



Setting Up a Passkey for Microsoft 365



Overview

From 1 September 2026, Microsoft is making passkeys the default way to sign in to Microsoft 365. When you next sign in and finish your usual verification, you may see a new prompt asking you to set up a passkey.

Nothing stops working on that date. Your current sign-in, including the Microsoft Authenticator app and SMS text codes, keeps working just as it does today. The prompt is a reminder, not a lock-out, and it is a Microsoft change rather than something your IT team has altered.

This guide explains why the change is happening and how to set up a passkey using the Microsoft Authenticator app. It takes about five minutes.

Why this change is happening

Text message (SMS) codes were a useful security step for many years, but attackers have found ways around them. They can trick people into typing a code into a fake sign-in page, or take over a phone number so the code is delivered to them instead.

For this reason, Microsoft is retiring SMS and voice-call codes for Microsoft 365. From February 2027, Microsoft will stop sending these codes at sign-in, so a stronger method is needed in their place.

A passkey is that stronger method. It is phishing-resistant, which means:

- **No code to steal.** You unlock the passkey with your face, fingerprint, or PIN. There is no code to type, so there is nothing for an attacker to intercept or phish out of you.
- **It only works on the real Microsoft page.** A passkey is tied to the genuine Microsoft sign-in page. On a fake copy it simply will not work, so it cannot be used to catch you out.

Before you start

To set up a passkey on your iPhone, you will need:

- An iPhone running iOS 17 or later.
- A screen lock set up (Face ID, Touch ID, or a passcode).
- The Microsoft Authenticator app installed from the App Store.

The best time to do this is now. Setting up your passkey today gets you ahead of the change. If you wait, Microsoft will begin prompting you to set one up when you sign in from 1 September 2026.



Setting up a passkey on iPhone

Step 1 – Open your security settings

On your computer, go to **mysignins.microsoft.com/security-info** and sign in as normal.

Step 2 – Choose the passkey option

Select **Add sign-in method**, then choose **Passkey in Microsoft Authenticator**. Select **Next**.

Step 3 – Create the passkey in Authenticator

On your iPhone, open **Microsoft Authenticator**, tap your account, then tap **Create a passkey**. Approve the verification if you are asked to.

Step 4 – Turn on Authenticator for passkeys

If prompted, go to iPhone **Settings > General > AutoFill & Passwords**, turn on AutoFill, and tick **Authenticator**. On iOS 17, use **Settings > Passwords > Password Options**.

Step 5 – Finish up

Tap **Done** in Authenticator, then return to your computer and select **Next**, followed by **Done**. Your new passkey will now be listed. That is it.

Setting up on an Android phone

The steps on Android are very similar. Microsoft's step-by-step Android guide is available here:

<https://learn.microsoft.com/en-us/entra/identity/authentication/how-to-register-passkey-authenticator?tabs=Android>

If you are not ready yet

If the prompt appears at a busy moment, you can select **Skip for now** and set the passkey up later. Please do not leave it too long. Microsoft stops sending SMS text-message codes in February 2027, so a passkey, or another approved sign-in method, needs to be in place before then to avoid any sign-in issues.

Getting help

If you would like a hand setting this up, please contact your IT support team and we will walk you through it.