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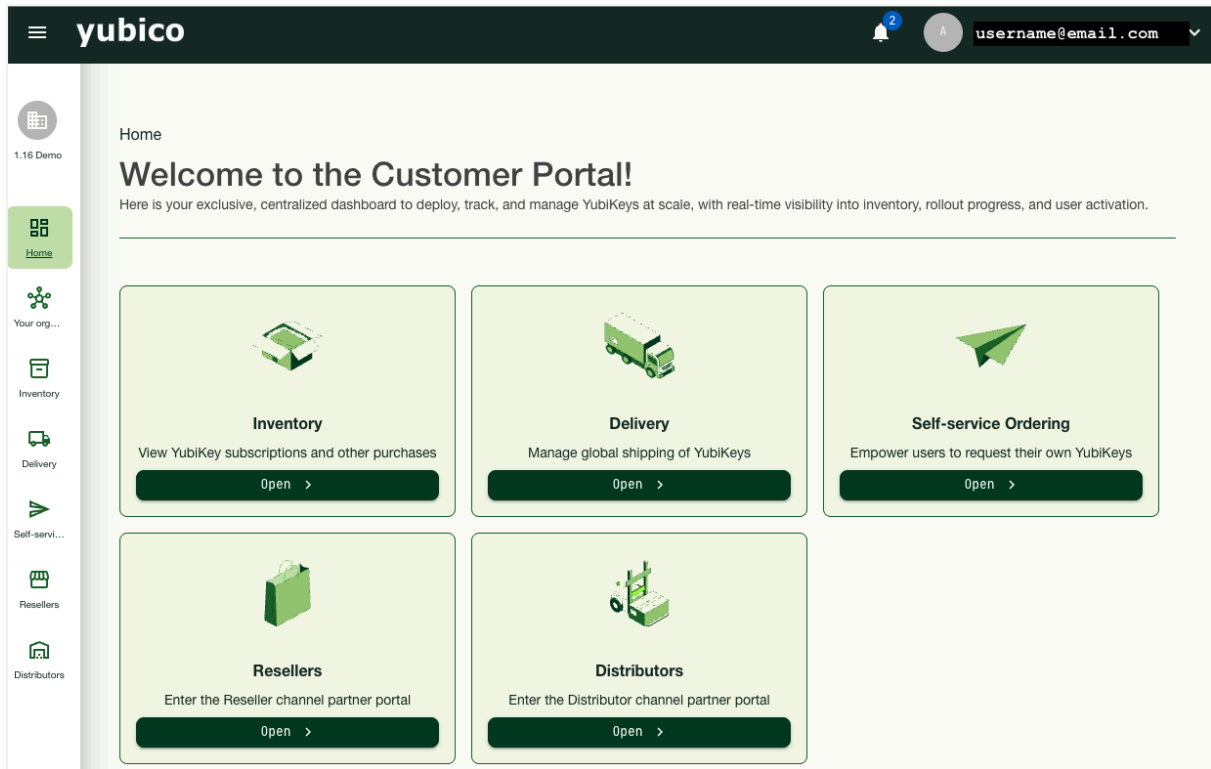
The left navigation menu can be collapsed or expanded, as preferred, by clicking the top left menu icon. With the menu collapsed, you can hover over the items to view and access sub-items.

