

Windows Hello for Business: User Guide

Use Windows Hello for Business to sign-in using a PIN or Biometrics.

Windows Hello for Business (WHfB) is an authentication technology that allows users to sign in to their Windows devices using a PIN or biometrics (fingerprint or face authentication if your device supports it) instead of a traditional password. WHfB provides enhanced security through phish-resistant two-factor authentication.

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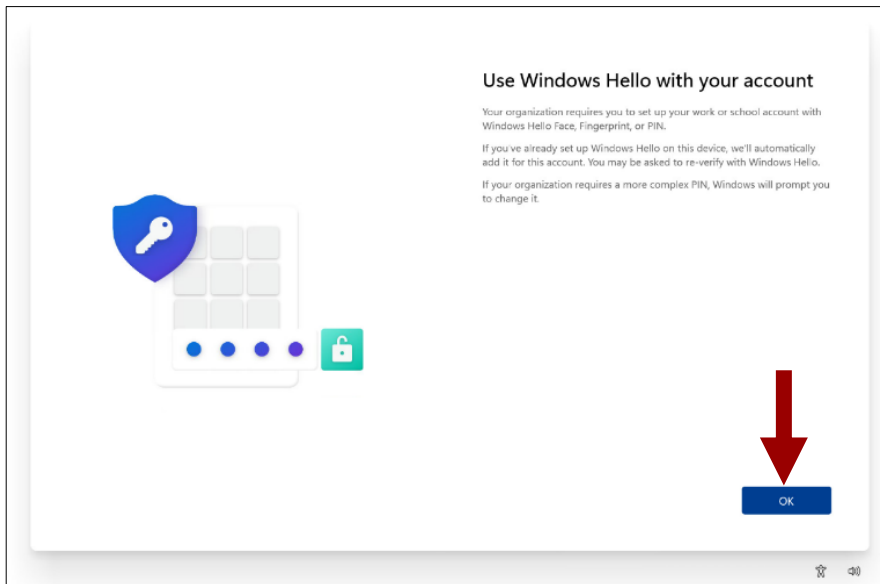
Initial Registration

Step 1

You will be prompted to set up WHfB after the initial setup and restart of your company computer has been completed.

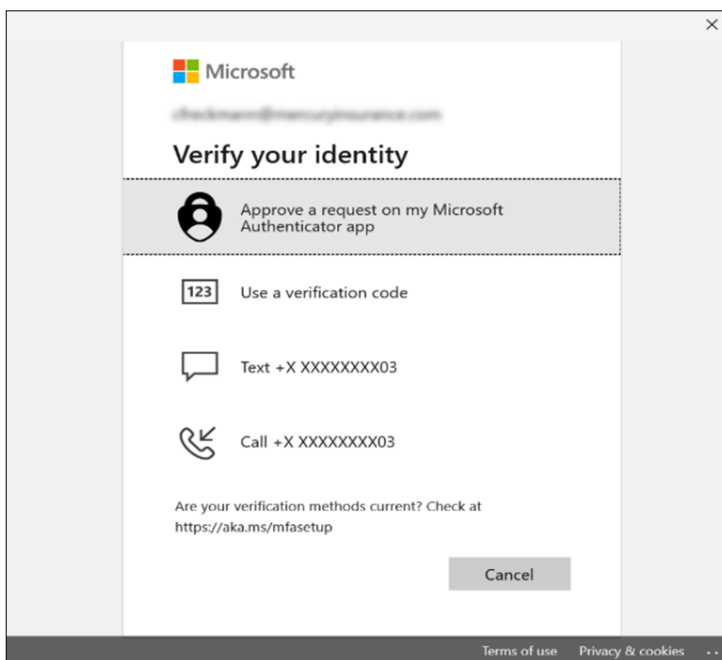
Step 2

From the **Use Windows Hello with your account** screen, select **OK**.



Step 3

To verify your identity, select one of the options to complete the Multi-Factor Authentication (MFA).

