

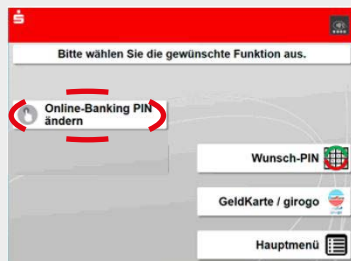


# Unlock or change PIN at the ATM

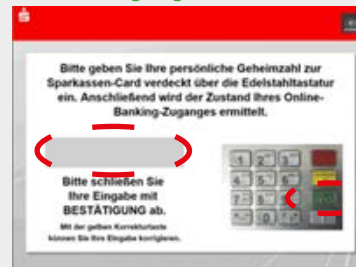
If you have locked your online banking because you entered your PIN incorrectly several times or if you have forgotten your online banking PIN, you can unlock your online banking and set a new PIN in just a few steps. (Note: The following images show the operating system IOS. For Android, the images might differ slightly).

Insert your **Sparkassen-Card** into the ATM and tap on „**Service-Funktionen**“.

Then select „**Online-Banking-PIN ändern**“.



Please enter the **PIN of your Sparkassen-Card** and tap on confirmation „**Bestätigung**“.



If necessary, select the online banking access in question.

Now enter a „**one-time PIN**“ of at least 5 digits that you have chosen yourself for your online banking and tap on confirmation „**Bestätigung**“.



Type in your **self-selected 5-digit „One-time PIN“** a second time and press Confirmation „**Bestätigung**“.



## Option 1: Setup via the Sparkassen-App

Open your Sparkasse app now.



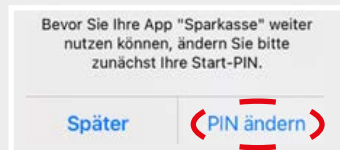
You will now be shown your financial overview.



Update this by means of „Pull down“ to enter the 5-digit „One-time PIN“ selected at the ATM itself in the next step.

**Note:** You may initially see an error message. Repeat the process.

Press „**PIN ändern**“ and now enter your „**individual PIN**“.

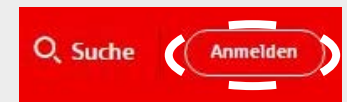


Repeat this „**individual PIN**“ and confirm it with a TAN as usual.

**Note:** Sometimes you will be asked to enter your „Start PIN“ generated at the ATM one more time.

## Option 2: Setup via desktop/browser

Log in to online banking with your login name „**Anmeldenamen**“ and your 5-digit „**one-time PIN**“ selected at the ATM itself.



After logging into online banking, you will be asked to change the PIN.

You must enter your „**individual PIN**“ twice and confirm it with a TAN as usual.

Online-Banking: Login  
**PIN ändern**

Guten Tag Herr Mustermann,

die von Ihnen verwendete persönliche Identifikations-Nummer (PIIN) ist zur Absicherung Ihrer KPIIN zu ändern.

Bitte wählen Sie eine 5- bis 39-stellige PIN, die nur Ihnen bekannt ist, und notieren oder speichern Sie diese PIN.

- Kleinbuchstaben von a-z
- Großbuchstaben von A-Z
- Ziffern von 0-9
- Sonderzeichen a, o, ü bzw. Ä, Ö, Ü und & sowie ! % & / ( ) = ? \* # . , -

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

Online-Banking-Hotline: 0203 2815-9000, Mon. - Fri. from 8 a.m. to 8 p.m.

Further information on online banking is available at: [sparkasse-duisburg.de/online-banking-hilfe](http://sparkasse-duisburg.de/online-banking-hilfe)



Weitere hilfreiche Übersetzungen gibt's hier: [sparkasse-duisburg.de/translation-service](http://sparkasse-duisburg.de/translation-service)

