



Passkey user guide

How to set up a passkey

Quilter

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Set up a passkey for quicker, easier login

A passkey is a secure way to log in without entering your password or waiting for a text message code each time.

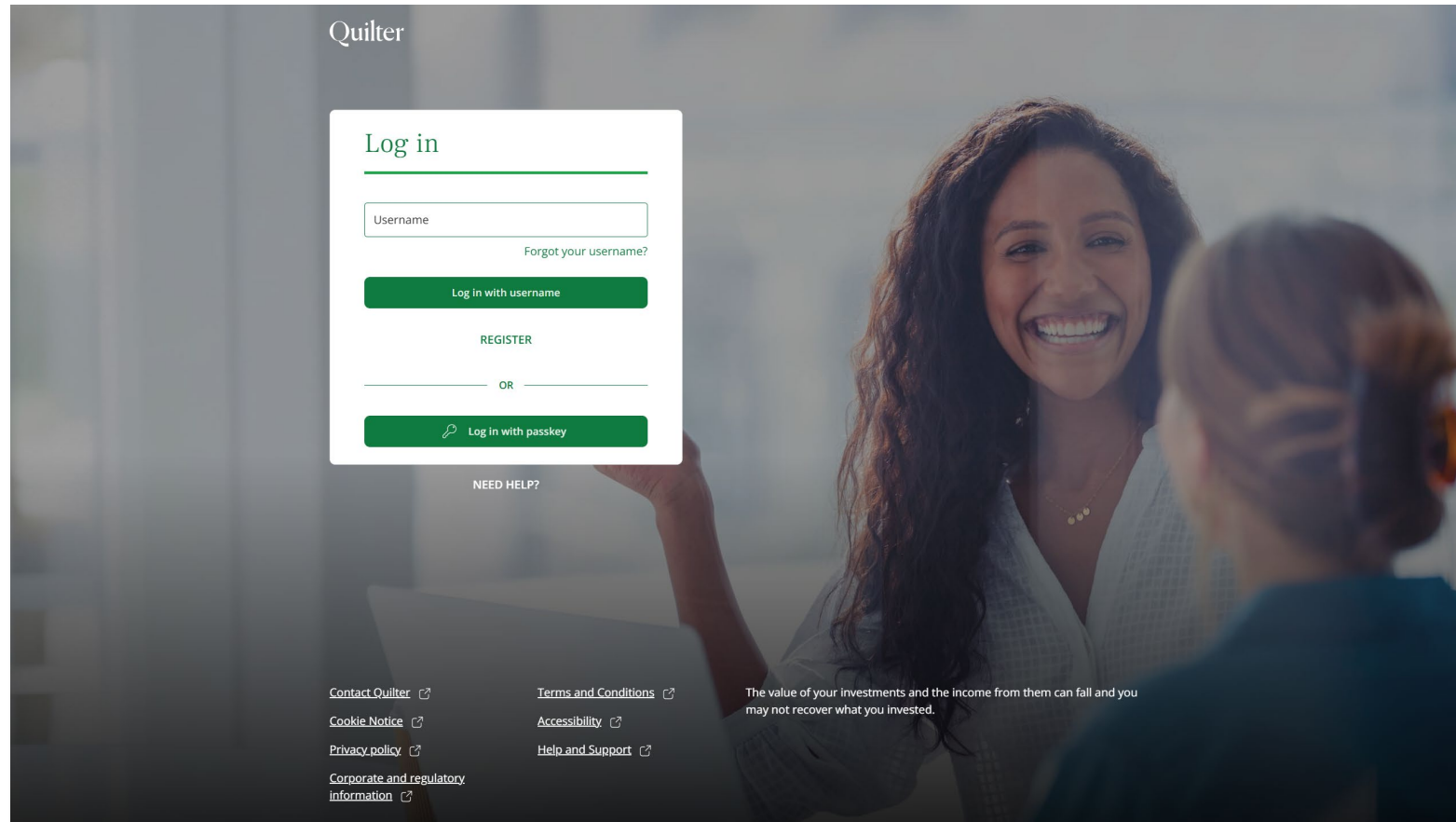
You can use a passkey with:

- Windows Hello
- Face ID
- Fingerprint recognition
- Your device PIN

Step 1: Log in to your account

Log in to the **online Customer Centre** using your usual username and password.

Once you've logged in, you'll be able to set up a passkey from your dashboard.



