

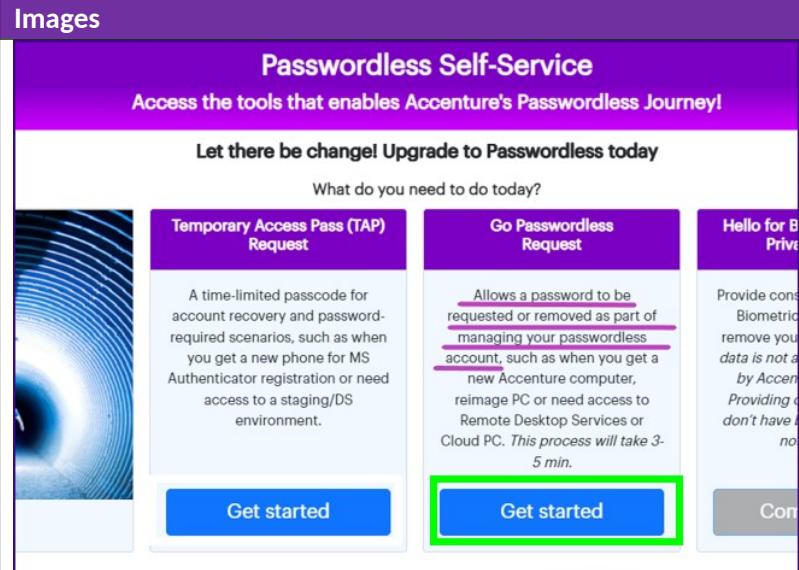
# Hello for Business PIN Reset Options

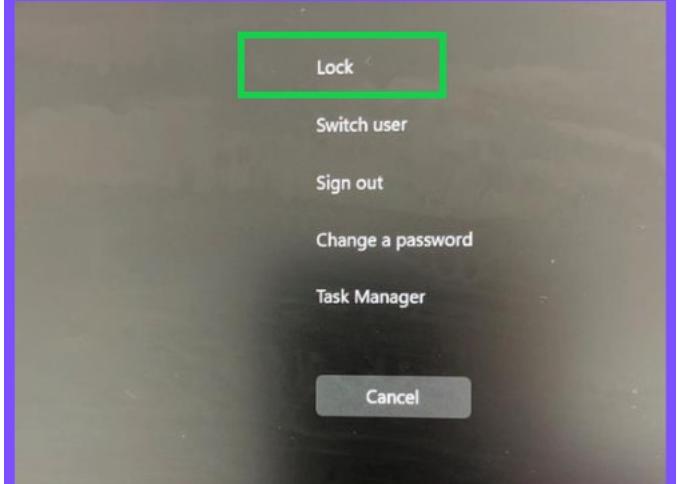
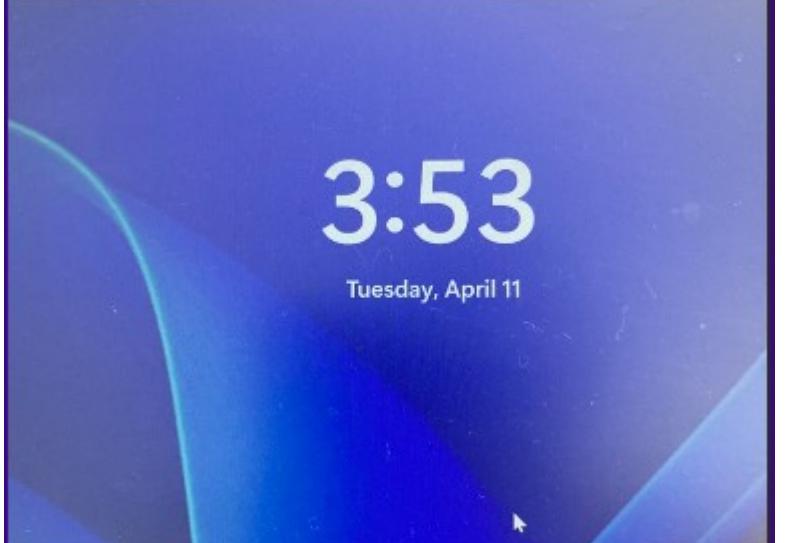
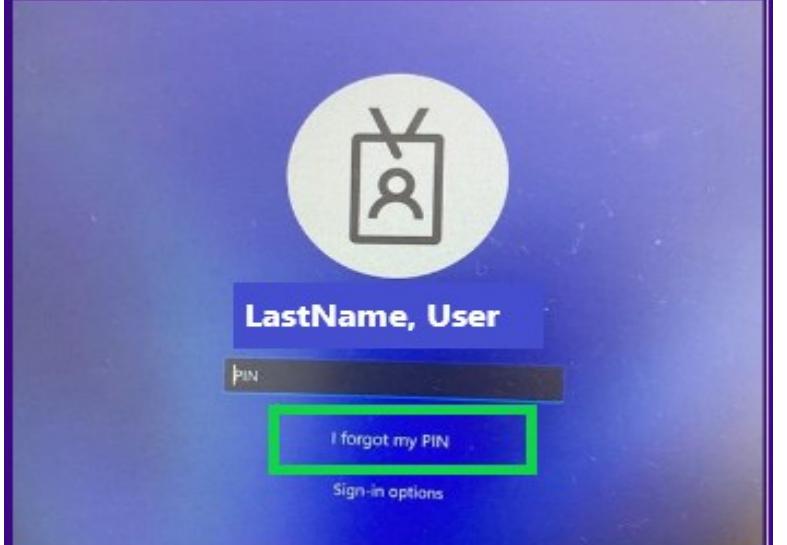
Windows Hello for Business (HfB) provides the capability for users to reset forgotten PINs using the 'I forgot my PIN' link, from the system **Settings** > 'Sign-in Options', or in the system locked screen 'Sign-in Options'. Users are required to authenticate and complete multifactor authentication to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

