

Logging in with Passkeys

Overview

Passkeys make logging in to Solo faster, easier and much more secure than traditional passwords. This guide shows you how to set up Passkeys, manage them across your devices and remove them when needed.

Using Passkeys not only simplifies your login experience but also protects you from phishing and password theft.

Creating a Passkey

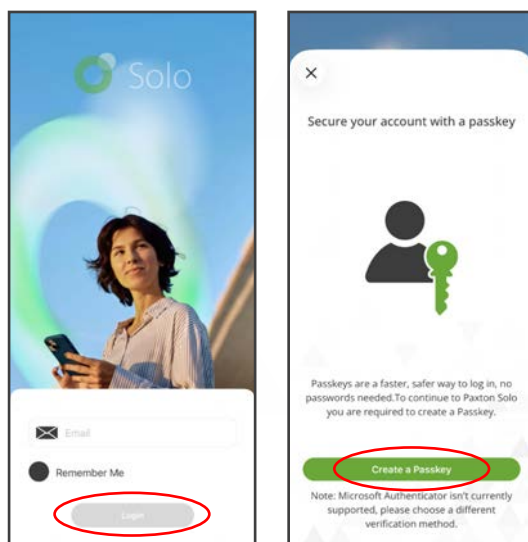
When you first login to Solo, you will be required to create a Passkey. Follow these steps to create one:

1. Enter your email address and tap **'Login'** – You'll receive an email containing a magic link.
2. Tap on the magic link in the email – The Solo app will open and log you in.

You'll now be prompted to create a passkey. This process is mandatory.

3. Tap on **'Create a Passkey'**.
4. Follow on screen instructions to create a Passkey for logging in.

Note: Microsoft Authenticator does not currently support Solo, please select a different option.



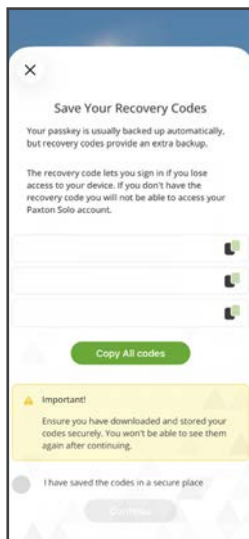
This can be Face ID, Fingerprint or others depending on your device.
Your Passkey is now created, and you will be shown your recovery codes.

Recovery codes

Once a Passkey is set up, you will be required to use the Passkey for any future logins. If you ever lose your device containing your Passkey and you have not added your Passkey to any other devices, you will need to reset your Passkey using a recovery code.

After creating your Passkey, you will be taken to your recovery codes immediately.
You can copy your recovery codes and paste in a safe location.

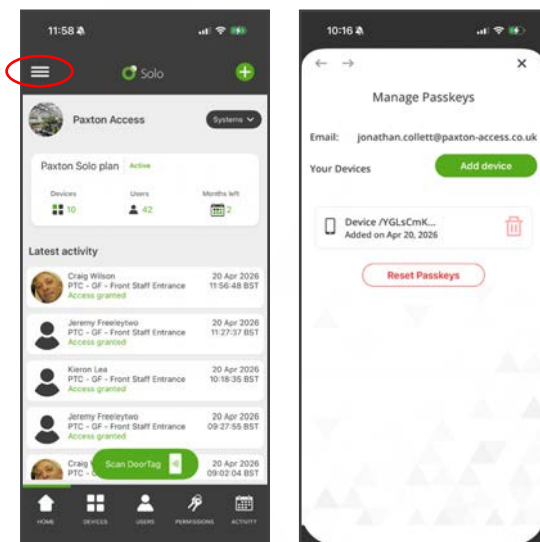
It's important that you do save these recovery codes, if you lose access to your device containing your Passkeys and do not have your recovery codes, you will not be able to access your Solo account.



Managing Passkeys

When using Solo, you may want to add additional devices, remove devices or completely reset your Passkey.

To manage Passkeys, open the burger menu and tap on 'Manage Passkeys'.



To add a new device:

1. Tap on 'Add device'
2. On the new device, either scan the QR code or navigate to the provided URL
3. Follow instructions on the new device.

To delete a device:

1. Tap on the red bin icon beside the device you want to delete.

Note: You cannot delete your last remaining Passkey.

To reset your passkey:

1. Tap on 'Reset Passkey'
2. Enter one of your recovery codes
3. Tap on 'Reset Passkey'

Note: If you do not have your recovery codes, you will be unable to reset your passkey. You can also reset your passkey at the login screen by entering your email, tapping on 'Login' then selecting 'Reset Passkey'.