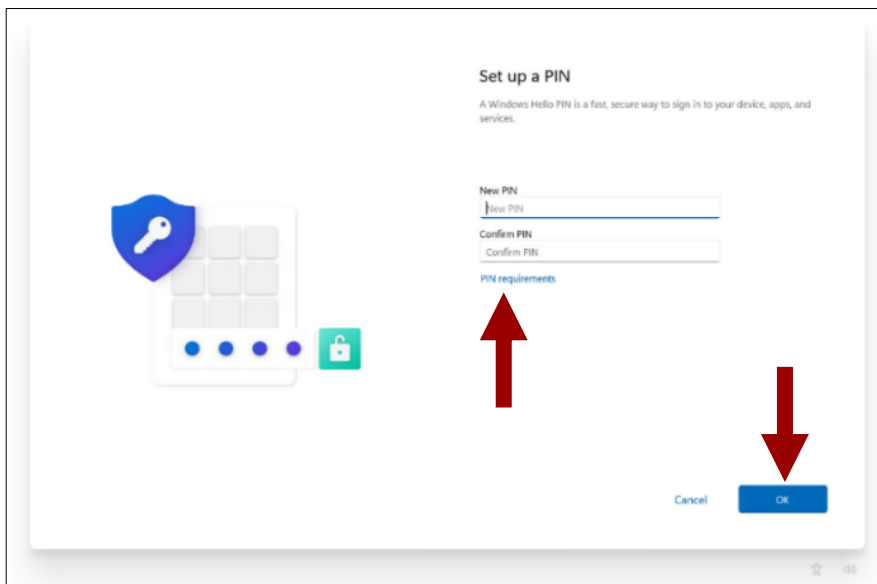


Step 4

From the **Set up a PIN** screen, create a new PIN that meets the following requirements:

- Must be at least 7 characters long
- Cannot be longer than 127 characters
- Can include uppercase letters
- Can include lowercase letters
- Can include digits (0-9)
- Must include at least one special character:
 - E.g., ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~
- Cannot be a number pattern:
 - E.g., 123456 or 111111

Enter your PIN and select **OK**.

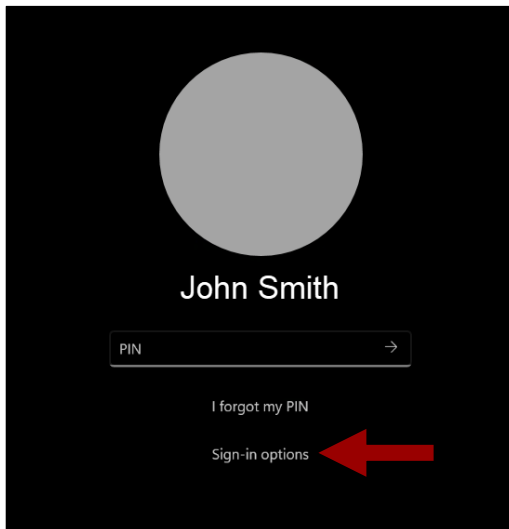


You are now able to sign-in or unlock your Windows devices using a PIN instead of your network password.

Changing Sign-In Method

Step 1

To change your sign-in method, from the Windows sign-in screen, select **Sign-in Options**.



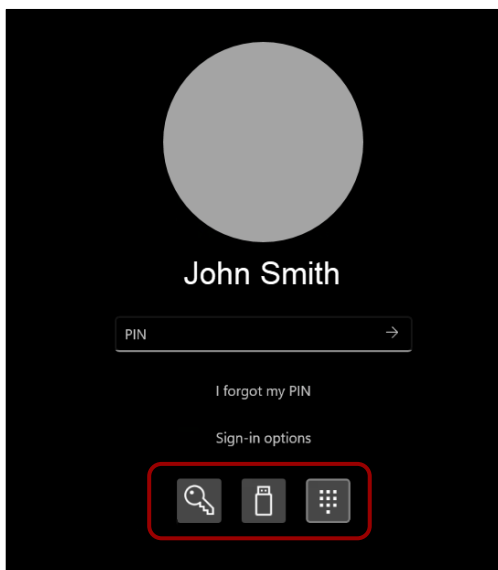
Step 2

Available methods to sign-in will display. Select an alternate method and sign-in as prompted.

