

# Signing In With Your Passkey

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## *Sign-In Reference For Microsoft 365 Users*

Once your passkey is set up, signing in is faster than before. No password to type, no code to copy from your phone. Here is what to expect.

### Signing In On Your Own Windows PC

This is the most common path. Use it any time you are at the computer where your passkey was set up.

**Step 1:** When prompted to sign in, enter your work email address.

**Step 2:** Windows usually skips straight to the passkey prompt. If you instead see a "**Sign in with your passkey**" pop-up, click **More choices** and select **This Windows device**.

**Step 3:** Confirm using your **fingerprint, face, or PIN**. You are signed in.

*On a Mac, the prompt is similar but says "Use Touch ID" instead of asking for a Windows PIN.*

### Signing In From A Different Computer

Use this when you are on a shared computer, a coworker's machine, or any device that does not have your passkey on it. You will need your phone nearby with Bluetooth on.

**Step 1:** Enter your work email address on the sign-in page.

**Step 2:** On the passkey prompt, select **iPhone, iPad, or Android device**, then click **Next**.

**Step 3:** If Bluetooth is not on, click **Turn on Bluetooth** when prompted.

**Step 4:** A QR code will appear on screen. Open **Microsoft Authenticator** on your phone and tap the QR code icon in the bottom-right corner.

**Step 5:** Scan the QR code on your computer screen.

**Step 6:** Confirm on your phone with **Face ID, Touch ID, or your PIN**. Sign-in completes on the computer.

*Both devices need Bluetooth on and must be within about 30 feet of each other.*

### Common Hiccups

#### **I see a password box, not a passkey prompt.**

Some sites still ask for a password first and offer the passkey on the next screen. If you still do not see it, try a different browser or contact the Service Desk.

#### **The QR code expired before I could scan it.**

Click Back and start the sign-in over. When the new QR code appears, scan it right away.

#### **My phone scanned the code but nothing happened.**

Check that Bluetooth is on for both devices and they are within 30 feet of each other. Restart the sign-in and try again.

### Need Help?

Contact the STG Service Desk at [support@stringfellow.com](mailto:support@stringfellow.com) or call your normal support number.