

Welcome to a Smarter, Simpler Login

We've upgraded your login experience to make it more secure and even easier to access your account.

This guide will walk you through how to use the new **Passkey** login feature – a faster, password-free way to log in using Face ID, fingerprint or your device's passcode.

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What is a Passkey?

A **Passkey** lets you log in securely without needing a password. Instead, you'll use your device's biometric methods – like Face ID or a fingerprint – or your device PIN.

Unlike traditional passwords, Passkeys:

- Can't be phished or stolen
- Aren't stored on servers
- Are unique to your device
- Make login faster and easier

It's the same secure technology used by Apple, Google, and Microsoft – and it's now available in your portal.

Supported Devices

Passkeys work on devices using:

- iOS 16 or later
- Android 9 or later

Windows 10 or later

macOS 13 or later

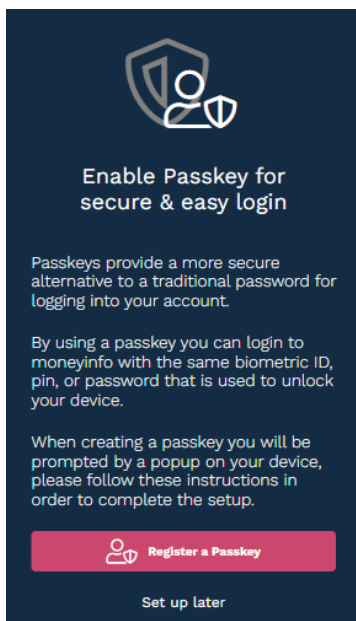
How to Set Up Your Passkey

You can set up your Passkey in two ways:

1. At First Login (Recommended)

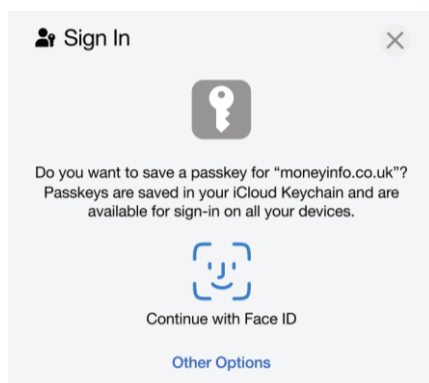
When you log in after the update:

1. Enter your username and password
2. Complete two-factor authentication (if enabled)
3. You'll see a screen that introduces Passkeys

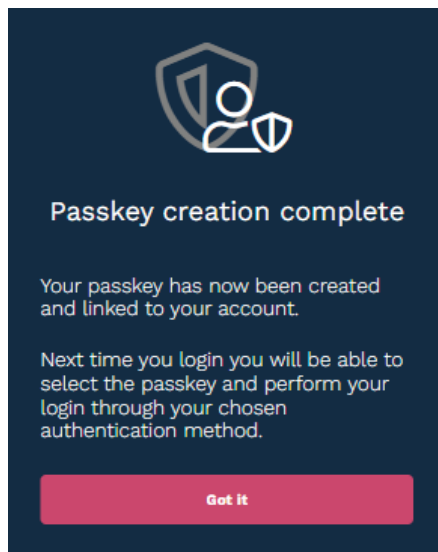


4. Tap **Register a Passkey**

Your phone will ask for Face ID, fingerprint, or your device PIN



5. Once verified, tap **Got It**

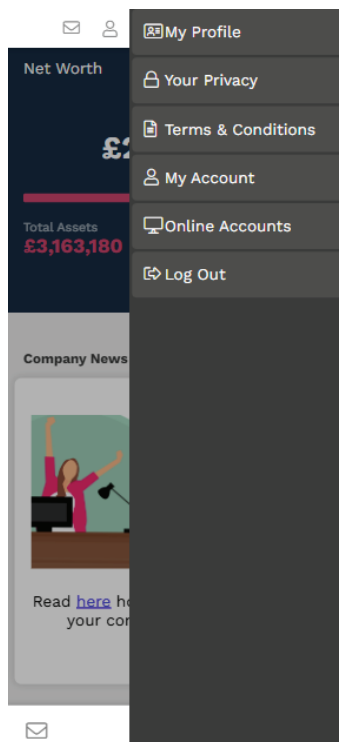


Don't want to set it up right away? Tap **Set up later** – and you won't be prompted again, unless you choose to enable it manually later.

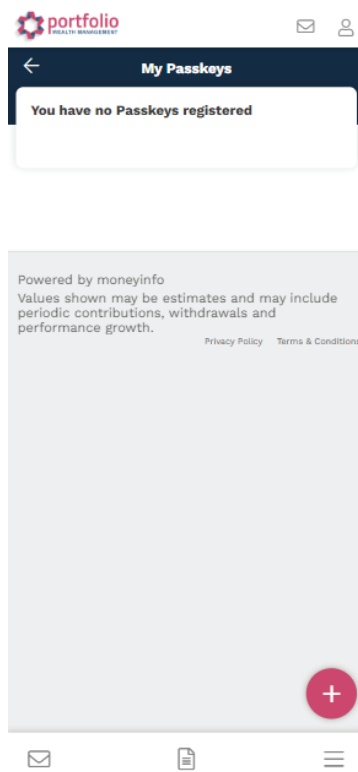
2. From Your Account Settings

Already logged in? Here's how to enable Passkeys from your account:

