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# Get Started with the George App on a New Device (George ID)

Last Article Update 20.09.2024

**Welcome (back) to George. This article will help you access George on a new device. For seasoned George users and newbies alike, here's what you need for a smooth new beginning.**

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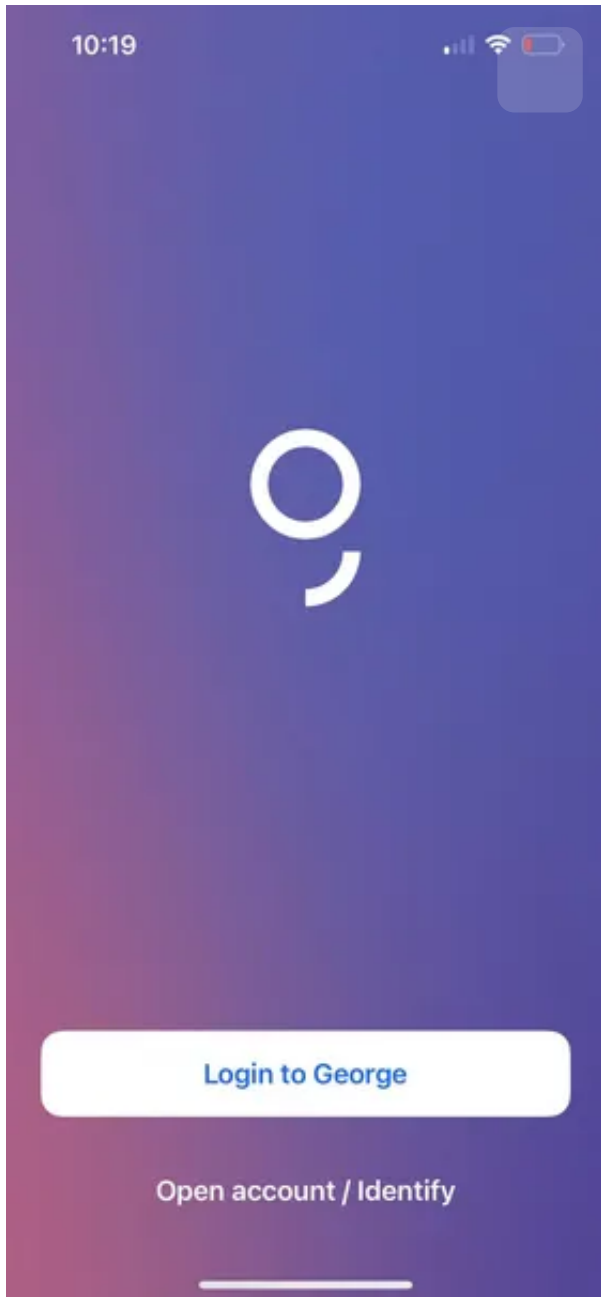
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## device

# Before You Start

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

A valid **User ID** ("**Verfügernummer**") or username:

You can find your User ID on the back of your debit card. George also displays your user number in the profile section, both in the mobile and web application. You can also use your personal username if you have created one in your George profile.

The **George Österreich App**: Instal the app on your new phone from the [App Store](#), [Google Play Store](#) or the [Huawei App Gallery](#).

## Step 1: Create your activation code with George on your old device

### Create your activation code with George

You can request your activation code **in the George app on your old device**.

In your Overview, click on the "Profile" icon in the top right corner.

Tap "Login & Signing", then scroll down and select "Add new device".

Your phone will **display a QR code**. This is your activation code.

## If you don't have access to George (e.g. if your old device is broken or lost)

Unfortunately you cannot request an activation code online if you have already discarded your old mobile device or deinstalled George. Please **visit a branch of Erste Bank und Sparkasse**. You can request an activation code from one of our friendly advisors or generate a code at a **foyer ATM**.

## Step 2: Login to George on your (new) device

Now comes the fun part: The first login to the George app on your new device.

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

Enter your User ID ("Verfügernummer").  
You can also enter your username if  
you've previously created a **personal  
username**.

When prompted, use the camera of your new  
device to scan your activation code.

**And now, welcome back to George!**

New to George

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## Before You Start

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

A valid **User ID ("Verfügernummer")**:  
You will receive your User ID when you  
open your account. If you already have

access to George web, you can find your User ID in your profile section. Please visit a branch or contact your advisor if you cannot find your User ID.

The **George Österreich App**: Download the app from the [App Store](#), [Google Play Store](#) or the [Huawei App Gallery](#) and instal it on any mobile device where you'd like to use George. You can use the George mobile app on more than one device.

## Step 1: Get your activation code

### If you are a first-time George user

You will receive your activation code together with your login details when you open your account. Speak to your advisor or visit a branch if you have lost or misplaced your activation code.

### If you already have access on another mobile device

Please click on the tab "[Current George Users](#)" at the top of this article and follow the instructions there.

## Step 2: Your first George login

Now comes the fun part: your first login to the George app.

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

Enter your User ID ("Verfügernummer"). You can also enter your username if you've previously created a **personal username**.

When prompted, use the camera of your device to scan your activation code.

**And now, welcome to George!**

*Author: Rebecca Stoll*

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