

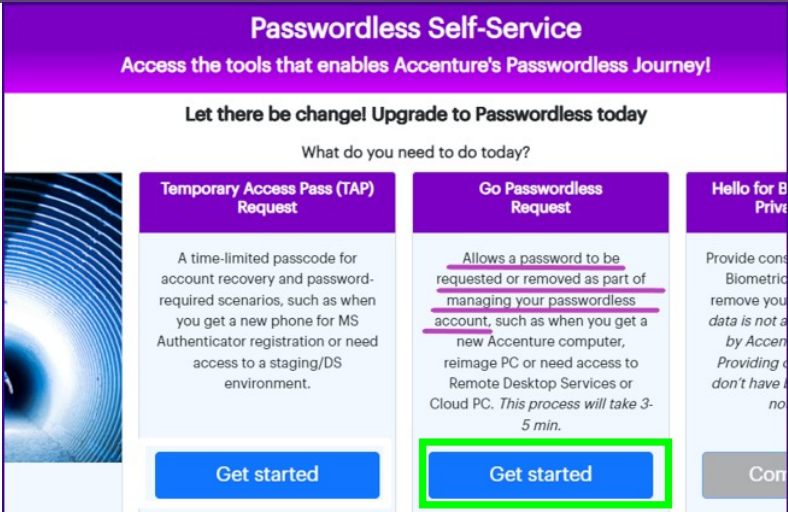
# Hello for Business PIN Reset Options

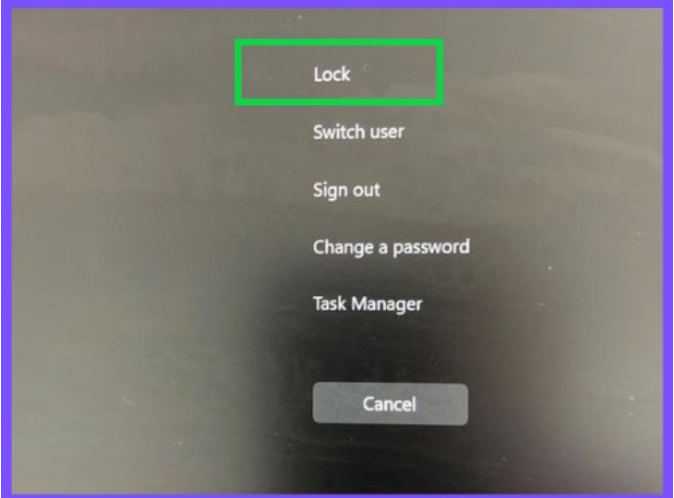
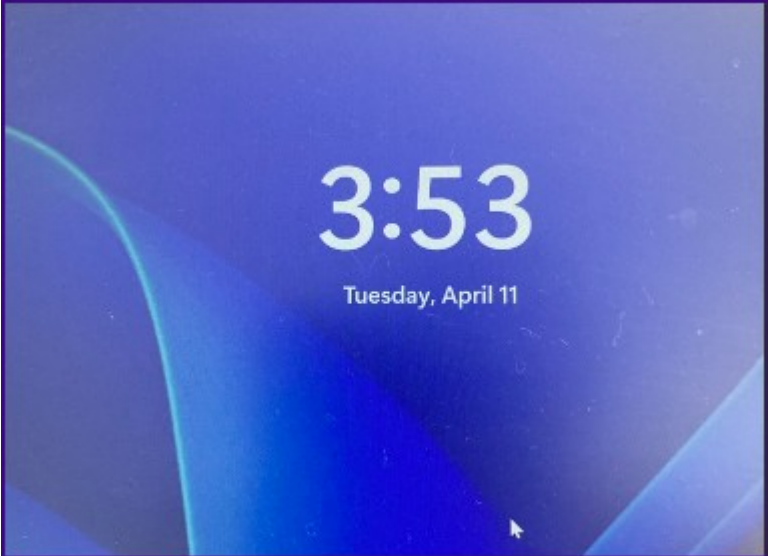
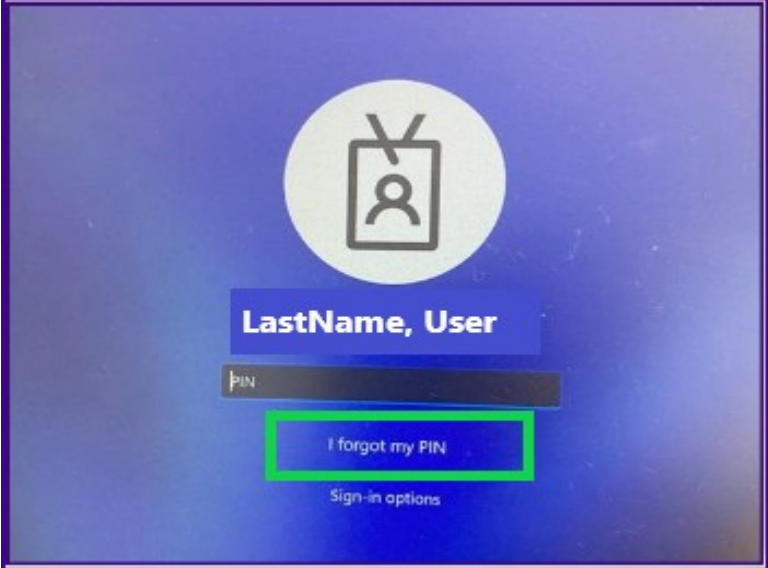
Windows Hello for Business (HfB) provides the capability for users to reset forgotten PINs using the 'I forgot my PIN' link, from the system **Settings** > '**Sign-in Options**', or in the system locked screen '**Sign-in Options**'. Users are required to authenticate and complete multifactor authentication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