In the example below, the icons represent (left to right):

- Network password
- Security key
- PIN

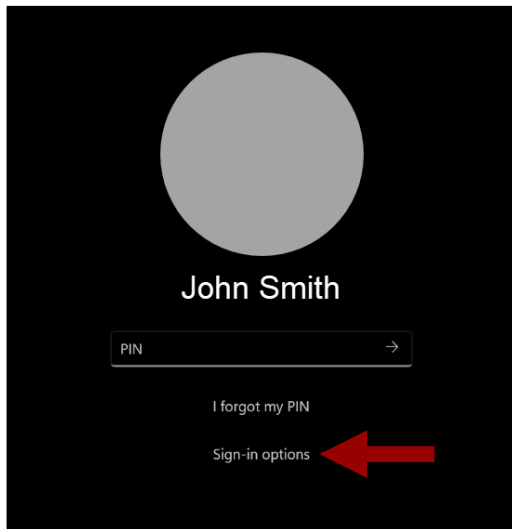
Note: The most recent sign-in method that was successful will display by default.



PIN Issues

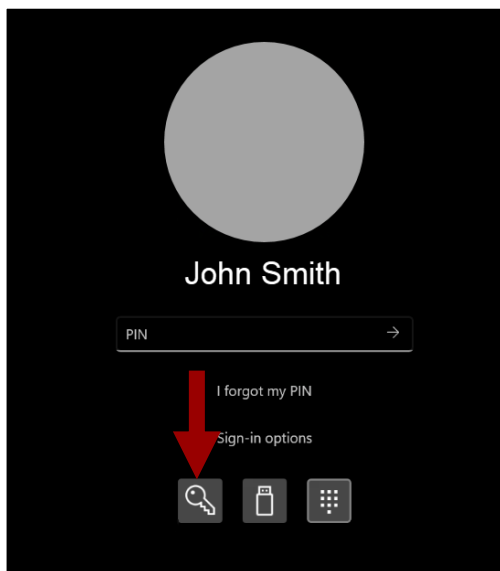
Step 1

If you are unable to sign-in with your PIN, select **Sign-in options**.



Step 2

From the options that display, select the key icon for **Network password**.



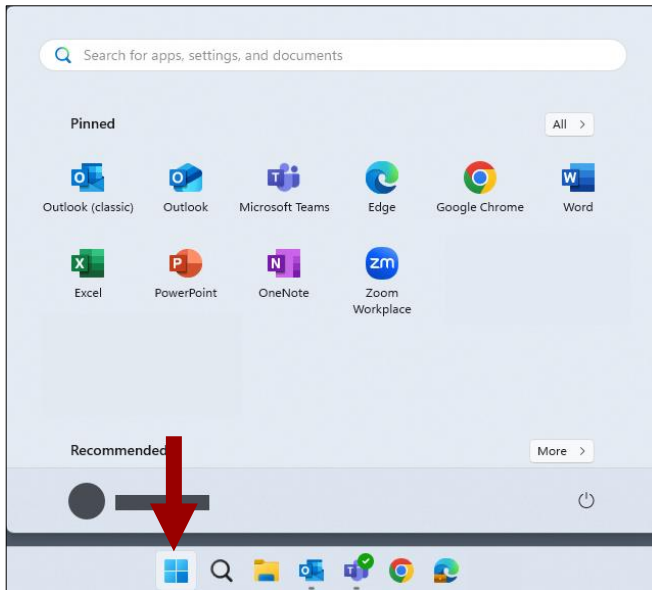
Step 3

Enter your network password to sign-in.

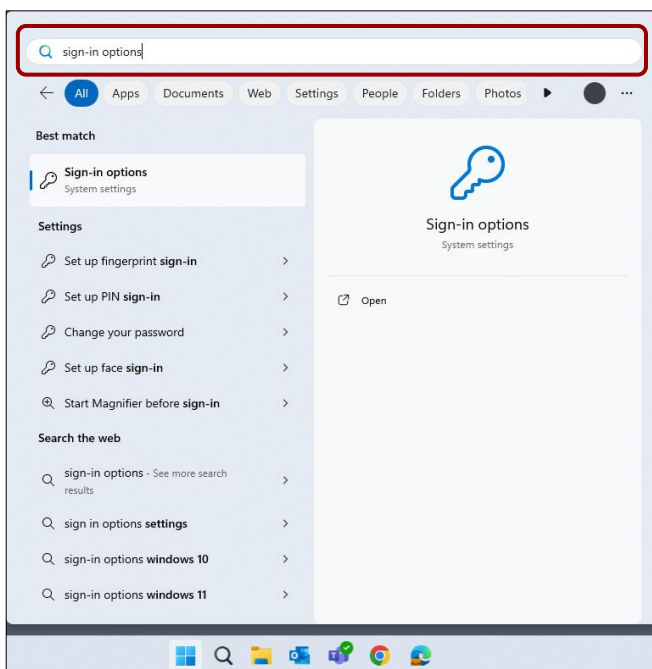
Changing or Updating your PIN

Step 1 You can change your PIN at anytime once you are signed in to your Windows device.