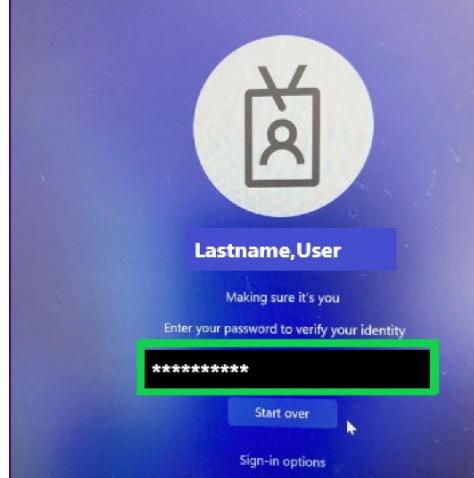
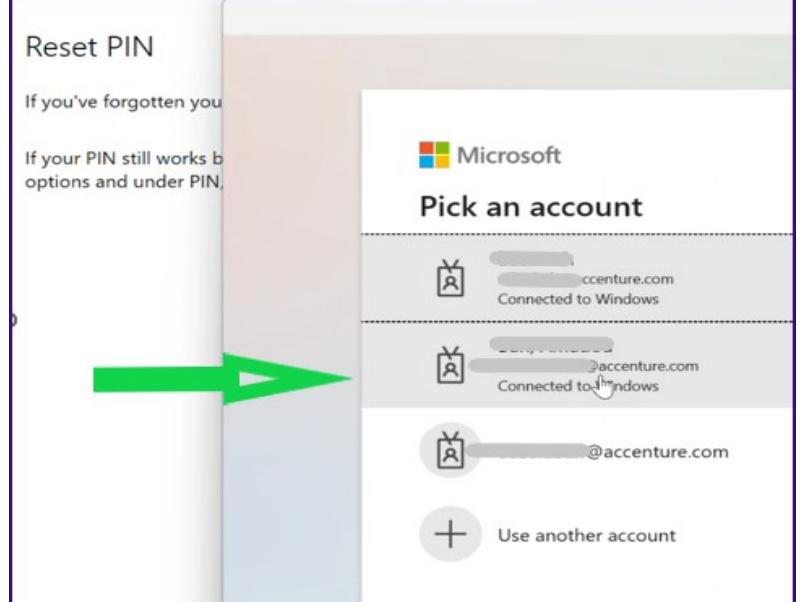
## How do I reset or change my HfB PIN if I forget

