



Q-Pass user guide

How to set up a passkey

Quilter

How to add a passkey

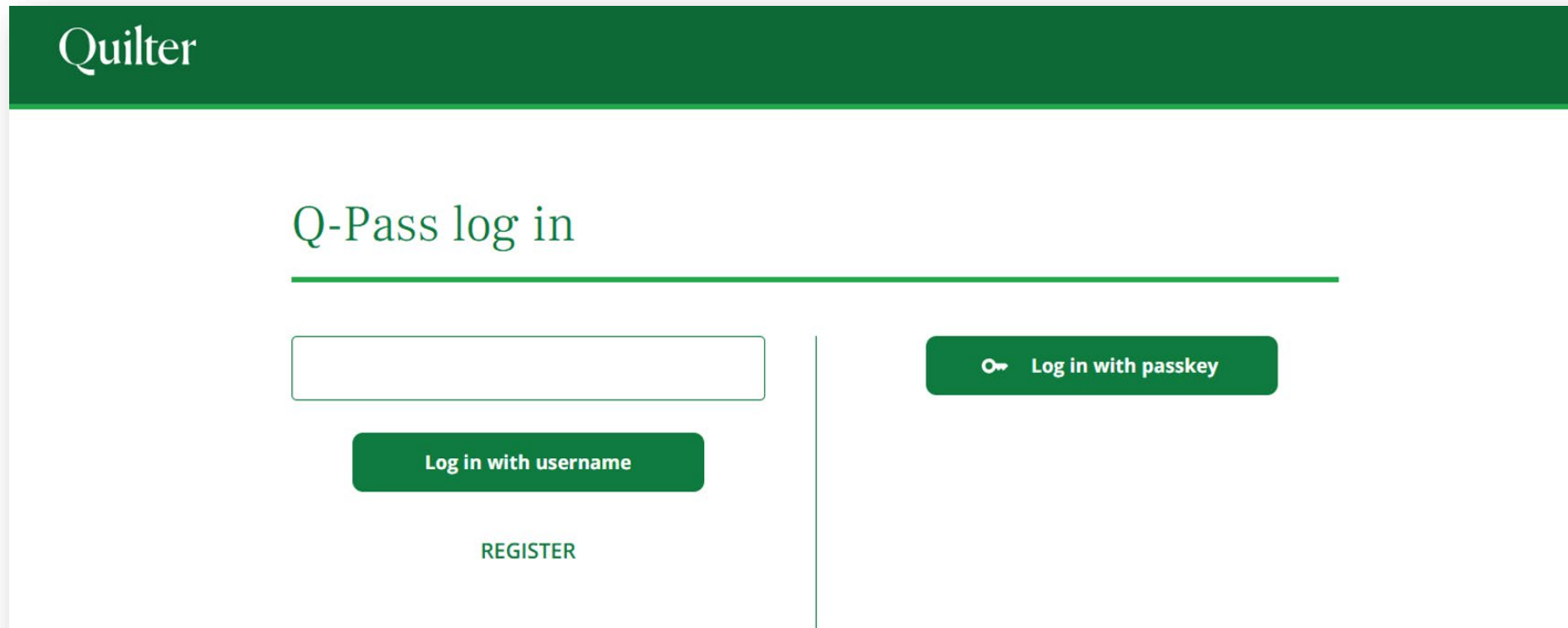
Passkeys provide a secure and convenient way to sign in to Q-Pass without using a password.

With a passkey, you can log in using:

- Windows Hello
- Face ID
- Fingerprint
- Device PIN

Step 1: Log in to Q-Pass

Sign in to Q-Pass using your existing login method.