Step 2 Navigate to the Windows taskbar and select the **Windows icon**.

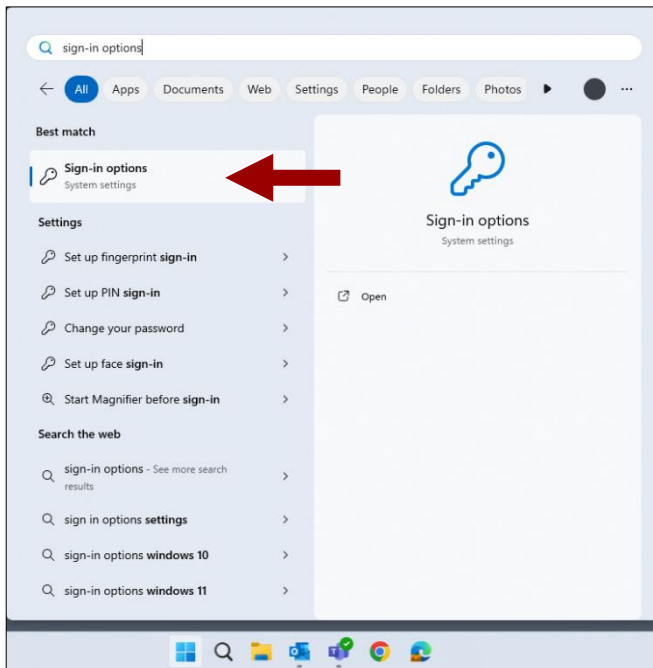


Step 3 Using the search field, type **sign-in options** then press **Enter**.



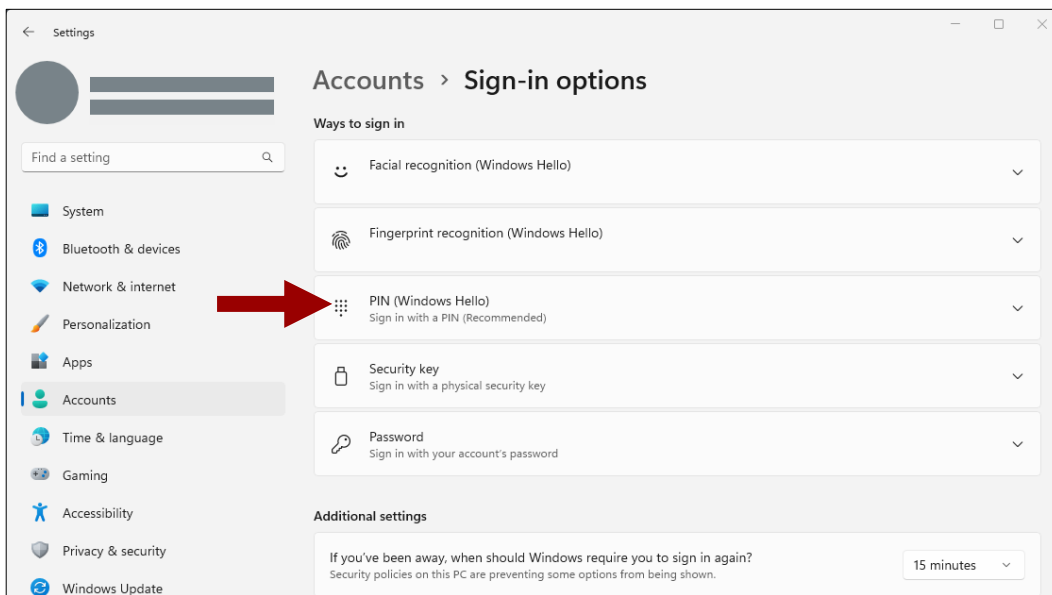
Step 4

From the search results, select **Sign-in options**.



