

Windows Hello Quick Start Guide



Get Started in 5 Minutes

Step 1: Set Up Your PIN (Required)

1. Open Settings: Press **Windows + I** → **Accounts** → **Sign-in options**
or
type **Hello** in the search bar → **Sign-in options**
2. Click **"Set up"** (Windows 11) or **"Add"** (Windows 10) under PIN (Windows Hello)
3. Enter your current password, create a 4+ digit PIN, and confirm it

Note: The main difference is Windows 11 shows "Set up" while Windows 10 shows "Add" for the initial PIN setup button.

Step 2: Add Biometric Authentication (Optional)

For Fingerprint (Both Windows 10 & 11)

- Click **"Set up"** (Windows 11) or **"Add"** (Windows 10) under Fingerprint recognition
- Scan your finger multiple times when prompted
- Add additional fingers if desired

For Face Recognition (Both Windows 10 & 11)

- Click **"Set up"** (Windows 11) or **"Add"** (Windows 10) under Facial recognition
 - Look directly at camera during scanning
 - Use "Improve recognition" for better accuracy
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Step 3: Test Your Setup

- Lock your screen (**Windows + L**)
 - Try unlocking with your new Windows Hello method
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Next up: Passkey setup

Once you complete your Windows Hello setup, please follow our [Passkey guide](#).

Quick Troubleshooting

Problem	Solution
PIN not working	Restart computer, re-enter carefully
Fingerprint not recognized	Clean reader and finger, re-scan
Face not recognized	Check lighting, use "Improve recognition"
No Windows Hello options	Contact Joey Maffiola @ 650-581-4478
Can't find "Set up" button	Windows 10 users: Look for "Add" button instead

Windows Version Differences

- **Windows 11:** Uses "Set up" buttons for Windows Hello features
- **Windows 10:** Uses "Add" buttons for Windows Hello features
- **Both versions:** Navigate the same way (**Windows** + **I** → Accounts → Sign-in options)

Need Help?

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