “Zurücksetzen (Reset)”.



- 4** Enter your date of birth and the card number of your Sparkasse card (debit card) (not the account number!) to confirm your identity. Click “Next”. In the next window, click “Jetzt freischalten (Activate now)”. Pick up your mobile phone.



DO YOU HAVE ANY QUESTIONS? WE ARE HAPPY TO HELP YOU.

Central service telephone number: 02563 403-0, we are there for you **Mo – Fr from 8 am – 7 pm**.

For further information on the chipTAN process, please visit: www.spkwml.de/online-banking

YOU CAN ALSO CONTACT US AT:

Direct advice
Text chat: <http://s.de/16kw>
Overview of all contact details: www.spkwml.de/toolbar

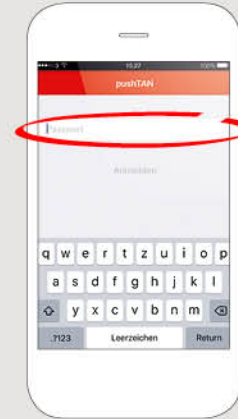
Online banking support for private customers
Phone: 02563 403-0
Service hours: **Mon-Fri from 8-19**

5 After receiving your registration details by SMS:

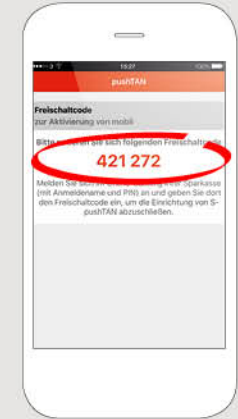
You will receive an SMS with the activation link. Please tap on the link.



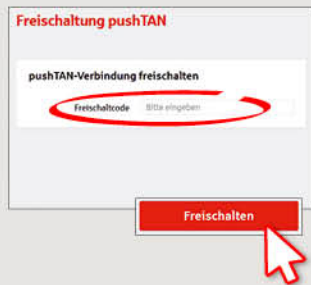
6 Now your S-pushTAN app will open. Please log in to this. If you are restarting the app for the first time after a new installation, first assign a new password.



7 The activation code is displayed. Now go back to online banking.

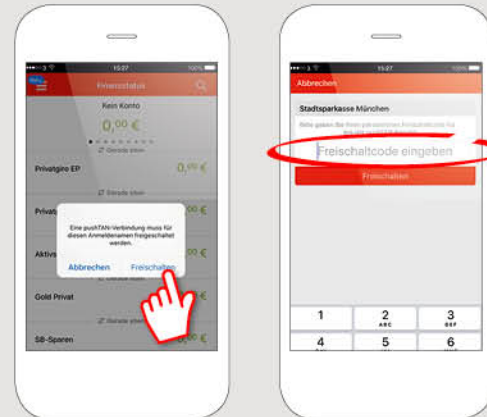


8 In online banking, enter the activation code and click "Freischalten (Activate)".



Alternatively, you can also enter the activation code in your Sparkasse app.

To do this, open the app, tap "Activate" and enter the activation code.



9 Done – You can now use your S-pushTAN app to create TANs as usual.



DO YOU HAVE ANY QUESTIONS? WE ARE HAPPY TO HELP YOU.

Central service telephone number: 02563 403-0, we are there for you Mo–Fr from 8 am–7 pm.

For further information on the chipTAN process, please visit: www.spkwml.de/online-banking

YOU CAN ALSO CONTACT US AT:

Direct advice
Text chat: <http://s.de/16kw>
Overview of all contact details: www.spkwml.de/toolbar

Online banking support for private customers
Phone: 02563 403-0
Service hours: Mon-Fri from 8-19