Quilter

Log in

Username

[Forgot your username?](#)

[Log in with username](#)

[REGISTER](#)

OR

[Log in with passkey](#)

[NEED HELP?](#)

[Contact Quilter](#) [Terms and Conditions](#)

[Cookie Notice](#) [Accessibility](#)

[Privacy policy](#) [Help and Support](#)

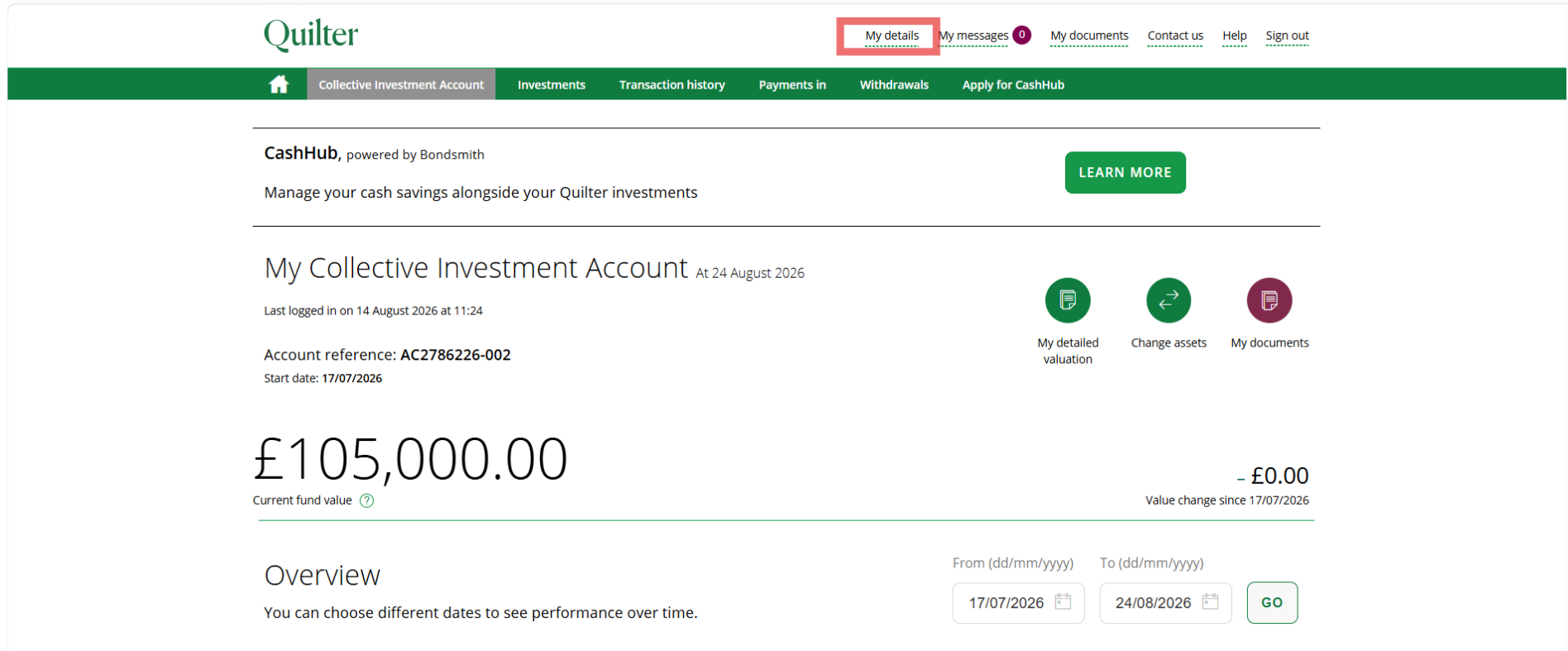
[Corporate and regulatory information](#)

The value of your investments and the income from them can fall and you may not recover what you invested.

Step 2: Open 'My details'

Select the **My details** tab.

This area contains your personal information and account security settings.



The screenshot displays the Quilter user interface. At the top, the Quilter logo is on the left, and a navigation bar contains links: 'My details' (highlighted with a red box), 'My messages' (with a notification badge), 'My documents', 'Contact us', 'Help', and 'Sign out'. Below this is a green header bar with a home icon and tabs: 'Collective Investment Account' (selected), 'Investments', 'Transaction history', 'Payments in', 'Withdrawals', and 'Apply for CashHub'.

