

## YubiKey FAQs

### **What is a YubiKey?**

A YubiKey is a compact and robust hardware security key that is used as an additional factor when signing into your account and reduces takeover risks by protecting your login details from would be cyber criminals.

### **Why do we need a YubiKey?**

With Cyber Crime continually on the rise, a YubiKey is the most secure factor for protecting your account from certain types of cyber-attack such as phishing.

YubiKey is currently being used by and endorsed by the Vice Chancellor, Flinders University.

### **Who should be using a YubiKey?**

People with access to data or systems that contain high value or sensitive information.

### **How do I set up my YubiKey?**

Follow the steps in the User Guide to set up your YubiKey.

### **What are the best practices for using a YubiKey?**

Recommendations include:

- Set up/ enrol your YubiKey to your Okta account using the YubiKey User Guide
- Remove your YubiKey from your device once you have authenticated
- Always keep the YubiKey on you, to be able to access your Flinders account
- To prevent loss of the YubiKey, keep it on something easy to access such as your lanyard, or car keys

### **What should I do if I lose my YubiKey or think it's been stolen?**

Contact the IDS Service Desk on (08) 8201 2345 or x12345 to discuss your options.

### **What should I do if I forget my YubiKey and need to access my account?**

Contact the IDS Service Desk on (08) 8201 2345 or x12345 to discuss your options.

### **Should I leave my YubiKey plugged into my device?**

No. Think of your YubiKey as though it were a house or car key, you use the key to enter your car or house and then remove your key. YubiKey is your key into your Flinders account. To maintain security to your Flinders account, you should always remove the YubiKey if you are away from your device.

### **Can YubiKey work without internet?**

All the places/applications you'll be required to use your YubiKey will be unavailable without internet access, so you would already need internet access before needing your YubiKey.

### **Can you store data on a YubiKey?**

No, the YubiKey is designed for user authentication or identification.

**Can I use YubiKey to access my Flinders account on my personal device, ie phone?**

For those identified as someone with a higher level of access, best practice is to use your provided Flinders University computer or mobile device to access your account instead of a personal device.

**How can I identify which YubiKey I have?**

USB-A YubiKey.



USB- C YubiKey.



USB-C and Lightning YubiKey.



**Why am I being asked to authenticate more often now I have the YubiKey?**

If you have been identified as someone with a higher level of access, your account requires a higher level of security and increasing how often you are challenged for an additional factor is part of doing so.

**Why did I see a message about a keyboard when I plugged in my YubiKey?**

To allow the YubiKey to be compatible across multiple hardware platforms and operating systems, the YubiKey appears as a USB keyboard to the operating system.