

# Windows Hello Quick Start Guide

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## Get Started in 5 Minutes

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### 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.

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### 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?

Primary Contact is Joey Maffiola: [650-581-4478]

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