



# FIDO2 Security Tokens User Guide

Instructions for Users on the use and management of FIDO2 security keys through the NHSmail Portal.

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Step by step instructions for Users on the use and management of FIDO2 security keys through the NHSmail Portal.

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## What is FIDO2

FIDO2 is an open authentication standard developed by the FIDO2 Alliance in collaboration with the World Wide Web Consortium (W3C).

FIDO2 uses public-key cryptography to provide secure and convenient authentication technology. For every account that uses a FIDO2 security key, there is a public and private key that enable services to validate the identity of users and their security key.

Prior to being able to use a FIDO2-enabled security key, users must register their key with the NHSmail platform.

When users then authenticate, their identity can then be verified with a simple action, such as scanning a fingerprint or touching the security key. The NHSmail platform and the user's authenticator conduct a challenge-response to verify that the user is in possession of the correct private key. Each registration uses a unique key pair, and the private key never leaves the user's security key.

For further information, read this [FIDO2 Overview](#) article.

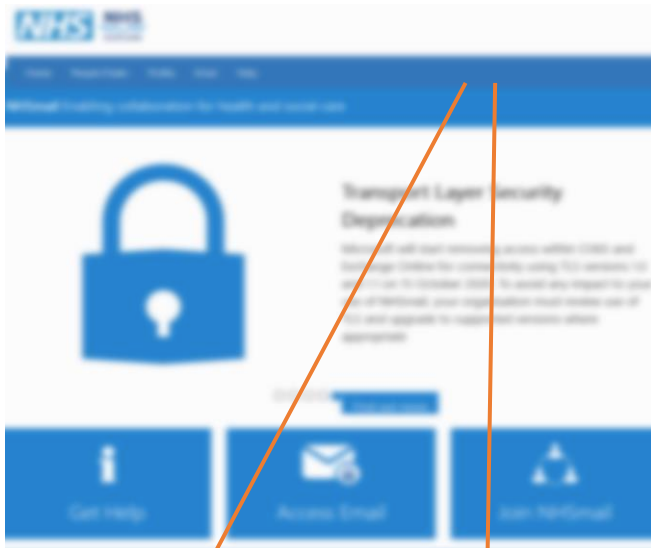


## Navigate to 'Manage FIDO2 Tokens'

In order to register a new token, please login to the [NHSmail Portal](#) using your NHSmail account details ([example@nhs.net](#)).

Navigate to your **Profile** page and select the **Self-Service** tab. On this page click on the **Manage FIDO2 Tokens** button.

This will take you to the FIDO2 management page where you will be able to [register](#), [edit](#) and [remove](#) any FIDO2 security tokens.



Manage FIDO2 Tokens

## Register a new token

On your FIDO2 token management page, click on the **Register New Token** button and follow the instructions on your screen.

A window will appear asking you to confirm you want to set up your security key. Click **OK** and then insert your security key when prompted. You will then be asked to create a PIN for this security key (minimum 4 numbers). You will need to use this PIN during future login attempts, so it is important that you remember the PIN.

Once you have registered a PIN you will be asked to touch the security key to confirm your presence and then provide a valid nickname for the security key. This nickname is used to identify the correct security key during the login process so be sure to give it an appropriate and recognisable name.

## Edit a token nickname

On your FIDO2 token management page, you will see a list of registered security tokens. Click on the **Edit** button next to the specific security key you wish to change.

Provide a new valid nickname for the security key and click **Save Changes**.

Note that this nickname is used to identify the correct security key during the login process so be sure to give it an appropriate and recognisable name.

## Remove a token

On your FIDO2 token management page, you will see a list of registered security tokens. Click on the **Remove** button next to the security key you wish to remove. A new window will pop up to confirm you wish to remove this security key.

Once you have removed the security key, you will no longer be able to login using that specific security key. This will be effective immediately. Any existing sessions will last until your next login attempt.

For further guidance, there is a '[How-To-Video](#)' available to watch with step-by-step instructions on registering and managing your FIDO2 token. If you have any issues or queries, please contact a [Local Administrator](#) at your organisation.

## I want to start using FIDO2

If you want to start using FIDO2, please contact a [Local Administrator](#) who should be able to advise you on the process for getting a security token at your organisation.

Please note that as of September 2021, FIDO2 is a new capability and some organisations may not yet have a defined plan for rolling this out to users.

## I have forgotten my PIN

If you have forgotten your FIDO2 security token PIN, there are two options available to reset your PIN. If you have an alternative option for MFA set up on your account (e.g. [Microsoft Authenticator App](#) or second FIDO2 security token), you can reset your PIN with the following steps:

- [Reset](#) your security key to factory settings on a Windows 10 device
- [Remove](#) your registered security token in the NHSmail Portal
- [Re-register](#) your security token with a new PIN in the NHSmail Portal

Alternatively, contact a [Local Administrator](#) who should be able to help you reset your PIN. They will need access to your token to do this.

## My token is not working

If you are not able to login with your FIDO2 security token, please try the following:

- Check if you have internet connectivity
- Check if it works to login with your token from a different browser
- If you have a backup option for MFA set up on your account, please login to the [NHSmail Portal](#) and follow the steps to [remove](#) and [re-register](#) the FIDO2 security token

If none of the above resolves the issue, then it may be a problem with the hardware. Please contact a [Local Administrator](#) who should be able to help investigate this further.

## My token has been misplaced / stolen

If your token has been stolen, misplaced, or otherwise lost, please make sure to remove the security token from your list of registered tokens in the [NHSmail Portal](#). This is critical as an attacker may attempt to use the token to gain unwarranted access to systems.

It is also advised that you follow local procedures to report this as appropriate. If you have any queries, please contact a [Local Administrator](#) at your organisation.