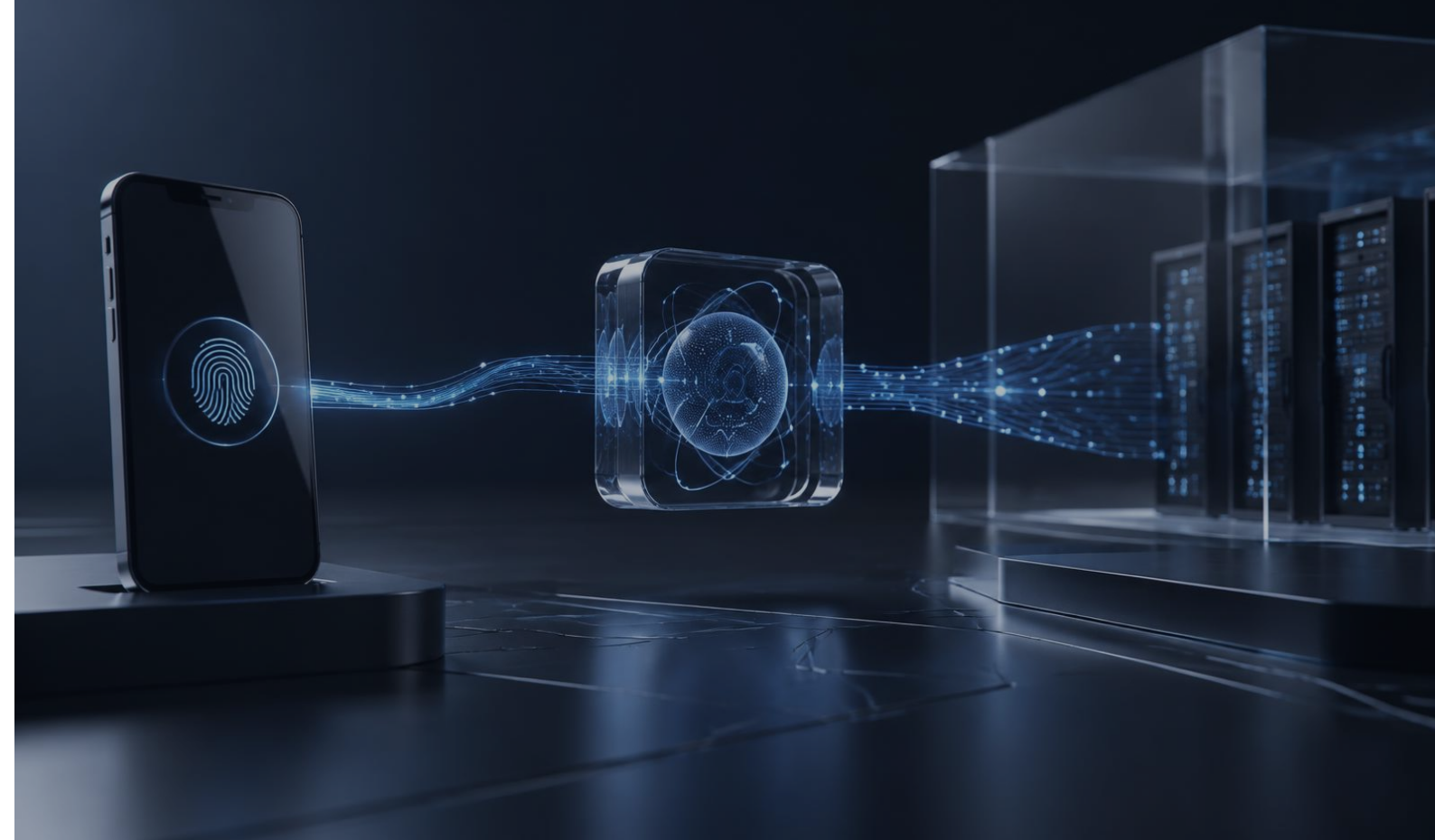




MASSIVE IT / INSIGHTS

Moving to Passkeys: A Practical Adoption Roadmap

A phased field guide for safer sign-in, resilient recovery, and measured adoption.

EXECUTIVE ROADMAP

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Passwords have been the default sign-in method for decades, but they create a familiar cycle: people reuse them, attackers steal them, and support teams spend time resetting them. Passkeys offer a practical way to reduce that exposure without asking employees to memorize a stronger secret.

A passkey is a cryptographic credential based on FIDO standards. The private key remains on the user's device or credential provider, while the service stores a public key. Signing in usually requires the device's normal unlock step—such as a fingerprint, face scan, or PIN. Because the credential is bound to the legitimate website or application, a convincing look-alike site cannot simply capture and replay it.