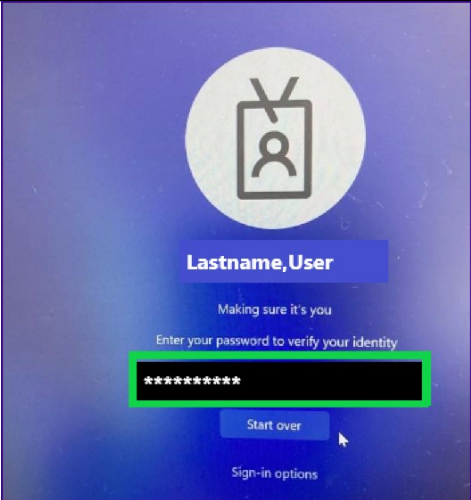
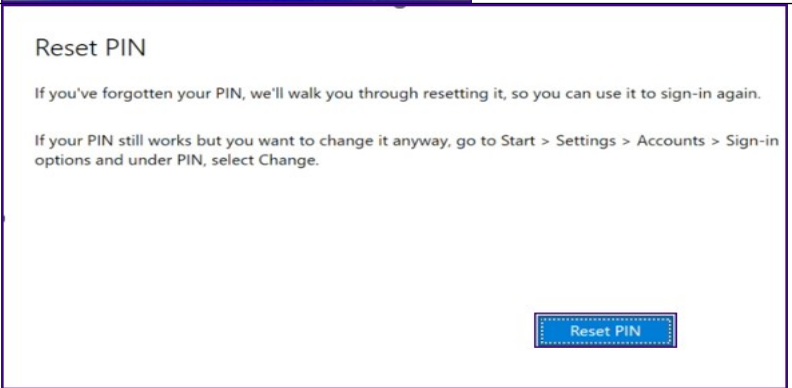
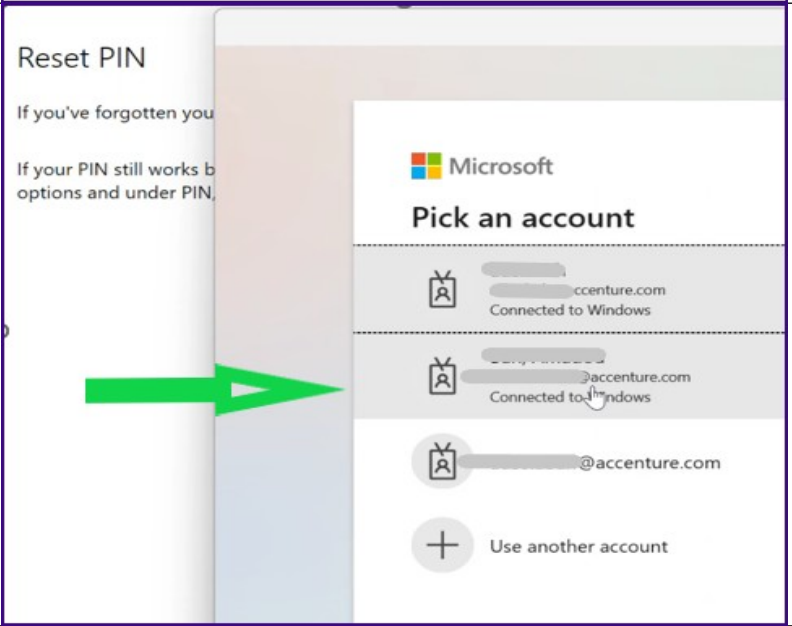
## How do I reset or change my HfB PIN if I forget

