

Requests for Zukeys must be submitted through [it-help.amazon.com](https://it-help.amazon.com) and must be approved by L6 or above leadership.

# Register your Zukey

Your Zukey is a physical or digital security device that provides an additional layer of security when logging into online accounts, applications, or services at Amazon.



## Prepare:

- Your Amazon **username** and **password**
- **Zukey**  
Get one from IT Hub
- **Temporary PIN**  
Will be emailed to you when you pick up your zookey.
- **Amazon-issued Windows laptop**  
A dedicated security key registration laptop is available to you at the IT Hub

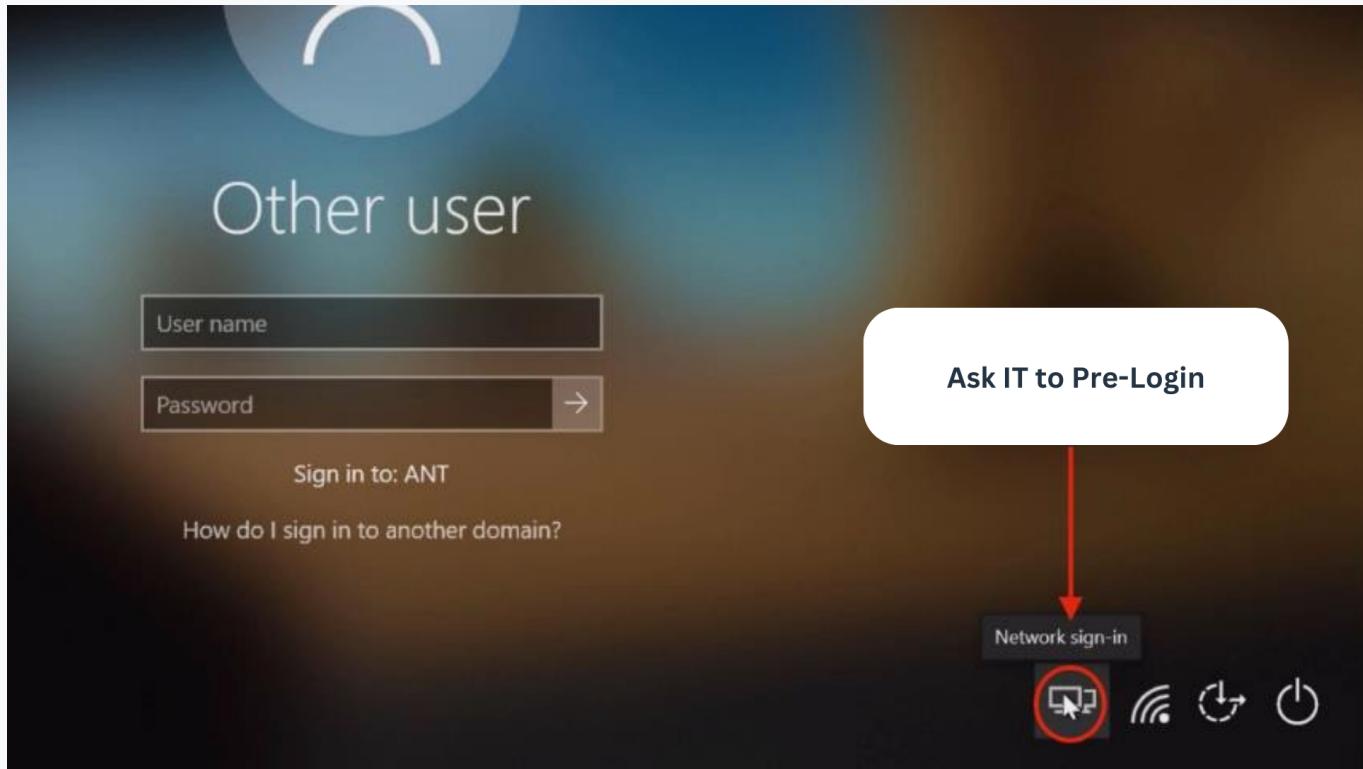
**Where's my temporary PIN?** Upon issuing your Zukey, IT will typically email you a temporary PIN for initial setup. Check your email for the temporary security key PIN.

