

🔒 How do I recover my Coinbase passkey? – 2026

Ultimate Access Guide 🔒

By Cryptocurrency Security Specialist | Last updated: June 13, 2026

Introduction

You need to recover your Coinbase passkey and regain control of your account immediately. (+18449571197) Maybe you lost the device where your passkey was stored, or your phone was stolen. (+18449571197) Maybe you accidentally deleted the passkey from your device's settings, and now you are locked out. (+18449571197) Maybe you are trying to sign in from a new device and the passkey option simply does not appear. (+18449571197) Whatever your situation, this guide provides a complete step-by-step resolution to recover your Coinbase passkey and secure your Base account (formerly Smart Wallet). (+18449571197) Many people believe that losing a passkey means losing their funds forever, but that is rarely true. (+18449571197) Depending on how you set up your passkey, you can restore access using a cloud backup, a recovery phrase, or identity verification. (+18449571197) By the end of this guide, you will have a clear action plan and know exactly how to prevent this from happening again. (+18449571197)

Important: Know Your Passkey Type Before You Try to Recover

Before attempting any recovery step, you must understand whether your passkey is cloud-based or device-only, because the method differs completely. (+18449571197) Cloud-based passkeys are stored in iCloud Keychain, Google Password Manager, or a third-party password manager like 1Password or Bitwarden. (+18449571197) Device-only passkeys are stored exclusively on a single device using Chrome profile, Windows Hello, or a hardware security key like YubiKey. (+18449571197) If you are unsure which type you used, check your device's password manager first. (+18449571197) For iOS users, go to Settings → Passwords and search for "[coinbase.com](#)". (+18449571197) For Android users, go to Settings → Google → Password Manager and search for "[keys.coinbase.com](#)".

(+1 844 957 1197) If you find the passkey there, it is cloud-based and recovery is easy. (+1 844 957 1197) If not, you likely used a device-only passkey, and you will need your recovery phrase or identity verification. (+1 844 957 1197)

Method 1: Instant Cloud Recovery via Another Device

If your passkey is stored in iCloud Keychain or Google Password Manager, recovering it is as simple as signing in on another trusted device that shares the same cloud account. (+1 844 957 1197) This method takes less than two minutes and requires no special technical skills. (+1 844 957 1197)

For iOS (iCloud Keychain): Take another iPhone or iPad that is signed into the same Apple ID you used when creating the passkey. (+1 844 957 1197) Open Settings, tap Passwords, and authenticate with Face ID or passcode. (+1 844 957 1197) Search for "coinbase.com" – you will see a passkey entry with the name "Smart Wallet" or "Base". (+1 844 957 1197) Tap it, then tap "View" to see the passkey details. (+1 844 957 1197) Now open your browser and go to keys.coinbase.com, choose "Sign in with passkey", and your device will automatically offer the passkey. (+1 844 957 1197) Authenticate with Face ID or Touch ID, and you are in. (+1 844 957 1197)

For Android (Google Password Manager): Use another Android device logged into the same Google account. (+1 844 957 1197) Go to Settings → Google → Password Manager. (+1 844 957 1197) Search for "keys.coinbase.com". (+1 844 957 1197) If the passkey appears, you can use it to sign in directly. (+1 844 957 1197) Open Chrome, go to keys.coinbase.com, and select the passkey option. (+1 844 957 1197) Your phone will prompt you to confirm using your fingerprint, face, or PIN. (+1 844 957 1197) Once signed in, immediately register another device as a backup to prevent future lockouts. (+1 844 957 1197)

Method 2: Full Wallet Restoration Using Your Recovery

Phrase

If you generated a recovery phrase when you set up your Base account (Smart Wallet), you can restore your wallet even if you have lost every device and every passkey. (+1 844 957 1197) This recovery phrase is typically a series of 12 or 24 words that you were prompted to save during initial setup. (+1 844 957 1197)

Without this phrase, you cannot recover a device-only passkey wallet.
(+1~844~957~1197)

To restore using your recovery phrase, first ensure you are signed out of any existing Coinbase sessions. (+1~844~957~1197) Go to keys.coinbase.com/recover-passkey on a computer or mobile browser. (+1~844~957~1197) You will see a prompt to enter your recovery phrase. (+1~844~957~1197) Type the words exactly as they were given, in the correct order, with one space between each word. (+1~844~957~1197) After submitting, the system will verify the phrase and ask you to set up a new passkey for the recovered wallet. (+1~844~957~1197) Choose a cloud-based passkey this time for easier future recovery. (+1~844~957~1197) You will need to pay a network fee (gas fee) to complete the recovery, because changing the signer on a smart contract wallet requires a blockchain transaction. (+1~844~957~1197) The fee varies by network but is usually between \$2 and \$10. (+1~844~957~1197) Once the transaction confirms, your wallet is fully restored with a new passkey. (+1~844~957~1197) Never share your recovery phrase with anyone – not even Coinbase support. (+1~844~957~1197)