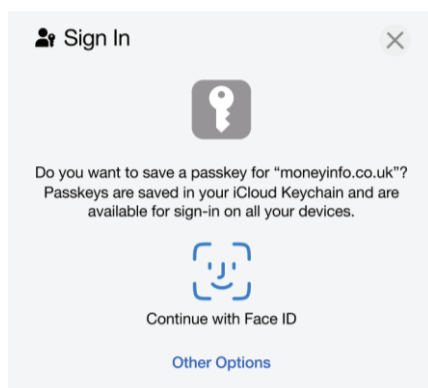
1. Tap the user icon (top-right of the screen)



2. Go to **My Account > My Paskeys**
3. Tap the + button

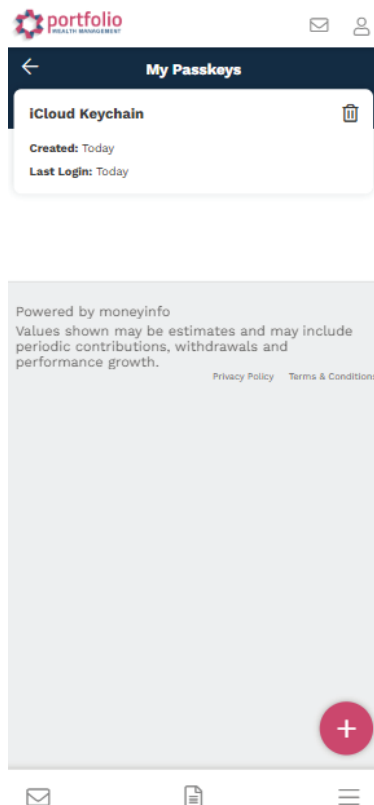


4. You'll be asked to authenticate with Face ID, fingerprint, or your PIN



5. You'll see a confirmation message once setup is complete

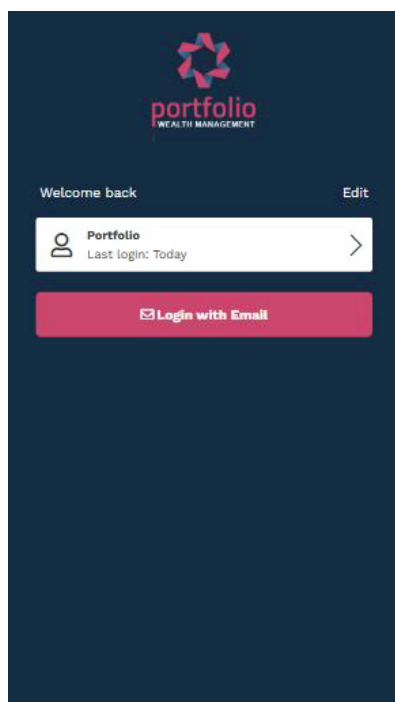
6. Your new Passkey will now show in the list



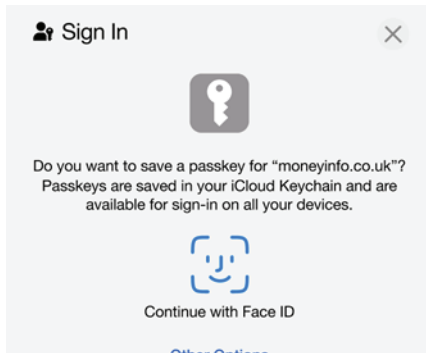
How to Log In with Your Passkey

Next time you log in:

1. Tap the Passkey option.
Click on your account name button to login using the passkey for this account.



2. Authenticate with Face ID, fingerprint, or your PIN



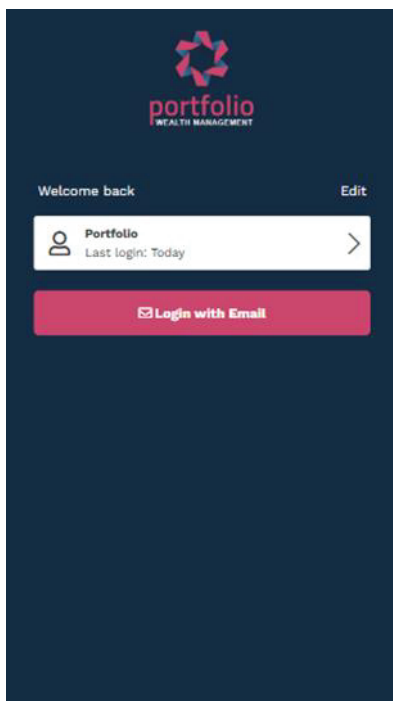
3. Once confirmed, you're in – no need to type anything

Managing Your Passkeys

You can remove your Passkey at any time.

From the Login Screen:

1. Tap **Edit** above the Passkey option



2. Tap the **Bin** icon to remove it
That Passkey will no longer work for login

From Account Settings:

1. Go to **My Account > My Passkeys**
2. Tap the **Bin** icon next to the device you want to remove
This lets you remove access if you change or lose your device

Need Help?

If you have any questions or run into issues setting up your Passkey, just get in touch with your adviser or portal support team. They'll be happy to help you get started.