

USING PASSKEYS ON YOUR CLIENT PORTAL

Frequently Asked Questions for clients

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What are Passkeys?

A Passkey is a method of providing secure account logins without needing a password. Instead, you'll use your device's biometric methods – like Face ID or a fingerprint – or your device PIN.

Passkeys are more secure than traditional passwords because they:

- 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.

What devices are supported for Passkeys?

Passkeys work on devices using:

- iOS 16 or later (for the app)
- Android 9 or later (for the app)
- Windows 10 or later (for laptops)
- macOS 13 or later (for laptops)

How do I set up my Passkeys?

We have created a step-by-step guide to setting up your logins here: [Passkeys Quick Start Guide](#)

What if I've forgotten my details?

Username: usernames are typically your email address, but if yours is not working please contact your team and they will confirm for you.

Password: this can be re-set one of two ways:

1. Using the “Problems logging in” link on the [login](#) page
2. By contacting your team, who will arrange for a password reset email to be sent to you.

Do I have to use Passkeys?

No, you do not have to use a Passkey, however, we strongly recommend it to protect your personal and financial information.

If you do not want to use it, you can click “Set up later” when prompted. You will not then be reminded to set it up, but you can choose to do this when ready through your account settings.

Do I need to register for a passkey on every device I own?

Yes, passkeys are device-specific. Therefore, if you use more than one device (e.g. a mobile phone and a laptop) you will need to set it up on each of them.

My partner and I both use the same laptop – can we set up our own passkeys on the same device?

Yes, multiple Passkeys can be created on a single device, so each client can have their own login credentials.

What happens if my phone, laptop or tablet is lost or stolen?

Passkeys use biometric data or your device PIN. Therefore, if a phone is lost or stolen, anyone attempting to access your account would need those to access your account.

In addition, you can log in to your account on another device and the passkey can be blocked for that device.

If you are unable to login elsewhere, or have forgotten your password, you can contact your team, and we will be able to arrange for the Passkey blocked for you.

What do I do if I have a problem with passkeys?

If you are having any issues using the portal, please contact your usual team who will be happy to help.

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