Setting Up Your HealthEquity Passkey

We recommend that you set up your passkey on the HealthEquity mobile app **first** before setting it up on your desktop.

Mobile App Instructions
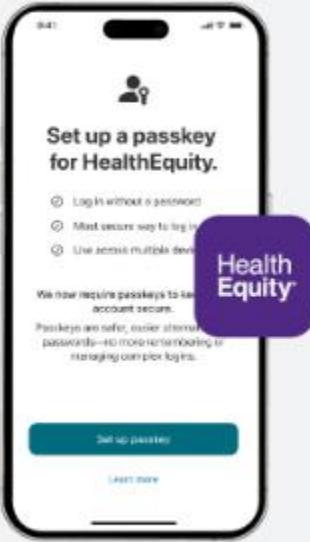
Website Instructions

Step 1: Log in at https://my.healthequity.com
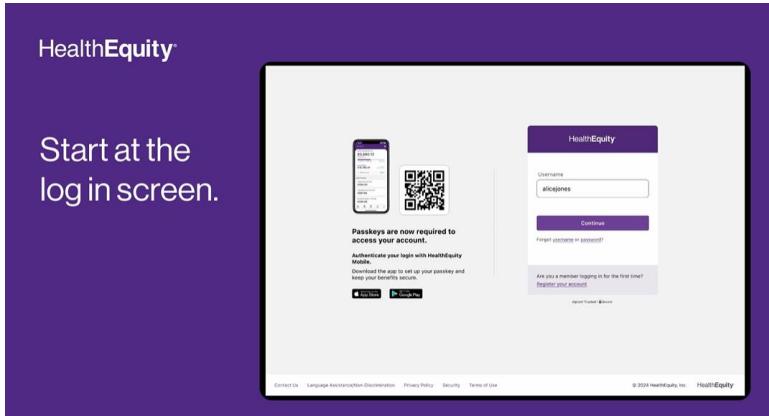
Step 2: Enter your username and click **Continue.**
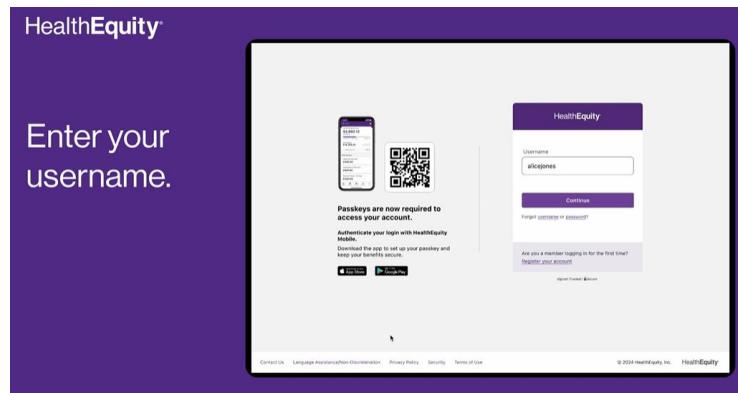

Step 3: Set Up Your Passkey

If you have not previously set up a passkey on the HealthEquity mobile app, you will be prompted to set up passkey for the first time.

If you have previously set up a passkey on the mobile app, jump to Step 3a.

