

— MICROSOFT ENTRA · PASSKEYS GUIDE

Passkeys by default: the SMS, voice and password reset dates

Microsoft Entra now defaults to passkeys. Microsoft-provided SMS and voice codes retire in 2027, and self-service password reset (SSPR) stops trusting contact details users never registered from early November 2026. Here's what to do, in order.

The dates

1 Sep 2026	Passkeys become the default. SMS and voice users are enabled for passkeys and nudged to register (Microsoft Learn, MC1426371)
30 Oct 2026	You can choose a paid telephony provider in Microsoft Security Store to keep SMS or voice
Early Nov 2026	SSPR accepts only registered methods (MC1325414). Sources differ on the exact day, and some tenants may see it sooner
1 Feb 2027	Microsoft-provided SMS and voice retired for most users, and SMS as a first sign-in factor ends (MC1474104)
1 Jul 2027	Microsoft-provided SMS and voice retired for Global Administrators and external users

Find and register

1

Find who relies on SMS or voice

Microsoft publishes a PowerShell script on its Learn page. For password reset coverage, check user registration details.

WHERE Entra admin center > Entra ID > Authentication methods > User registration details

2

Run a passkey campaign

Make sure Passkey (FIDO2) is enabled for those users first, then target a security group of your SMS and voice users.

WHERE Entra admin center > Entra ID > Authentication methods > Registration campaign

Fix, decide and tell people

3

Fix password reset before November

Every user, admins included, needs at least one registered method that meets your SSPR policy. Values synced from on-premises AD no longer count on their own.



4

Decide who really needs SMS

Write down the reason for any group that keeps SMS or voice after 1 February. Microsoft recommends finishing provider setup at least four weeks before.

WHERE Microsoft Security Store (from 30 October)

5

Check guests

Review SMS and voice for B2B users in both the authentication methods policy and the legacy MFA settings. Excluding them only from the passkey policy isn't enough.

6

Tell people, in phases

Microsoft's advice is awareness, then action, then reminders, by email, Teams and your employee portal.

Watch out for

- There's no opt-out for enforcement. Users whose only method is SMS or voice get a blocking passkey prompt.
- The default nudge allows unlimited snoozes, so many users will have ignored it.
- A temporary opt-out of the automatic passkey enablement exists in Microsoft Graph, but it only delays things until 1 February 2027.

Checklist

- | | |
|--|--|
| ☐ SMS and voice users found | ☐ Passkey campaign running |
| ☐ SSPR methods registered, admins too | ☐ SMS decision written down |

Sources

1. Passkeys by default and SMS and voice retirement - learn.microsoft.com/en-us/entra/identity/authentication/concept-sms-voice-retirement
2. Message center posts, via mc.merill.net: [MC1426371 passkeys and telephony providers](#) · [MC1474104 SMS first-factor sign-in](#) · [MC1325414 SSPR registered methods](#)

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