



YUBIKEYS – FREQUENTLY ASKED QUESTIONS

Q. What is a yubikey?

A. A yubikey is a small device that plugs into a USB port on your workstation. The yubikey is registered to your account and can be used to authenticate you when you log in to certain applications.

Q. When do I need to use the yubikey?

A. Just like your security question, you will use the yubikey when you logon to Outlook, OneDrive, Teams, or Microsoft O365 applications in the cloud.

Q. I mostly use my desktop apps, not web-based versions. Will I need the yubikey to access those?

A. No, the yubikey will not be needed to access desktop versions of your applications. Only when you log into the web-based versions like O365 or webmail.

Q. I use “keep me signed in” feature so I don’t have to login every day. Will I have to start logging into my apps every day?

A. You can continue to use “keep me signed in”. However, you could be prompted for the yubikey at any time, so make sure you keep it handy.

Q. Do I need to keep my yubikey plugged in all the time?

A. No, you only need to insert your yubikey when you are prompted to do so during login. Leaving it plugged in could result in the yubikey being lost or damaged.

Q. I have already set up a security question. Do I have to use a yubikey?

A. According to the Georgia Cyberboard, the question alone is not secure enough to protect our DJJ applications. Users who do not carry an agency cell phone will be required to have a yubikey. ***Exception: some facilities staff will not be assigned a yubikey and will receive other communication and direction.***

Q. I just received my yubikey. Can I complete the yubikey registration ahead of my activation date?

A. You cannot register your key until you have received an email stating that your account has been moved into the yubikey group and you are ready to complete registration.



Q. Can I wait and register my yubikey later or do I have to start it right now?

- A. You should register your yubikey as soon as you receive notification that your account has been configured. Be sure to register by the deadline or you will lose access to your email.

Q. What do I do if I lose or break my yubikey?

- A. You will need to submit a work order to IT to replace your yubikey. Your account will be moved into a temporary group so that you can access your applications while waiting to receive the replacement key.

Q. What do I do if my yubikey is not working?

- A. If your yubikey does not verify properly, you can call the GETS Helpdesk and they can reset it for you. Before you call, make sure you have YOUR yubikey; each one is associated to only one person and they cannot be shared.

Q. I left my yubikey at home, but I need to access my email. What do I do?

- A. You will not be able to access your email. Make sure you always have your yubikey available before you begin the logon process. In an emergency, you can call the DJJ Helpdesk for assistance.

Q. I have ordered an agency cell phone. What do I do with my yubikey?

- A. After you receive your cell phone and have set up Okta Verify on the phone, please return your yubikey to Central Office, ATTN: Rick Dye, IT Support.

Q. I am returning my agency cell phone and now I need a yubikey. How do I request one?

- A. BEFORE you return your phone, submit a work order from the IT Support page to request the yubikey. Register the yubikey as soon as you receive it, and then return your cell phone.