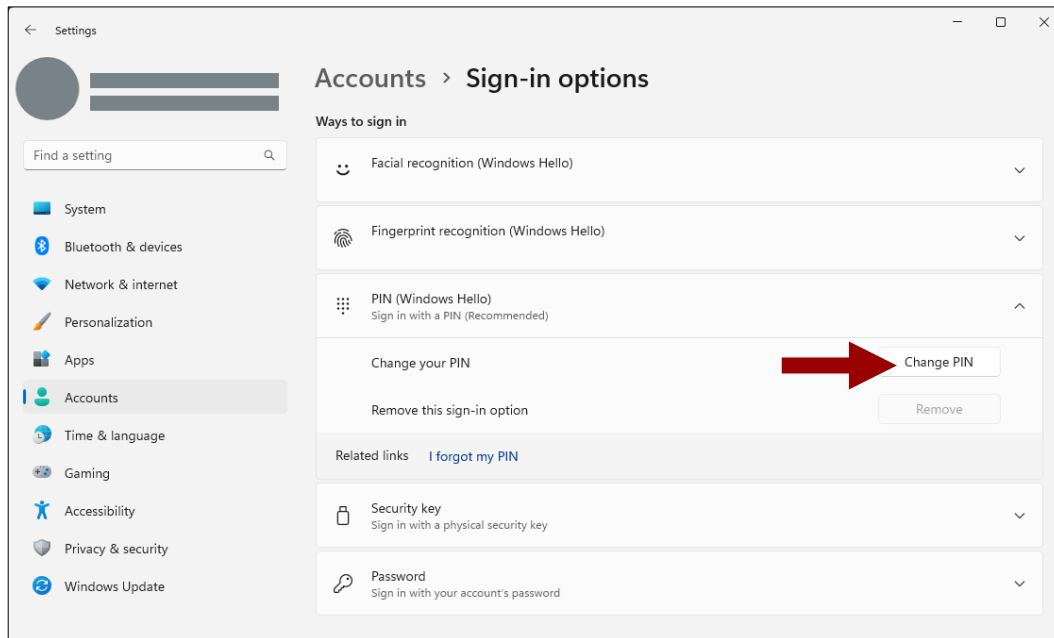
Step 5

From the Sign-in options menu, select **PIN (Windows Hello)**.



Step 6

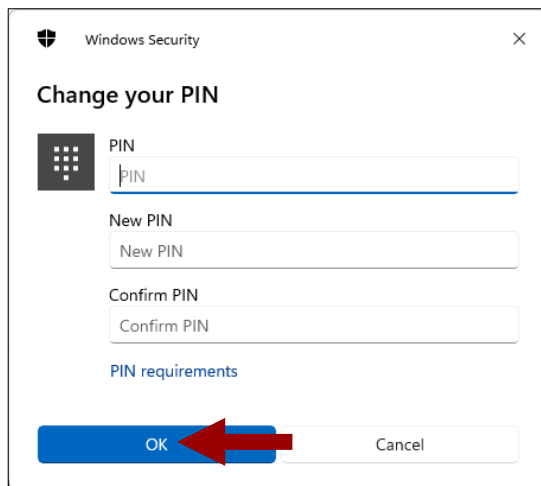
Select **Change PIN**.



Step 7

Enter your current PIN. Then enter your new PIN in the **New PIN** and **Confirm PIN** fields.

Select **OK**.



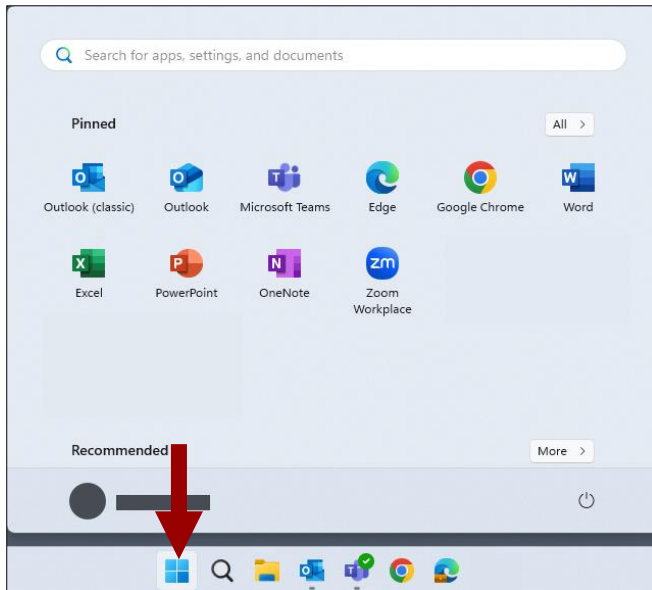
Setting up Biometrics (Facial or Fingerprint Authentication)

