



Sparkasse

App Sparkasse

Information about the App Sparkasse

With the App Sparkasse, you can carry out all your banking transactions whenever and wherever you want. You can make transfers from home while keeping an eye on your account at all times. The app has lots of useful functions and is very easy to use. Use the App Sparkasse for convenient and secure banking.

Advantages and functions of the App Sparkasse

Keep an eye on your finances at all times

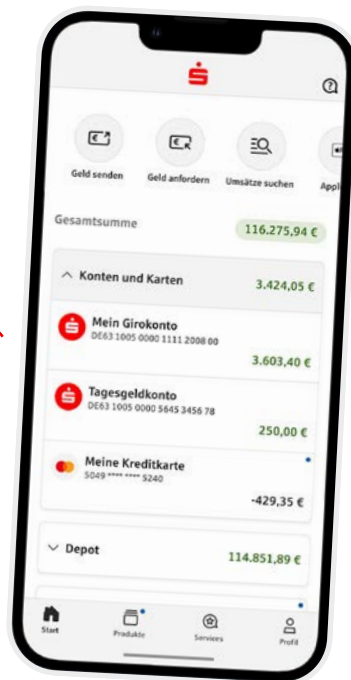
You can check your account balance and transactions at any time, wherever you are. The Kontowecker (Account Alert) function of your Sparkasse current account notifies you of all movements in your account.

Banking from anywhere

You can make transfers and set up standing orders at any time.

Security and control

With Card Control, you can specify how and where both your physical and digital cards can be used.



Finanzplaner

With the Finanzplaner (Financial Planner) function, you can manage your household budget directly in your online banking. Your incoming and outgoing payments are automatically allocated to various categories and can be checked conveniently and quickly as a result.

Fotoüberweisung

With Fotoüberweisung (Photo Transfer), all the details of a transfer can be captured automatically by scanning the associated invoice or QR code.

Multibanking

The Multibanking function allows you to manage the current and deposit accounts you have with various banks and Sparkassen in one place.

Weil's um mehr als Geld geht.



Sparkasse

Setting up the App Sparkasse

i Note

The App Sparkasse is available in German, English, Turkish, Czech, Polish and Ukrainian. To change the language, you must have previously added your preferred language in your device settings.

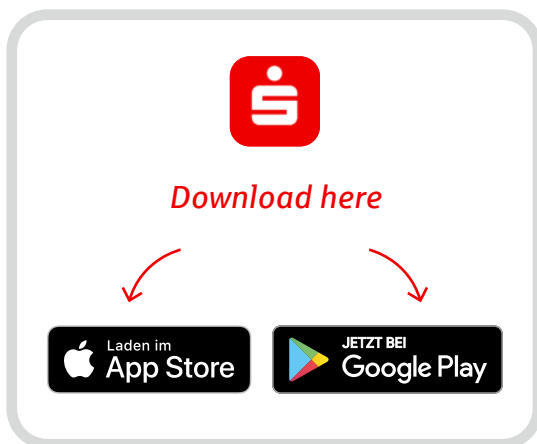
iOS:

“Settings” > “General” > “Language & Region” > add the language you want

Android:

“Settings” > “General Management” > “Languages and Input” > “Language” > add the language you want

1. Tap on “**Einrichten der App starten**” (“Start setting up the app”)
2. Create an **app password**
 - At least one special character
 - At least one letter
 - At least one number
 - 8 or more characters
3. Enter the **app password** again to confirm it
4. You also have the option to confirm your login with your **biometric data**
5. Select your **Sparkasse**
6. Enter your **Anmeldename** (username) and your **online banking PIN**
7. Accept the **Privacy Policy**
8. Allow or reject **app tracking** (to set whether you receive notifications from functions such as the “Kontowecker” (Account Alert))
9. Allow or reject **notifications**
10. Start the **Willkommenstour** (Welcome Tour) to find out more about the app and how to get the most out of it, or click on “Überspringen” (“Skip”)
11. The App Sparkasse is now **ready to use**



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Sparkasse

Forgotten your password?

i Note

If you can still open the app using facial recognition or your fingerprint (biometrics), you can set a new password:

Open App Sparkasse > “Profil” (“Profile”) > “Einstellungen” (“Settings”) > “Sicherheit” (“Security”) > “Passwort ändern” (“Change password”)

1. Open the **App Sparkasse**
2. Tap **“App-Passwort vergessen”** (“Forgotten app password”)
3. Tap **“Weiter”** (“Next”)
4. Enter your **Anmeldename für Ihr Online-Banking** (Username for your online banking) in the corresponding box
5. Enter your **online banking PIN**
6. Then tap **“Anmelden”** (“Log in”).
7. Save your device as a trusted device with **TAN-Freigabe** (TAN approval) so that you can access your Sparkasse account.
8. For security purposes, you will be asked for your **date of birth**. Enter it and tap **“Weiter”** (“Next”).
9. Enter the **card number** of your Sparkassen-Card (debit card). Then tap **“Weiter”** (“Next”).
10. Create a **new app password**
 - At least one special character
 - At least one letter
 - At least one number
 - 8 or more characters
11. Then tap **“App-Passwort festlegen”** (“Set app password”)
12. Enter the password again. Then tap **“App-Passwort bestätigen”** (“Confirm app password”)
13. You can **save** the app password in your operating system or in a password manager
14. You can also log in to the App Sparkasse with your **biometric data**. If you would like to use biometrics (Android) or Face ID or Touch ID (iOS), tap on **“Face ID verwenden”** (“Use Face ID”). You can skip this step and set it up later. To do this, tap on **“App Passwort verwenden”** (“Use app password”)
15. Confirm the method selected with **“Erlauben”** (“Allow”)

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Sparkasse

Changing your password

1. Open the **App Sparkasse**
2. Click on **“Profil”** (“Profile”) > **“Einstellungen”** (“Settings”) > **“Sicherheit”** (“Security”)
3. Under **“Passwort ändern”** (“Change password”), create a new app password
 - At least one special character
 - At least one letter
 - At least one number
 - 8 or more characters

New smartphone/tablet

1. Download the **App Sparkasse** onto your new device from the Apple Store or Google Play Store.
2. Log in to the app with your **online banking login details**.



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