

# How To Use Your YubiKey

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Getting Started with your YubiKey

Version 1.0

October 8, 2014

## About Yubico

As the inventors of the YubiKey®, Yubico sets new world standards for secure login across the Internet. Our unique USB and NFC key offers one-touch strong authentication supporting multiple authentication protocols for all devices and platforms - with no driver or client software needed. With successful enterprise deployments in 140 countries, including 7 of the top 10 Internet companies, Yubico is adding the consumer market to its list of strong authentication converts. Founded in 2007, Yubico is privately held with offices in Palo Alto, Calif., Stockholm, and London. For more information visit [yubico.com](http://yubico.com)

## Disclaimer

The contents of this document are subject to revision without notice due to continued progress in methodology, design, and manufacturing. Yubico shall have no liability for any error or damages of any kind resulting from the use of this document.

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## Trademarks

Yubico and YubiKey are trademarks of Yubico Inc.

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# 1 Introduction

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The internet has changed dramatically from its inception across every aspect. Cyber Security has kept pace with these transitions in most cases – except when it came to users verifying their identity. Sites use the same Username and Password model that was in place on the very first systems; a model built around mainframes in secure locations with limited access. The Username and Password model cannot meet the requirements of the unsecured, world-wide internet.

The YubiKey strives to provide security for the world we live in today, with our online accounts handling everything from our banking to our family photos. When implemented by a site or service, the YubiKey becomes a key part of a 2-Factor Authentication model; a physical, unique key that works with your username and password to securely prove your identity online. When used, the YubiKey generates a unique code which can only be used once to validate your identity; this code cannot be reused, even if recorded character by character. Only the individual who physically possesses the YubiKey can generate a code which will be accepted.

The YubiKey plugs directly into a USB port on your computer, and can be triggered with a simple touch of the gold contact. Users can direct where the One-Time Password is sent to by just clicking in the desired field before touching the button on the YubiKey. There is no requirement for drivers or specialized software – just plug it in and go. This guide will outline the steps for doing so on Windows, Macs and Linux computers.

## 2 YubiKey on Windows

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When used on a Windows PC, the YubiKey can just be plugged into a USB port so that the gold contacts on the YubiKey are touching the contacts inside your USB port – for most computers, this will be so the gold contacts and button are facing up. Your PC may start loading drivers for your YubiKey; that is normal, and will not require you to install anything – the default drivers included in Windows will be used.



Once you plug in the YubiKey, the LED on the device should light up. To use your YubiKey, first click inside the YubiKey field indicated by the site or service you are using your YubiKey with, then touch the gold button for one second – the code from the YubiKey will be automatically entered in the selected field.

You can try your YubiKey out at [demo.yubico.com](http://demo.yubico.com). On the first page, place your cursor in the field labeled “YubiKey”. With the cursor in that field, touch the gold button (or tab, for the YubiKey Nano) on your YubiKey for just one second, then release. A long line of letters should be automatically entered into that field, and you should be taken to a page congratulating you on authenticating your YubiKey.

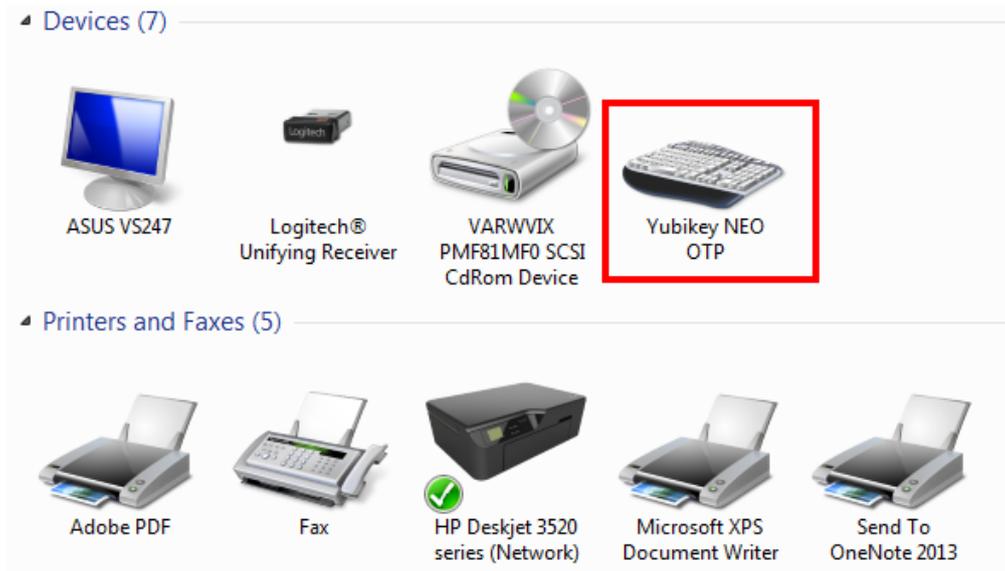
If no characters appeared, you may be holding the button for too long of a time. Just touch it quickly, then remove your finger from the button (or tab) completely. This gold button is actually a capacitance sensor, so any contact with your finger (or other conductive object) will register as a “touch”, even if you’re not applying any pressure.

