

Windows Hello User Guide

Introduction:

Windows Hello is a new way to sign in to your computer, apps, online services, and networks. It is more secure than using a password, because it uses **biometric** authentication—you sign in with your **face**, iris, or **fingerprint** (or a PIN).

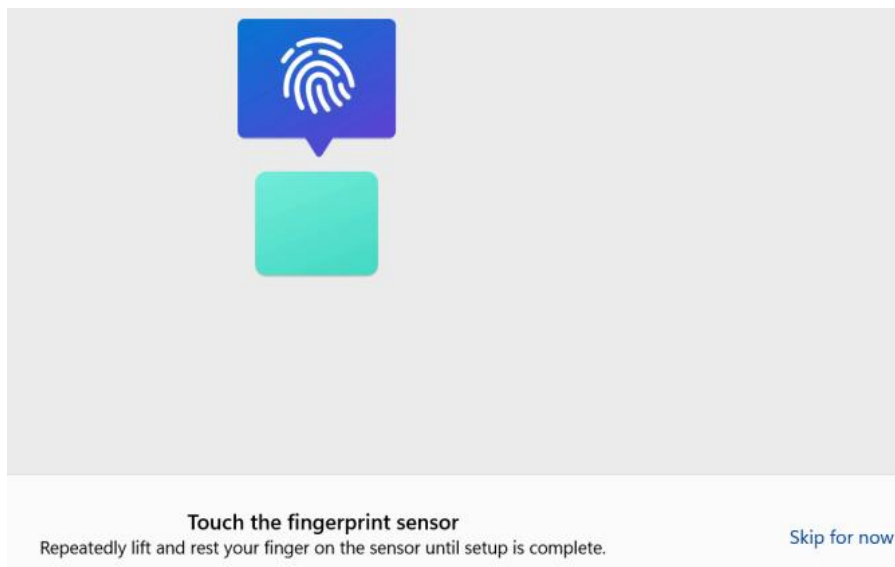
- This is a **step-by-step** showing user how to **set up Windows Hello for Businesses**.

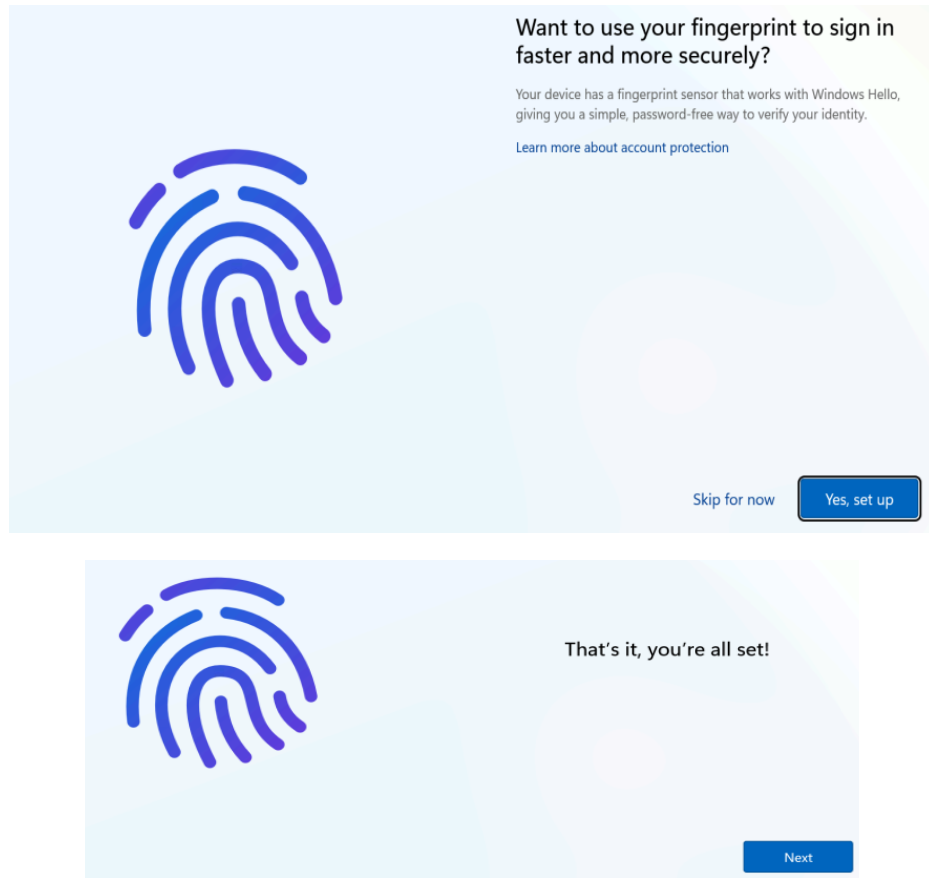
When setting up your new Windows Hello for the first time, you may see a screen instructing you to set up Windows Hello before the first sign-in completes.

