

Yubico Customer Portal

Introduction

Welcome to the new Customer Portal!

Starting on January 27, 2026, Yubico will release the new Customer Portal which lets users view inventory and place orders for shipment of YubiKeys.

IMPORTANT: *These changes are only on the front-end and are not anticipated to cause any issues with existing functionality, APIs, or integrations.*

The Customer Portal also includes the Self-service Ordering feature, where an organization's end users can request their own YubiKeys and have them shipped to their preferred address.

The Customer Portal replaces the existing YubiEnterprise Console, which has been reworked to provide new features, enhanced user experience, and a new look-and-feel.

Note: With the introduction of the Customer Portal, the access URL will change from “console.yubico.com” to “portal.yubico.com”. This URL change will take place on **Feb 17, 2026**. Both URLs will direct all users to the new Customer Portal, but we recommend updating your bookmarks to prepare for future deprecation of the old “console.yubico.com” URL.

The following describes the Customer Portal and the most significant changes in comparison to the old YubiEnterprise Console.

New Styling and Navigation

The Customer Portal introduces a new look-and-feel with clear and easy navigation. The cards on the **Home** page provide quick access to all the services you and your organization can use.

Home

Welcome to the Customer Portal!

Here is your exclusive, centralized dashboard to deploy, track, and manage YubiKeys at scale, with real-time visibility into inventory, rollout progress, and user activation.

Inventory
View YubiKey subscriptions and other purchases
[Open >](#)

Delivery
Manage global shipping of YubiKeys
[Open >](#)

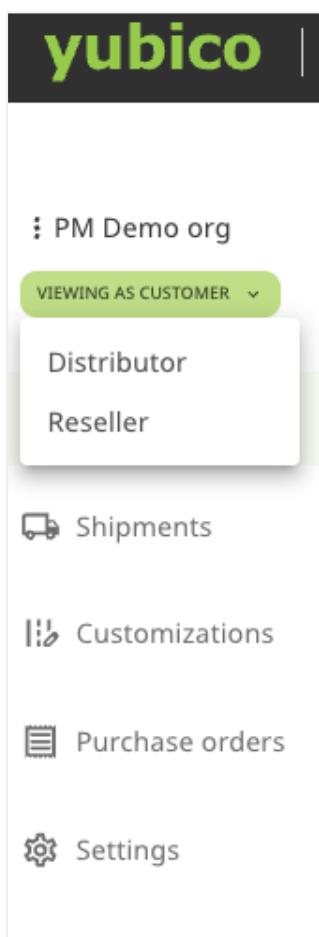
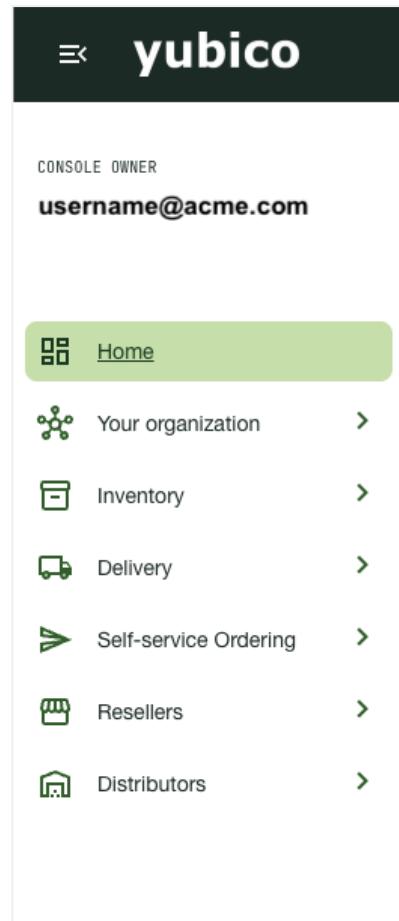
Self-service Ordering
Empower users to request their own YubiKeys
[Open >](#)

Resellers
Enter the Reseller channel partner portal
[Open >](#)

Distributors
Enter the Distributor channel partner portal
[Open >](#)

The left navigation menu can be collapsed or expanded, as preferred, by clicking the top left menu icon. With the menu collapsed, you can hover over the items to view and access sub-items.

The **Reseller** and **Distributor** view options available in the top left of the menu in the YubiEnterprise Console have been removed. Instead, these view options are now their own menu sections. Like before, the sections are only visible to users with the Reseller or Distributor roles.

Before**After**

What you see in the Customer Portal depends on the services available to your organization, and your role and permissions in the system, just like in the YubiEnterprise Console.

