


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



How to set up your Passkey:

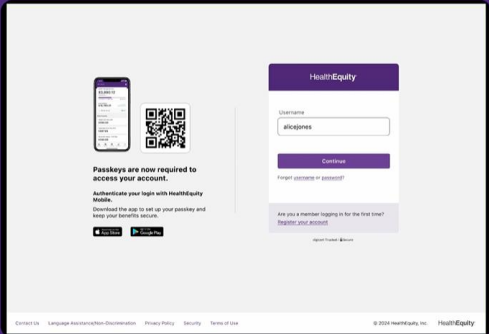
- 1 **Download the app** | HealthEquity Mobile app
- 2 **Log in** | Use your username and password
- 3 **Verify** | Choose text or voice code
- 4 **Create passkey** | Use Face ID, fingerprint, or PIN
- 5 **You're in** | Tap "Sign in with Passkey" next time

Website Instructions

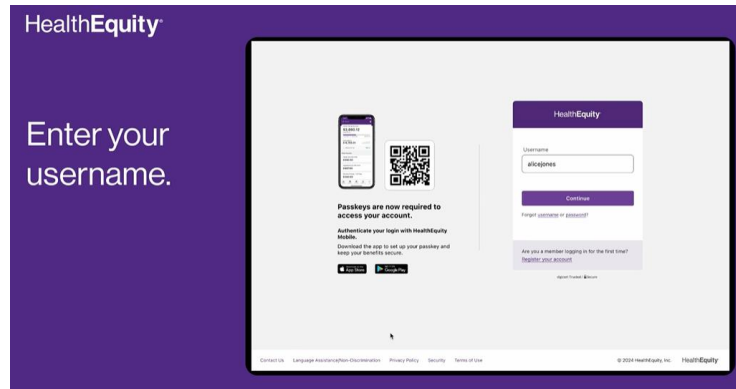
Step 1: Log in at <https://my.healthequity.com>

HealthEquity

Start at the log in screen.



Step 2: Enter your username and click **Continue**.

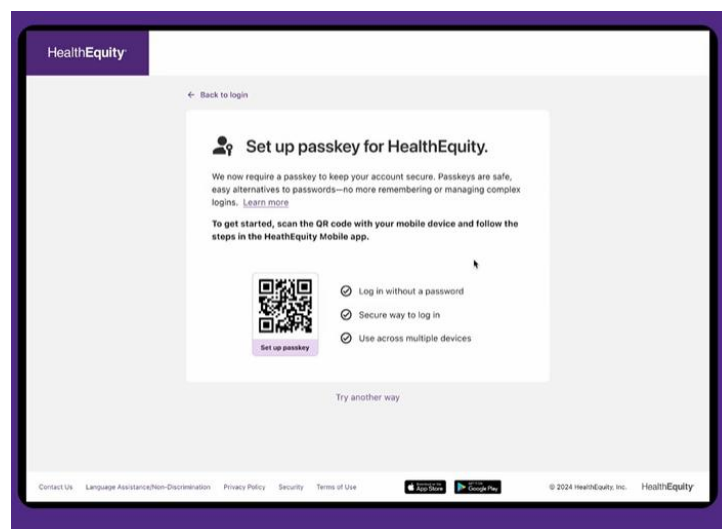


Step 3: Set Up Your Passkey

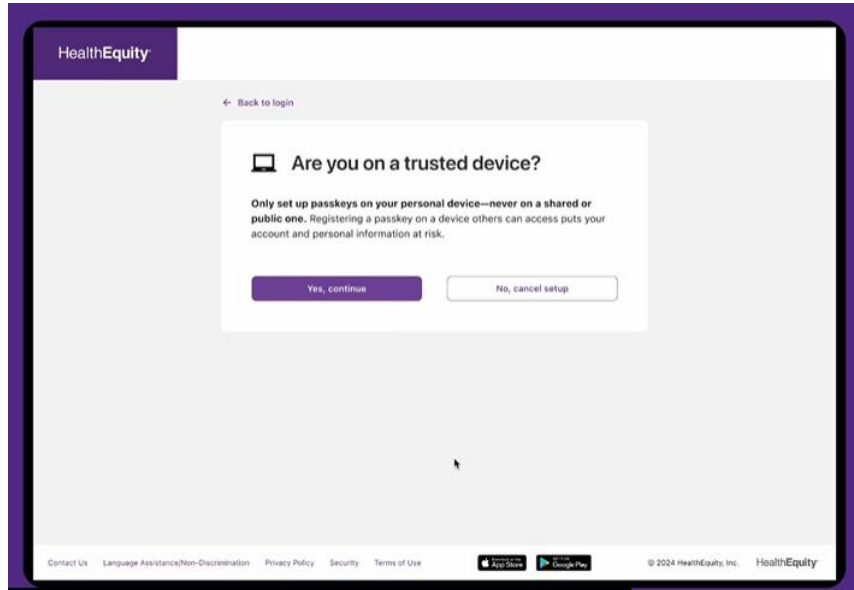
If you have not previously set up a passkey on the HealthEquity mobile app, you will be prompted to set up passkey for the first time.

