

What are passkeys?



Passkeys are encrypted digital keys created on your device by your providers such as Google, Apple, and Microsoft. With passkeys, you can use your face, fingerprint or screen lock (for Android only) to unlock your device.

Passkeys provide strong protection against security threats like phishing and data breaches. They are unique to the device on which they are created.

You can now sign into your iBB business mobile or web application using a passkey.

How does a passkey work?	Passkeys work like a lock and key. There are two parts to the unlocking process: a private key stored on your device and a public key held by the app or website. Both keys are necessary for access and cannot be used independently. Fraudsters cannot access the private key without unlocking the device, providing more security compared to passwords.
Is it mandatory to use a passkey?	No, it's optional for customers.
Is my biometric data shared with you?	Your biometric data is stored on your device and is never shared with us or any service provider.
Do passkeys expire?	No, passkeys usually don't expire, although it depends on the provider managing them.
If I lose access to my passkey device, can I still log in with my password?	Yes, you can log in with your password if you cannot use your passkey.
What happens to my passkeys if I lose my device?	To use a passkey, your device will ask for your fingerprint or face pattern to unlock. This ensures that the passkey remains secure and inaccessible to others. You can still log in to your account using another device that has your passkey. If no passkey is set up on another device, you can use your password or register a new passkey.
What happens if someone steals my passkey from your system?	Passkeys have two parts - a public key and a private key. When you register a passkey, only the public key is saved on the system, while the private key needed for login is stored on your device. To access an account protected by a passkey, you need both physical access to your device and a way to unlock it. This key separation helps ensure the security of passkeys.
Can I use passkeys on multiple computers?	Yes, your sign-in credentials should be accessible to you on the same system wherever you login. If you have any difficulties, check with your computer support service.

How can I remove a passkey?

To remove a Passkey from your device or web platform, go into the Settings option and tap on 'Delete a Passkey'.
