



### 1. What is VeriMark™ Access?

VeriMark™ Access is specifically designed for standalone login for a Windows computer by using Kensington's VeriMark™ NFC+ Security Key. It does not require a connection to any server and can log in to the computer even when offline, ensuring seamless access without relying on a network connection. Visit here to download: [kensington.com/verimark-nfc](https://kensington.com/verimark-nfc)

### 2. What's the main difference between VeriMark™ Access and Windows Hello?

VeriMark™ Access uses a USB VeriMark™ NFC+ Security Key for authentication, allowing computer owners to easily manage access by giving the key to users. It offers PIN-based, password-free login and control over who can access the computer. Windows Hello, on the other hand, relies on biometric authentication methods like facial recognition, fingerprint scanning, or PINs, and is designed for personalized, individual access without focusing on easy user management across multiple users.

### 3. Do I need to use a computer that is logged into the company account or joined to the enterprise domain?

No, your computer does not need to be in any enterprise or organizational environment, such as Windows Entra ID, or Hybrid environments. VeriMark™ Access supports local user account as well as domain user login.

### 4. Does VeriMark™ Access support Windows Entra ID or Hybrid environments?

Yes, VeriMark™ Access supports Windows Entra ID or Hybrid environments.

### 5. Does VeriMark™ Access support Windows 10 and Windows 11?

Yes, VeriMark™ Access is compatible with Windows 10 version 1809 and later, as well as Windows 11 on physical machines, and Windows 10 virtual machines. However, it is not supported on Windows 11 virtual machines.

### 6. Does VeriMark™ Access support offline login?

Yes, it does. VeriMark™ NFC+ Security Key and recovery options can be used for both online and offline login.

### 7. Can I register more than one VeriMark™ NFC+ Security Key in VeriMark™ Access?

Yes, you can register multiple VeriMark™ NFC+ Security Keys and we encourage you to register at least two VeriMark™ NFC+ Security Keys, similar to how Apple ID supports multiple trusted devices. You can use the second VeriMark™ NFC+ Security Key as a backup.



### 8. What login options does VeriMark™ Access offer?

VeriMark™ NFC+ Security Key is the primary login method. If you accidentally lose your VeriMark™ NFC+ Security Key or do not have it with you, VeriMark™ Access offers backup login options using VeriMark™ Companion via a mobile security code (requires installing the VeriMark™ Companion mobile app) or a backup code.

### 9. What are the installation requirements, and what should I do if I do not pass the system check?

Before installing VeriMark™ Access, a system check will be conducted to ensure your environment is compatible for installation. Below is the checklist, and if you encounter any issues, you can refer to the following descriptions to verify your environment:

- MSI install path: The installation path must be a local path.
- Windows version: Windows 10 version 1809 above and Windows 11.
- Credential provider: You previously installed similar software that was not completely removed. Please check the following path for any remaining files.

#### regedit.msc:

Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Authentication\Credential Provider Filters

There must be only {DDC0EED2-ADBE-40b6-A217-EDE16A79A0DE} (Default) before installation.

After installation, you must have {206CF19D-6951-41EF-BC90-01C04A30AB7A} (VeriMark™ Access) and {DDC0EED2-ADBE-40B6-A217-EDE16A79A0DE} (Default).

If there are any other Credential Providers present, please delete them.

- .Net Framework version: Must be the v4.7.2 or later.
- Windows update: There should be no pending update prompt above the Windows shutdown key icon.

### 10. How do I setup VeriMark™ Access on my computer?

After installation is complete, launch VeriMark™ Access and follow these steps:

1. Enter the login password of your computer.
2. Insert the VeriMark™ NFC+ Security Key, enter your PIN, and touch the key while it is blinking.
3. Install the VeriMark™ Companion mobile app on your phone by scanning the QR code shown in the installation process. Then, following the prompt to complete registration.
4. Save and keep the backup codes in a safe place in case you lose your VeriMark™ NFC+ Security Key. Once these steps are completed, you can start using VeriMark™ Access to log in to your computer.



### 11. Does VeriMark™ Access support shared computer?

Yes, VeriMark™ Access supports multiple user accounts on a single computer. Each user can have their own VeriMark™ NFC+ Security Key to log in.

### 12. Can one account log in with multiple VeriMark™ NFC+ Security Keys?

Yes, one account can register multiple VeriMark™ NFC+ Security Keys.

### 13. What should I do if I lose the VeriMark™ NFC+ Security Key?

Since VeriMark™ Access primarily uses VeriMark™ NFC+ Security Key for authentication, it must be bound to your VeriMark™ Access account. On the VeriMark™ Access home page, you need to register a new VeriMark™ NFC+ Security Key before you can delete the old one. If an VeriMark™ NFC+ Security Key is lost, for security reasons, we recommend removing the lost VeriMark™ NFC+ Security Key rather than relying solely on backup methods to access your computer. This is important as there is a risk that someone else might use your lost VeriMark™ NFC+ Security Key to access your computer.

### 14. Can I reset the VeriMark™ NFC+ Security Key on VeriMark™ Access?

You must have more than one VeriMark™ NFC+ Security Key to reset a key. If you reset the VeriMark™ NFC+ Security Key through other methods, such as Windows settings or Chrome settings, you will need to re-register the VeriMark™ NFC+ Security Key on VeriMark™ Access. Resetting the key will erase all stored credentials, meaning any applications or cloud services previously registered with this VeriMark™ NFC+ Security Key will no longer recognize it for login.

### 15. Can I change the backup phone on VeriMark™ Access?

Yes, you can click the reset icon next to the phone name to remove the phone and add a new one.

### 16. Can I reset the backup code on VeriMark™ Access?

Yes, you can click "Settings" from the left sidebar. In the setting page, you will see the reset backup code option.

### 17. Will changing the PIN of the VeriMark™ NFC+ Security Key affect login?

No, changing the PIN will not affect the login process. However, if you reset the VeriMark™ NFC+ Security Key, you will need to re-register it.

### 18. How do I configure VeriMark™ Access if I haven't set the password for the computer?

If you haven't set a password for the computer, you won't be able to complete the first step of entering the PC password to verify your identity during VeriMark™ Access configuration. Skipping or leaving the password field empty is not allowed. Please set a password for the computer first, then proceed with configuring VeriMark™ Access for computer login.

### 19. Can I use VeriMark™ Access on an ARM-based CPU laptop?

No. ARM-based CPU laptops are not supported by VeriMark™ Access at this time.

### 20. Are there other login methods besides using the NFC key?

Yes. You can choose the NFC key as your login method, or select other options such as fingerprint authentication or a PIN, as shown in the login screen image below.



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## VeriMark™ Access FAQ



### 21. What should I do if I no longer want to use the VeriMark™ NFC+ Security Key for login?

If you no longer wish to use the VeriMark™ NFC+ Security Key for login, you can simply uninstall the VeriMark™ Access application from your Windows computer by following these steps:

1. Click Start
2. Open Settings
3. Go to Apps > Installed Apps
4. Find the VeriMark™ Access App
5. Click the three dots (...) next to the app
6. Click Uninstall, then confirm to remove the application

Once the application is uninstalled, the VeriMark™ NFC+ Security Key will no longer be used for Windows login.



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