Step 1

If your Windows device supports biometrics, you can sign-in to your device using facial or fingerprint authentication.

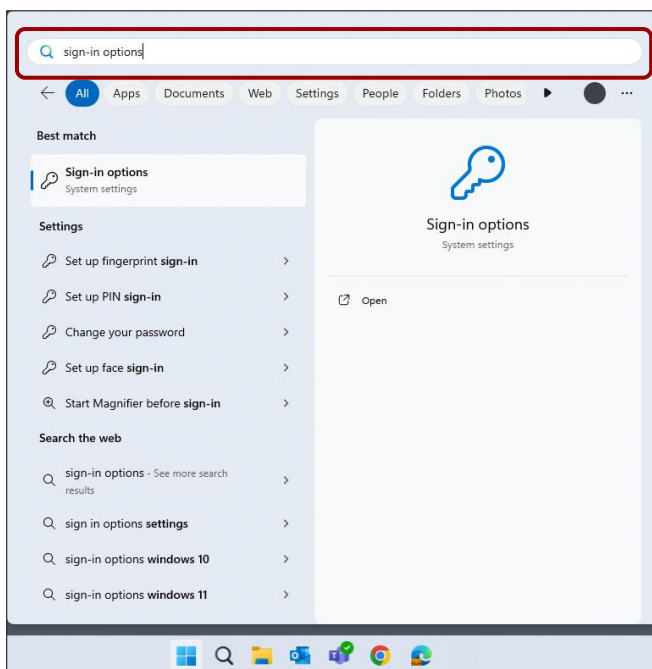
Step 2

Navigate to the Windows taskbar and select the **Windows icon**.



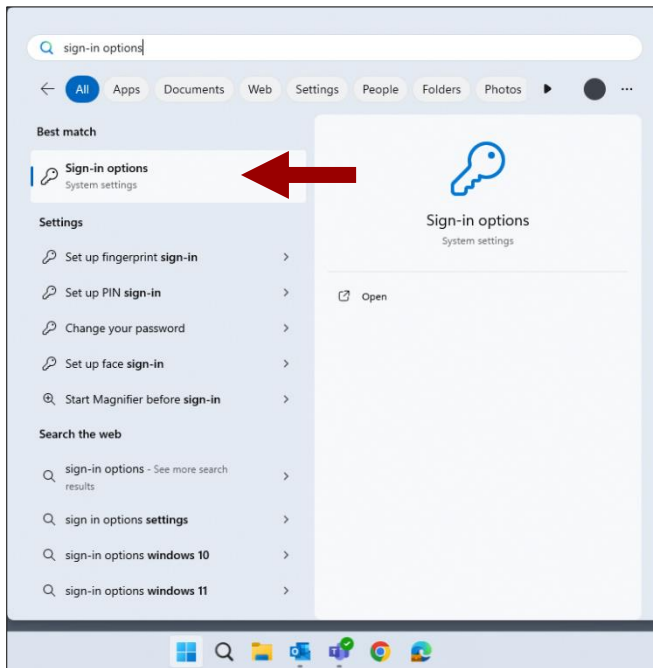
Step 3

Using the search field, type **sign-in options** then press **Enter**.