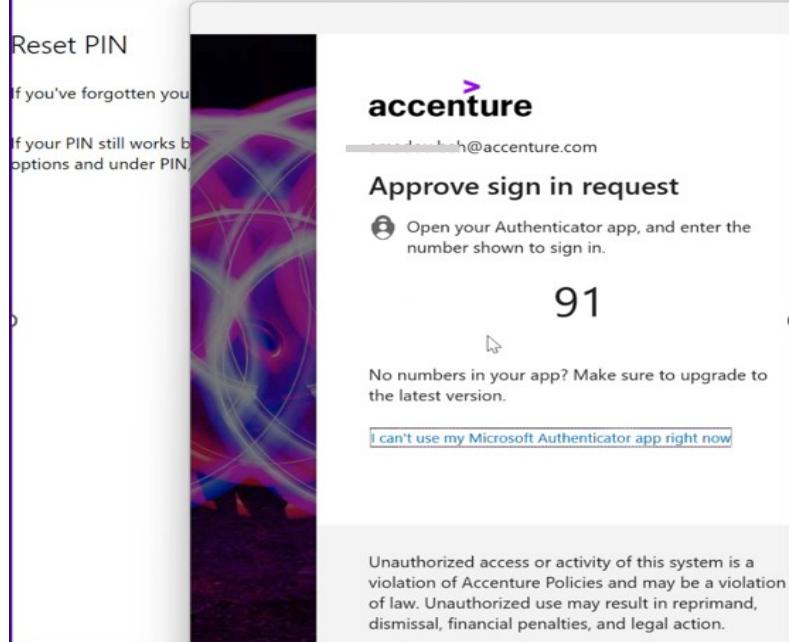
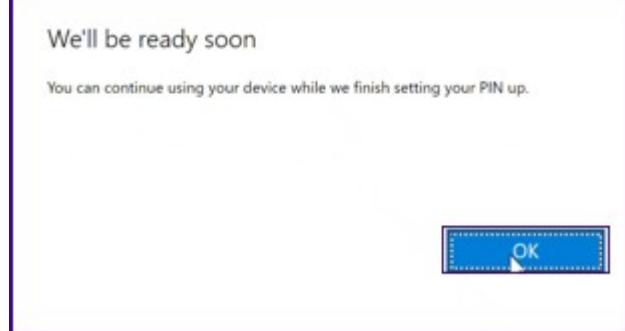
The PIN can be changed at any time; however, to change the PIN requires knowing the old PIN. In case it cannot be remembered, then a **PIN reset** is the best option. To change or **reset** your PIN, follow the instructions in the table below that best suits your scenario.