Select **Try another way.**
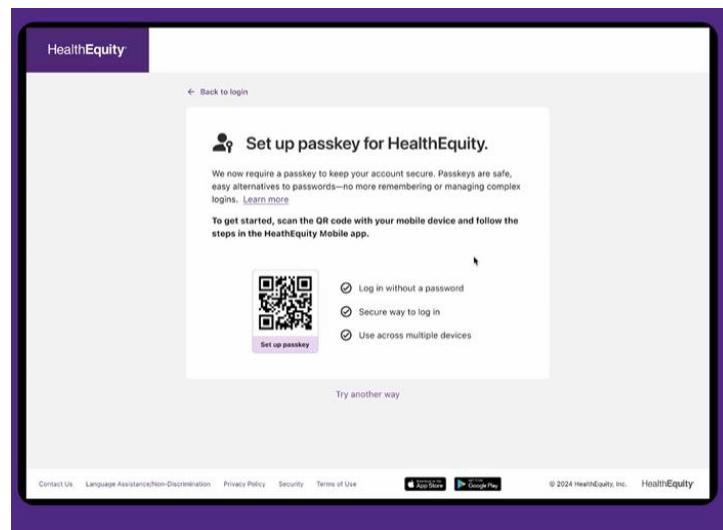
Answer whether you're on a trusted device.
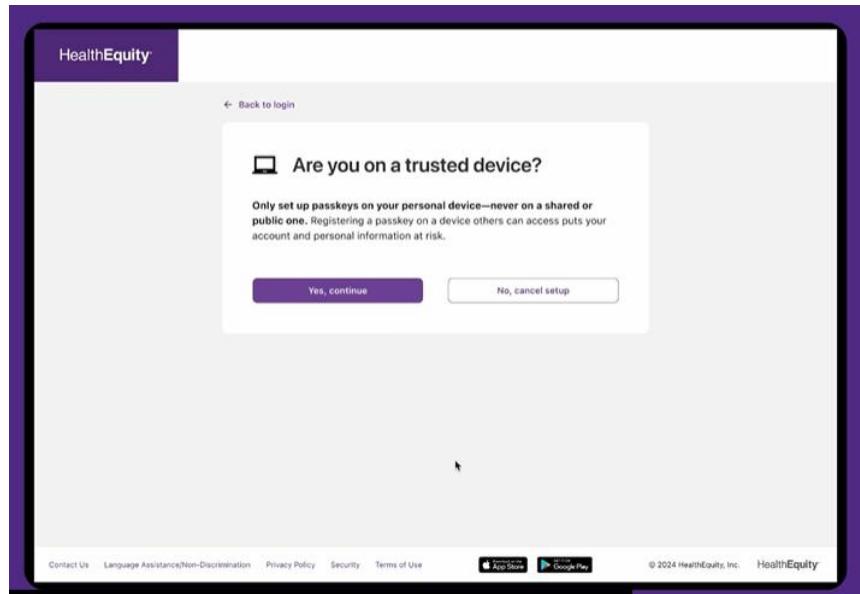
Enter your password and click **Continue.**
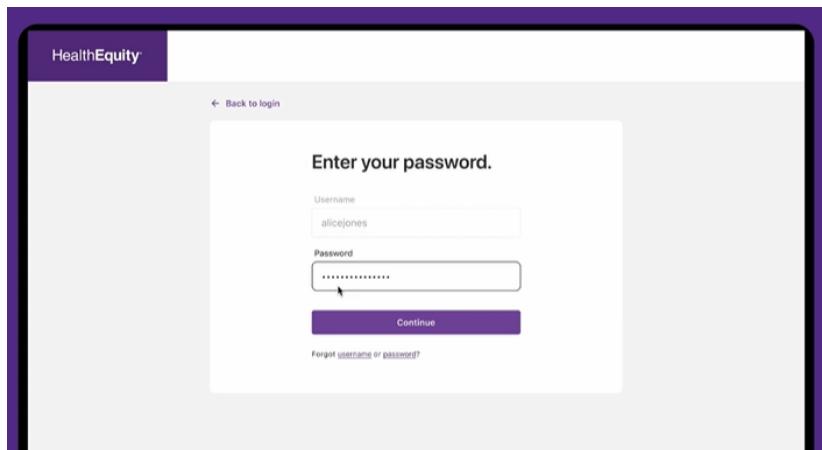
Choose to receive a call or text message to verify your identity using a one-time passcode.
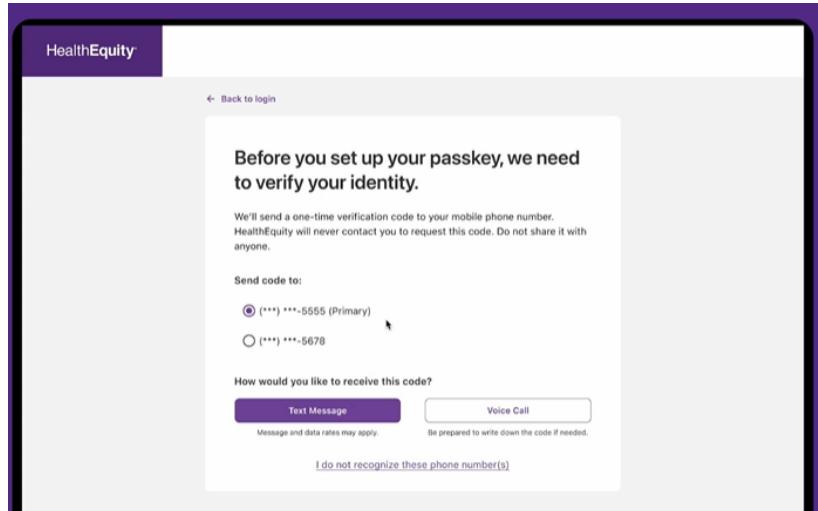
Enter the verification code and click **Submit.**
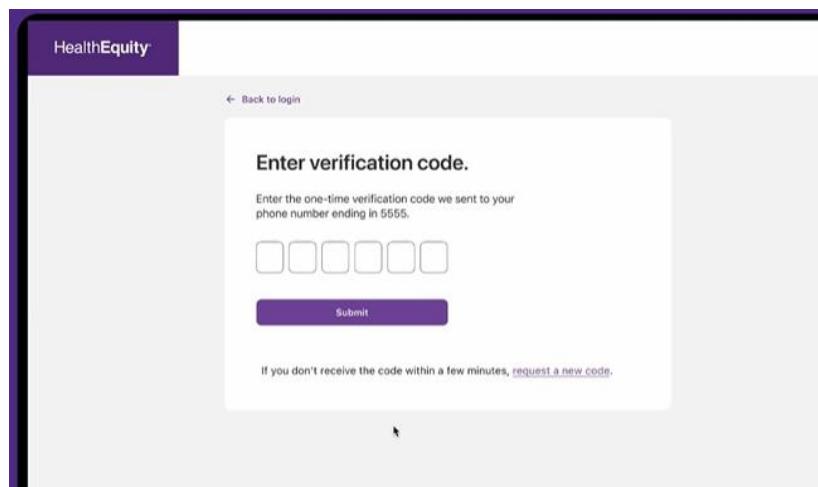
Click **Continue** to proceed.
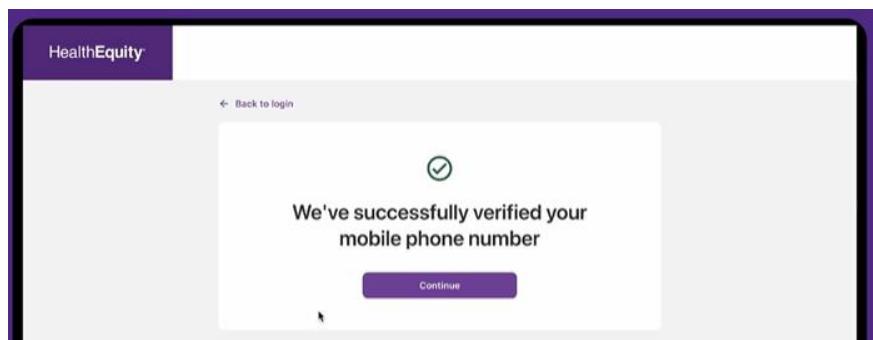