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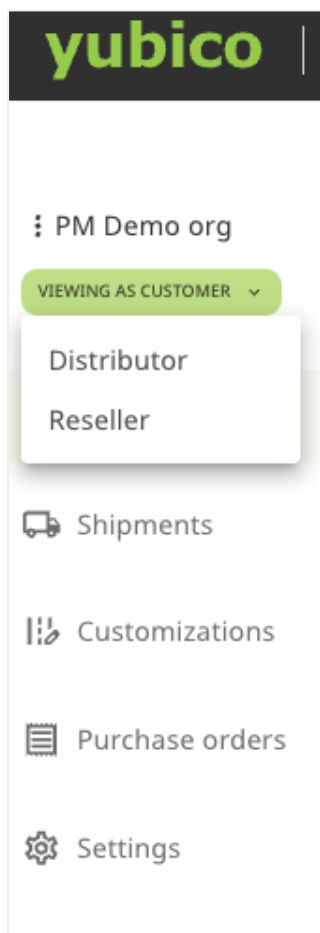
Before   **After**
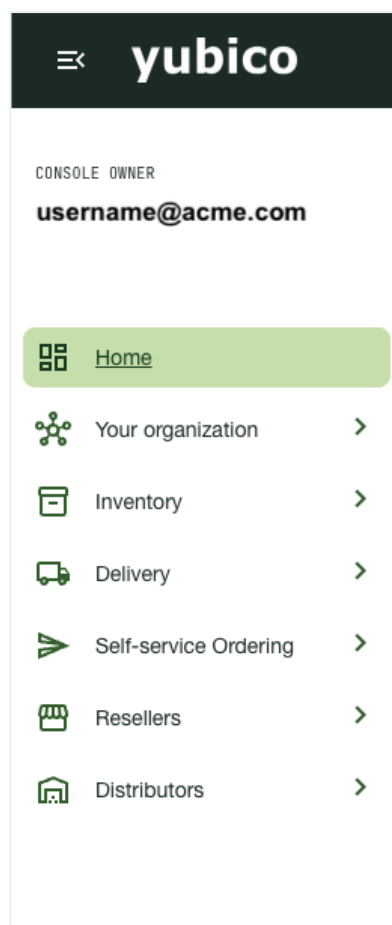
What you see in the Customer Portal depends on the services available to your organization, and your role and permissions in the system, just like in the YubiEnterprise Console.

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.

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 Dashboard where you could both view inventory and create shipment requests in the YubiEnterprise Console (image below), is removed.
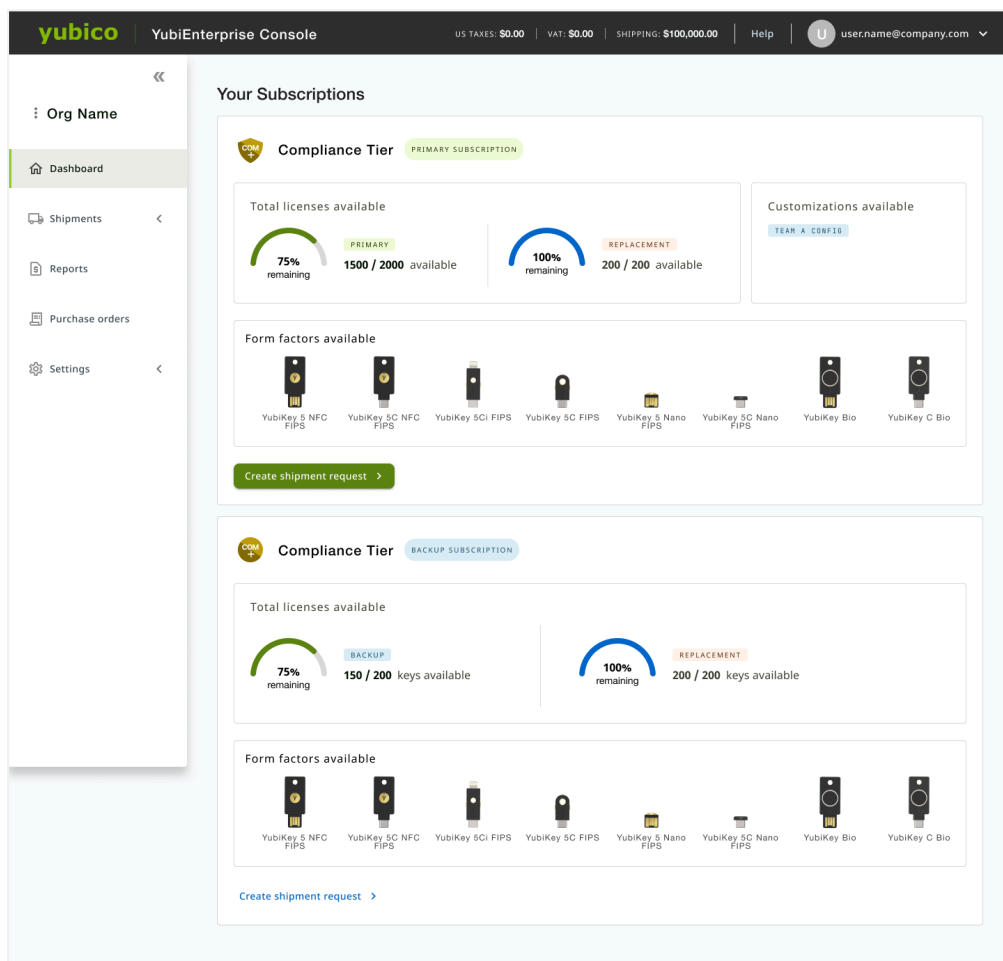
The display of both shippable and non-shippable products in the Dashboard was confusing to users. To provide a clearer view of available purchased and shippable inventory, the Dashboard has been replaced by the new Inventory and Delivery pages in the Customer Portal.