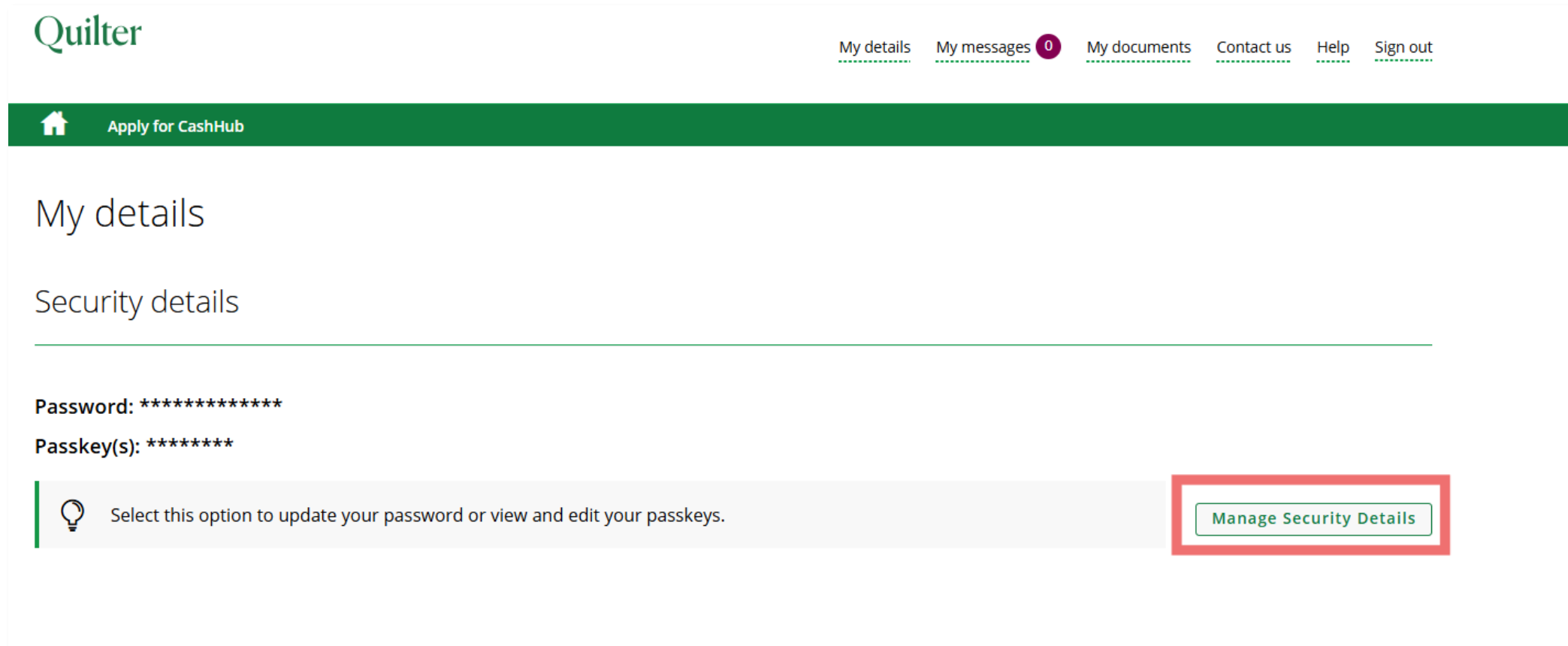
The main content area features a 'CashHub' section, powered by Bondsmith, with a 'LEARN MORE' button. Below this is the 'My Collective Investment Account' section, dated 'At 24 August 2026'. It shows the user's last login time and account reference: 'AC2786226-002' with a start date of '17/07/2026'. Three circular icons provide quick access to 'My detailed valuation', 'Change assets', and 'My documents'.

The current fund value is prominently displayed as '£105,000.00', with a link to view the 'Current fund value'. To the right, it shows a change of '- £0.00' since 17/07/2026.

An 'Overview' section at the bottom allows users to view performance over time by selecting dates. It includes input fields for 'From (dd/mm/yyyy)' (17/07/2026) and 'To (dd/mm/yyyy)' (24/08/2026), along with a 'GO' button.

Step 3: Select 'Security'

Within **My details**, click the **Manage Security Details** button.