With that, you’re ready to use your YubiKey with any site or service that uses the YubiCloud, like [LastPass](#) or [others](#).

### FAQ

- My YubiKey’s LED is not lighting up?  
*Some systems have the USB ports installed in so that the YubiKey needs to be flipped upside down – try that and see if the YubiKey lights up. If so, the YubiKey will work with a simple USB extension cable as well.*

- The LED on my YubiKey is flashing once every few seconds  
*If you have a YubiKey NEO or Security Key by Yubico, they can be set to U2F mode. In this mode, the LED will flash once every 3 seconds. In this mode, the YubiKey will not output a code when touched, but instead will require the user to touch the gold button when registering with or logging into a U2F site. You can try this process as [demo.yubico.com](http://demo.yubico.com)*
- How can I tell if my PC recognizes my YubiKey?  
*When the YubiKey is plugged into a Windows PC, it is identified as a USB keyboard. You can check this in the Control Panel → Hardware and Sound → Devices and Printers*



- How can I safely remove my YubiKey?  
*The YubiKey identifies as a USB keyboard to your PC, and does not need to be ejected when removed – you can just pull it out!*
- My YubiKey is generating a code, but it does not work at demo.yubico.com  
*The YubiKey was designed to use a QWERTY keyboard layout – please confirm you are not using a DVORAK keyboard layout. If so, you can easily switch between the two layouts by following the steps on our site, here: [yubi.co/keyboard](http://yubi.co/keyboard)*
- The Windows PC does not recognize my YubiKey when inserted  
*If a Windows PC does not recognize a YubiKey, try it on different ports on the PC – there may be issues with the USB 3.0 ports. If the PC still does not recognize a YubiKey, try plugging in an actual USB keyboard – some systems, especially on laptops with integrated keyboards, do not actually load the USB Keyboard drivers until an actual keyboard is plugged in. Once the USB keyboard works and the user can type characters with it, remove it and plug the YubiKey into the USB port.*
- The LED on my YubiKey still is not working  
*If the LED on the button of the YubiKey (or tab of the YubiKey Nano) does not light up, the YubiKey is either not receiving power, or has suffered a hardware failure. Please try it on other USB ports, both on the same computer as well as others, if possible. If the YubiKey does not work across multiple USB Ports and Computers, please submit a support ticket to <http://yubi.co/support>*

### 3 YubiKey on Macs

Using a YubiKey on a Mac OSX device does not require anything more than a USB port for the YubiKey to be plugged into. When plugging your YubiKey into your Mac, make sure it is inserted with the gold contacts facing up so that they are touching the contacts in the USB port. Once you plug in the YubiKey, the LED on the device should light up.