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.



The screenshot shows the HealthEquity login interface. At the top left is the HealthEquity logo. Below it is a link to "Back to login". The main content area features a white box with the heading "Are you on a trusted device?" and a laptop icon. Below the heading is a warning: "Only set up passkeys on your personal device—never on a shared or public one. Registering a passkey on a device others can access puts your account and personal information at risk." At the bottom of the box are two buttons: "Yes, continue" (purple) and "No, cancel setup" (white with a grey border). The footer contains links for "Contact Us", "Language Assistance/Non-Discrimination", "Privacy Policy", "Security", and "Terms of Use", followed by App Store and Google Play logos, and a copyright notice for 2024 HealthEquity, Inc.



HealthEquity

← Back to login

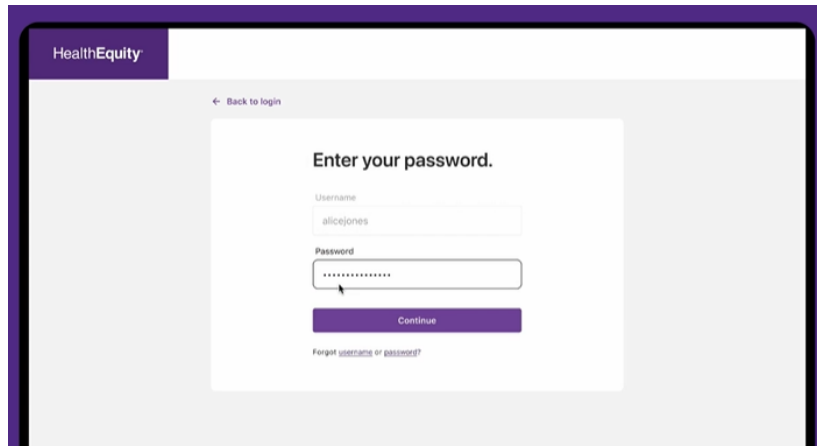
 **Are you on a trusted device?**

Only set up passkeys on your personal device—never on a shared or public one. Registering a passkey on a device others can access puts your account and personal information at risk.

Yes, continue **No, cancel setup**

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Enter your password and click **Continue**.



The screenshot shows the HealthEquity login interface. At the top left is the HealthEquity logo. Below it is a link to "Back to login". The main content area features a white box with the heading "Enter your password." Below the heading are two input fields: "Username" with the text "alicejones" and "Password" with masked characters. Below the password field is a "Continue" button (purple). At the bottom of the box is a link for "Forgot username or password?".

HealthEquity

← Back to login

Enter your password.

