

## Vontobel SFA Online

### Getting started guide—using the Vontobel SFA Login App



#### Before you start

You received in two separate mailings the initial password for login and the contract number / QR code. Please follow the steps below to log in to Vontobel SFA Online for the first time.

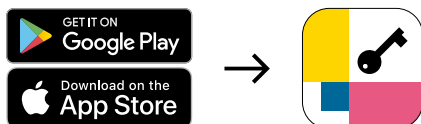
The Vontobel SFA Login App is available for Android and iOS smartphones. Vontobel SFA Online requires one of the following browsers:

- Chrome 79.x or higher
- Edge 44.17763 or higher
- Safari 14.x or higher
- Firefox 72.x or higher

#### Step 1

##### Download the Vontobel SFA Login App to your smartphone

Search and download the app “Vontobel SFA Login” from Google Play or Apple App Store



When opening the Vontobel SFA Login App for the first time allow the app to send you messages and give it access to your camera.

## Step 2

### Login to Vontobel SFA Online

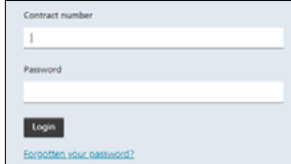
Go to the Vontobel SFA Online login page at [sfa.vontobel.com](https://sfa.vontobel.com).

Alternatively go to the website [vontobelsfa.com](https://vontobelsfa.com). At the top right corner you will find “Vontobel SFA Online”. If you press on it, you get directly to the login

## Step 3

### Enter contract number and initial password

1. Have the two letters ready, the one containing the initial password for login and the other containing the contract number/QR code. In case you did not receive one or both letters, please contact your Wealth Management Consultant
2. At the login screen, type in your contract number in the top field (marked “contract number”)
3. Type the initial password in the second field (marked “Password”) and then press Login



## Step 4

### Activate device

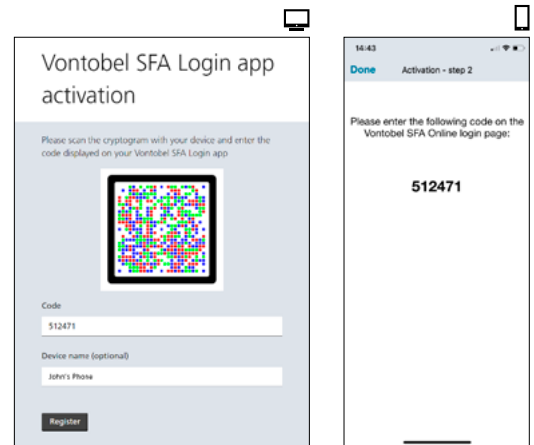
1. Launch the Vontobel SFA Login App on your smartphone. Select “Activate your device”



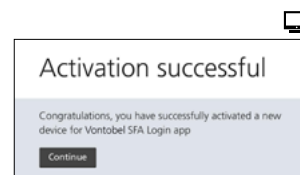
2. Using your smartphone, scan the QR code from the letter. Point the camera of your smartphone in the direction of the QR code and keep it steady. Make sure the QR code covers at least one third of your phone’s screen and is clearly and fully visible
3. Enter the 16-digit device code shown on the App into the field “Code” on your PC
4. Press “Verify” on your PC
5. Press **“Proceed to next step”** on your smartphone



6. A different QR code will appear on your PC.  
Please scan the new QR code
7. Enter the 6-digit code shown on your smartphone into the field “Code” on your PC
8. If you wish, you can enter a device name.  
A device name helps you to identify your device
9. Press “Register” on your PC
10. Press “Done” on your smartphone



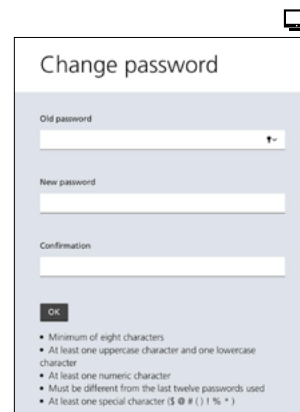
11. Press “Continue” on your PC



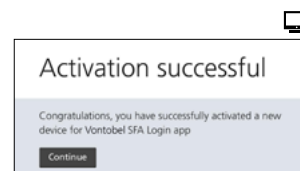
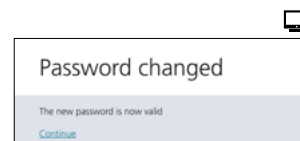
## Step 5

### Replace initial password

1. You will be required to replace the initial password you received in a mailing. To start this process, type the initial password in the field marked “Old password”
2. Define your new password. It has to fulfil the following minimum criteria:
  - a. Minimum of eight characters
  - b. At least one uppercase character and one lowercase character
  - c. At least one numeric character
  - d. At least one out of the following special character (\$ @ # ( ) | ^ \* )
3. Type the new password in the field marked “New password”
4. Re-type the new password in the field marked “Confirmation.”  
Make sure you remember the new password
5. Press “OK.”
6. Press “Continue”



7. Press “Continue” to enter Vontobel SFA Online



Please contact your Wealth Management Consultant at Vontobel Swiss Financial Advisers with any questions or issues.

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