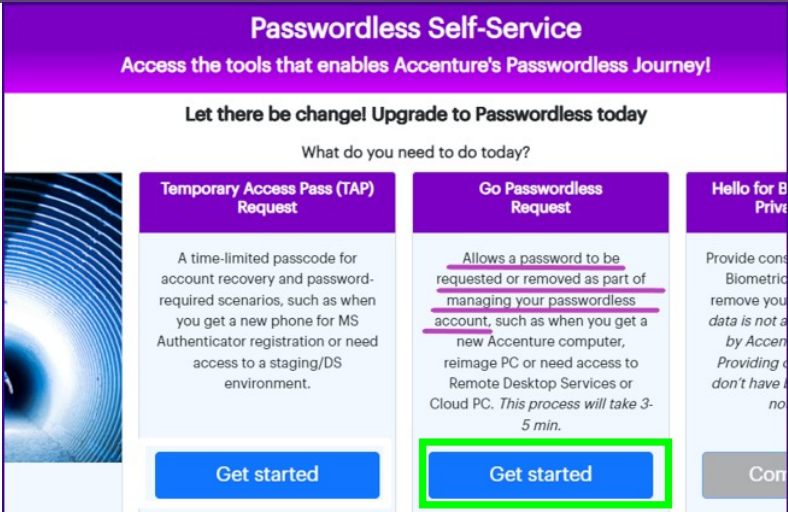# Hello for Business PIN Reset Options
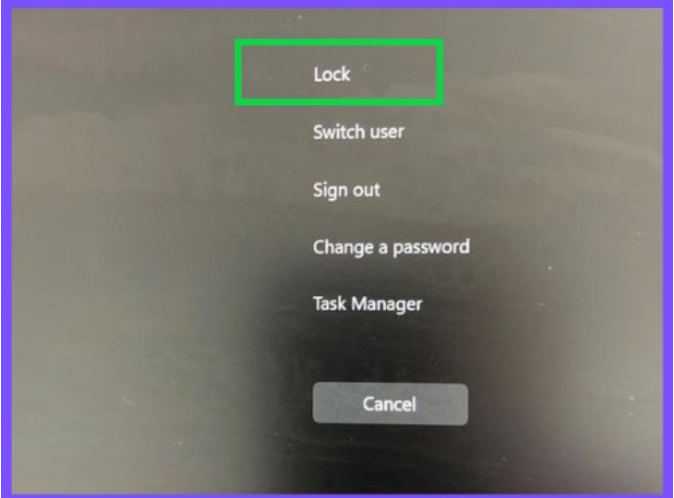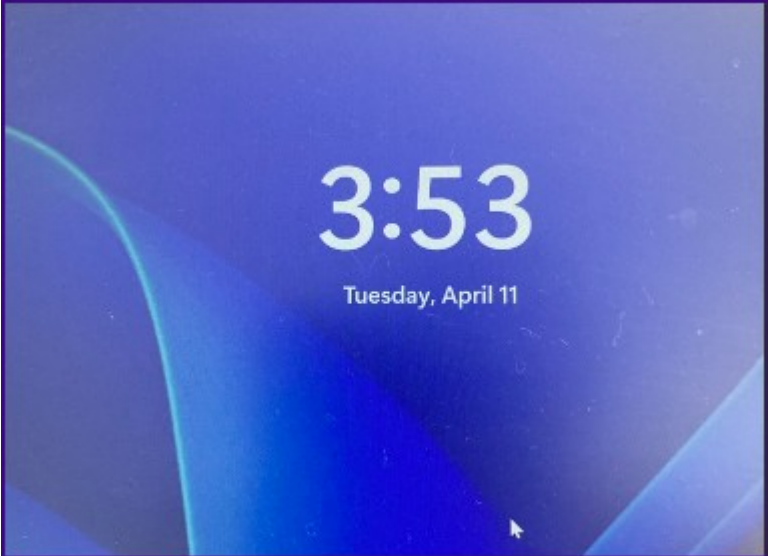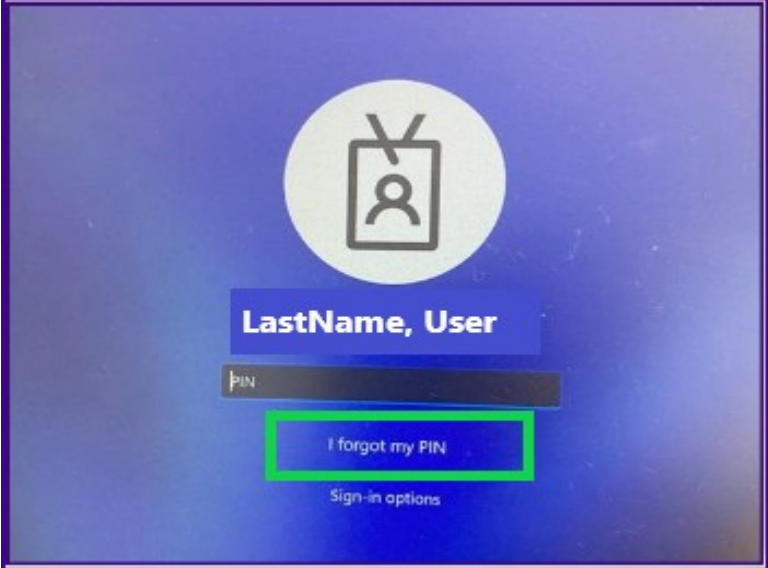
Windows Hello for Business (HfB) provides the capability for users to reset forgotten