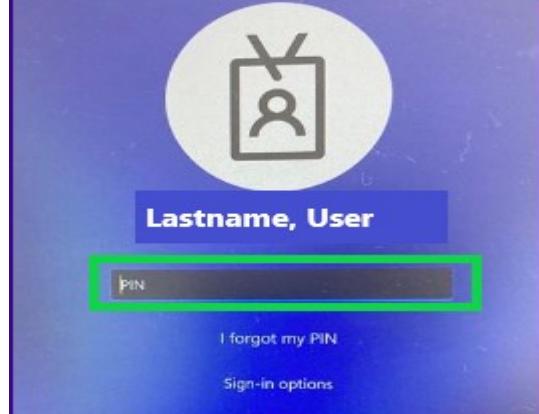
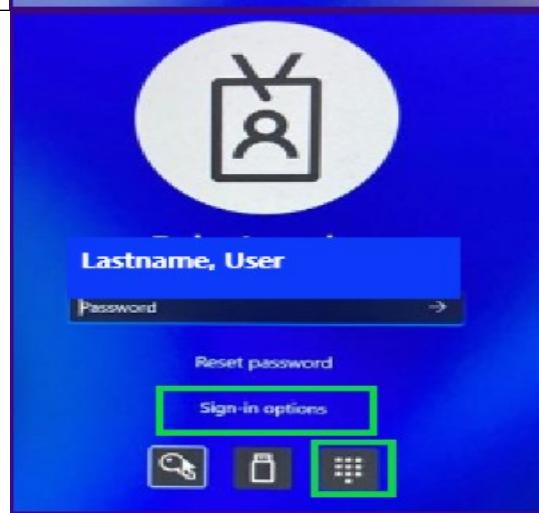
### Passwordless is enabled: PIN Reset from the Locked Screen

Step	Instruction	Images
1	<p>If an account is Passwordless 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>	
3	<p>From the lock desktop press <b>Ctrl+Alt+Del</b> again to unlock the desktop and enter the sign-in phase.</p>	
4	<p>Under the PIN Sign-in option, click 'I forgot my PIN'</p>	

5	<p>Input your account's newly created password</p>	 <p>The image shows a Windows sign-in screen. At the top is a circular profile icon with a person silhouette. Below it is a blue bar with the text "Lastname,User". Underneath is a message "Making sure it's you". A text input field is present with the placeholder "Enter your password to verify your identity". The password field is highlighted with a green rectangular border. Below the input field are buttons for "Start over" and "Sign-in options".</p>	
6	<p>Click on 'Reset PIN'</p>	<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>	
7	<p>Select your Enterprise EID from the 'pick an account' pop-out to perform authentication</p>	<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>	

8	<p>Perform Authentication by entering the <b>2 digits number</b> displayed in your MFA Application</p>	 <p>The screenshot shows the Microsoft Authenticator app interface. At the top, it says "Reset PIN". Below that, there's a message: "If you've forgotten your PIN, we'll walk you through resetting it, so you can use it to sign-in again." Another message below it says: "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." On the right side of the screen, the Accenture logo is visible with the email address "mehdi.bachir@accenture.com". A large, bold number "91" is prominently displayed in the center. Below it, a message says "No numbers in your app? Make sure to upgrade to the latest version." At the bottom, there's a link "I can't use my Microsoft Authenticator app right now" and a legal disclaimer about unauthorized access.</p>
9	<p>Enter your <b>New PIN</b>        Enter it again to <b>Confirm PIN</b>        Select <b>OK</b></p>	<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>The screenshot shows the "Windows Security" dialog box titled "Change your PIN". It has two input fields: "New PIN" and "Confirm PIN". Below the fields is a checkbox "Include letters and symbols". At the bottom are "OK" and "Cancel" buttons.</p>
10	<p>On the output message, select <b>OK</b></p>	<p>We'll be ready soon</p> <p>You can continue using your device while we finish setting your PIN up.</p>  <p>The screenshot shows a message box with the text "We'll be ready soon" and "You can continue using your device while we finish setting your PIN up." At the bottom right is a blue "OK" button.</p>

11	<p>The user's screen should revert to the sign in page and the user can enter their new PIN</p>	 <p>A screenshot of the Windows Hello for Business sign-in page. It features a large circular icon with a person and a TV. Below it, the text "Lastname, User" is displayed. A green rectangular box highlights the "PIN" input field. Below the field are links for "I forgot my PIN" and "Sign-in options".</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 PIN instead.</p> <p>This should now return you to your regular desk top screen</p>	 <p>A screenshot of the Windows Hello for Business sign-in page. It features a large circular icon with a person and a TV. Below it, the text "Lastname, User" is displayed. A green rectangular box highlights the "Sign-in options" button. Below the button are three icons: a magnifying glass, a smartphone, and a grid. The "Reset password" link is also visible.</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](#)