## Follow steps below:

1

Sign in to an Amazon laptop or computer with your username and password

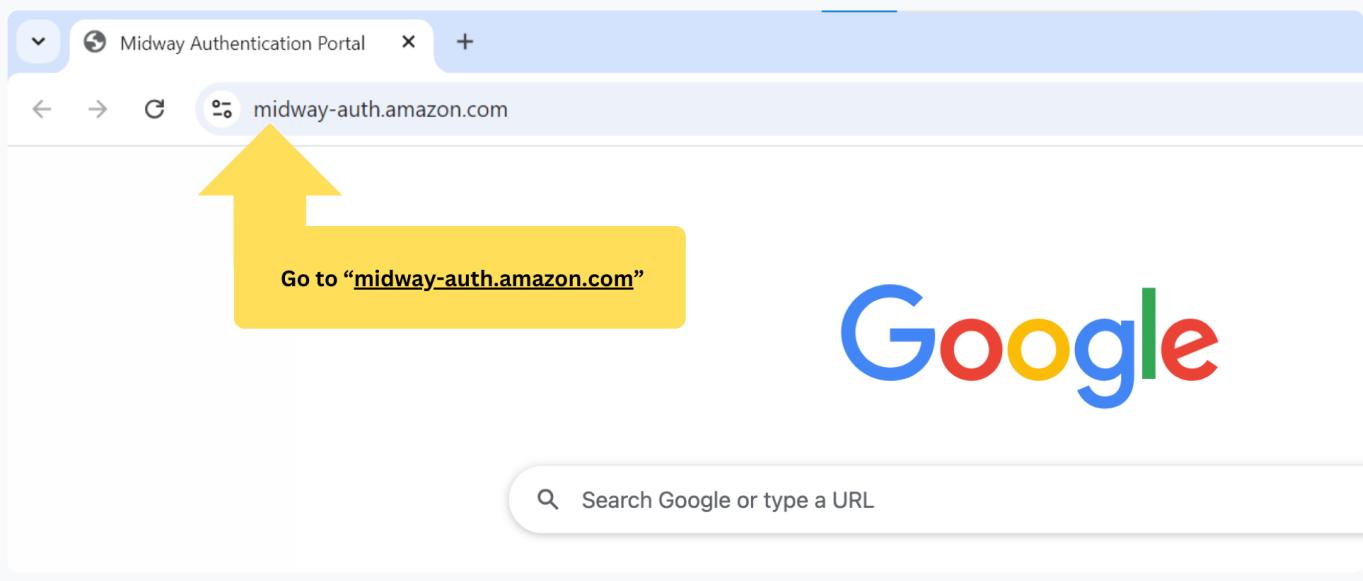
Ask IT to Pri-login.



2

## Open Google Chrome and navigate to [midway-auth.amazon.com](https://midway-auth.amazon.com)

The self-service key registration laptop outside of the IT hub, has a shortcut to "Midway signin for zukey" on the desktop. Double-click the shortcut icon to go directly to midway authentication portal.



3

## Enter your Amazon username and Temporary PIN. Click "Sign In"

Check your email for the temporary PIN.

You are using old UI, to switch to new UI click [here](#)

Sign in

Why am I here?