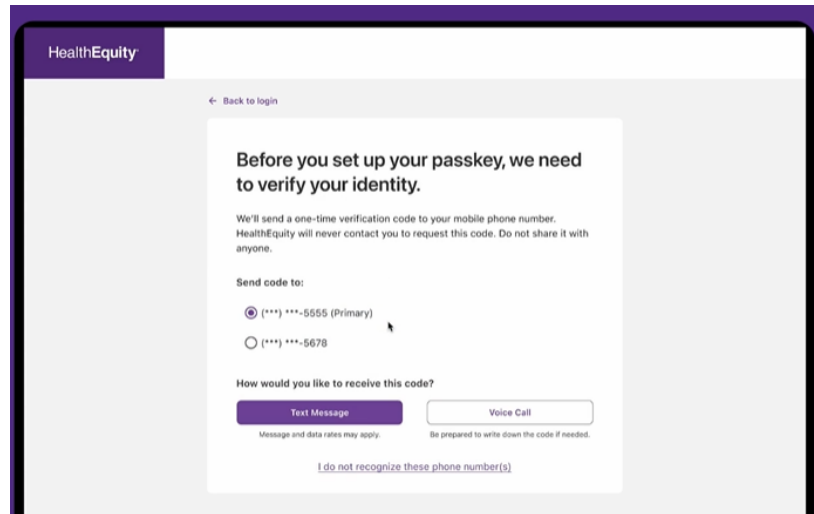
Username
alicejones

Password

Continue

[Forgot username or password?](#)

Choose to receive a call or text message to verify your identity using a one-time passcode.



HealthEquity

← Back to login

Before you set up your passkey, we need to verify your identity.

We'll send a one-time verification code to your mobile phone number. HealthEquity will never contact you to request this code. Do not share it with anyone.

Send code to:

☒ (***) ***-5555 (Primary)

☐ (***) ***-5678

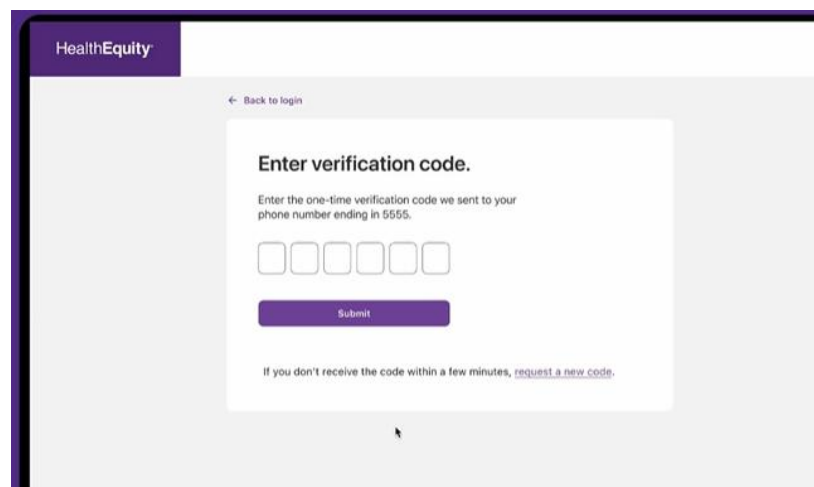
How would you like to receive this code?

Text Message **Voice Call**

Message and data rates may apply. Be prepared to write down the code if needed.

[I do not recognize these phone number\(s\)](#)

Enter the verification code and click **Submit**.



HealthEquity

← Back to login

Enter verification code.

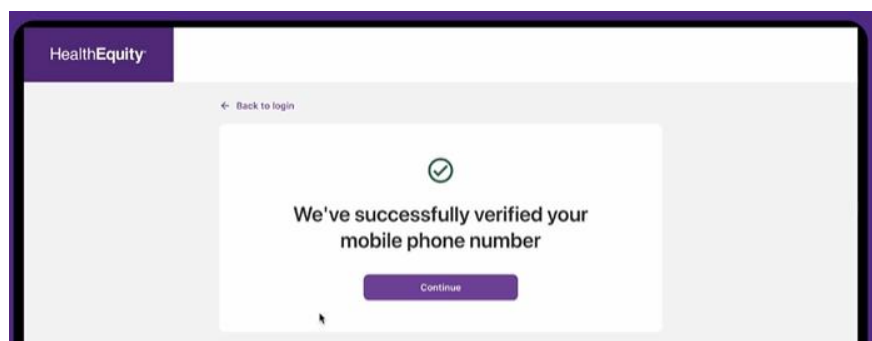
Enter the one-time verification code we sent to your phone number ending in 5555.

□ □ □ □ □ □

Submit

If you don't receive the code within a few minutes, [request a new code](#).

Click **Continue** to proceed.



