

Passkeys

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Preparation / invited access

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Passkey support requires a compatible device and an enabled sign-in flow. Production enrollment has not been accepted for the unified account.

Before you start

Use the access and features actually assigned to your account. Keep a rollback or recovery route before changing existing service settings.

Steps

1. Check whether your approved sign-in page offers passkey enrollment. If absent, retain the supported MFA method.
2. Enroll only on a device or security key you control. Use the device prompt; never share its unlock code.
3. Add a separate recovery method before relying on a single passkey.
4. Test a new sign-in while preserving your original signed-in session and existing factor.

Verify the result

The new sign-in uses the enrolled factor and recovery remains available. Device enrollment alone does not grant administrative permissions.

Help and related information

Contact support, service status, and Customer Access. Never send passwords or recovery codes.