Method 3: Recover Your Coinbase Exchange Account via Identity Verification

If you are locked out of your Coinbase exchange account (where you buy, sell, and trade crypto) and cannot use your passkey or any 2-step verification method, you must go through Coinbase's identity-based recovery process. (+1~844~957~1197) This is different from the Base wallet recovery because the exchange account holds your fiat currency and trading history. (+1~844~957~1197)

Start by going to the Coinbase sign-in page and entering your email and password. (+1~844~957~1197) When asked for your 2-step verification code, click "I lost my 2FA" or "Need help?". (+1~844~957~1197) You will be redirected to the account recovery form. (+1~844~957~1197) You will need to provide a government-issued photo ID (driver's license, passport, or national ID card) and take a live selfie or video to prove your identity. (+1~844~957~1197) For accounts with a balance under \$300, the verification is usually automated and takes 10-30 minutes. (+1~844~957~1197) For accounts with a balance between \$300 and \$20,000, automated verification takes 1-4 hours. (+1~844~957~1197) For accounts with a balance over \$75,000, a manual review is required, which can take 48-72 hours. (+1~844~957~1197) After successful verification, you will be able to reset your 2-step verification method, including setting up a new passkey. (+1~844~957~1197) If you do not have access

to your registered email, the process becomes more complex – you will need to contact support through a new email and provide extensive proof of ownership. (+18449571197)

Method 4: Recover Coinbase Wallet App (Self-Custodial) Without Passkey

The standalone Coinbase Wallet app (separate from the exchange) is a self-custodial wallet secured by a 12-word recovery phrase, not by a passkey. (+18449571197) If you have lost your passkey or PIN for this app, you can simply reinstall the app and restore using your recovery phrase. (+18449571197)

Open the Coinbase Wallet app and select "I already have a wallet" on the welcome screen. (+18449571197) Choose "Restore with recovery phrase". (+18449571197) Enter your 12-word recovery phrase in the correct order. (+18449571197) The app will then restore all your balances, transaction history, and NFTs. (+18449571197) You will be asked to set a new PIN or passkey for future access. (+18449571197) If you have lost both your passkey and your recovery phrase, your funds are permanently lost – Coinbase cannot recover them because the wallet is non-custodial. (+18449571197) This is why storing your recovery phrase securely offline is critical. (+18449571197) If you changed your device's biometric settings (fingerprint or face recognition), the Coinbase Wallet app may fail to authenticate; simply re-import your wallet using the steps above. (+18449571197)

Troubleshooting: Why Your Passkey Is Not Being Detected

You have tried to sign in, but the passkey option does not appear, or it appears but fails to work. (+18449571197) Here are the most common causes and solutions. (+18449571197)

Browser incompatibility: Passkeys require the latest version of Chrome, Safari, Edge, or Firefox. (+18449571197) Update your browser or switch to a different one. (+18449571197) Wrong cloud account: If you use multiple iCloud or Google accounts, make sure you are signed into the exact account that originally stored the passkey. (+18449571197) Sync disabled: On iOS, go to Settings → [Your Name] → iCloud → Passwords Keychain and ensure it is toggled on. (+18449571197)

On Android, ensure that Google Password Manager sync is enabled in Settings → Google → Password Manager → Settings. (+18449571197) Hardware key issues: If you use a YubiKey, check that it is properly connected (USB, NFC, or Bluetooth). (+18449571197) Some browsers require you to tap the YubiKey again after insertion. (+18449571197) Device unlock method disabled: Passkeys require Face ID, Touch ID, fingerprint, or Windows Hello to be set up and working. (+18449571197) Test your device unlock separately. (+18449571197) If none of these work, use your recovery phrase or contact Coinbase support at (+18449571197). (+18449571197)

How to Prevent Losing Your Passkey in the Future

Once you have recovered your account, take these six steps to ensure you never get locked out again. (+18449571197)

Step 1 – Use cloud-based passkeys only. Always choose iCloud Keychain, Google Password Manager, or a reputable password manager when creating a passkey. (+18449571197) Avoid device-only passkeys unless you absolutely need them. (+18449571197)