Choose an option to create your passkey. The available options may vary depending on your web browser (e.g., Microsoft Edge, Safari, Google Chrome, etc). Select the method you prefer from the choices displayed on your screen.
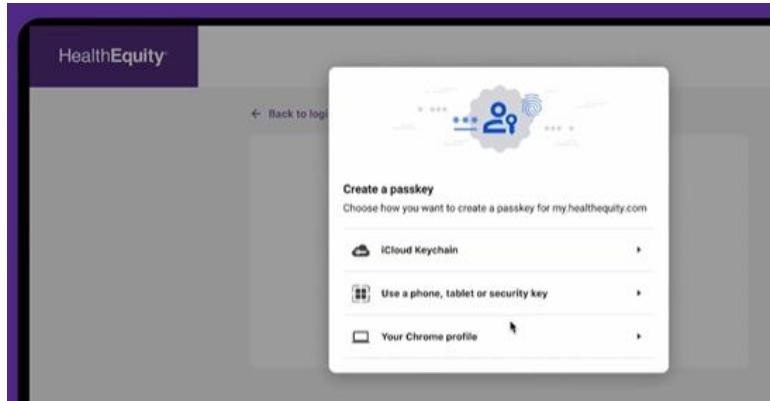
Once you have followed the prompts specific to your web browser, your passkey registration will be complete. The next time you log in to the HealthEquity website, you'll have the option to sign in using your passkey.
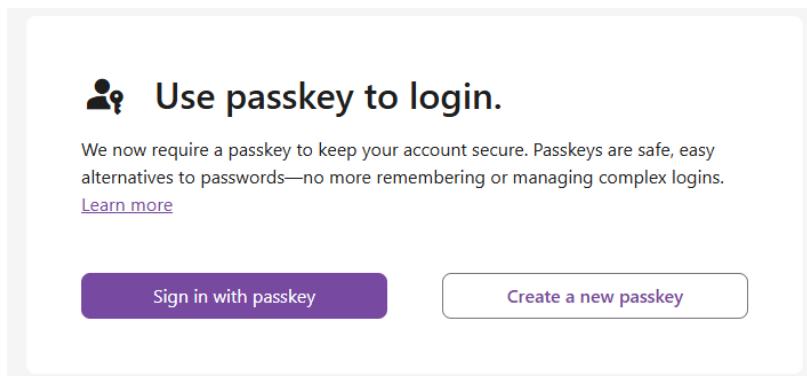