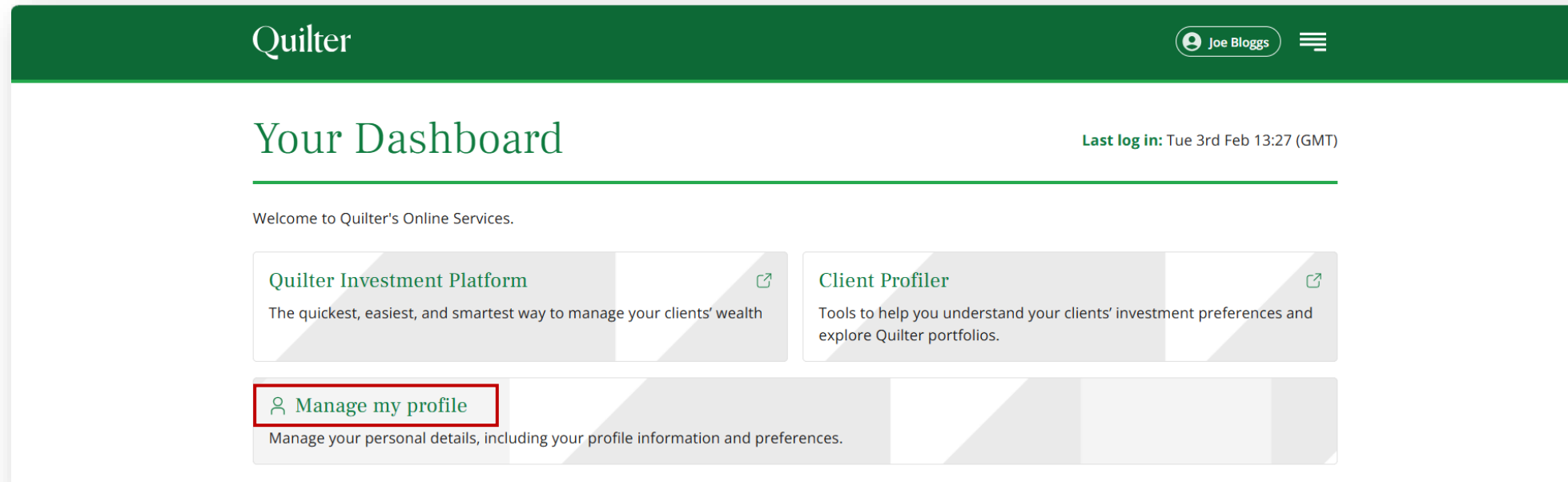


The screenshot shows the Quilter Q-Pass login interface. At the top left, the Quilter logo is displayed in white on a dark green background. Below the logo, the text "Q-Pass log in" is centered in a dark green font, followed by a horizontal green line. The main content area is divided into two columns by a vertical line. On the left side, there is a white rectangular input field for a username. Below this field is a dark green button with the text "Log in with username" in white. Underneath the button is the word "REGISTER" in a smaller, dark green font. On the right side, there is a dark green button with a white key icon and the text "Log in with passkey" in white.

Step 2: Open 'Manage my profile'

After logging in:

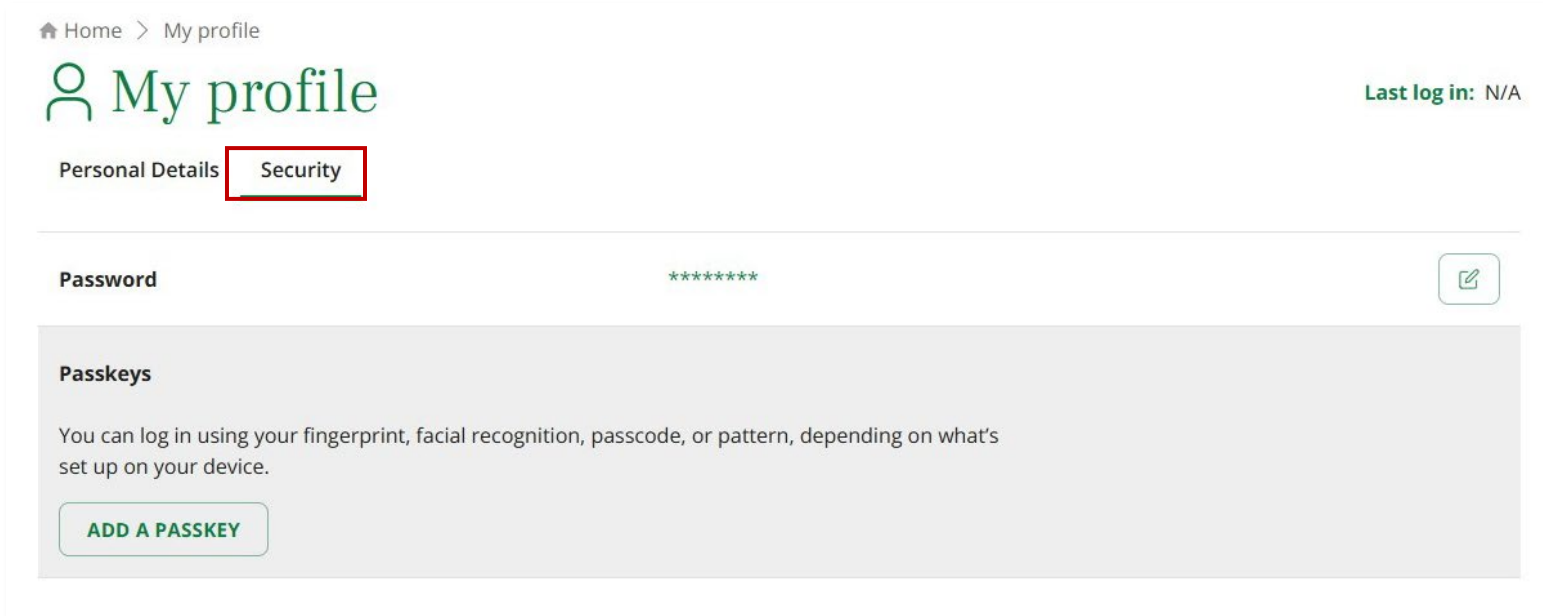
- Navigate to **Manage my profile**
- This area contains your personal details, profile information, and preferences



