Helaba Webbanking

Instructions for deleting the activation on the photoTAN device

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Deleting the activation on your photoTAN device

The activation on the device can be deleted from the device's settings menu.

Deleting the activation may be necessary for the following reasons:

- You transfer the photoTAN device to a colleague

- Your account has been used fraudulently

- You are assigned a new personalised activation image

To delete the activation, you will require your 4-digit device PIN, which you assigned when activating the device.

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Deleting the activation on your phototan device

To delete the activation, proceed as follows:

- **Call up the main menu on the device: Press the red button on the device for at least 3 seconds when the device is switched off. After the start-up screen with the Helaba logo has been displayed, the device menu appears. Using the grey OTP button (left), select "Delete activation" and confirm by pressing the grey button on the right.**
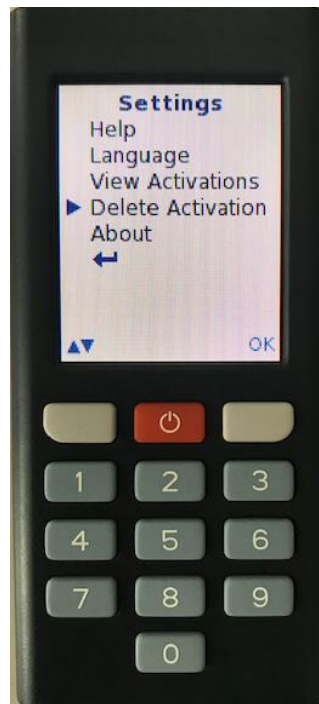
Deleting the activation on your photoTAN device

- **Delete activation: The activation number on the display must be confirmed by pressing "OK". You will then be prompted to enter your 4-digit device PIN for deletion. After successful entry of the PIN and final confirmation of the deletion process, the photoTAN device is reset.**

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- **Completing the process: after deletion, the device enters the main menu and can be switched off using the red button.**

- **The device can be reactivated with an activation image. To do this, click on the link "I want to activate a photoTAN device" on the Helaba Webbanking login page. Detailed activation instructions can be found on Helaba's website (www.helaba.com) under "Customer Portals".**

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Contacting Electronic Banking

- **Our Electronic Banking Hotline is available to answer any questions you may have about your electronic banking connection from Monday to Friday from 7:30 a.m. to 4:30 p.m.**

Tel: +49 69 / 9132 - 2510

Email: e-banking@helaba.de

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