1. Enter Amazon username

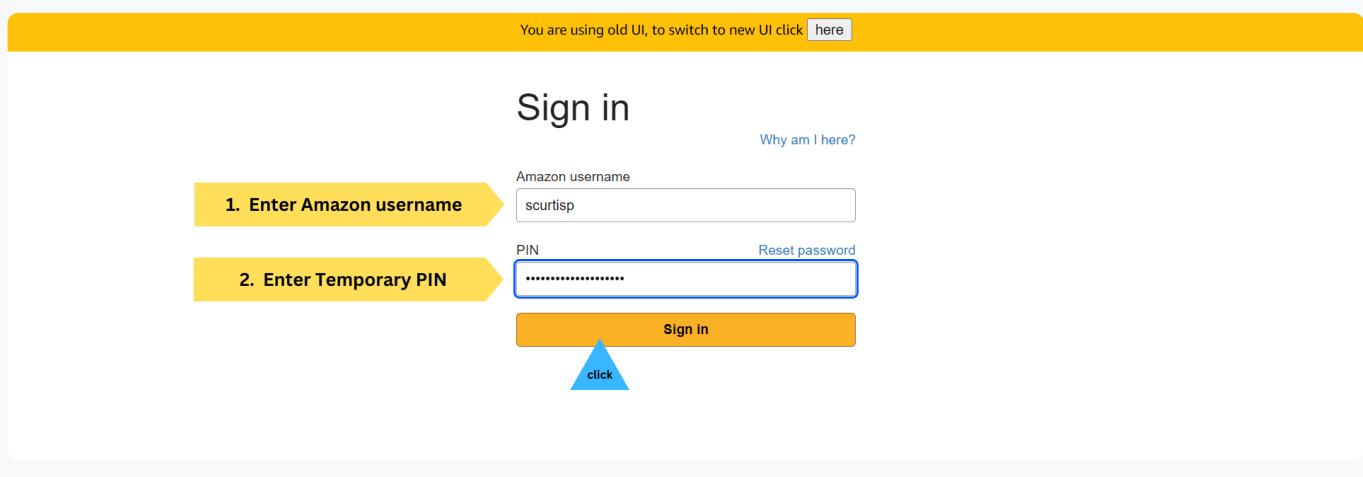
Amazon username  
scurtisp

2. Enter Temporary PIN

PIN ..... Reset password

Sign in

click



**4**

## Click “security key registration portal”

If you dont see this screen after sign in with your pin, go back to the previous step and enter your temp PIN again.

### Welcome jeffbezos!

To register or manage your security keys, visit the [security key registration portal](#)

 click

Secured by Midway. For login issues, [chat with IT support](#).

**5**

## Click “REGISTER SECURITY KEY”

If you dont see this screen after sign in with your pin, go back to the previous step and enter your temp PIN again.

Midway

Hi scurtisp , you're signed in with sslmidway

[FAQ](#)[User Guide](#)[Report Issue](#)

### Welcome to security key dashboard

Amazon Enterprise Access

[REGISTER SECURITY KEY](#)

 click

**6**

## Click “Begin registration”

Midway classic ▾ Hi scurtisp, you're signed in with sslmidway [FAQ](#) [User Guide](#) [Report Issue](#) [Logout](#)

Some users are now receiving FIDO2 keys. If you are a Mac user who has received one of these keys, you will need to register using Chrome as Firefox will not work. More information on the new keys can be found here [https://w.amazon.com/bin/view/NextGenMidway/UserGuide/#Local\\_PIN](https://w.amazon.com/bin/view/NextGenMidway/UserGuide/#Local_PIN)

We highly value your feedback on your experiences while using the Midway Registration Portal. Please complete this 5-minute survey so we can understand how to improve the quality of your experience.

Pick up a security key at your [nearest IT Support office or IT vending machine](#). After you pick up a security key, click **Begin registration**

**Important:** You must have your new security key with you to register it. Ensure that you have ONLY your new security key plugged in at this point.

**Begin registration**

**7**

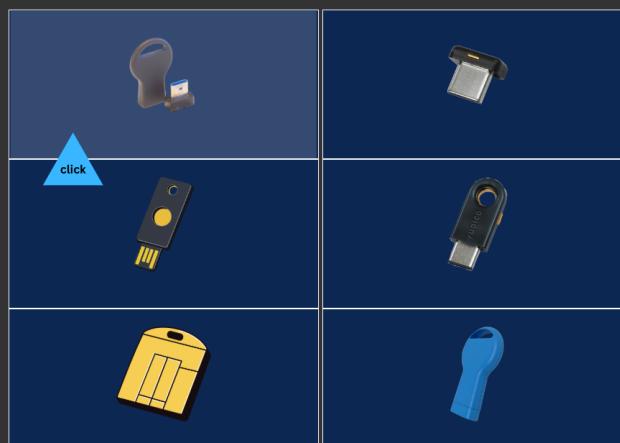
## Click the image of the security key that looks like yours.

There are several types of security keys at Amazon, but they all have the same features. ABQ2 is currently distributing Fantom4 USB-C Nano Zukeys.

Midway classic ▾ Hi scurtisp, you're signed in with sslmidway [FAQ](#) [User Guide](#) [Report Issue](#) [Logout](#)

Information on the new keys can be found here [https://w.amazon.com/bin/view/NextGenMidway/UserGuide/#Local\\_PIN](https://w.amazon.com/bin/view/NextGenMidway/UserGuide/#Local_PIN)

We highly value your feedback on your experiences while using the Midway Registration Portal. Please complete this 5-minute survey so we can understand how to improve the quality of your experience.