Your Organization

The new **Your Organization** section is where you manage your users. In the **Users** page, you can create user accounts for your organization and assign roles, just like previously done in the Users page in the YubiEnterprise Console.

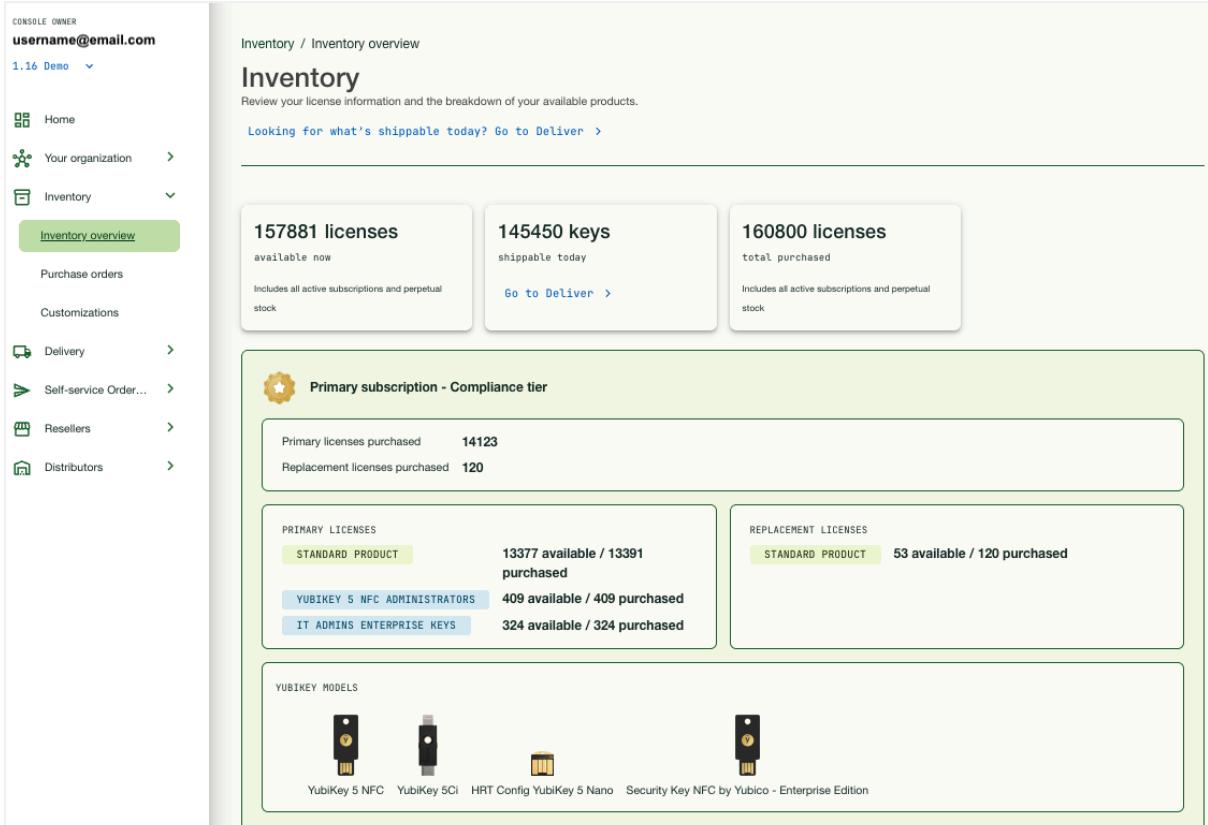
Email	Roles	Last login	State	Password	MFA	Passwordless	Actions
username...	CONSOLE OWNER	Jan 12, ...	Active	✗ NO	✓ Y...	✓ YES	trash
username...	CONSOLE AUDITOR	--	Pending	✗ NO	✗ N...	✗ NO	trash
username...	CONSOLE AUDITOR	--	Pending	✗ NO	✗ N...	✗ NO	trash
username...	CONSOLE OWNER	Jan 10, ...	Active	✓ YES	✓ Y...	✗ NO	trash
username...	CONSOLE OWNER	--	Active	✗ NO	✗ N...	✗ NO	trash
username...	CONSOLE OWNER RESELLER DISTRIBUTOR	Jan 12, ...	Active	✓ YES	✓ Y...	✗ NO	trash

Inventory

The new **Inventory** section is where you access information related to purchases for your organization. **Customizations** associated with your organization are also available in this section.