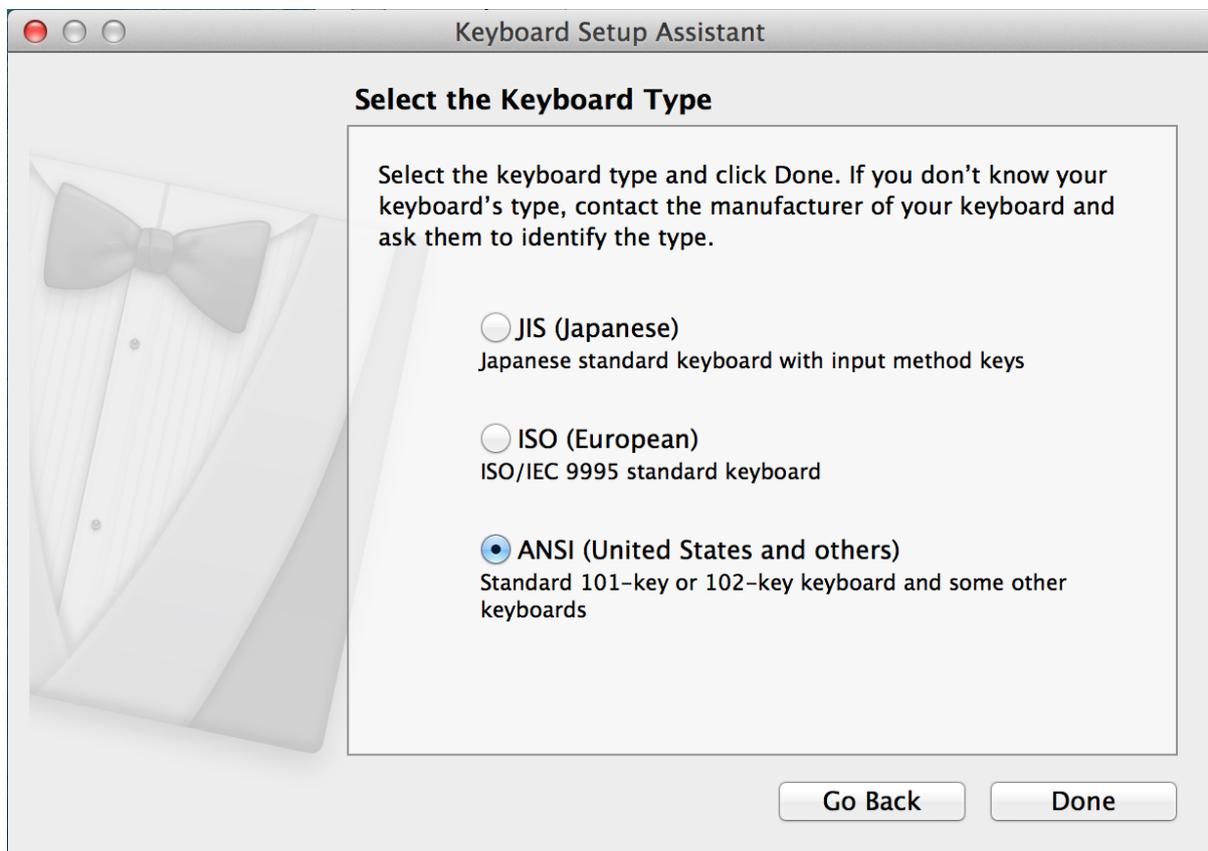
When plugged in for the first time, your Mac may start the Keyboard Setup Assistance dialog. On the first screen, click the button labeled “Continue” to proceed.



On the next page labeled “Identifying Your Keyboard”, you will need to disregard the instructions provided on the screen, and instead touch the gold button or contact on your YubiKey for just one second, then release. This will allow the Keyboard Setup Assistant to proceed to the last step.



On the last page of the Keyboard Setup Assistant, you will be asked to provide the Keyboard Type. Please select the option “ANSI (United States and others)” when prompted, regardless of your location or other keyboard types.



The Keyboard Setup Assistant should only appear once. Once your Mac is setup to use your YubiKey, the dialog should not appear when the YubiKey is plugged into your Mac in the future. Don't worry if the Keyboard Setup Assistant does not appear the first time you plug a YubiKey into your Mac; it just means the computer has already identified the YubiKey, and it is ready to go.

To use your YubiKey, first click inside the YubiKey field indicated by the site or service you are using your YubiKey with, then touch the gold button for one second – the code from the YubiKey will be automatically entered in the selected field.