Why organizations are moving now

Passkeys can improve both security and usability, but adoption should be treated as an identity program rather than a button that gets switched on. The strongest business case usually combines fewer password-related support requests, less exposure to credential phishing, and a simpler sign-in experience on supported devices.

The goal is not necessarily to remove every password on day one. A safer goal is to make passkeys the preferred method for the people and systems that can support them, then reduce legacy methods in controlled stages.

1. Inventory your identity environment

Start by documenting where employees, contractors, administrators, and customers sign in. Include your main identity provider, cloud applications, VPN or remote access, privileged administration tools, shared workstations, mobile devices, and older systems.

For each application, record:

- Whether it supports passkeys or FIDO2/WebAuthn today.
- Whether the passkey can be device-bound or synchronized across approved devices.
- Which browsers, operating systems, and device-management policies are required.

- What fallback and account-recovery methods remain available.
- Whether administrators can review enrollment and sign-in events.

This inventory reveals where a passwordless experience is realistic now and where compensating controls will still be needed.

2. Decide what kind of passkey fits each role

Passkeys are not all managed in the same way. A synchronized passkey can follow a user across devices through an approved credential provider. A device-bound credential, including a hardware security key, stays tied to a particular authenticator.

Convenient synchronized credentials may fit many everyday users. Privileged administrators, finance teams, and other high-impact roles may require tighter device controls, hardware-backed credentials, or more than one registered authenticator. Define the policy by risk, not convenience alone.

FIELD DECISION TABLE

Decision area	Everyday workforce	Privileged / high-impact roles
Credential model	Approved synchronized passkeys may balance security and convenience.	Favor device-bound or hardware-backed credentials where risk requires it.
Recovery	Documented recovery with verified identity and event logging.	Two authenticators, stronger verification, and reviewed recovery events.
Rollout	Representative pilot, then department-by-department waves.	Earlier requirement after compatibility and recovery are proven.
Measurement	Enrollment, fallback usage, failures, and reset volume.	Authenticator changes, recovery events, and anomalous sessions.

3. Design recovery before enrollment

Account recovery is part of the authentication system. If recovery falls back to an easily phished email link or a loosely verified help-desk call, the organization can undermine the protection gained from passkeys.

Define how identity will be verified when a device is lost, an employee changes phones, a credential provider becomes unavailable, or a user has no compatible device. Consider requiring two registered authenticators for higher-risk accounts, issuing backup security keys, and using a documented help-desk verification process. Recovery events should be logged and reviewed.

4. Pilot with a representative group

Begin with a small group that represents the real environment—not only technical early adopters. Include different device types, remote and office-based employees, accessibility needs, and at least one support or operations representative.

During the pilot, test enrollment, everyday sign-in, replacement devices, travel, offline scenarios, remote access, and recovery. Keep a controlled fallback while the team learns where compatibility gaps exist. Do not disable legacy methods until support staff can reliably resolve common failure cases.

5. Harden the surrounding controls

Passkeys reduce important authentication risks, but they do not replace device security, access reviews, or session protection. Continue to enforce managed-device standards, timely patching, least-privilege access, and monitoring for unusual sessions. Review who can register or remove authenticators, and require stronger procedures for privileged accounts.

Pay special attention to older protocols and applications that bypass modern authentication. A successful passkey rollout should not leave a weaker, forgotten sign-in path available to attackers.

6. Roll out in waves

Expand by department or risk tier. Communicate what will change, which devices are supported, how enrollment works, and where users can get help. Short instructions with screenshots are usually more useful than a long policy document.

A practical sequence is:

1. Offer passkeys and gather pilot feedback.
2. Make passkeys the preferred sign-in method for supported users.
3. Require them for privileged or high-risk roles where feasible.
4. Restrict weaker fallback methods after recovery processes are proven.
5. Retire passwords only for applications and users that have a tested alternative.

7. Measure adoption and risk reduction

Track enrollment, successful passkey sign-ins, fallback usage, recovery requests, sign-in failures, and password-reset volume. Security teams should also monitor blocked phishing attempts and suspicious authentication events. These measures show where users need help and whether legacy methods can be reduced safely.

A practical next step

Choose one identity platform and one representative user group. Complete the application and recovery inventory, define a pilot policy, and establish baseline support and sign-in metrics before enrollment begins. Massive IT can help assess compatibility, shape the rollout, and align identity controls with your wider security program.

Sources and further reading

- [FIDO Alliance: Passkeys](#)
- [NIST SP 800-63B: Authentication and Authenticator Management](#)
- [CISA: Implementing Phishing-Resistant MFA](#)

[READY TO PLAN THE NEXT STEP?](#)

Massive IT helps organizations assess readiness, reduce deployment risk, and build a practical path forward.

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