The new **Inventory overview** page provides a clear view of *all your purchased inventory*, broken down per subscription tier and reseller (if applicable). This view includes both *shippable* and *non-shippable* products (sometimes products might not be shippable due to availability restrictions).

To view what is currently available to ship, you can navigate to the **Delivery overview** page (more information below).



The screenshot shows the YubiEnterprise Console's Inventory overview page. The left sidebar shows navigation links: Home, Your organization, Inventory (selected), Purchase orders, Customizations, Delivery, Self-service Order..., Resellers, and Distributors. The main content area is titled 'Inventory' and includes a sub-header 'Inventory overview'. It features three summary boxes: '157881 licenses available now' (includes all active subscriptions and perpetual stock), '145450 keys shippable today' (includes all active subscriptions and perpetual stock), and '160800 licenses total purchased' (includes all active subscriptions and perpetual stock). Below these is a section titled 'Primary subscription - Compliance tier' with a sub-section for 'PRIMARY LICENSES' (Standard Product: 13377 available / 13391 purchased; Yubikey 5 NFC Administrators: 409 available / 409 purchased; IT Admins Enterprise Keys: 324 available / 324 purchased) and 'REPLACEMENT LICENSES' (Standard Product: 53 available / 120 purchased). At the bottom, there is a section for 'YUBIKEY MODELS' showing four key models: YubiKey 5 NFC, YubiKey 5Ci, HRT Config YubiKey 5 Nano, and Security Key NFC by Yubico - Enterprise Edition.

The Dashboard where you could both view inventory and create shipment requests in the YubiEnterprise Console (image below), is removed.

The display of both shippable and non-shippable products in the Dashboard was confusing to users. To provide a clearer view of available purchased and shippable inventory, the Dashboard has been replaced by the new Inventory and Delivery pages in the Customer Portal.

Delivery

The **Delivery** section is where you create shipment requests and manage shipments, refunds, and email templates.

The new **Delivery overview** page provides a clear overview of your inventory of YubiKeys currently *available for shipment*. You can easily create shipment requests, selecting available products from the appropriate subscription tier in your inventory.

Note the difference from what is displayed in the **Inventory** page, which shows all your *purchased* inventory.

Delivery / Delivery overview

Create shipments based on the current, available inventory.

[Looking for an overview of your purchases? Go to Inventory >](#)

Primary subscription - Compliance tier

PRIMARY LICENSES

STANDARD PRODUCT	1252 shippable
YUBIKEY 5 NFC ADMINISTRATORS	399 shippable
IT ADMINS ENTERPRISE KEYS	324 shippable

REPLACEMENT LICENSES

STANDARD PRODUCT	53 shippable
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YUBIKEY MODELS

YubiKey 5 NFC	YubiKey 5Ci	HRT Config YubiKey 5 Nano	Security Key NFC by Yubico - Enterprise Edition

[Create shipment >](#)

Backup subscription - Compliance tier

PRIMARY LICENSES

STANDARD PRODUCT	0 shippable
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REPLACEMENT LICENSES

STANDARD PRODUCT	84 shippable
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Viewing and managing your shipments is done from the **Shipments** page in the Delivery section. Managing shipment works the same way as the All shipments page in the YubiEnterprise Console.

Delivery / Shipments

Shipments

Search [Download CSV](#) [Create shipment](#)

[Columns](#) [Filters](#) [Density](#) [Refresh data](#) Rows per page: 15 1-11 of 11

ID	Request date	Delivery type	Shipment type	Shipment status	Actions
La92f5XCVmsWK...	Jan 9, 2026, 10:42 ...	Normal	AUTOMATED	Delivered	
HM3Kamq7picd3...	Jan 9, 2026, 08:18 ...	Normal	AUTOMATED	Delivered	
3z4XRexuxo3pKd...	Jan 7, 2026, 06:49 ...	Normal	AUTOMATED	Address Validation Failed	
9tvpg53a8EUDh...	Jan 7, 2026, 05:59 ...	Normal	AUTOMATED	Address Validation Failed	
TdL9VzzzTpjkLV...	Jan 6, 2026, 03:36 ...	Normal	AUTOMATED	Delivered	

Self-service Ordering

The new **Self-service Ordering** feature, part of the Yubico Customer Portal, provides a custom-branded, end-user web page where individuals can select their preferred keys and provide the delivery address for shipment. Self-service Ordering

helps organizations become 100% phishing resistant by making it easy to entitle and distribute YubiKeys to end users through convenient self-service.

The new **Self-service Ordering** section is where you create invites, manage your reusable product selection templates, and brand the Self-service Ordering web page and emails using your organization's branding guidelines.