- There are 2 methods that will be prompted on the initial set up. The first one is **facial recognition**, second is **fingerprint**. The computer will prompt you to be based on what your computer is compatible with.

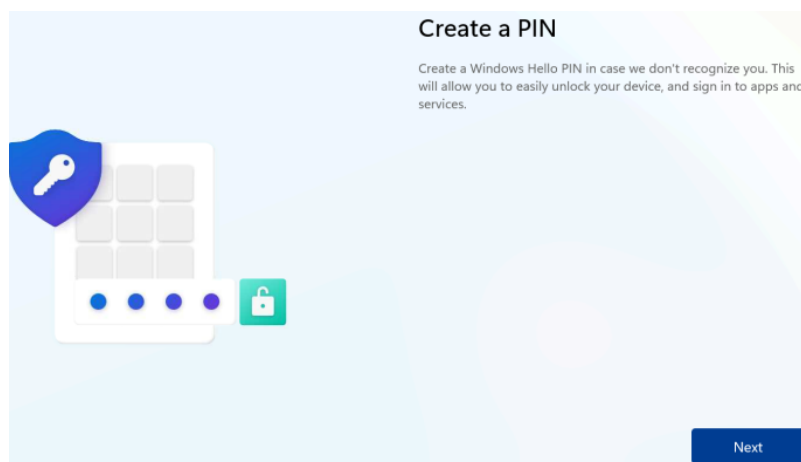
Below is an example of a fingerprint set up for Windows Hello for business.

1. At the introduction, click “Set Up” to begin Windows Hello

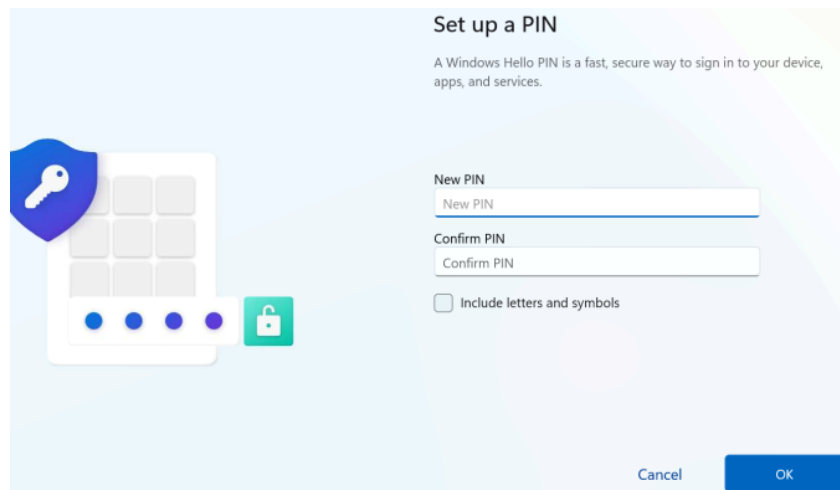
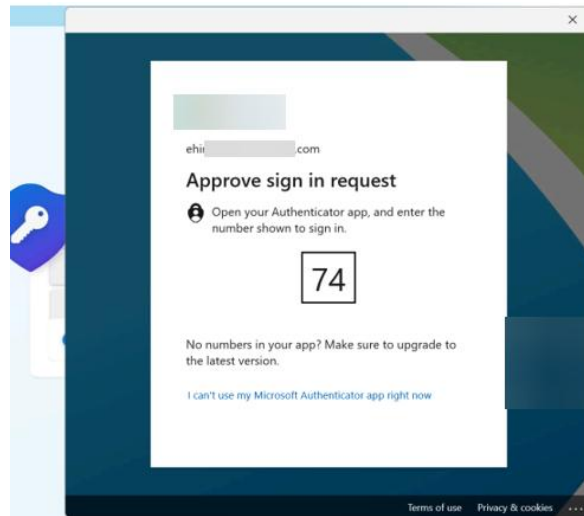




