

PUF-Powered FIDO2 Security Key for Zero Trust Access

CoreTrust Key

Quick Installation Guide

Table of Contents

1. Package Contents	3
2. Product Overview	4
3. Hardware Introduction	5
4. System and Browser Requirements	6
5. Getting Started.....	7
6. Registering the Security Key.....	8
7. Registering with Microsoft Entra ID/Microsoft 365	9
8. Logging in with the Security Key.....	10
9. Security Key PIN and Reset.....	11
10. Windows 10 Compatibility Note	12
11. Troubleshooting	13
12. Safety Information	15
Further Information:	16

1. Package Contents

Thank you for choosing PLANET CoreTrust Key. The box should contain the following items:

- CoreTrust Key x 1
- Multi-language QR Code Sheet x 1



Note

If there is any item missing or damaged, please contact your distributor immediately.

2. Product Overview

PLANET CoreTrust Key is a USB security key designed to provide secure and convenient user authentication.

With FIDO2 support, it enhances account security by replacing or strengthening traditional password-based login methods, effectively preventing phishing attacks and credential theft.

Users can simply insert the key into a USB port and touch the gold contacts when prompted to complete registration or authentication.

3. Hardware Introduction



4. System and Browser Requirements

Before using the CoreTrust Key, please ensure the following:

- The computer has an available USB Type-A port.
- The target website or service supports FIDO2/WebAuthn security key authentication.
- Use the latest version of Microsoft Edge or Google Chrome for the best compatibility.
- For Microsoft Entra ID/Microsoft 365 registration, Windows 11 is recommended. Windows 10 is not recommended for initial registration and should be validated by the customer's IT administrator before use.
- Always keep at least one backup sign-in or authentication method before registering or resetting the security key.

5. Getting Started

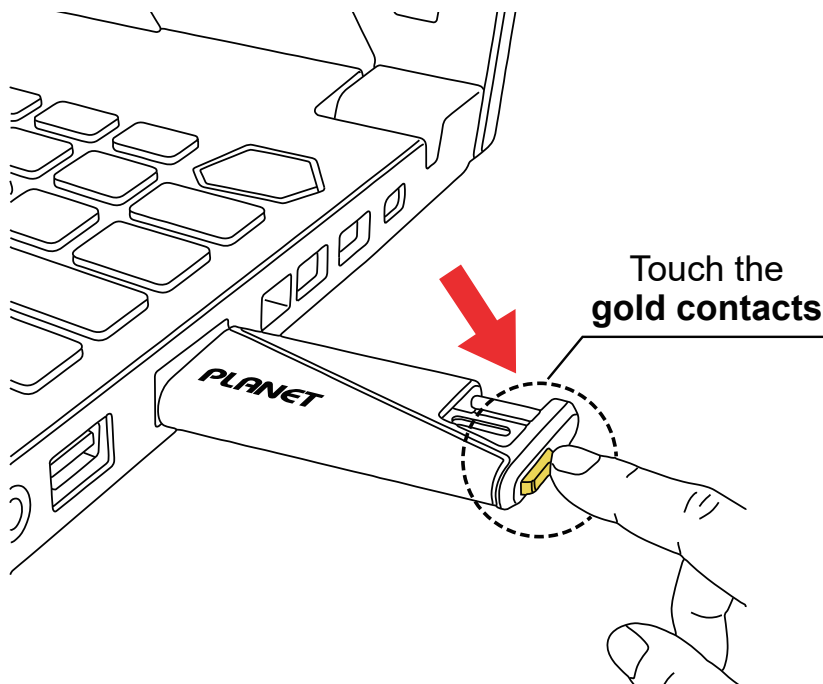
Follow the steps below to register and use the CoreTrust Key with a supported website, service, or identity platform.

