Guide 3: How to Set Up a Microsoft 365 Passkey on Windows

Windows Hello, meet fewer interruptions.

This guide creates a **Microsoft Entra passkey stored locally in Windows Hello**. Your organization must specifically allow this method.

Before starting, check with IT whether your work computer already uses **Windows Hello for Business**. That may already provide the required phishing-resistant authentication. Attempting to register another Windows passkey for the same account can fail when the existing credential occupies the same Windows Hello container. Do not delete it to "make room." Microsoft Learn

Set up the passkey

1. **Check Windows Hello.** Open **Settings > Accounts > Sign-in options**. If needed and approved by IT, configure a Windows Hello PIN, fingerprint, or facial recognition. Microsoft Support
2. **Open Microsoft's Security info page.** In an updated supported browser, enter mysignins.microsoft.com/security-info. Sign in with your work account and complete the requested MFA verification.
3. **Add the new method.** Choose **Add sign-in method > Passkey**, then continue.
4. **Choose local Windows storage.** Select the option for this Windows device or Windows Hello. Wording varies. Do not accidentally select a browser's cloud password manager when your firm has approved a device-bound Windows passkey.
5. **Complete the Windows Hello verification.** Use the PIN or biometric option offered by Windows, then finish the registration prompts. Microsoft Learn
6. **Test a new Microsoft 365 sign-in.** Select **Sign-in options > Face, fingerprint, PIN or security key**, then verify through the Windows Security prompt. Keep the original session available until the test succeeds. Microsoft Learn

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What to remember

This passkey stays on this computer. It does not automatically sync to your next laptop.

Also, a Microsoft Entra passkey stored in Windows Hello is not the same thing as configuring your organization's Windows desktop sign-in. Leave the firm-managed Windows login setup to IT. Microsoft Learn

If registration reports that a credential already exists, stop and ask IT to check Windows Hello for Business. Deleting security settings until the error disappears is not troubleshooting. It is improvisational litigation.

Do not retire your previous authentication method until IT confirms that the new setup and recovery arrangements are ready.

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