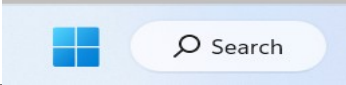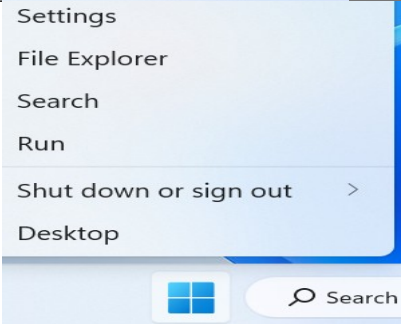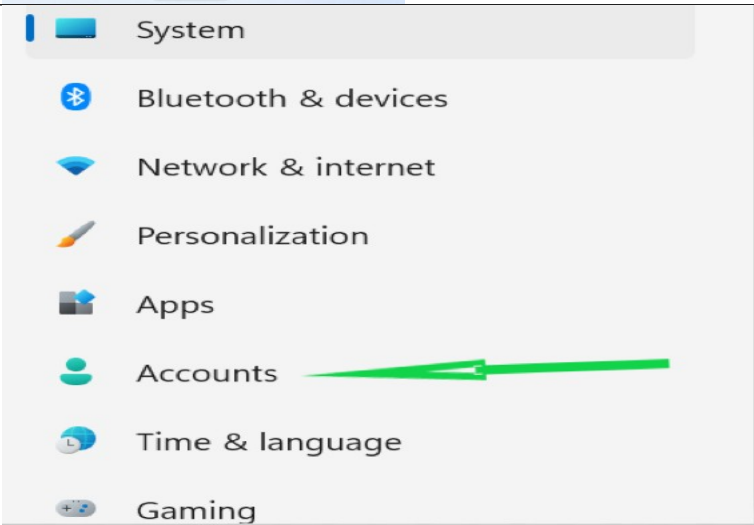# Hello for Business PIN Reset Options

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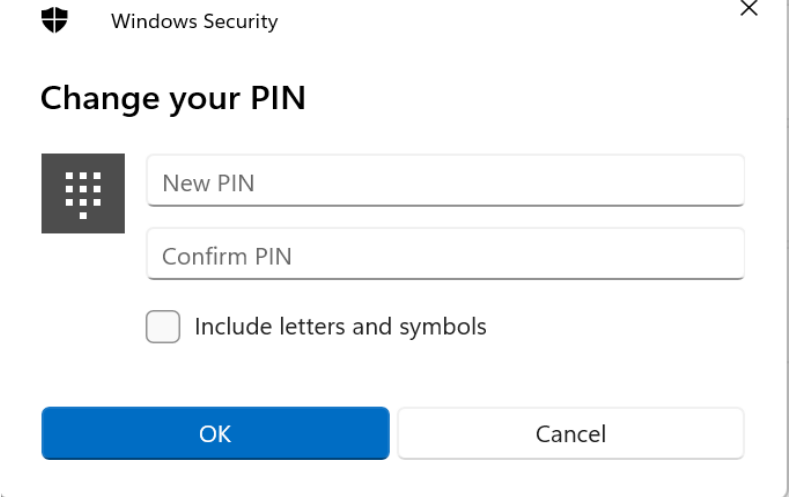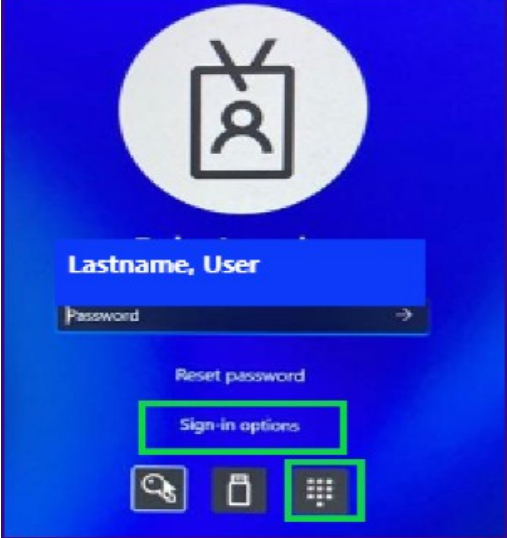
How do I reset or change my HfB PIN if I forget

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: Using System Settings from the Unlocked Screen

Step	Instruction	Images
1	Right-click on **Windows Start Menu**	
2	Select **Settings**	
3	Select **Accounts**	

5	Select **Sign-in Options**	✉ Email & accounts Accounts used by email, calendar, and contacts 🔑 Sign-in options Windows Hello, security key, password, dynamic lock ⇐ ⟳ Windows backup Back up your files, apps, preferences to restore them across devices
6	Select **Windows Hello PIN**	☺ Facial recognition (Windows Hello) This option is currently unavailable ☰ Fingerprint recognition (Windows Hello) This option is currently unavailable ⠿ PIN (Windows Hello) Sign in with a PIN (Recommended) ⇐ 🔒 Security key Sign in with a physical security key 🔑 Password Sign in with your account's password
7	Click **I forgot my PIN,** then authenticate your account with **MFA** if prompted	⠿ PIN (Windows Hello) Sign in with a PIN (Recommended) Change your PIN Remove this sign-in option Related links I forgot my PIN ⇐ Accenture ████████@accenture.com Enter the number shown to sign in. **App** 1720_Web_mylearning_Production_ESOP ortal **Location** TX, United States Killeen College Stati Enter number here No, it's not me Yes

8	Input your **new PIN** Enter your **new PIN** again in the **confirm** section**.** Click **Ok.** **Note:** There will be no confirmation or success message.	
9	It is highly recommended that after you've changed or reset your Hello for Business PIN, lock your desk top screen, and then unlock it choosing the **sign in options** of PIN	

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](#)