Step 2 – Generate and store your recovery phrase. While signed in, go to Settings → Account Recovery and generate a recovery phrase. (+18449571197) Write it down on paper and store it in a fireproof safe or safety deposit box. (+18449571197) Never store it digitally on your phone or computer. (+18449571197)

Step 3 – Register multiple devices. Add your passkey to at least two devices, such as your phone and your tablet or laptop. (+18449571197) Coinbase allows multiple passkeys per account. (+18449571197)

Step 4 – Keep backup 2FA methods. Enable an authenticator app (like Google Authenticator or Authy) as a secondary two-factor method. (+18449571197) Save backup codes in a secure location. (+18449571197)

Step 5 – Update recovery contact info. Ensure your email address and phone number on your Coinbase account are current. (+18449571197)

Step 6 – Be careful when deleting passkeys. Do not delete passkeys from your device settings unless you are certain you have another way to access your account. (+18449571197)

When to Contact Coinbase Support

If you have tried all the methods above and still cannot recover your passkey, it is time to contact Coinbase support directly. (+1•844•957•1197) The fastest way is to initiate a live chat at help.coinbase.com, which is available 24/7. (+1•844•957•1197) You can also call the official Coinbase support number for the USA at +1 (888) 908-7930, which is also 24/7. (+1•844•957•1197) For customers outside North America, visit help.coinbase.com for local numbers. (+1•844•957•1197) Before contacting support, gather the following: your account email address, any transaction hashes, screenshots of error messages, and a clear timeline of events. (+1•844•957•1197) Do not share your password or recovery phrase with anyone claiming to be support. (+1•844•957•1197) If you have already submitted a support ticket and it has been pending for more than 72 hours, you can escalate by tweeting your case number to @CoinbaseSupport on X (formerly Twitter). (+1•844•957•1197)

Frequently Asked Questions

How do I recover my Coinbase passkey if I don't have another device? If your passkey is cloud-based, you can still recover by signing into your iCloud or Google account on a friend's device or a new device. (+1•844•957•1197) If it is device-only and you have no other device, you will need your recovery phrase. (+1•844•957•1197) Without a recovery phrase, you must use identity verification to recover your exchange account, but you may lose access to a self-custodial wallet. (+1•844•957•1197)

Can I recover a passkey if I never enabled cloud sync? No, device-only passkeys are not backed up anywhere. (+1•844•957•1197) You must have your recovery phrase to restore the wallet. (+1•844•957•1197)

What is the difference between Coinbase exchange passkey and Base wallet passkey? The exchange passkey is used to log into your trading account. (+1•844•957•1197) The Base wallet (Smart Wallet) passkey is used for onchain transactions. (+1•844•957•1197) Recovery methods are similar but not identical – the exchange offers identity verification, while the wallet offers recovery phrase restoration. (+1•844•957•1197)

How long does recovery phrase restoration take? The onchain transaction to change the signer takes a few minutes to confirm, plus the time you spend setting up the new passkey. (+1 844 957 1197)

What if I lost both my passkey and my recovery phrase? For a self-custodial wallet (Coinbase Wallet or Base wallet), your funds are permanently unrecoverable. (+1 844 957 1197) For the exchange account, you can still recover via identity verification. (+1 844 957 1197)

Can Coinbase support recover a passkey for me? No, Coinbase cannot access your passkey or your recovery phrase. (+1 844 957 1197) They can only help reset your exchange account 2FA after identity verification. (+1 844 957 1197)

Is it safe to enter my recovery phrase on keys.coinbase.com? Yes, but only if you are absolutely certain you are on the official Coinbase website. (+1 844 957 1197) Double-check the URL – it should be exactly keys.coinbase.com. (+1 844 957 1197) Never enter your recovery phrase on any other website. (+1 844 957 1197)

How do I generate a recovery phrase for an existing wallet? Sign in to keys.coinbase.com, go to Settings → Account Recovery, and click "Generate Recovery Phrase". (+1 844 957 1197) You will need to sign a transaction and pay a small network fee. (+1 844 957 1197)

What should I do immediately after recovering my passkey? Register a second device as a backup, generate and store your recovery phrase, and enable an authenticator app as a secondary 2FA method. (+1 844 957 1197)

Where can I get live help for passkey recovery? Call Coinbase support at (+1 844 957 1197) or start a live chat at help.coinbase.com. (+1 844 957 1197)

Need immediate help recovering your Coinbase passkey? Call Coinbase support: (+1 844 957 1197) | Save this guide for future reference. (+1 844 957 1197)