



Forgot your login data – Unlock via Sparkasse homepage

sparkasse-duisburg.de/online-banking-entsperren



You have forgotten your online banking PIN but have not yet locked your access. If you can't remember your online banking PIN and know your login name or legitimation ID, you can request a new start PIN at sparkasse-duisburg.de/online-banking-entsperren. (Note: The following images show the operating system IOS. For Android, the images might differ slightly).

Have the following **personal data** ready: first name, last name, date of birth, card number. Fill in the mask with the requested data and login name or legitimation ID and click „Weiter“.

Check whether your data has been entered correctly. You can change your data via „Korrigieren“ in case of incorrect entry.

Now initiate the delivery of your new „one-time PIN“ by letter and click on „Senden“.

If necessary, other delivery methods are available (e.g. e-mail or SMS).

You will receive your requested „one-time PIN“ via the selected delivery method.

You can now use this „one-time PIN“ to set your personal online banking PIN.

You can arrange this via your **Sparkassen app (option 1) or your desktop/browser (option 2).**

Option 1: Setup via the Sparkassen-App

Open your Sparkasse app now.



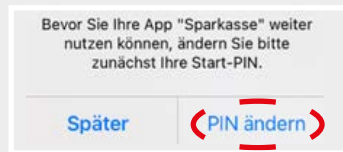
You will now be shown your financial overview.



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 (PIN) ist zur Absicherung Ihrer K...

Bitte wählen Sie eine 5- bis 38-stellige PIN, die nur Ihnen bekannt ist, und notieren oder speich...

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

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



Weitere hilfreiche Übersetzungen gibt's hier: sparkasse-duisburg.de/translation-service

