



Learn about
Visa Partner Passkey

What is Passkey?



Passkey (or Passwordless) authentication allows users to securely log into digital platforms without a password. Instead, they use a PIN, biometric data (like a fingerprint), or a physical security key to verify their identity. Passkey authentication is a more convenient and secure way to protect digital accounts.

Benefits of using Passkey:

- ✓ Improves security by eliminating risks from weak or stolen passwords
- ✓ Simplifies the login process
- ✓ Reduces the need to manage multiple passwords

Before you get started

What to know

Existing Visa Partner users

- You can register for a Passkey either through the **Login Page** or the **"My Account"** feature after logging in.

New Visa Partner users

- Passkey registration is part of the first-time login process.
- If you skip registration during the first-time login, you can still register later through "My Account."

Additional information



Federated single sign-on (SSO) users will not have the option to register and login with a Passkey



Passkey is not supported for iPhone, iPad and Android device users at this time



Users with a Security Key (FIDO2-Certified Key) can register and login with a Passkey on Windows and Mac

Tips before starting registration



Verify Your Operating System/Browser Compatibility

Make sure your device's operating system and all related software are up to date with the following supported operating systems/browsers:

- Windows 10 and newer
- Microsoft Edge 109 or newer
- Chrome 109 or newer
- Mozilla Firefox 122+

***Safari is not supported at this time.**



Confirm Authentication Methods

For Windows devices, ensure Windows Hello (PIN, fingerprint, and/or facial recognition) is enabled and configured.

For Mac devices, you can only authenticate with a Security Key that is FIDO2- Certified Key.

For Security Key, make sure it is a FIDO2-Certified Key.



Verify Device Compatibility

Verify the compatibility of your device with Passkey. Some devices may have settings that need to be enabled for Passkey to work. Reach out to your organization's IT administrator for assistance.

To check if your operating system and browser's web authentication methods are compatible with Passkey, click on this link: <https://www.partner.visa.com/login/webauth-comp-check>

By following the steps above, you can ensure a smooth and hassle-free Passkey registration and login experience. If you receive the "Passkey not enabled" screen, please see tips on troubleshooting .

Register a Passkey

Existing Platform Users Registering a Passkey

To register a Passkey, navigate to the Login Page. You can register by clicking the "Register a passkey" link.

Follow the on-screen instructions to continue with the Passkey registration process.

- During the registration process, you will be able to Register a Passkey on your Local Workstation or Another Device (Security Key). Windows user will have the option to register either their Local Workstation or Another Device (Security Key). Mac users will only have the option to register Another Device (Security Key).
- Alternatively, you can register a Passkey on your local workstation or another device (Security Key) through the "My Account" feature within the portal at any time.

New Users Registering a Passkey

During the creation of your new account, upon first-ever login, you will be prompted to initiate the Passkey registration process. Follow the on-screen instructions to continue with the Passkey registration process.

- During the registration process, you will be able to Register a Passkey on your Local Workstation or Another Device (Security Key). Windows user will have the option to register either their Local Workstation or Another Device (Security Key). Mac users will only have the option to register Another Device (Security Key).
- Alternatively, you can register a Passkey on your local workstation or another device (Security Key) through the "My Account" feature within the portal at any time.

Log in with your registered Passkey

1. To log in using a registered Passkey, navigate to the Login Page. Enter in your username and press the "LOG IN WITH PASSKEY" button.
2. Follow the on-screen instructions displayed by your machine based on the type of Passkey you have registered.

Tips during registration process

“Unable to Proceed with Login” screen

You may see this screen during the Passkey registration or login process.

Common reasons and tips to resolve these issues include:

Common reason	Description	Tips
Not Registered for Passkey	You might not have completed the registration process for Passkey, which is required to log in .	If you haven't registered a Passkey yet, you may see the "Unable to Proceed with Login" screen. Follow the instructions to register your Passkey and click the "Proceed to Register" button to log in with your username and password and then register.
Account Disabled	Your account status may be in a disabled state.	Multiple failed logins could lead to account disablement. To re-enable your account, wait 30 minutes before you try again or call Access Support for assistance. You may also use the "Forgot Password?" feature on the Visa Partner Log In page. If you require further assistance, contact your Visa Partner administrator.
Incorrect Username	The username entered is not recognized.	Double-check your credentials to make sure there are no typos, or use the "Forgot Username?" feature on the Visa Partner Log In page to retrieve a forgotten username.

“Passkey not enabled” screen

You may see the “Passkey not enabled” screen if your local machine has not been set up for Passkey registration.

Here are the recommended steps to avoid encountering the “Passkey not enabled” screen during registration:

Common reason	Description	Tips
Machine is not enabled or set up for Passkey	Validate Machine Passkey Enablement Status / Enabling your Machine for Passkey Registration	Contact your organization's IT administrator to confirm that your machine has been properly enabled for Passkey registration.