George   Access to George & Signing Methods   Get Access to George

Get Started with the George App on a New Device (s Identity)

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Welcome (back) to George! Whether you start the George App for the very first time or you re-install George on a new phone, here's what you need for a smooth new beginning.

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> ⓘ **Please note:**
>
> This article is **for everyone who uses s Identity.** If you've already migrated to George ID or you received a **George ID activation code** when you opened your account, please check out the George ID version of this article: **Get Started with the George app on a New Device (George ID).**

Content of this article:

Click on any of these steps (you can also find them in the right side menu) to get directly to the respective description.

> ⓘ **Please note:**
>
> This article describes the activation process of the George App on a (new) device in **Austria,** i.e. if you are a customer of **Erste Bank und Sparkasse** and use the **George Österreich App**.
>
> If you are using George with an account in another country (Czech Republic, Slovakia, Romania, Croatia or Hungary) please download your country's app version and follow the instructions given there.

Before you start

Before you start the George App for the first time on your mobile device, you need:

A valid **User ID** (the Austrians call it **"Verfügernummer"**):

If you are a complete newbie, you will get it with your account opening confirmation from your bank.
Existing customers can also find it on the back side of your debit card. You may also user personal **Username** if you have set one up in your George profile.

The **George Österreich App:** Install it on your (new) phone from the **AppStore**, **Google Play Store** or the **Huawei App Gallery**.

The **s Identity App**: You need this app in addition to George in order to securely login to George and to sign actions, e. g. your transfers. Install s Identity on your (new) phone from the **AppStore**, **Google Play Store** or the **Huawei App Gallery**.

A valid **Activation Code for s Identity** (more on that in the following steps)

Step 1: Get your activation code for s Identity

In addition to George, you currently need the **s Identity App** for your logins and signings with the George App.

s Identity is a highly secure and convenient authentification application which fulfills als requirements for a so-called "2-factor-authentification":

> In order to authorise anything with s Identity, you need a specific **s Identity PIN** which can be enhanced later by **FaceID (iOS)** or **biometric recognition (Android)**: something only you know / something only you can be.

> s Identity needs to be **activated for and bound to a specific device**: something only you own.

In order to activate s Identity for your specific device, you need a unique and personal **one-time activation code for s Identity**.

The s Identity activation code either comes as a unique QR Code or as an alphanumeric code. Here's how you get it.

❌ **Attention: Keep your activation code private**

No matter how you get your personal activation code for s Identity, please keep it strictly private and do not share it with anyone else.

New customer or George user

How to get your s Identity activation code as a new customer / new George user

There a different ways to receive your activation code:

with the **confirmation of your account opening**, e.g. in the branch

at any **branch** of Erste Bank und Sparkasse

at a **self-service terminal** in a branch: please note that the terminal must offer functionalities for George (e.g. some "ordinary" older ATMs don't)

via **registered mail** after you order the activation code at the **s Service Center**

Existing George user

How to get your s Identity activation code as an existing George and s Identity user

Identity user

If you are already using the George App and s Identity and want to install both on your new phone, there are more and easier ways to get your activation code so you can get the George App started within a few minutes:

use **George and s Identity on your old device**:
Go to your **George App Profile**, open the **Login & Signing** menu, **Your signing method** (this has to be s Identity) and select **Add new signing device.**
After you **sign this action with s Identity on your old device**, George will display the activation code for your new device.

⊗ **Attention**

Please get your activation code **before** you throw away your old phone, before your remove the SIM card or before you uninstall George and s Identity on your old phone.

If you don't have your old phone anymore or if you don't have access to the internet, George or s Identiy anymore, you have to use a different method to get your activation code.

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use the **George browser version**:
Go to your **George settings** and open the **Login & Signing menu.** Under **Your**

Authorisation Method (must be s Identity) and **Your s Identity devices**, you can **Add a new device.**

After you **sign this action with s Identity on your old device**, George will display the activation code for your new device.

at any **branch** of Erste Bank und Sparkasse

at a **self-service terminal in a branch**: please note that the terminal must offer functionalities for George (e.g. some "ordinary" older ATMs don't)

via **registered mail** after you order the activation code at the **s Service Center**

Step 2: Activate s Identity on your (new) device

No matter if you are a new customer or an existing George user, once you have your activation code, you can open your s Identity app and activate it on your (new) device.

When asked which authorisation method you're currently using, select **s Identity** (existing user) or **New to George.**

s Identity then asks you if you have an activation code. If you followed the steps before, you should be able to select **Yes.**

Please enter your User ID ("Verfügernummer"). If you have created a personal username already, you cannot use it here.

Please enter or scan the activation code.

Define and confirm your **personal PIN for s Identity**. You will need it later for ýour first login to s Identity.
Please do not forget this PIN.

You are done with the registration of s Identity on your new device. Please proceed

to the first login.

Login to s Identity for the first time, using your User ID ("Verfügernummer") and your freshly created PIN for s Identity.

Immediately after your first login, s Identity will ask you to **setup FaceID** (iOS) or **biometric recognition** (Android) for future logins to s Identity as well as to **allow push notifications** to your device. **Both is highly recommended.**

Congrats. You are done with the s Identity part.

Step 3: Login to George on your (new) device

Now comes the fun part that you've been working for: The first login to your George App on your (new) device:

Open the George Österreich App and select **Login to George.**

Enter your User ID ("Verfügernummer"). If you are an existing George user and if you have created your own **personal username**, you can also enter that one.

Complete your first login to George with s Identity that you have setup just before. Please note that for security reasons, s Identity will not automatically open itself for your first George login. Please open the s Identity App manually and complete the login.

Immediately after your first login, George will ask you to **activate Easy Access** (e. g. FaceID for iOS or biometric recognition for Android) for future logins as well as to **activate push notifications**. **Both is highly recommendend.** You can also do it at a later stage though.

Welcome (back) to George!

Congrats. You can now begin or continue your financial journey with George. Enjoy!

Author: Dag Erik Zimen

Related Topics

[Create a personal user for George Logins](#)

[More information on s Identity](#)

Did this content help you understand George better?

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