**8**

## Insert your Zukey into USB-C port of laptop.

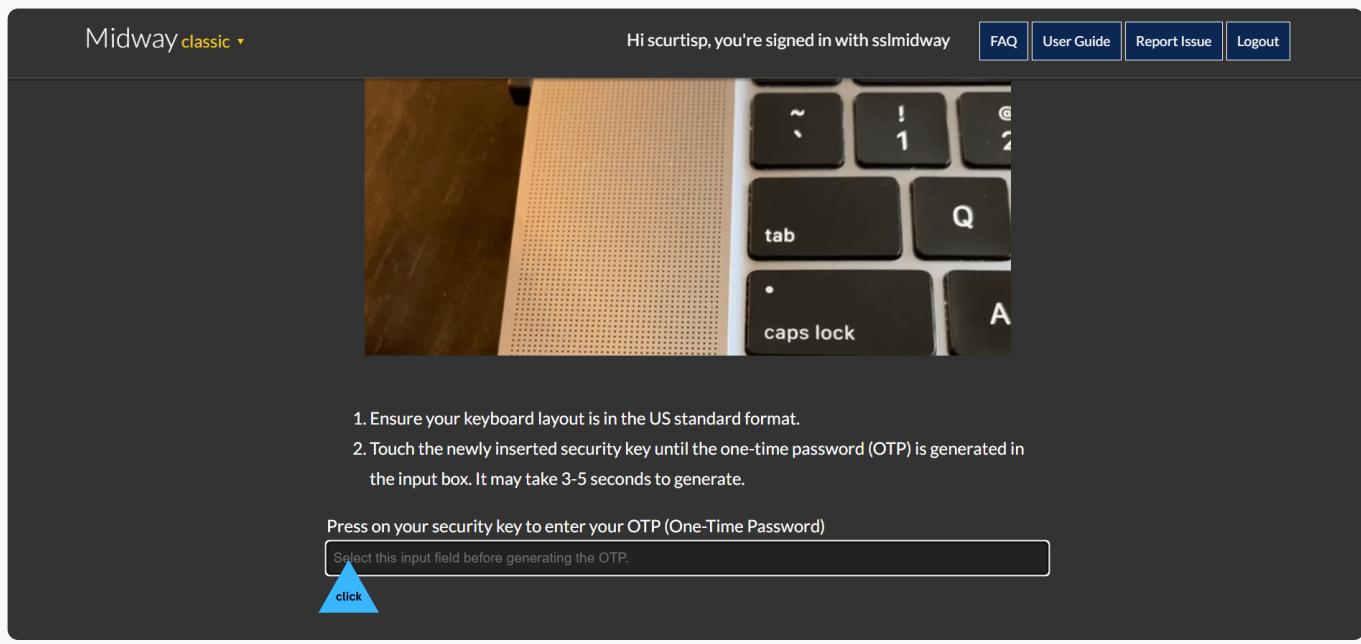
Once the security key is inserted, the computer/laptop will take a few seconds to detect and identify the security device. Generally, you will see a notification about “new device” detection. If you don’t see a notification, check to make sure your device is properly inserted or reinsert the key into one of the other available USB ports.



9

## Click the One-Time Password(OTP) field

Depending on the type of security key you have, you'll need to apply light pressure to either its side or top. If you're pressing your security key but it isn't entering a One-Time Password ( OTP), remove your finger from the security key, click the OTP text box, and then touch the security key again.



**10**

## Touch and hold your inserted zukey for 3-5 seconds to generate One-Time Password(OTP)

Touch and hold the inserted security key to generate an OTP. Once the OTP is captured, you will automatically move on to the next step.



**11**

## Enter a new PIN, confirm, and Click “Continue”

Must be at least 8 characters. Choose a security key PIN that's easy to remember. You'll type it every day to log in to internal Amazon services and VPN.

Midway classic ▾

Hi scurtisp, you're signed in with sslmidway

[FAQ](#) [User Guide](#) [Report Issue](#) [Logout](#)

think of ASCII as being letters, numbers, and the symbols on a US keyboard, but not language specific characters, such as é or Ü. More details can be found [here](#).

Some users have received new YubiKey5 (FIDO2 enabled) security keys. If you received one of these keys, you will be asked to set an additional PIN later in the registration process. We recommend that you set that PIN to the same thing as the one below. More details about the new security keys can be found [here](#).

Your pin must be unique and different from all other passwords used at Amazon. Do not use your corporate password as your pin.

