

Outbank Helpdesk

[Portal](#) > [Knowledgebase](#) > [iOS \(iPhone, iPad, iPod Touch\)](#) > [Security Methods](#) > [After the transfer, I get no SMS from my bank. What do I have to do?](#)

After the transfer, I get no SMS from my bank. What do I have to do?

Christine - 2018-01-29 - in [Security Methods](#)

To use the mobile TAN process or the "smsTAN" with Outbank, the so-called "telephone name" must be activated in Outbank.

Proceed as follows:

'Settings'> 'Select credential'> 'Update configuration'

If you are using several TAN media, you can select the desired medium at the end of the payment.