Step 4

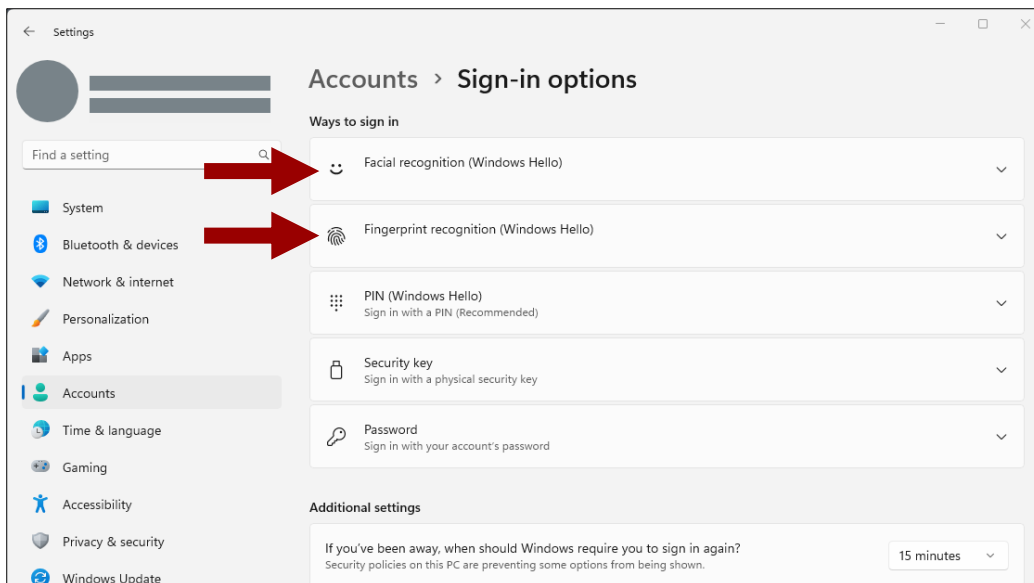
From the search results, select **Sign-in options**.



Step 5

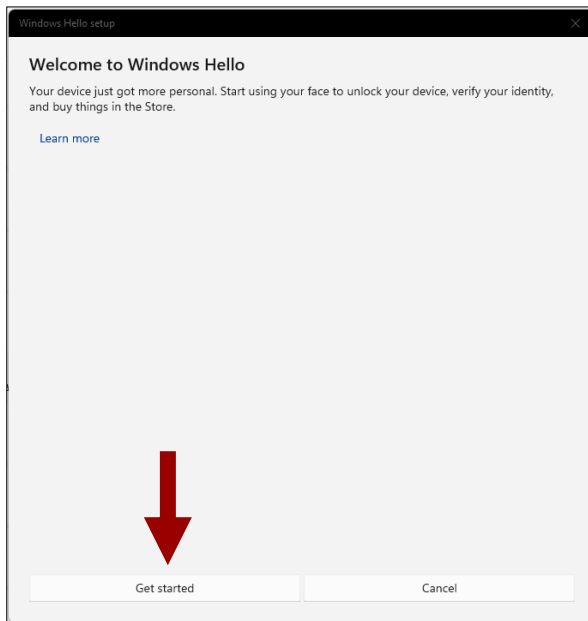
Select **Facial recognition (Windows Hello)** or **Fingerprint Recognition (Windows Hello)**.

Then select **Set up**.



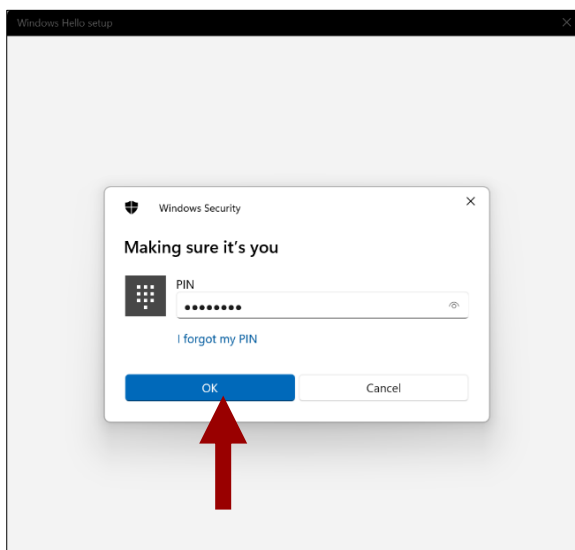
Step 6

From the Welcome to Windows Hello screen, select **Get started**.



Step 7

Verify your account by entering your PIN, select **OK**.



Step 8

Follow the on screen instructions to set up facial or fingerprint recognition (e.g., Keep looking directly at your camera; or Repeatedly lift and rest your finger on the sensor until setup is complete.)

Step 9

Once completed, select **Close**.