PINs using the **'I forgot my PIN'** link, from the system **Settings >** '**Sign-in Options',** or in the system locked screen **'Sign-in Options'**. Users are required to authenticate and complete multifactor authentication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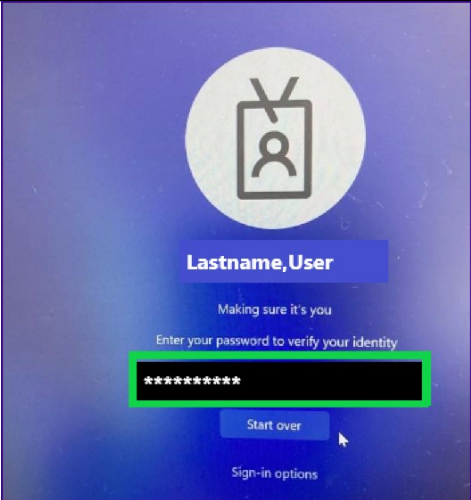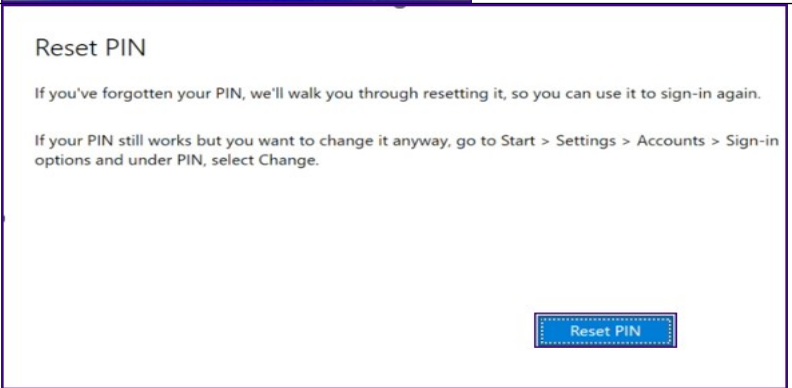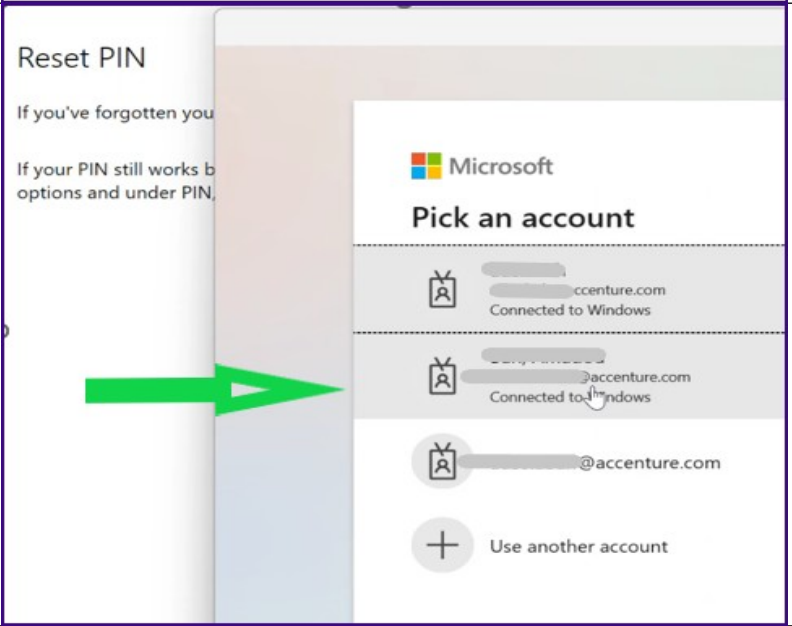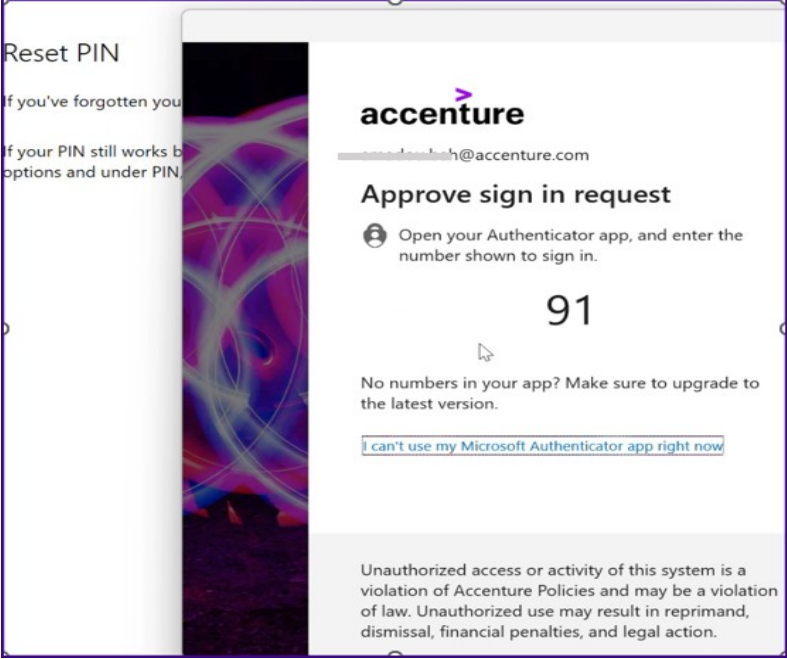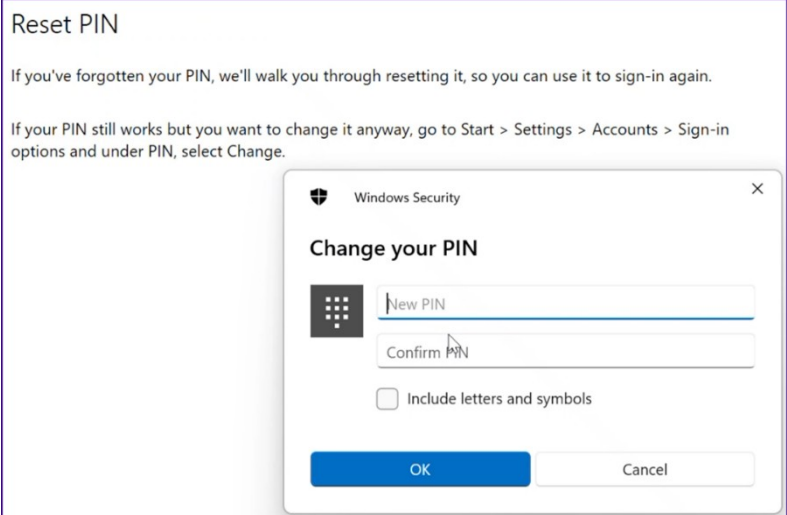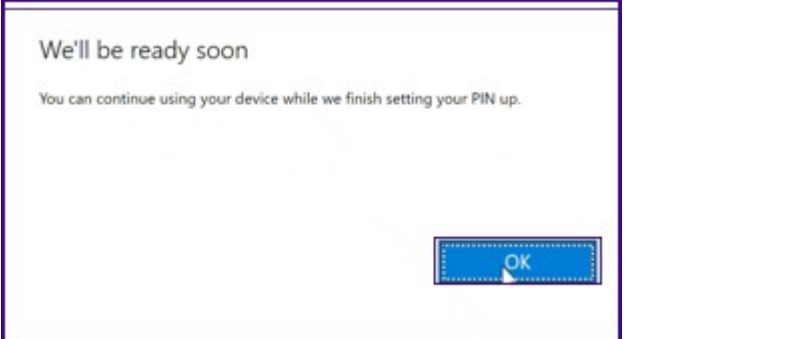
How do I reset or change my HfB PIN if I forget

