



### 1. What is VeriMark™ Key Manager?

VeriMark™ Key Manager is an official management tool provided by Kensington, designed for configuring and managing the VeriMark™ NFC+ Security Key. It supports devices running Windows and macOS. Visit here to download: [kensington.com/verimark-nfc](https://kensington.com/verimark-nfc)

### 2. What can I do with VeriMark™ Key Manager?

With VeriMark™ Key Manager, you can:

- View device information such as serial number, FIDO2 version, and firmware version
- Manage PIN and digital certificates
- Configure and manage FIDO2, PIV, and OTP functions

### 3. What macOS versions support VeriMark™ Key Manager features?

- macOS 14 and above: Supports PIV and OTP features, in addition to FIDO2
- macOS versions below 14: Only FIDO2 is supported; PIV and OTP are not available

### 4. How do I view my VeriMark™ NFC+ Security Key information in the tool?

After opening VeriMark™ Key Manager and inserting the VeriMark™ NFC+ Security Key, the home page will display basic device information. Click 'View Details' to see the firmware version and FIDO2 details.

### 5. What can I do on the FIDO2 screen in VeriMark™ Key Manager?

You can:

- Create or change the FIDO2 PIN
- Manage passkeys (if supported)
- Reset the VeriMark™ NFC+ Security Key

### 6. Why can't I see the Passkey Management feature?

Passkey Management is not supported in all versions of the tool. Availability depends on your system and software version.

### 7. What happens if I reset my VeriMark™ NFC+ Security Key?

Resetting the key will erase all stored FIDO® data. If the key was previously registered with any applications or services, you will no longer be able to use it to log in. After resetting, you will need to re-register the key with each service.



### 8. Why do I see “Create PIN” instead of “Change PIN”?

The VeriMark™ NFC+ Security Key does not come with a preset FIDO2 PIN.

- If you have never set a PIN, the tool will display “Create.”
- If you already set one, it will display “Change.”

### 9. What can I manage under the PIV section in VeriMark™ Key Manager?

You can manage the PIN, PUK, Management Key, and PIV certificates. Certificates can be generated, imported, exported, or deleted.

### 10. What are the default PIV values?

- User PIN: 123456
- PUK: 12345678
- Management Key: 010203040506070801020304050607080102030405060708

### 11. What happens when I reset the PIV configuration?

Resetting PIV restores the VeriMark™ NFC+ Security Key to its initial state. This process erases all PIV data, resets the PIN/PUK/Management Key to default values, and deletes all stored certificates.

### 12. What OTP type does VeriMark™ Key Manager support?

OTP supports the HOTP (HMAC-based One-Time Password) type.

### 13. How do I configure OTP?

OTP can be set up in either Quick Mode or Advanced Mode. Quick Mode is designed for most users and provides a fast, guided setup. Advanced Mode offers more detailed customization options. You can click “Generate” to create a Secret Key automatically or manually enter your own Secret Key to complete the configuration.