The screenshot displays the Quilter dashboard interface. At the top, a dark green header contains the Quilter logo on the left, the user name 'Joe Bloggs' in a white pill-shaped button, and a white hamburger menu icon on the right. Below the header, the main content area has a white background. The title 'Your Dashboard' is prominently displayed in a green serif font. To the right of the title, the text 'Last log in: Tue 3rd Feb 13:27 (GMT)' is shown in a smaller green font. A thin green horizontal line separates the title from the main content. Below this line, a green welcome message reads 'Welcome to Quilter's Online Services.' The dashboard features three main tiles. The first tile is 'Quilter Investment Platform', described as 'The quickest, easiest, and smartest way to manage your clients' wealth', with a green arrow icon in the top right corner. The second tile is 'Client Profiler', described as 'Tools to help you understand your clients' investment preferences and explore Quilter portfolios.', also with a green arrow icon. The third tile, 'Manage my profile', is highlighted with a red rectangular border and includes a magnifying glass icon and the description 'Manage your personal details, including your profile information and preferences.'

Step 3: Select 'Security'

Within **Manage my profile**, select the **Security** tab.

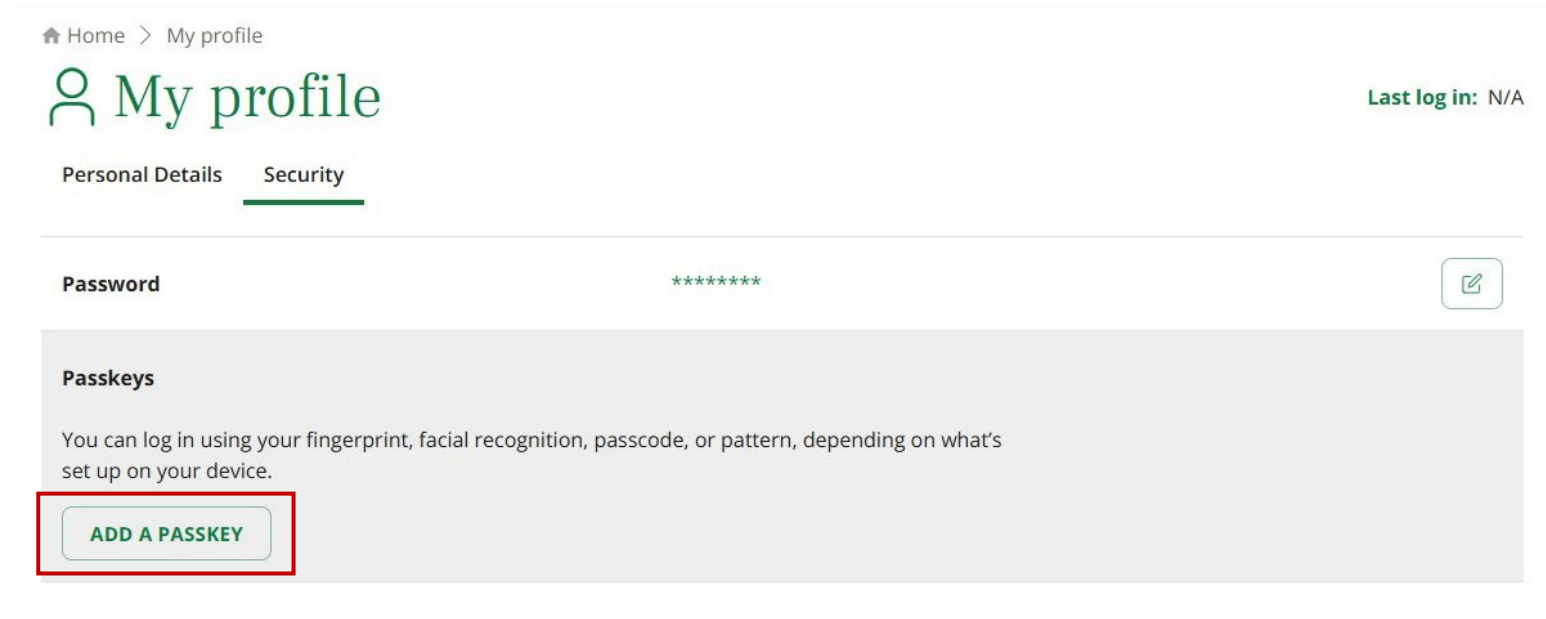