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.
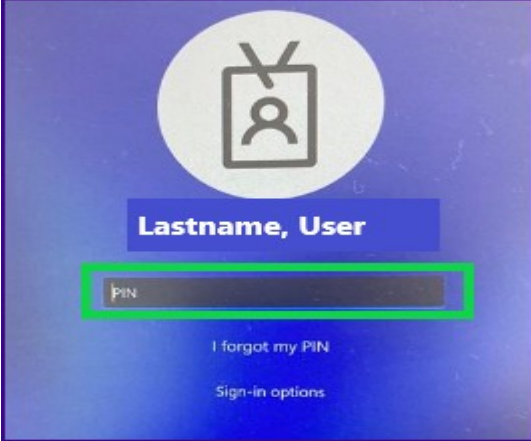
Passwordless is enabled: PIN Reset from the Locked Screen

Step	Instruction	Images
1	**If an account is Passwordless** enabled, the user must **first revert their profile to a password state** and perform SSPR to obtain a password. From the [My Passwordless Tool](#) Once the user has performed SSPR and created a new password proceed to next step **Note:** Users may need to wait 30 minutes before performing SSPR	

2	If the user's desktop is unlocked – Press **Ctrl+Alt+Del** to lock the desktop	
3	From the lock desktop press **Ctrl+Alt+Del** again to unlock the desktop and enter the sign-in phase.	
4	Under the PIN Sign-in option, click '**I forgot my PIN**'	

5	Input your account's newly created **password**	
6	Click on '**Reset PIN**'	
7	Select your **Enterprise EID** from the **'pick an account'** pop-out to perform authentication	

8	Perform Authentication by entering the **2 digits number** displayed in your MFA Application	Reset PIN If you've forgotten your If your PIN still works b options and under PIN, **accenture** h@accenture.com **Approve sign in request** Open your Authenticator app, and enter the number shown to sign in. **91** No numbers in your app? Make sure to upgrade to the latest version. I can't use my Microsoft Authenticator app right now 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.
9	Enter your **New PIN** Enter it again to **Confirm PIN** **Select OK**	Reset PIN 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. Windows Security ✕ **Change your PIN** New PIN Confirm PIN ☐ Include letters and symbols OK Cancel
10	On the output message, select **OK**	We'll be ready soon You can continue using your device while we finish setting your PIN up. OK

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

Creating a support request

If the troubleshooting steps do not wok, 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](#)