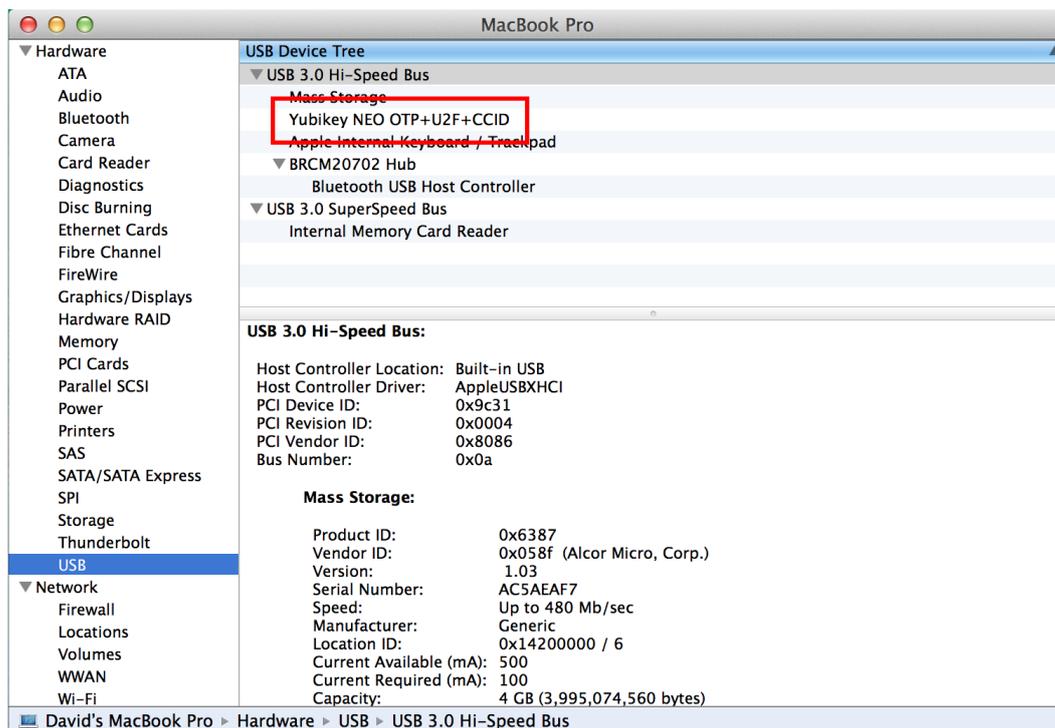
You can try your YubiKey out at [demo.yubico.com](http://demo.yubico.com). On the first page, place your cursor in the field labeled “YubiKey”. With the cursor in that field, touch the gold button (or tab, for the YubiKey Nano) on your YubiKey for just one second, then release. A long line of letters should be automatically entered into that field, and you should be taken to a page congratulating you on authenticating your YubiKey.

If no characters appeared, you may be holding the button for too long of a time. Just touch it quickly, then remove your finger from the button (or tab) completely. This gold button is actually a capacitance sensor, so any contact with your finger (or other conductive object) will register as a “touch”, even if you're not applying any pressure.

With that, you're ready to use your YubiKey with any site or service that uses the YubiCloud, like [LastPass](#) or [others](#).

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- How can I tell if my Mac recognizes my YubiKey?  
*When the YubiKey is plugged into a Mac, it is identified as a USB keyboard. You can check this in the Utilities → System Information screen, under the USB heading*



- How can I safely remove my YubiKey?  
*The YubiKey identifies as a USB keyboard to your Mac, and does not need to be ejected when removed – you can just pull it out!*
- My YubiKey is generating a code, but it does not work at [demo.yubico.com](http://demo.yubico.com)  
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## 4 YubiKey on Linux

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To begin, plug your YubiKey into a USB port on your computer, so that the gold contacts on the YubiKey are touching the contacts inside your USB port – for most computers, this will be so the gold contacts are facing up. Once you plug in the YubiKey, the LED on the device should light up a solid green.

The YubiKey uses the standard USB keyboard drivers, and does not require the installation of additional software or drivers. However, if you do not have the generic USB keyboard drivers on your system, you will need to load them for your YubiKey.

To use your YubiKey, first click inside the YubiKey field indicated by the site or service you are using your YubiKey with, then touch the gold button for one second – the code from the YubiKey will be automatically entered in the selected field.

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