

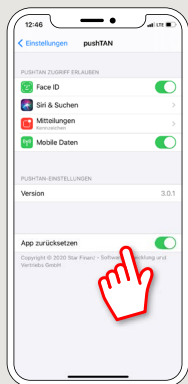
# pushTAN: Set up smartphone

www.mbs.de

Mittelbrandenburgische Sparkasse

If you forget your password for the S-pushTAN app, or if your access is blocked due to entering an incorrect password, or you have a new smartphone, you can set up the S-pushTAN app again in just a few steps and connect it to your online banking.

**1 A) You have a new smartphone:** Download the S-pushTAN app to your new smartphone.



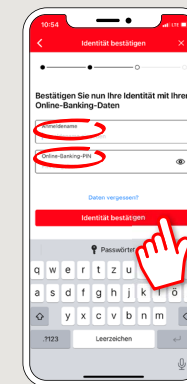
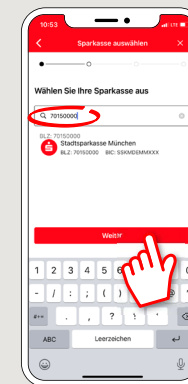
**B) Forgotten password:** Locate the pushTAN app in the settings of your smartphone and select **„App zurücksetzen“**. If available, delete the app from your phone's memory or restart your phone.

**2** Start the app and tap **„Jetzt einrichten“** → **„Registrierungsdaten anfordern“** → **„Weiter“** → **„Weiter“** to allow push notifications.

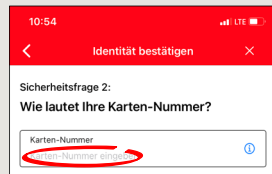
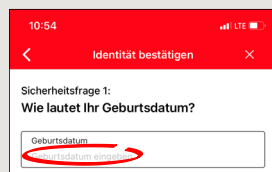
In the next step, enter a password for the app and confirm it by entering it again.

Alternatively, you can specify whether you want to open the app via TouchID or FaceID.

**3** Choose your Sparkasse by entering its name or sort code (BLZ) and enter your access information for online banking.



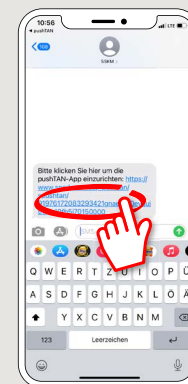
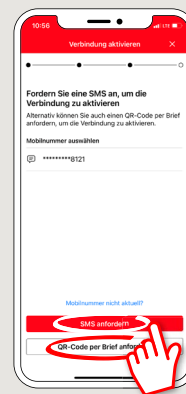
**4** Now answer the security questions. The **card number is not your account number!** You will find the card number on your Sparkasse card (debit card).



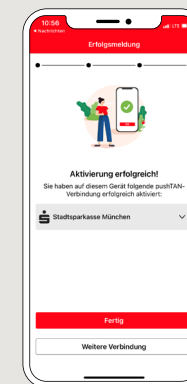
**5** Now request the registration data by SMS or by letter.

You will receive the SMS within a few seconds after request. Click the link provided.

You will receive the letter after 3 – 5 working days.



**6** Done! Your pushTAN connection has been set up successfully!



DO YOU HAVE ANY QUESTIONS ABOUT pushTAN?

Central service call number: You can contact us under 0331 89 89 89 Mon – Fri from 8 am – 8 pm.

Further information is available at: [www.mbs.de](http://www.mbs.de)

YOU CAN ALSO CONTACT US AT:

Direkt-Beratung  
text chat: [www.mbs.de](http://www.mbs.de)  
Available: Mon, Wed, Fri from 8 am – 4 pm  
Tue, Thu from 8 am – 6 pm

Online banking support for private customers  
Telephone: 0331 89 89 89  
Available: Mon – Fri from 8 am – 8 pm