

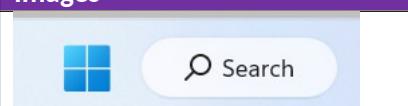
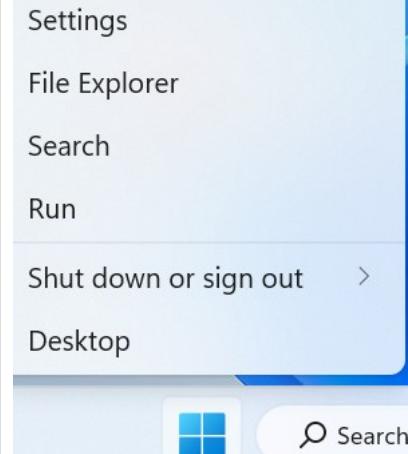
## Hello for Business PIN Reset Options

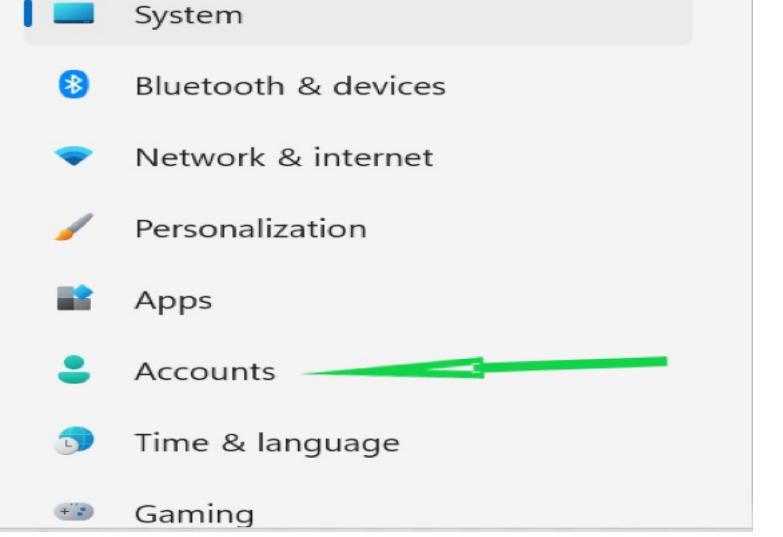
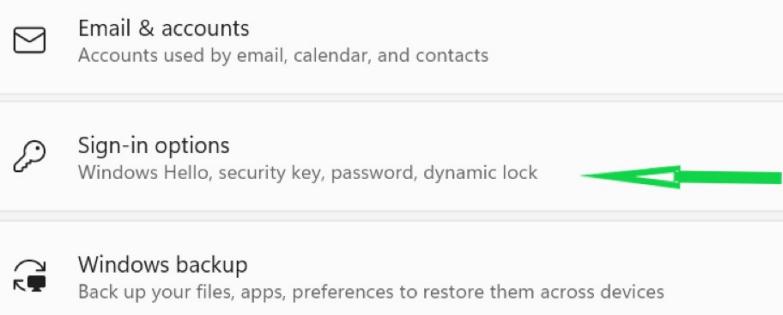
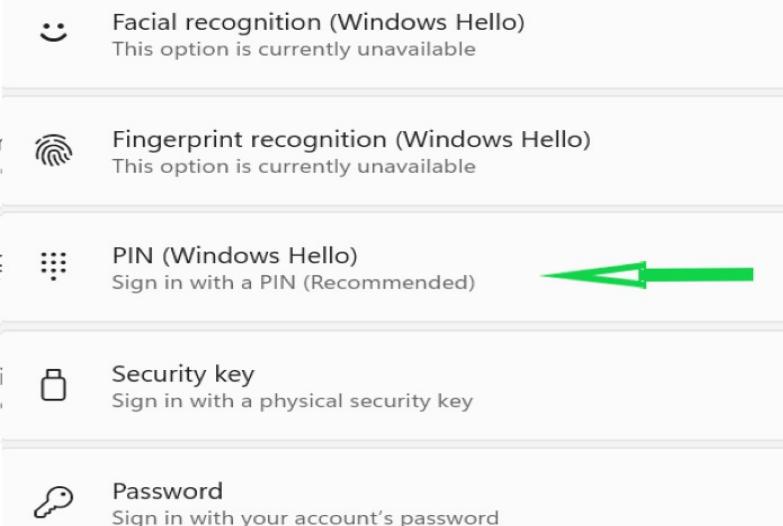
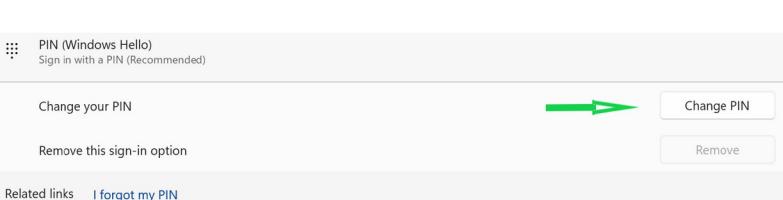
Windows Hello for Business (HfB) provides the capability for users to reset forgotten PINs using the 'I forgot my PIN' link, from the system **Settings** > 'Sign-in Options', or in the system locked screen 'Sign-in Options'. Users are required to authenticate and complete multifactor authentication to reset their PIN. Pre-requisites for PIN reset capability service applies to: Windows 10 and Windows 11