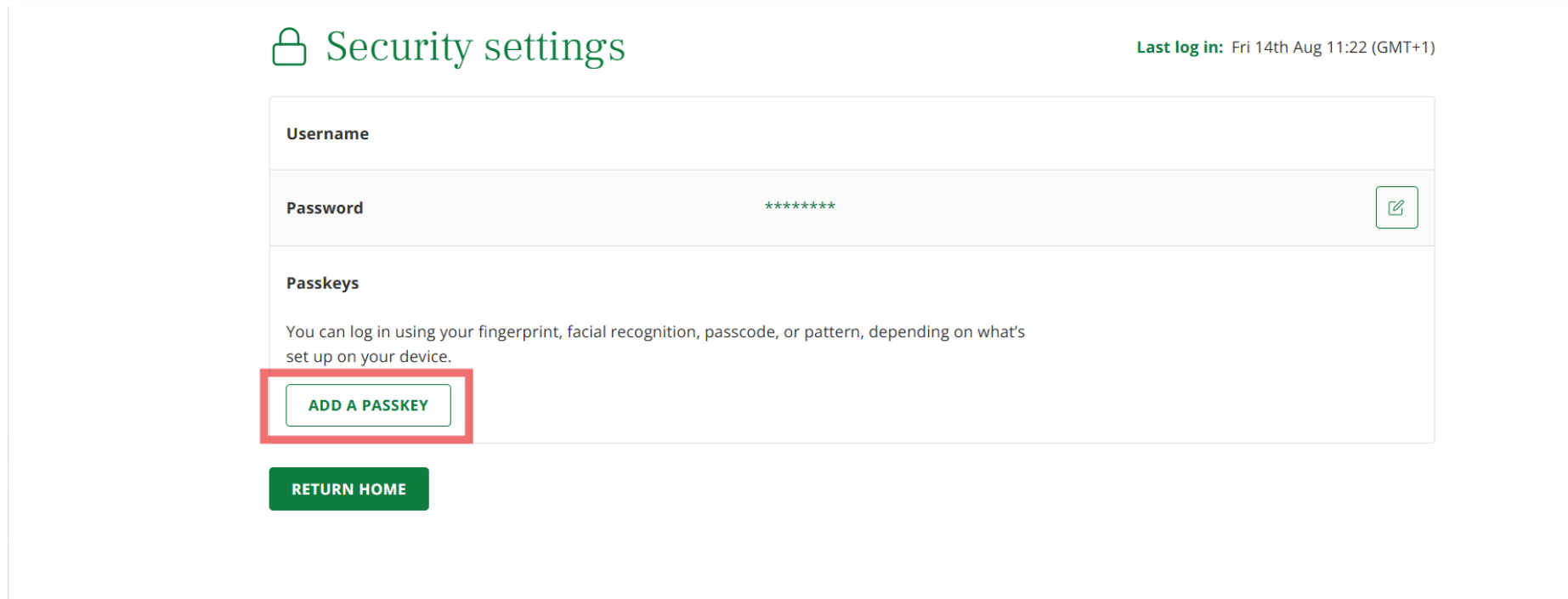


The screenshot shows the Quilter user interface. At the top left is the Quilter logo. To the right is a navigation bar with links: [My details](#), [My messages](#) (with a red circle containing '0'), [My documents](#), [Contact us](#), [Help](#), and [Sign out](#). Below this is a green banner with a home icon and the text 'Apply for CashHub'. The main content area is titled 'My details' and contains a section for 'Security details'. Under 'Security details', there are two lines of text: 'Password: *****' and 'Passkey(s): *****'. Below these is a light gray box containing a lightbulb icon and the text 'Select this option to update your password or view and edit your passkeys.' To the right of this box is a button labeled 'Manage Security Details', which is highlighted with a red rectangular border.

Step 4: Add a passkey

Select **Add a passkey** and follow the instructions shown on your device.

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



The screenshot displays the 'Security settings' interface. At the top left is a lock icon followed by the title 'Security settings'. At the top right, it shows 'Last log in: Fri 14th Aug 11:22 (GMT+1)'. Below the title is a form with three sections: 'Username' (empty), 'Password' (masked with seven asterisks and a toggle icon), and 'Passkeys'. The 'Passkeys' section contains the text: 'You can log in using your fingerprint, facial recognition, passcode, or pattern, depending on what's set up on your device.' Below this text is a button labeled 'ADD A PASSKEY', which is highlighted with a red rectangular border. At the bottom of the form is a green button labeled 'RETURN HOME'.

Step 5: Verify it's you

For security, we'll send a one-time passcode to your **registered mobile number**.

Enter the code when prompted and continue.

One time passcode

Please enter the 6 digit code that we have just sent to:

*****4382

[Not your number?](#)

[Resend code in 50 seconds](#)

Continue

Cancel

Step 6: Save your passkey

When prompted, save your passkey on your device. Once saved, it will be stored in your **My profile** area.

You can use it to log in more quickly in future.

 **Security settings** Last log in: Tue 25th Aug 10:19 (GMT+1)

Username	TestUser	
Password	*****	
Paskeys You can log in using your fingerprint, facial recognition, passcode, or pattern, depending on what's set up on your device. Windows Hello Set up: 25 Aug 2026 Last used: N/A  ADD A PASKEY		

RETURN HOME

You're all set

You can now use your passkey to log in.

Benefits include:

- quicker access to your account
- no need to enter a password each time
- no need to wait for a text message code each time you log in
- your passkey remains securely stored on your device

For more information, visit our [login changes support page](#).