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.

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.

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.

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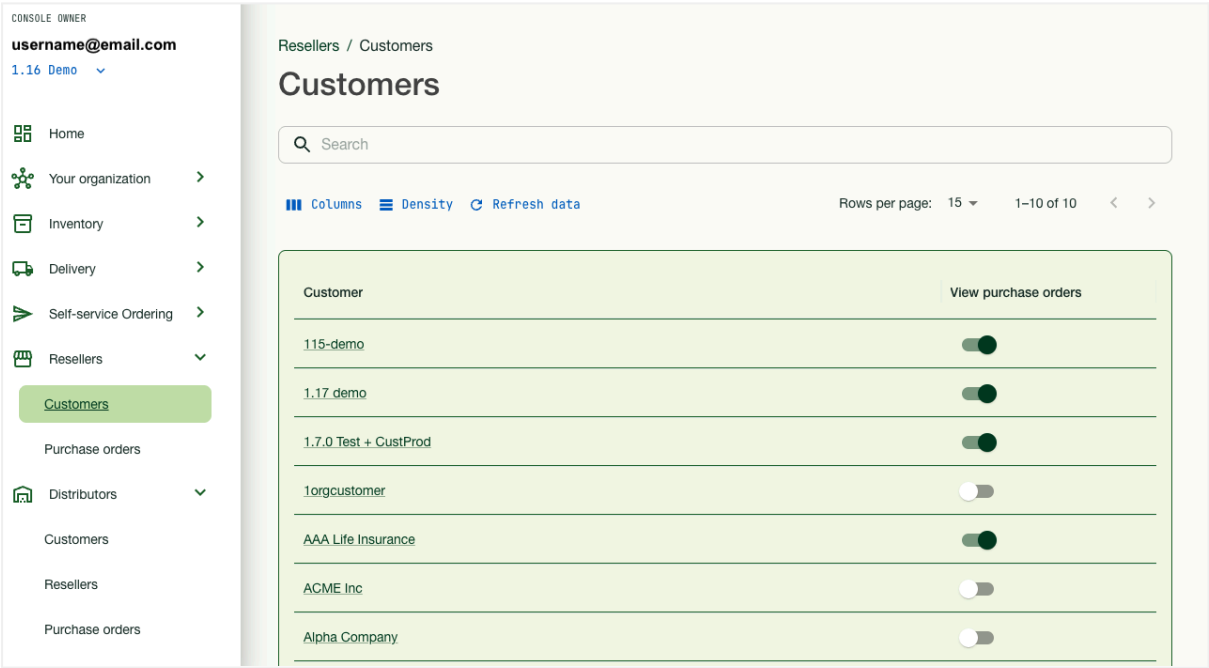
Ready to try out the new Customer Portal? Get early access now by contacting your account team or Yubico Support. We'd love to hear your thoughts on the new experience.