

Information about photoTAN

What can I use the photoTAN app for?

The photoTAN app is used for 2-factor authentication as well as for releasing orders in online banking.

How does the installation of photoTAN on the smartphone work?

Depending on the type of operating system on your smartphone, you can search for "ODDO BHF photoTAN" either in the Google Store or in the Play Store.

Device activation

To activate a device you need your activation letter which you have received from us. Log in to online banking and call up the menu item "Administration --> photoTAN". Then select "Activate device". You will then be guided through the further steps

What is a photoTAN graphic?

In the photoTAN graphic, the data of your transaction is encoded. By scanning the photoTAN graphic, a photoTAN is generated with this APP. The photoTAN graphic is always created individually for your current transaction and is only valid for this transaction. You can then release the transaction by entering the photoTAN in online banking.

How can I check the details of the transaction?

Compare the data shown on the photoTAN app display with the data you have previously entered in online banking. If all data match, you can release the order with the displayed photoTAN. If there are any discrepancies, cancel the transaction and contact our Service Center.

How can I delete a device?

To delete a device, log in to online banking and go to the menu item "Administration --> photoTAN". Select your device and click on "Delete device".

If you would like to continue using the photoTAN procedure, the entire activation process must be run through again.

Service Center:

Phone +49 (0)69 718 3500

Our Service Center is available to answer your questions about online banking until 22:00 hours daily.