New PIN (8-64 ASCII (American Standard Code for Information Interchange) chars):

1. Enter New PIN

2. Enter New PIN again

click

**12**

## Select "DO NOT SCAN the QR CODE..." checkbox and click "Continue"

Check the box labeled "DO NOT SCAN".

Midway classic ▾

Hi scurtisp, you're signed in with sslmidway

FAQ

User Guide

Report Issue

Logout

1. Read the pop-up titled "Create a passkey on a phone or tablet"

2. Select **Use a different device**

3. Select **USB security key**

**MAC Users:**

1. "Read the pop-up titled "Create a passkey on a phone or tablet"

2. Touch the newly inserted security key

3. Set up a security PIN (must be 8 characters)

**Important:** FIDO2 security key users will need to set up an additional PIN during the next step.

This PIN must be at least 8 characters. We recommend using the same FIDO2 PIN as your

Midway PIN(the one used to sign in to VPN and workspaces). Do not use your corporate

password as your pin. To learn more click [here](#).

**1. Check Box**

DO NOT SCAN the QR CODE in upcoming pop-up after clicking continue.

Continue

click

**13**

## Click "Save another way"

Midway classic ▾

FAQ

User Guide

Report Issue

Logout

**Create a passkey on a phone or tablet**

Scan this QR code with a camera on the device where you want to create a passkey for midway-auth.amazon.com



