Guide 1: How to Set Up a Microsoft 365 Passkey on an iPhone

Your face already unlocks your phone. Now it can help unlock your workday.

This guide uses **Microsoft Authenticator** for a Microsoft 365 work or school account. It creates a device-bound passkey, not a passkey saved in Apple Passwords.

Before starting, confirm that your firm permits Authenticator passkeys. You need **iOS 17 or later**, a screen lock, and an updated Authenticator app. Use a currently supported, updated iOS release rather than treating the minimum version as a recommendation. Microsoft Learn

Set up the passkey

1. **Open Microsoft Authenticator.** Install or update it through Apple's App Store first.
2. **Choose your work account and tap "Create a passkey."** For a new account, use **+ > Work or school account > Sign in**.
3. **Complete the requested identity verification.** Use your existing approved MFA method.
4. **Enable Authenticator as a passkey provider when prompted.** On newer iOS versions, check **Settings > General > AutoFill & Passwords**. On iOS 17, use **Settings > Passwords > Password Options**. Enable password/passkey autofill and select **Authenticator**. Microsoft Learn
5. **Return to Authenticator and finish setup.** Confirm that a passkey appears under your work account. Microsoft Learn
6. **Test a fresh sign-in.** Open your firm's Microsoft 365 sign-in page in Safari. Select the passkey option, which may appear under **Sign-in options** as **Face, fingerprint, PIN or security key**. Choose the Authenticator credential and verify with Face ID, Touch ID, or your device passcode. Microsoft Learn

Keep your existing approved authentication method until the new sign-in works and IT confirms the transition.

By 2b1 Inc. © 2026 – www.2b1inc.com

When something looks different

A missing passkey option can reflect your organization’s policy or device configuration. Ask IT to check it rather than choosing an unapproved personal credential provider. Microsoft Support

Changing phones later? Register and test a new Authenticator passkey before wiping your old iPhone. This passkey does not transfer through ordinary Authenticator account restoration. Microsoft Learn

A new phone should not require an emergency conference with the entire IT department.

By 2b1 Inc. © 2026 – www.2b1inc.com