The screenshot shows a user interface for 'My profile'. At the top left, there is a breadcrumb trail: 'Home > My profile'. Below this, the title 'My profile' is displayed next to a person icon. To the right of the title, it says 'Last log in: N/A'. Underneath the title, there are two tabs: 'Personal Details' and 'Security'. The 'Security' tab is highlighted with a red rectangular border. Below the tabs, there is a section for 'Password' showing a masked password '*****' and a small icon for password management. Below that is a section for 'Passkeys' with a descriptive paragraph and an 'ADD A PASSKEY' button.

Step 4: Add a passkey

- Click **Add a passkey**
- Follow the on-screen instructions on your device to complete setup

Your device will guide you through creating the passkey using Windows Hello, Face ID, fingerprint, or your device PIN.




Home > My profile

My profile

Last log in: N/A

Personal Details Security

Password ***** 

Passkeys

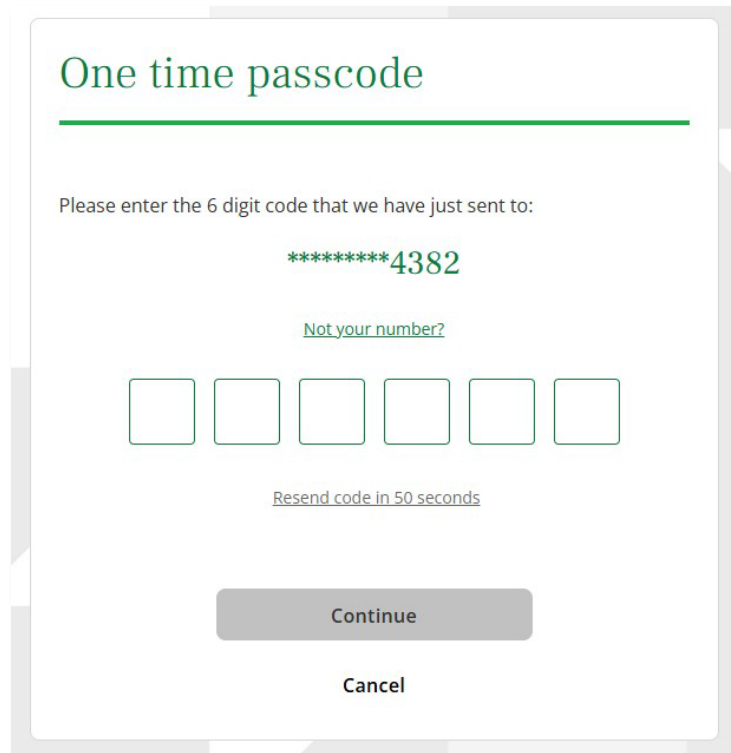
You can log in using your fingerprint, facial recognition, passcode, or pattern, depending on what's set up on your device.

ADD A PASSKEY

Step 5: Mobile security validation

For security verification, you will receive an **SMS code** on your registered mobile number.

- Enter the SMS code when prompted
- This step confirms that you are the person making the change

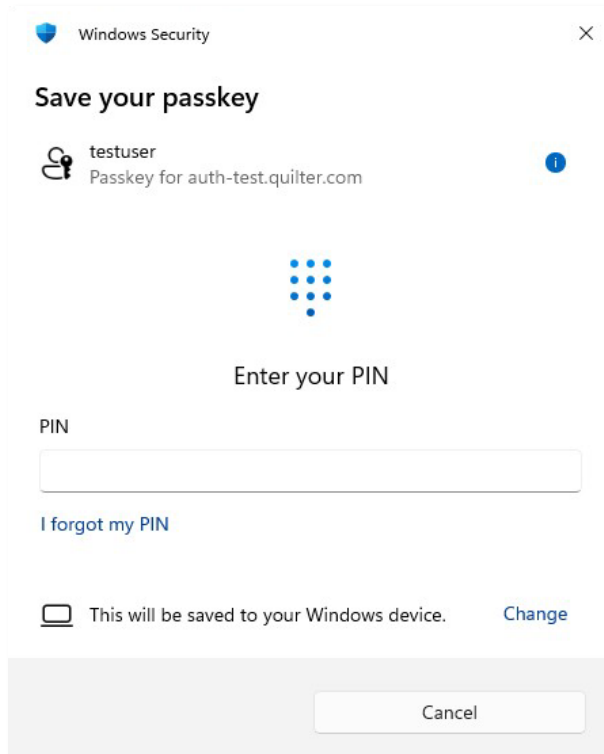


The screenshot shows a mobile security validation screen with the following elements:

- Title:** "One time passcode" in green text, underlined.
- Instruction:** "Please enter the 6 digit code that we have just sent to:"
- Code:** "*****4382" where the asterisks are green and the last four digits are black.
- Link:** "[Not your number?](#)" in green text.
- Input:** Six empty square boxes for entering the code digits.
- Link:** "[Resend code in 50 seconds](#)" in green text.
- Buttons:** A grey "Continue" button and a "Cancel" link below it.

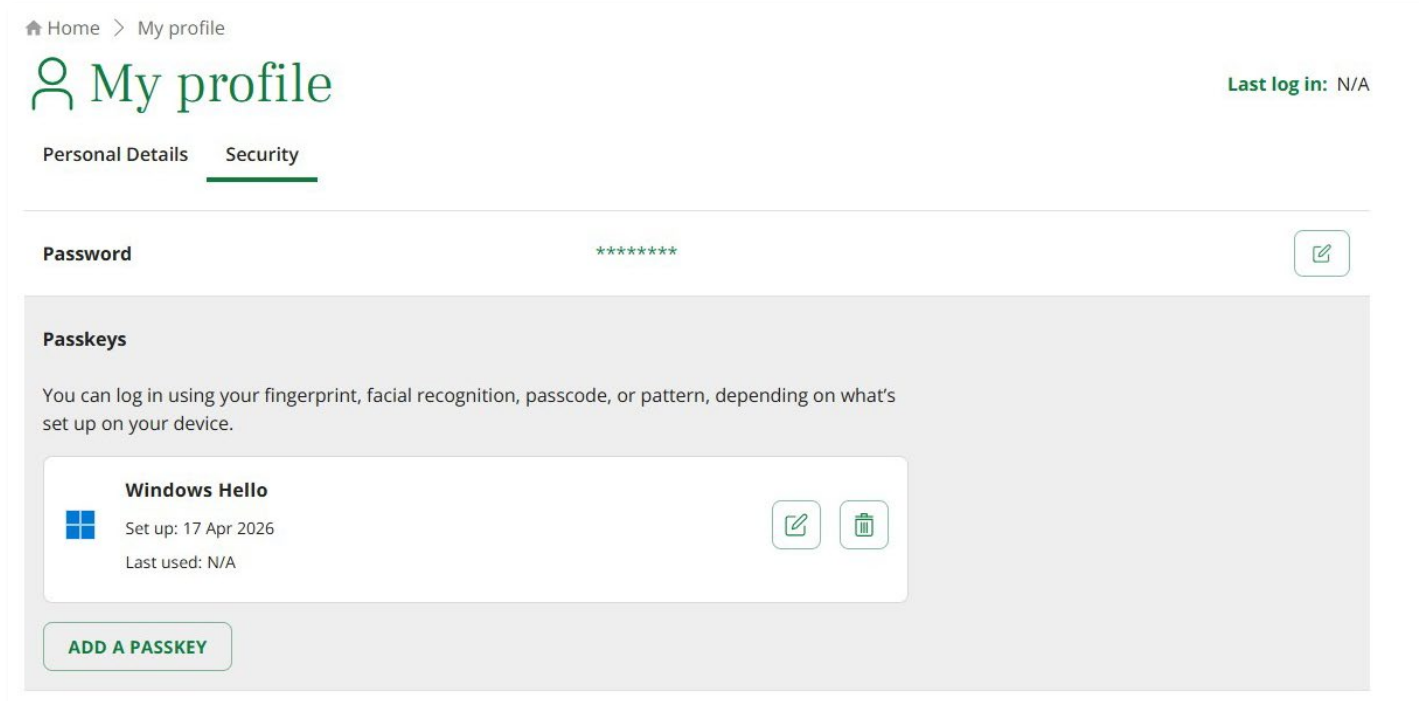
Step 6: Save your passkey

Save your passkey on your Windows or Apple device when prompted. Once saved, your passkey will be available for future logins on that device.



What happens next?

- You can now log into Q-Pass using your passkey
- No password is required on supported devices
- If you need help enabling passkeys on your device, your firm's IT team should be able to help
- Your passkey remains securely stored on your device



Find out more: [Q-Pass – A new secure login for Quilter’s platform | Quilter](#)