

How to Setup and Register a FIDO2 Token

Below are topics and steps to walk user's through how to register and setup their FIDO2 token. These steps are outlined in detail in the [FIDO2 End User Guide](#).

FIDO2 Token Setup and Registration for MAC (OS)

Step	Instruction	Image
1	For MAC (OS) Setup refer to section: FIDO2 Tokens for Mac OS Devices End User Guide within the FIDO2 Tokens End User Guide .	

Escalation

If you face any issues, review our [FIDO2 End User Guide](#), [FIDO2 Support](#), and [Registering a FIDO2 Token Key for Privilege Accounts](#) sources for FAQ's, registration and setup guidance. If these resources do not resolve the issue, then proceed to do the following:

Contact your normal service desk and they will be able to assist with troubleshooting of FIDO2 issues. Please note hardware troubleshooting is limited to the approved FIDO2 token within the user guide and may require a replacement if the device is defective.

Most Common FIDO2 FAQ's

- **What happens if I lose my FIDO2 key?**
 - Immediately go into your [My Sign-In's Portal](#) and remove your key from your authentication methods. Once you have removed the key from this site it will no longer allow you to log in using it.
 - Immediately after removing your key from Azure please contact ASOC at 1-877-728-0645
- **Can I use multiple FIDO2 keys with my account?**

Yes, however you are limited to 10 FIDO2 keys associated with your account (this number may change in the future)

- **Can I use an old FIDO/FIDO2 key?**
 - Original FIDO and FIDO/U2F keys will not work in our environment. For FIDO2, in addition to FIDO2 compatibility Azure AD requires certain features and extensions be enabled on your FIDO2 key.
 - The easiest way to verify is going to register the key, if it is not compatible you will get an error during registration on the Microsoft MySignIns page.
- **Do I need to return my FIDO2 token when I roll off a project or leave Accenture?**

FIDO2 tokens are not required to be returned if you are rolling out of a project or leaving Accenture. Accenture accounts associated with the tokens will be disabled. Please consult with your supervisor as cases may vary.

See the full list of FAQ's in the [FIDO2 Tokens End User Guide](#)

FIDO2 Resources

- **FIDO2 End User Guide:** [FIDO2 Tokens End User Guide](#)
- **FIDO2 Support:** [FIDO Support](#)
- **Managing your Sign-In Methods:** [Managing your sign-in methods](#)
- **Accenture IS Standards for FIDO:** [Information Security Standard | Identification and Authentication Standard](#)
- **Registering a FIDO2 Token Key for Privilege Accounts:** [Registering a FIDO2 Token Key for Privilege Accounts](#)
- **Access Control an Strong Authentication Yammer Community (ACSA):** [Access Control Strong Authentication Yammer Community](#)