

Vontobel SFA Online

Getting started guide—using a token



Before you start

We have mailed you your new Vontobel SFA Online contract package including a new token with a PIN, as well as a separate initial password letter. Please follow the steps below to log in to Vontobel SFA Online.

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

Change the PIN in your token

1. Turn on your token by pressing the green button (confirm button) 
2. Enter the Token PIN listed in the token letter
3. When “NEW PIN” appears, enter a new four-digit PIN and press confirm
4. When “CONFIRM” appears, re-enter your new PIN and press confirm
5. The message “COMPLETE” will appear, confirming that your new PIN has been set successfully



From now on, use your new PIN with the token when you want to log in to Vontobel SFA Online. Do not reveal your PIN code to anyone.

Step 2

Login to Vontobel SFA Online

Go to the Vontobel SFA Online login page at sfa.vontobel.com.

Alternatively go to the website 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 the initial password

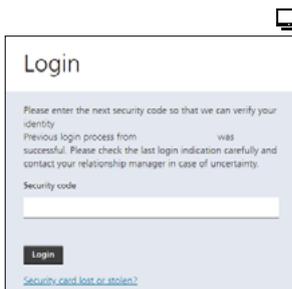
1. Have your initial password ready, it has been sent to you in a separate letter. If you have not received it, please contact your Wealth Management Consultant
2. Have your token and PIN ready
3. On the login screen, type in your contract number in the top field (marked as “Contract number”)
4. Type the initial password in the second field (marked as “Password”) and then press “Login”



Step 4

Enter the security code from token

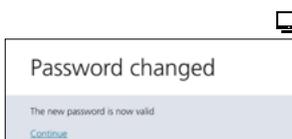
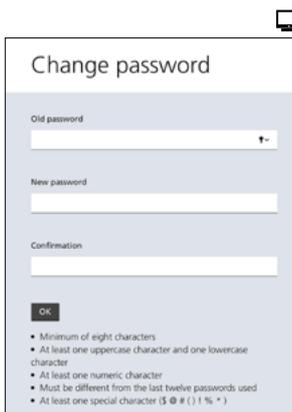
1. Turn on your token by pressing 
2. Enter your new PIN in the token
Caution: entering the wrong PIN five times will block the token. In case the token gets blocked, please contact your Wealth Management Consultant
3. A numerical password appears on the token screen; if no numerical password appears, press  again
4. Enter the numerical password in the field marked as “Security code” and then press “Login”



Step 5

Replace the initial password

1. After you log in for the first time, you will be required to replace the initial password. To start, type the initial password in the field marked as “Old password”
2. Define your new password. It has to fulfill 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 as “New password”
4. Re-type the new password in the field marked as “Confirmation”. Make sure you remember the new password
5. Press “OK”. You will then see the confirmation screen to the right
6. Press “Continue”
7. You are now logged in with a secure connection to Vontobel SFA Online



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