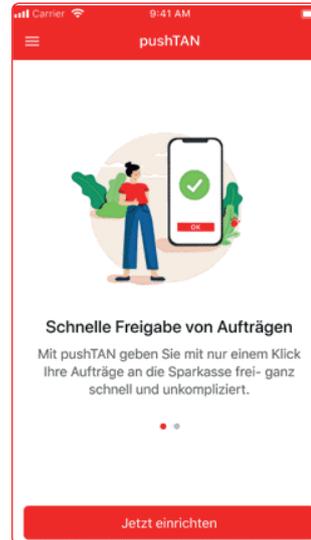




Follow the instructions to **reinstall** online-banking with the pushTAN-App. You need your Smartphone/Tablet, your Sparkassen-Card, your initial access data for your online-banking (Registration name/Legitimation ID). Please note: Allow the requested app permissions.

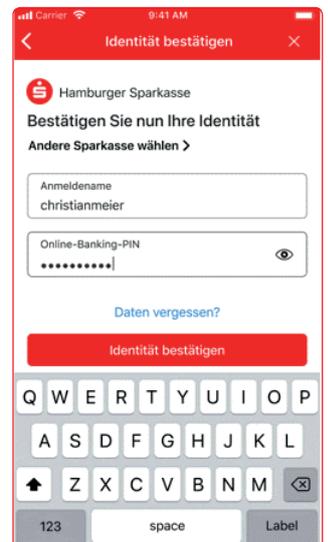
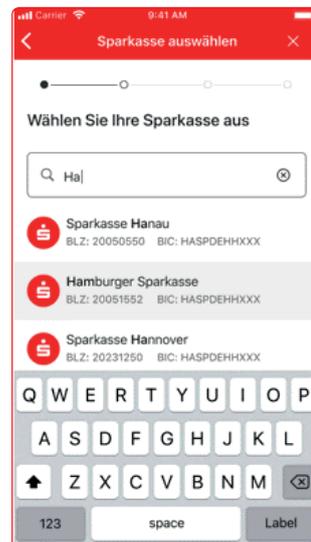
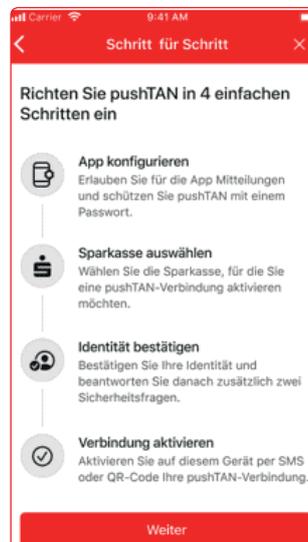
1

- Install the “S-pushTAN-App” onto your device from your App-Store (Google Play/ App Store)
- Start the “S-pushTAN-App”
- Your phone will display an universal onboarding-screen
- Click the button **“Jetzt einrichten”**
- Choose **“Registrierungsdaten anfordern”**



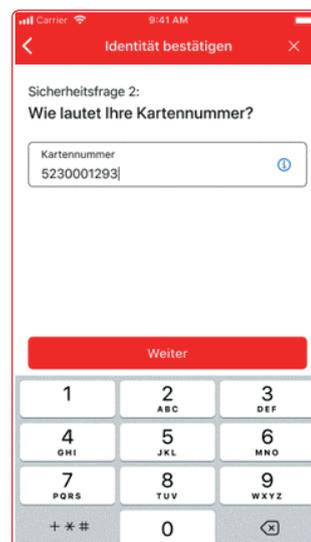
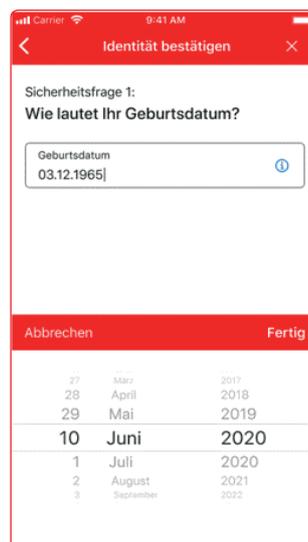
2

- Follow the step-by-step instruction for the reinstallation
- Choose **“Sparkasse Oberhessen”**
- Afterwards confirm your identity by entering your online-banking access data



3

Answer the security questions (your birthday and the number of your Sparkassen-Card)

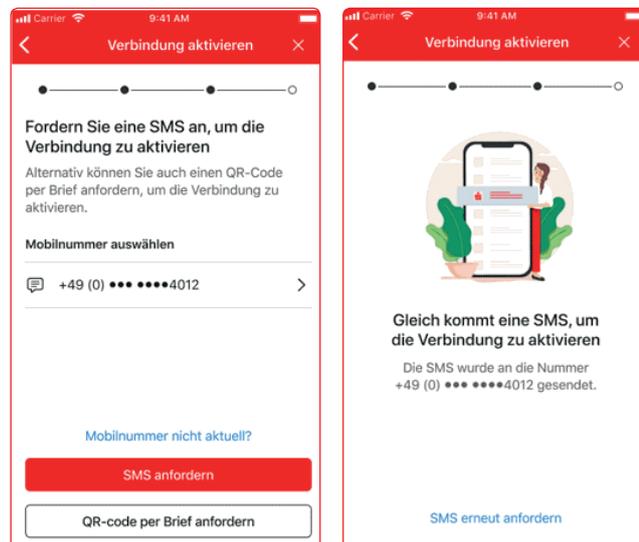




4

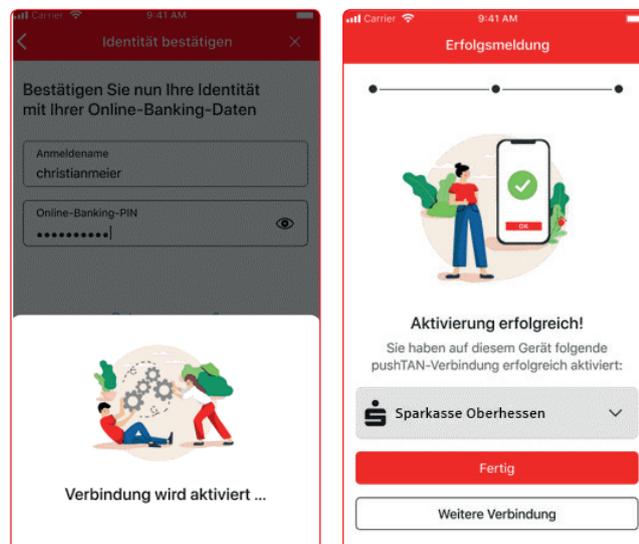
You will get your new registration data via SMS. Please, do not forward the SMS to strangers.

If the SMS won't be delivered, click **"SMS erneut zustellen"**. The system will try to send you the registration data again.



5

Once you got the SMS: Login with your online-banking account data. The reinstallation is now successful and you can make orders and bank transfers again.



You need further support?

KundenServiceCenter 06031 86 9444

WhatsApp 06031 86 9444

Sperr-Notruf 116 116

www.sparkasse-oberhessen.de