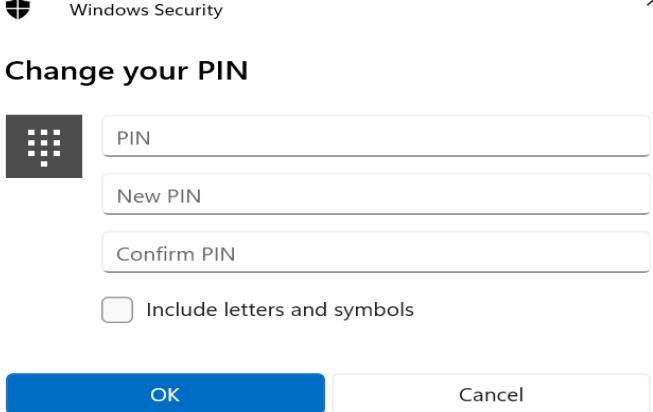
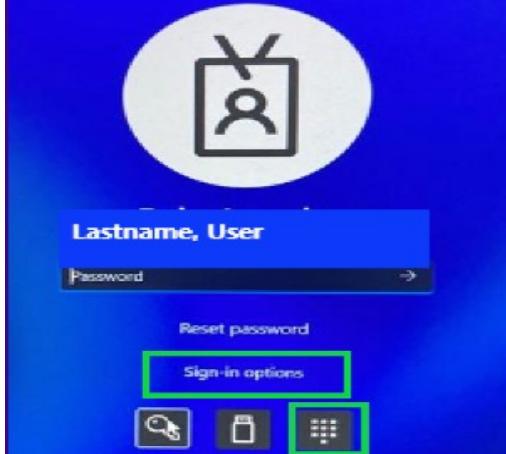
## How do I reset or change my HfB PIN if I forget

The PIN can be changed at any time; however, to change the PIN requires knowing the old PIN. In case it cannot be remembered, then a **PIN reset** is the best option. To change or **reset** your PIN, follow the instructions in the table below that best suits your scenario.

### Using the System Settings if your desktop is in unlocked screen mode

Steps	Instructions	Images
1	Right-click on <b>Windows Start Menu</b>	
2	Select <b>Settings</b>	

3	Select Accounts	 <p><b>System</b></p> <ul style="list-style-type: none"> <li> Bluetooth &amp; devices</li> <li> Network &amp; internet</li> <li> Personalization</li> <li> Apps</li> <li> Accounts</li> <li> Time &amp; language</li> <li> Gaming</li> </ul>
4	Select Sign-in Options	 <ul style="list-style-type: none"> <li> Email &amp; accounts Accounts used by email, calendar, and contacts</li> <li> Sign-in options Windows Hello, security key, password, dynamic lock</li> <li> Windows backup Back up your files, apps, preferences to restore them across devices</li> </ul>
5	Select Windows Hello PIN	 <ul style="list-style-type: none"> <li> Facial recognition (Windows Hello) This option is currently unavailable</li> <li> Fingerprint recognition (Windows Hello) This option is currently unavailable</li> <li> PIN (Windows Hello) Sign in with a PIN (Recommended)</li> <li> Security key Sign in with a physical security key</li> <li> Password Sign in with your account's password</li> </ul>
6	Select Change your PIN	 <p>PIN (Windows Hello) Sign in with a PIN (Recommended)</p> <p>Change your PIN</p> <p>Remove this sign-in option</p> <p>Related links <a href="#">I forgot my PIN</a></p> <p><b>Change PIN</b></p> <p><b>Remove</b></p>

7	<p>Input the old <b>PIN</b>          Input your <b>new PIN</b>          Enter your <b>new PIN</b> again in the <b>confirm</b> section.          Click <b>Ok</b>.</p> <p><b>Note:</b> There will be no confirmation or success message.</p>	 <p>The dialog box shows the Windows Security logo and the title "Change your PIN". It contains three input fields: "PIN", "New PIN", and "Confirm PIN". Below the fields is a checkbox labeled "Include letters and symbols". At the bottom are "OK" and "Cancel" buttons.</p>
8	<p>It is highly recommended that after you've changed or reset your Hello for Business PIN, to lock your desktop screen, and then unlock it choosing the <b>sign in options</b> of PIN</p>	 <p>The image shows a Windows Hello sign-in screen. It features a blue background with a white circular icon containing a person and a TV. Below the icon, the text "Lastname, User" is displayed. A password field is present with a "Reset password" link below it. At the bottom, there are four sign-in options: "Sign-in options" (which is highlighted with a green box), "Mouse", "Fingerprint", and "PIN" (which is also highlighted with a green box).</p>

## Creating a support request

If the troubleshooting steps do not work, please take the following actions:

- Review the [Hello for Business FAQs](#) page for comments on known issues or common scenarios and perform remediation per guidance.
- Passwordless users, refer to the [Passwordless support page](#) for [FAQs](#) on common issues and remediation.
- If the errors occur with the authentication process, refer to [Accenture's Azure MFA End User Guide](#) and the [Manage MySignIn](#) page for FAQs on common issues and remediation.

If the support in this article or the sites above do not resolve the issue:

- Create a [Support Incident](#), include a detailed description of what steps were being executed, and what steps did not execute correctly.
- Mention that you have performed the steps in the **START-Tool guide for: PIN Reset Capability Service for Windows Hello for Business (HfB)-User Help Guide**
- For Hello for Business and PIN issues, capture Hello for Business logs by following the process in [this link](#) and attach to the support request
- Capture screen shots of errors and error codes and attach to the support request.

- If there is a hyperlink in the error, select it and capture the additional details of the errors and attach to support request.

## Additional resources for Hello for Business and Passwordless:

- [Passwordless Yammer](#)
- [Access Control Strong Authentication Yammer](#)