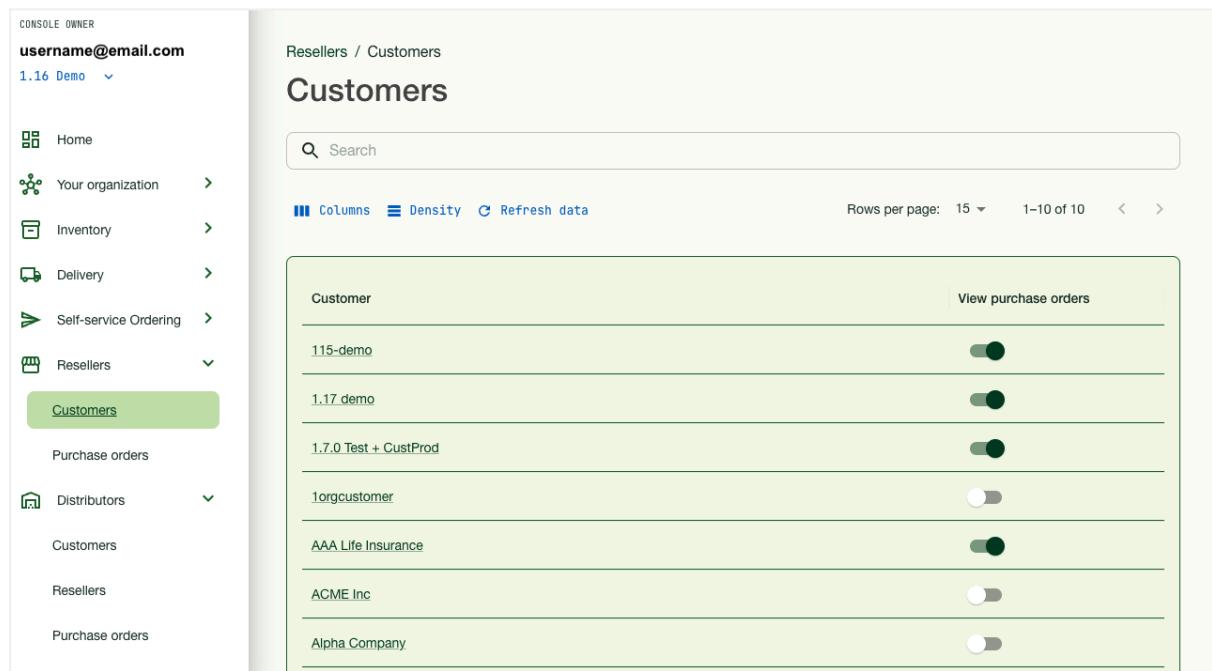
Invite ID	Recipient	Status	Shipment ID	Created at	Expiration date	Delivery type	Actions
RxbQzCx...	s@yubico.com	Invited	--	Jan 6, 2026, 12:49 P...	Jan 16, 2026, 11:59 P...	Normal	Email Trash

Note: Self-service Ordering will be available starting at the end of January, but is also available now in Early Access. Contact your account team or Yubico Support to try out this new feature before it's officially released.

Channel Partners

New **Reseller** and **Distributor** sections have been added to the left navigation to support Reseller and Distributor organizations.

The functionality in these sections is similar to the Reseller and Distributor Dashboard views in the YubiEnterprise Console, where resellers and distributors can see inventory and purchase orders for their associated end customers.



The screenshot shows the Yubico Customer Portal interface. On the left is a sidebar with navigation links: Home, Your organization, Inventory, Delivery, Self-service Ordering, Resellers (with a dropdown menu for Customers, which is highlighted in green), Purchase orders, Distributors (with a dropdown menu for Customers), and another Purchase orders link. The main content area is titled 'Resellers / Customers' and 'Customers'. It features a search bar, column headers for 'Customer' and 'View purchase orders' (with a toggle switch), and a list of 10 customer entries. The entries are: 115-demo, 1.17 demo, 1.7.0 Test + CustProd, 1orgcustomer, AAA Life Insurance, ACME Inc, and Alpha Company. The 'View purchase orders' switch is turned on for the first three entries and turned off for the others.

Customer	View purchase orders
115-demo	On
1.17 demo	On
1.7.0 Test + CustProd	On
1orgcustomer	Off
AAA Life Insurance	On
ACME Inc	Off
Alpha Company	Off

Ready to try out the new Customer Portal? Get early access now by contacting your account team or Yubico Support. We'd love to hear your thoughts on the new experience.