Save another way

click

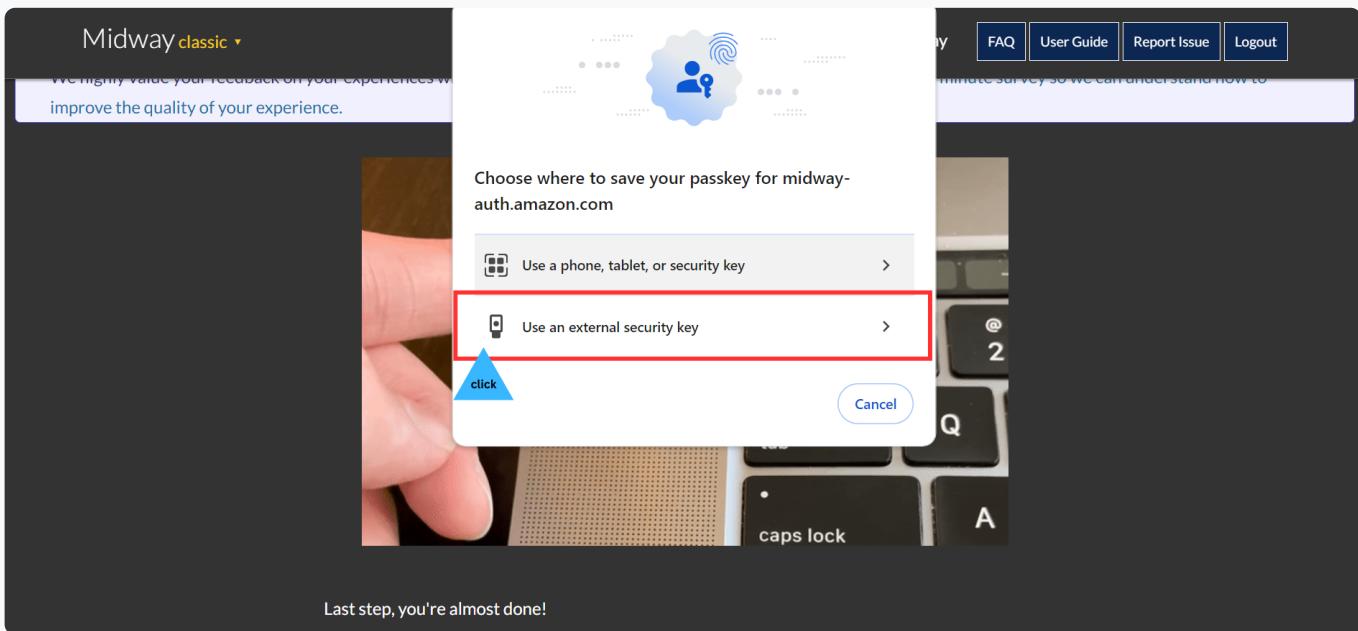
Cancel

caps lock

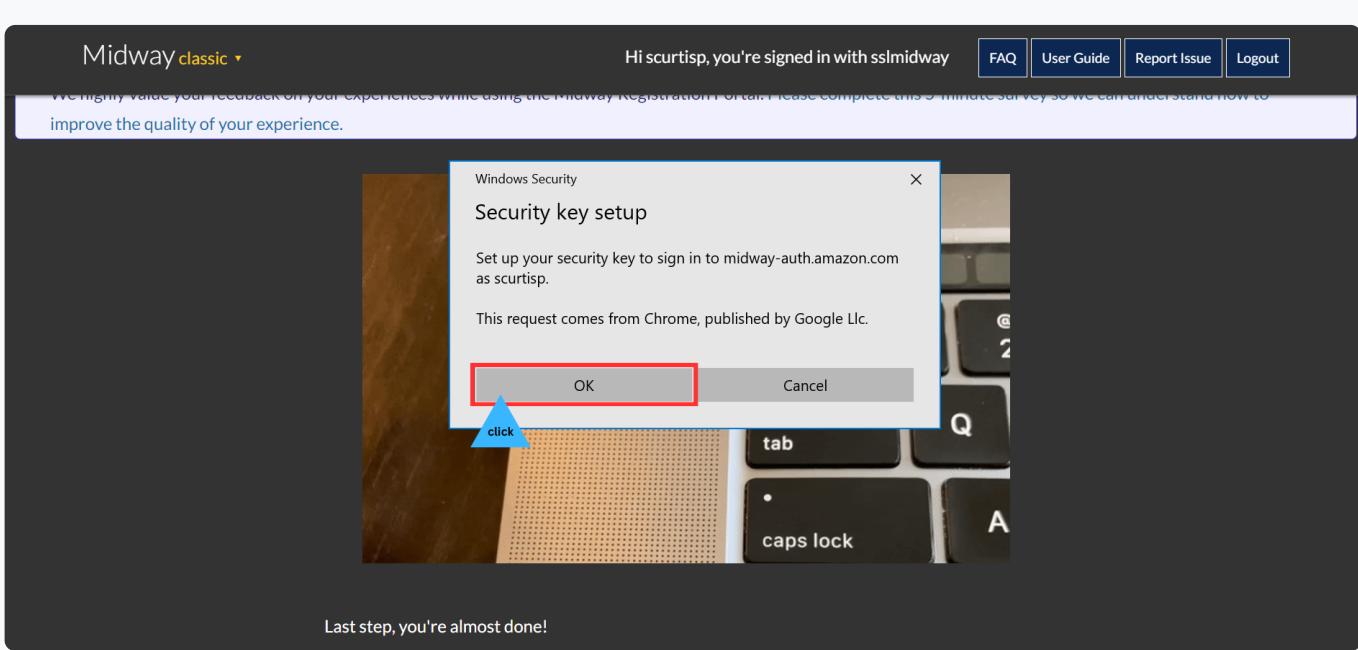
Last step, you're almost done!

