UBS-SFA Online

Getting started guide – using UBS-SFA Login App

Before you start

You received in two separate mailings the initial password for login and the contract number/cryptogram. Please follow steps below in order to successfully log in to UBS-SFA Online for the first time.

UBS-SFA Login App is available for Android and iOS smartphones.

UBS-SFA Online requires one of the following browsers:
- Chrome 72.x or higher
- Edge 44.17763 or higher
- Safari 12.0.02 or higher
- Firefox 65.x or higher

Step 1: Download UBS-SFA Login App to your smartphone

Download app from Google Play or Apple App Store

When opening the UBS-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 UBS-SFA Online

Go to the SFA Online login page at sfa-online.ch.
Alternatively go to the website ubs.com/ubs-sfa, select "Tools & Services" on the top right corner and from the drop-down "Login to Online Services".

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/cryptogram. 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. Start UBS-SFA Login App on your smartphone. Select "Activate your device."

2. Using your smartphone, scan the cryptogram from the letter. Point the camera of your smartphone in the direction of the cryptogram and keep it steady. Make sure the cryptogram 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 the App.

6. A different cryptogram will appear on your PC. Please scan the new cryptogram.
7. Enter the 6-digit code shown on the App onto 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 the App.

11. Press "Continue."

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." You will then see the confirmation screen to the right.
6. Press "Continue."

Congratulations! You are now logged in with a secure connection to UBS-SFA Online.

> Please get in contact with your Wealth Management Consultant at UBS-SFA in case of questions or issues.

Contact us

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