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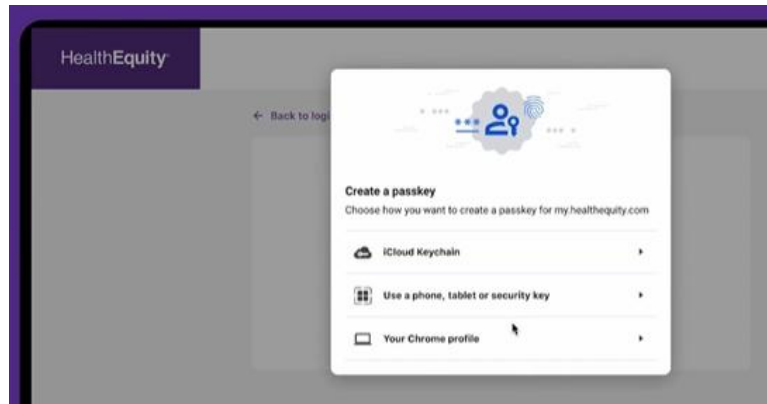
← Back to login

✓

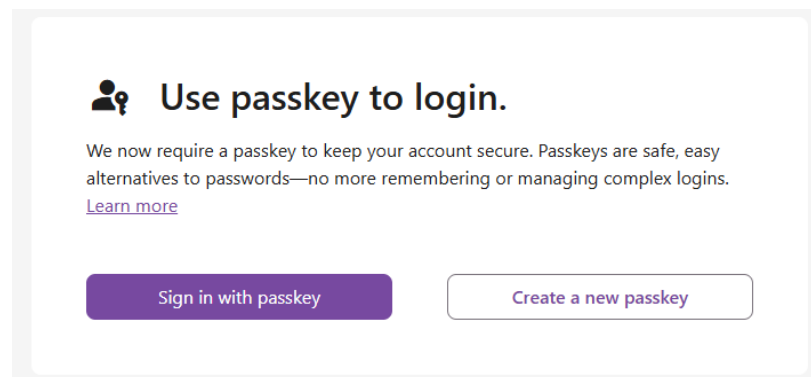
We've successfully verified your mobile phone number

Continue

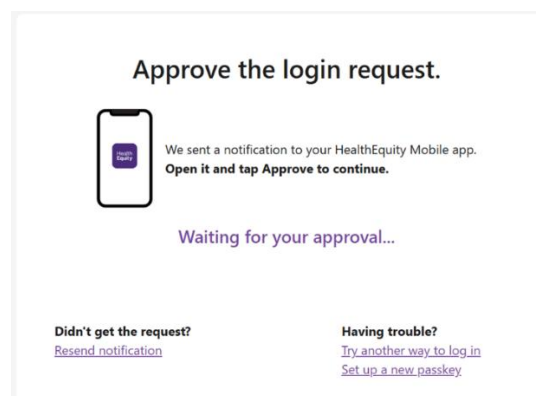
Choose an option to create your passkey. The available options may vary depending on your web browser (e.g., Microsoft Edge, Safari, Google Chrome, etc). Select the method you prefer from the choices displayed on your screen.



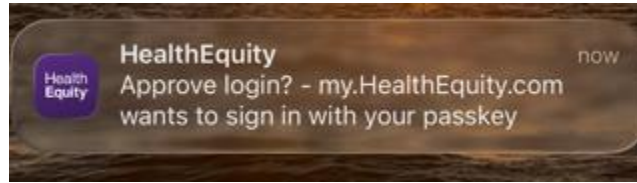
Once you have followed the prompts specific to your web browser, your passkey registration will be complete. The next time you log in to the HealthEquity website, you'll have the option to sign in using your passkey.



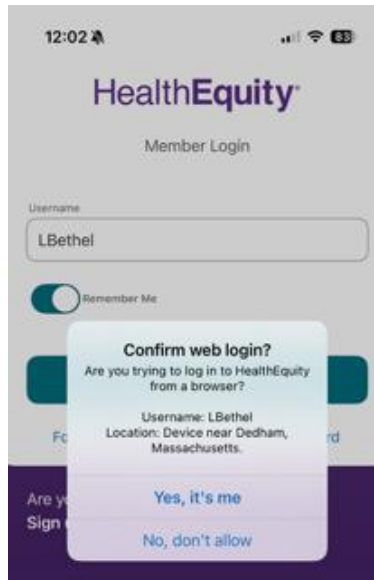
Step 3a: If you previously set up passkey on the HealthEquity mobile app, you will be prompted to approve the web login on the HealthEquity mobile app.



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.