**14**

## Click "Use an external security key"

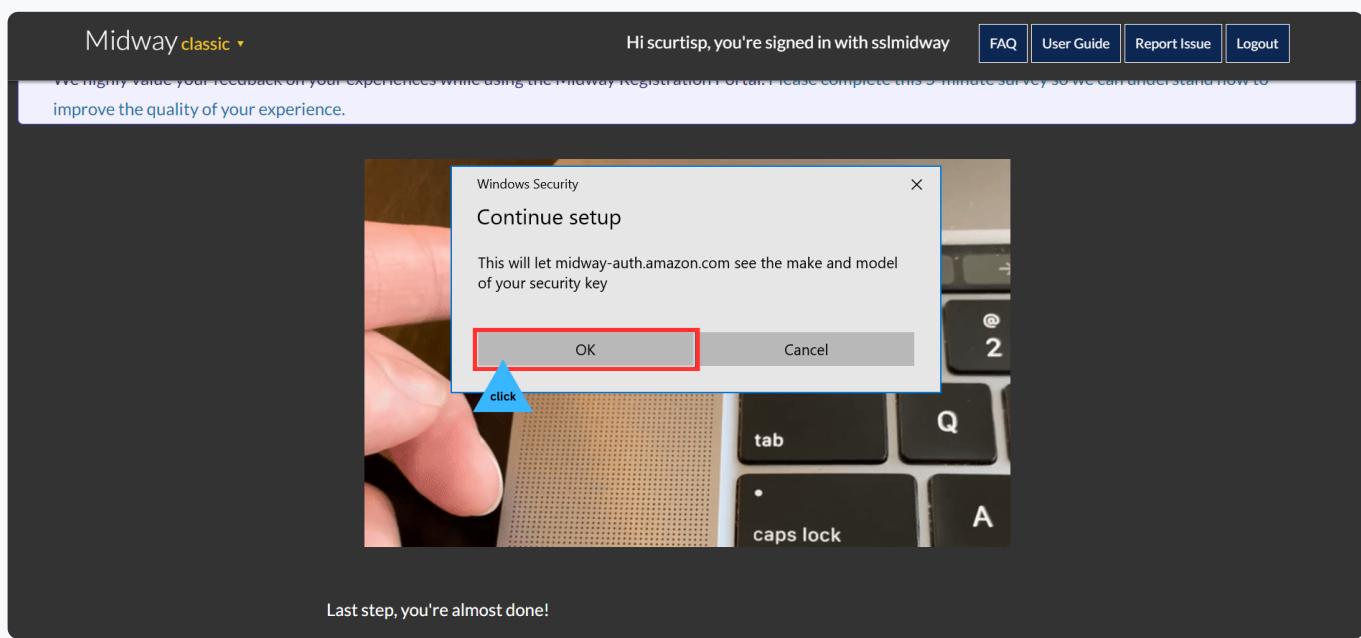
**15**

## Click "OK"



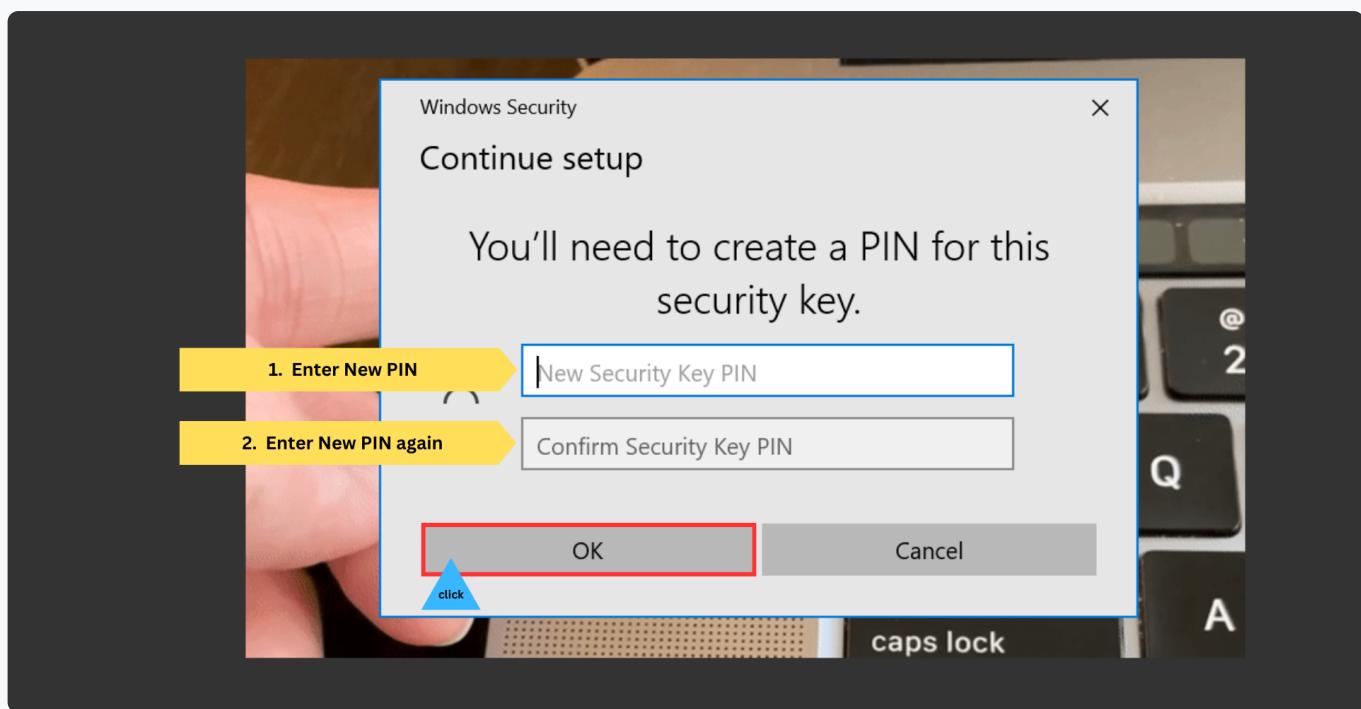
**16**

## Click "OK" to continue setup

**17**

## Enter your new PIN from step 11. Confirm, and click "OK"

Enter the same PIN you created in step 11.