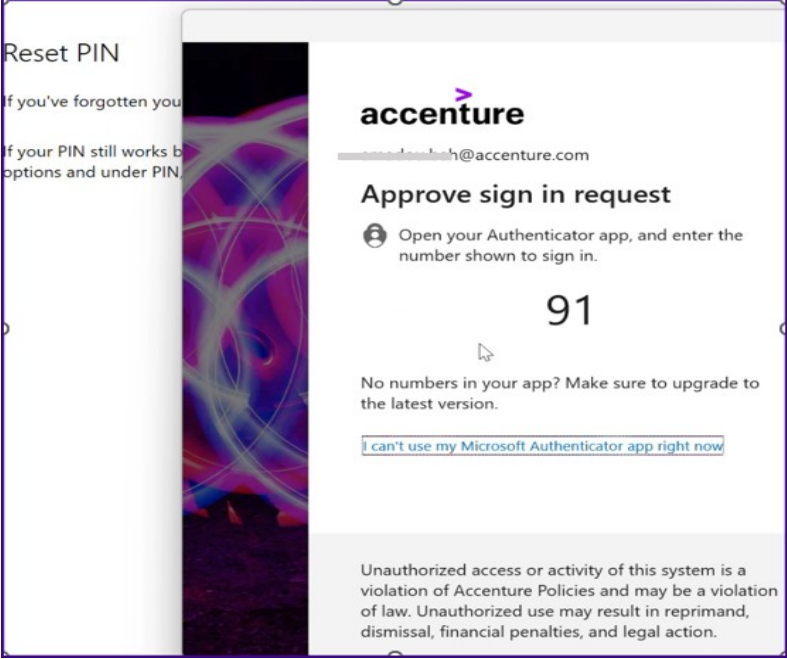
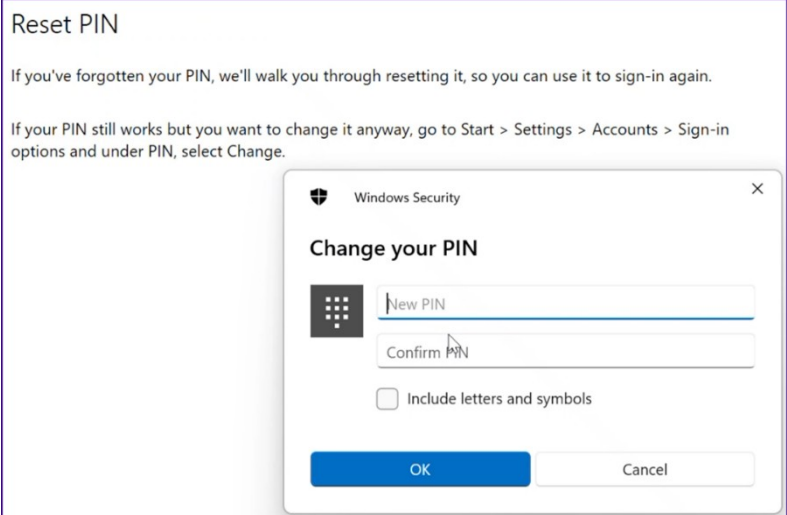
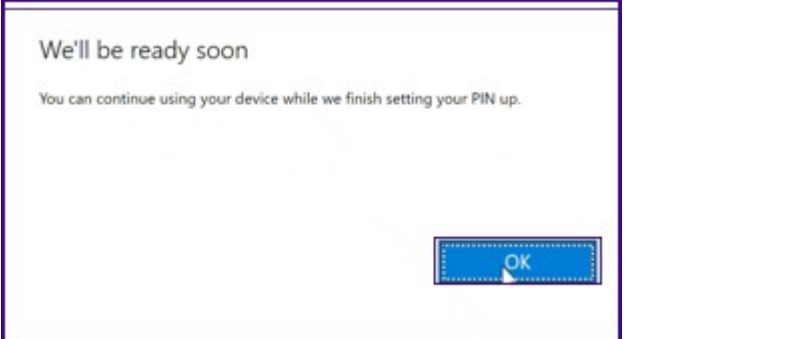
The PIN can be changed at any time; however, to change the PIN requires knowing the old PIN. In case it cannot be remembered, then a **PIN reset** is the best option. To change or **reset** your PIN, follow the instructions in the table below that best suits your scenario.

