

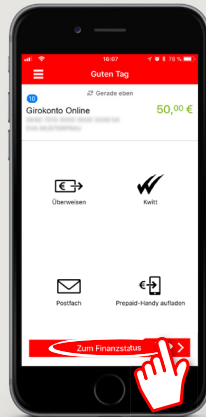
# Sparkasse app: Change security procedure

The following instructions apply to the iOS operating system. The procedure may vary slightly for other mobile phone operating systems.

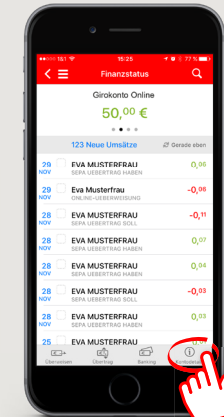
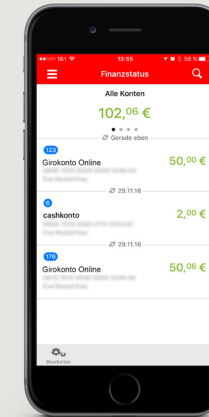
- 1 Start the Sparkasse app by tapping the **app icon** and then entering your password.



On the homepage, tap **To financial overview** (“Zum Finanzstatus”).

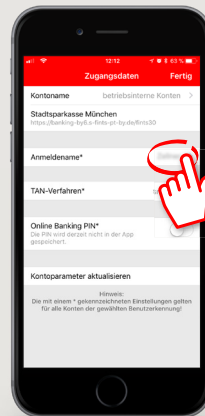
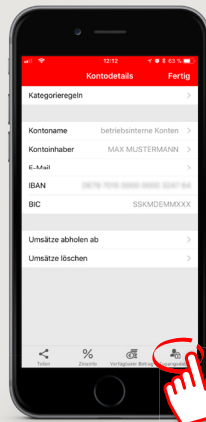


- 2 Select an account. Tap **Account details** (“Kontodetails”).



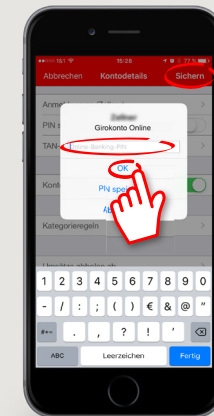
- 3 Select **Account Login** (“Zugangsdaten”) on the lower right.

In the following step you are able to change the username. Enter the username you received by letter from the Sparkasse concerning the new procedure.



- 4 Save the new data by tapping **Amend** (“Ändern”). Enter your PIN and press **OK** to confirm. Tap **Done** (“Fertig”) twice to return to the financial overview.

Finished! From now on, you will receive your TANs via the new procedure when you log on with the corresponding username.



## DO YOU HAVE ANY QUESTIONS?

Central service call number: You can contact us under **09131 824-0** Mon – Fri from 8 am – 8 pm.

Further information is available at: [www.sparkasse-erlangen.de](http://www.sparkasse-erlangen.de)

## YOU CAN ALSO CONTACT US AT:

Online banking support for private customers  
Telephone: **09131 824-9898**  
Available: Mon – Fri from 8 am – 8 pm