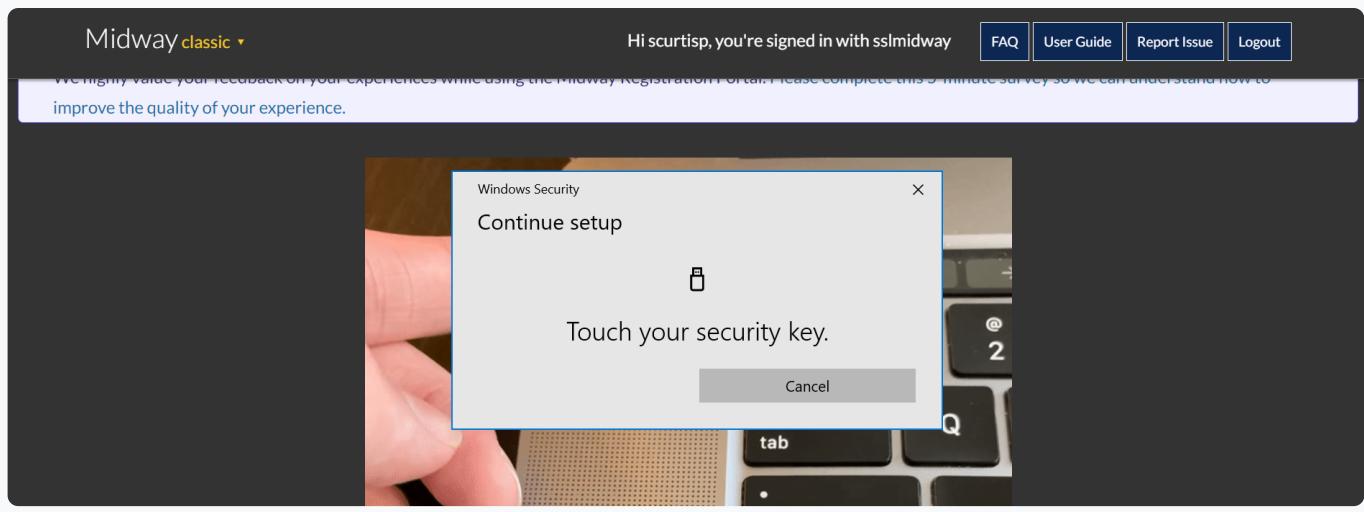


18

## Touch and hold zukey for 3 seconds. Release then touch and hold again

When prompted:

1. Touch and hold your inserted zukey for 5 seconds
2. Let go
3. **Touch and hold** key again until the browser refreshes.



# All Done!

## You have successfully registered your Zukey

If all steps have been completed correctly, you shold see a message about successful zukey registration. It may take up to one hour for your security key to work on al Amazon services and tools.

Midway classic ▾

Hi scurtisp, you're signed in with sslmidway

FAQ

User Guide

Report Issue

Logout

Some users are now receiving FIDO2 keys. If you are a Mac user who has received one or these keys, you will need to register using Chrome as Firefox will not work. More information on the new keys can be found here [https://w.amazon.com/bin/view/NextGenMidway/UserGuide/#Local\\_PIN](https://w.amazon.com/bin/view/NextGenMidway/UserGuide/#Local_PIN)

We highly value your feedback on your experiences while using the Midway Registration Portal. Please complete this 5-minute survey so we can understand how to improve the quality of your experience.

Success

**You have successfully completed registration of your FIDO2 security key! It may take up to 1 hour for this security key to work on all of Amazon's tools and resources.**

When authenticating you will use the new Midway Authentication UI with the on-token PIN you entered during registration. If you use `mwinit`, you will also now need to use the `mwinit -f` option for authentication.

To make additional changes to your security key(s) or view diagnostic information, visit [your security key dashboard](#).

If you require Secure Shell (SSH) access, you need to take additional steps to set up your security key. Visit the [Setting up your security key for SSH page](#) for instructions.

Find answers to commonly asked questions about security keys on the [FAQ wiki page](#).