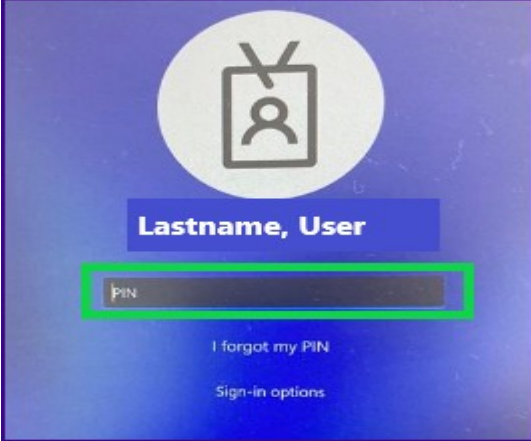

### Passwordless is enabled: PIN Reset from the Locked Screen

Step	Instruction	Images
1	<p>If an account is <b>Passwordless</b> enabled, the user must <b>first revert their profile to a password state</b> and perform SSPR to obtain a password. From the <a href="#">My Passwordless Tool</a></p> <p>Once the user has performed SSPR and created a new password proceed to next step</p> <p><b>Note:</b> Users may need to wait 30 minutes before performing SSPR</p>	

2	<p>If the user's desktop is unlocked – Press <b>Ctrl+Alt+Del</b> to lock the desktop</p>	 <p>A screenshot of the Windows security screen. The background is a dark, blurred image. In the center, there is a list of options: 'Lock', 'Switch user', 'Sign out', 'Change a password', and 'Task Manager'. The 'Lock' option is highlighted with a green rectangular box. At the bottom, there is a 'Cancel' button.</p>
3	<p>From the lock desktop press <b>Ctrl+Alt+Del</b> again to unlock the desktop and enter the sign-in phase.</p>	 <p>A screenshot of the Windows lock screen. The background is a blue abstract design. In the center, the time '3:53' is displayed in large white digits, and below it, the date 'Tuesday, April 11' is shown in smaller white text. A mouse cursor is visible in the bottom right corner.</p>
4	<p>Under the PIN Sign-in option, click 'I forgot my PIN'</p>	 <p>A screenshot of the Windows sign-in screen. The background is a blue abstract design. At the top, there is a circular icon representing a PIN sign-in. Below it, the text 'LastName, User' is displayed. Underneath, there is a 'PIN' input field. Below the input field, the link 'I forgot my PIN' is highlighted with a green rectangular box. At the bottom, there is a 'Sign-in options' link.</p>