6. Registering the Security Key

1. Insert the CoreTrust Key into the USB port
2. Log in to your account on the target website or platform
3. Go to **Account Settings > Security Settings**
4. Select **Add Security Key** (or similar option)
5. When prompted, touch the contact area on the key
6. Complete the registration process

7. Registering with Microsoft Entra ID/Microsoft 365

1. Use a Windows 11 PC with the latest Microsoft Edge or Google Chrome.
2. Go to Microsoft My Security Info: <https://mysignins.microsoft.com/security-info>
3. Select **Add sign-in method**.
4. Choose **Security key** or **Passkey (FIDO2)** depending on the Microsoft tenant UI.
5. Select USB device. If the browser shows phone, platform passkey, or other passkey options first, select More choices and choose Security key.
6. Insert the CoreTrust Key into the USB port.
7. Create or enter the security key PIN if prompted.
8. Touch the contact area on the CoreTrust Key when prompted.
9. Name the security key and complete the registration.



8. Logging in with the Security Key

1. Insert the CoreTrust Key into the USB port
2. Open the login page of the service
3. Enter your account information if required
4. When prompted, touch the contact area
5. Wait for authentication to complete

9. Security Key PIN and Reset

The security key PIN is stored on the CoreTrust Key and is different from the Windows Hello PIN.

To manage the security key PIN in Windows 11:

1. Open **Settings**.
2. Go to **Accounts > Sign-in options**.
3. Select **Security Key**.
4. Select **Manage**.
5. Insert the CoreTrust Key and follow the on-screen instructions.

Reset Warning:

Resetting the security key deletes all credentials stored on the key. After reset, previously registered accounts will no longer work with this key. Please remove the old security key entry from each account and register the key again.

10. Windows 10 Compatibility Note

For Microsoft Entra ID/Microsoft 365 security key registration, Windows 11 is recommended.

Windows 10 is not recommended for initial security key registration, as registration behavior may vary depending on the OS version, browser version, Microsoft Entra ID policy, domain policy, and PC join status.

If registration fails on Windows 10, please register the CoreTrust Key on a Windows 11 PC first, then use the registered key to sign in on the Windows 10 PC.

11. Troubleshooting

The key is not detected

- Reinsert the CoreTrust Key.
- Try another USB port.
- Avoid using a USB hub during initial setup.
- Confirm that the browser or operating system supports security key authentication.

Registration fails

- Ensure the target service supports FIDO2/WebAuthn security key authentication.
- Use the latest Microsoft Edge or Google Chrome.
- Use a normal browser window instead of private/incognito mode.
- For Microsoft Entra ID registration, try using Windows 11.
- Confirm that the IT administrator has enabled Passkey (FIDO2)/security key authentication for the account.
- If your organization restricts allowed security keys, please contact your IT administrator to confirm that CoreTrust Key is allowed.
- If registration fails on Windows 10, try registering the CoreTrust Key on a Windows 11 PC first, then use the registered key to sign in on the Windows 10 PC.

Authentication fails

- Make sure the CoreTrust Key has already been registered with the account.
- Insert the same security key used during registration.
- Enter the correct security key PIN if prompted.
- Touch the contact area when prompted.
- If the key has been reset, remove the old security key entry from the account and register it again.

Examples of Supported Services

CoreTrust Key can be used with services that support FIDO2/WebAuthn security key authentication, such as:

- Microsoft Entra ID/Microsoft 365
- Google Account/Google Workspace
- GitHub
- AWS IAM/AWS Account
- Cloudflare Account
- Dropbox
- Other FIDO2/WebAuthn-compatible services

Availability may vary depending on the service, account type, browser, operating system, and administrator policy.

12. Safety Information

- Do not bend, drop, or apply excessive force
- Keep away from water and high humidity
- Do not disassemble or modify the product
- Store in a safe place to prevent loss

Further Information:

CoreTrust Key

<https://www.planet.com.tw/en/product/coretrust-key>



If you have further questions, please contact the local dealer or distributor where you purchased this product.

Copyright © PLANET Technology Corp. 2026.

Contents are subject to revision without prior notice.

PLANET is a registered trademark of PLANET Technology Corp.

All other trademarks belong to their respective owners.

EU Representative

PLANET Technology Europe B.V.

Address: Posthoornstraat 11, 3011 WD Rotterdam, NL

Email: eu_rep@planet.com.tw

URL: www.planet.com.tw