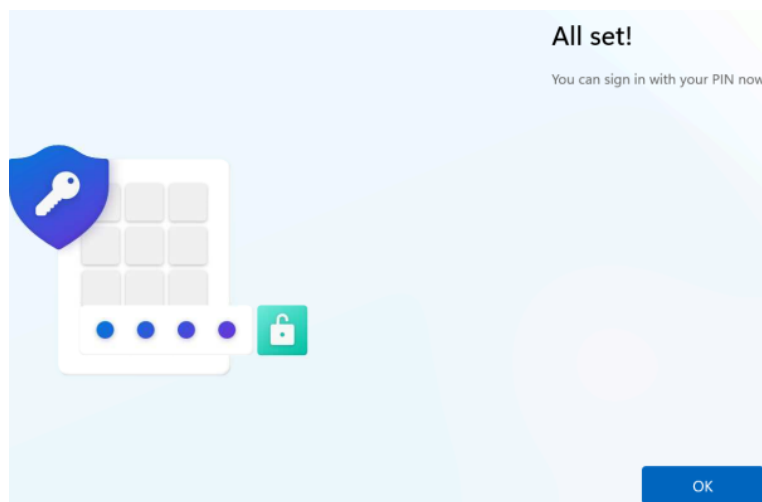
2. Windows Hello for Business requires MFA. Therefore, it requires approval through Microsoft Authenticator app or another app you have configured.



3. Once you finish authenticating your MFA with MS authenticator, you will be prompted to set up a PIN as a backup sign in method. Requirements for PIN is:
 - Minimum of 7 digits
 - You can check the box to add letters or special characters

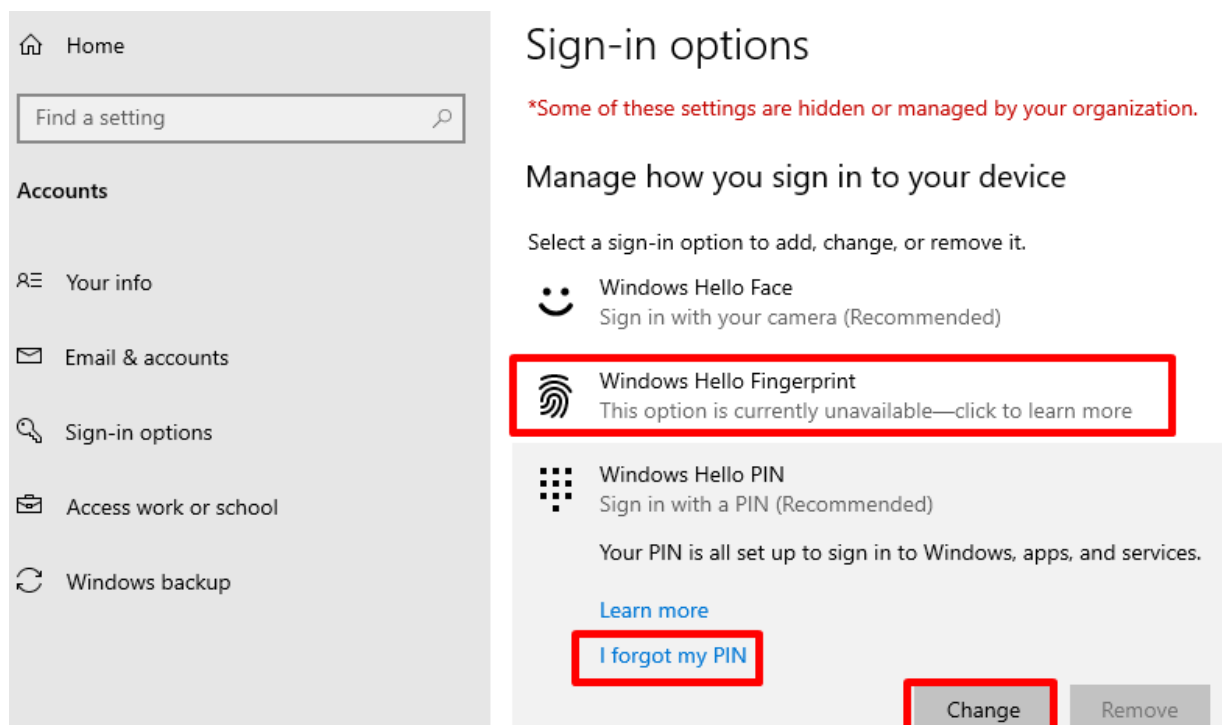


4. After you finish setting up your PIN. Just click “OK”, and you’ll be signing into your computer.



If you would like to Set up a new PIN, change PIN, or forgot your PIN, add another fingerprint or remove fingerprints. You can follow the instructions below.

1. Go to **Start > Settings > Accounts**.
2. Click on the **Sign-in options** from the left sidebar. Open Windows sign-in options setting.
3. Under the **Ways to sign in section**, click on **PIN (Windows Hello)**, and then click on the **Forgot PIN or Change** button.
4. You can set up Windows Hello Face on this same page as well



5. Requirements for PIN are:
 - Minimum of 7 digits
 - You can check the box to add letters or special characters

If you need further assistance, please contact our IT Helpdesk by this phone number