Step 3a: If you previously set up passkey on the HealthEquity mobile app, you will be prompted to approve the web login on the HealthEquity mobile app.
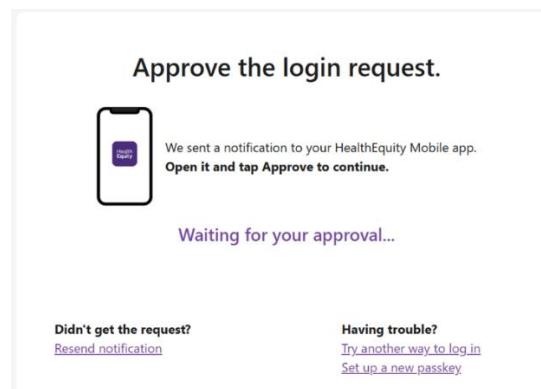
Click on the notification on your phone to approve the login request via the website.
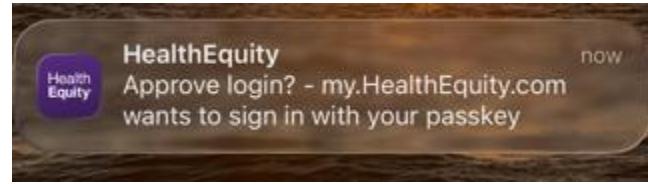
Select **Yes, it's me.**
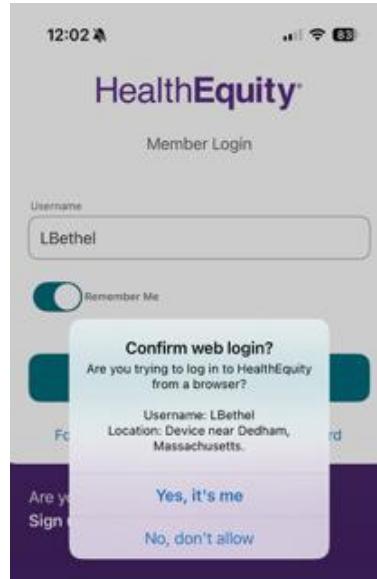
Select **Use Passkey** to complete the login process.