5	Input your account's newly created password	 A screenshot of the Windows login screen. At the top is a circular icon with a stylized 'V' and a person. Below it, the text 'Lastname, User' is displayed. Underneath, it says 'Making sure it's you' and 'Enter your password to verify your identity'. A password field with a green border contains eight asterisks. Below the field is a 'Start over' button and a link for 'Sign-in options'.
6	Click on 'Reset PIN'	 A screenshot of the 'Reset PIN' screen. The title is 'Reset PIN'. The text says: 'If you've forgotten your PIN, we'll walk you through resetting it, so you can use it to sign-in again. If your PIN still works but you want to change it anyway, go to Start > Settings > Accounts > Sign-in options and under PIN, select Change.' At the bottom right is a blue button labeled 'Reset PIN'.
7	Select your Enterprise EID from the 'pick an account' pop-out to perform authentication	 A screenshot showing a 'Pick an account' pop-out window overlaid on the 'Reset PIN' screen. The pop-out window has the Microsoft logo and the title 'Pick an account'. It lists three accounts, each with a stylized 'A' icon, an email address ending in '@accenture.com', and the text 'Connected to Windows'. A green arrow points to the first account. At the bottom is a plus icon and the text 'Use another account'.

8	Perform Authentication by entering the <b>2 digits number</b> displayed in your MFA Application	 <p>Reset PIN</p> <p>If you've forgotten your PIN, go to Start &gt; Settings &gt; Accounts &gt; Sign-in options and under PIN, select Change.</p> <p>If your PIN still works but you want to change it anyway, go to Start &gt; Settings &gt; Accounts &gt; Sign-in options and under PIN, select Change.</p> <p><b>accenture</b></p> <p>-----h@accenture.com</p> <p><b>Approve sign in request</b></p> <p>Open your Authenticator app, and enter the number shown to sign in.</p> <p><b>91</b></p> <p>No numbers in your app? Make sure to upgrade to the latest version.</p> <p><a href="#">I can't use my Microsoft Authenticator app right now</a></p> <p>Unauthorized access or activity of this system is a violation of Accenture Policies and may be a violation of law. Unauthorized use may result in reprimand, dismissal, financial penalties, and legal action.</p>
9	Enter your <b>New PIN</b> Enter it again to <b>Confirm PIN</b> <b>Select OK</b>	 <p>Reset PIN</p> <p>If you've forgotten your PIN, we'll walk you through resetting it, so you can use it to sign-in again.</p> <p>If your PIN still works but you want to change it anyway, go to Start &gt; Settings &gt; Accounts &gt; Sign-in options and under PIN, select Change.</p> <p>Windows Security</p> <p><b>Change your PIN</b></p> <p>New PIN</p> <p>Confirm PIN</p> <p><input type="checkbox"/> Include letters and symbols</p> <p>OK Cancel</p>
10	On the output message, select <b>OK</b>	 <p>We'll be ready soon</p> <p>You can continue using your device while we finish setting your PIN up.</p> <p>OK</p>

11	<p>The user's screen should revert to the sign in page and the user can enter their new <b>PIN</b></p>		
12	<p>If you are returned to a sign in page that prompts you for your password: Select <b>Sign in Options</b> and then select the <b>Key Pad</b> icon to be prompted to enter your new <b>PIN</b> instead.</p> <p>This should now return you to your regular desk top screen</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 MySignIns](#) 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](#)