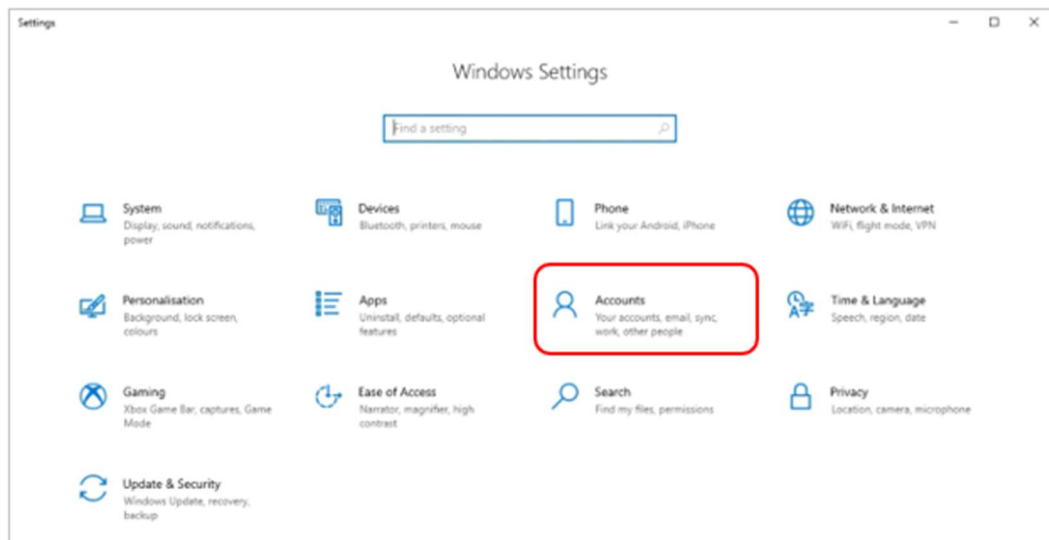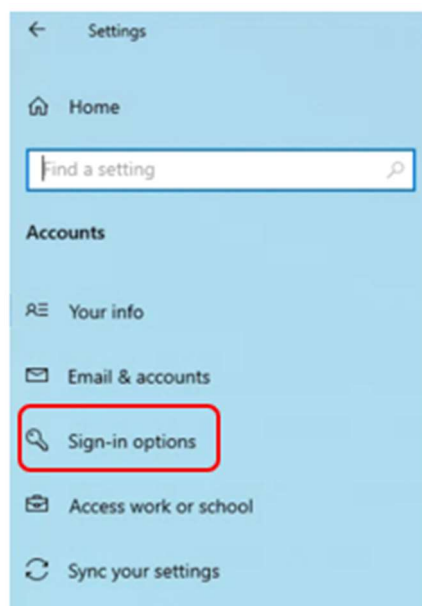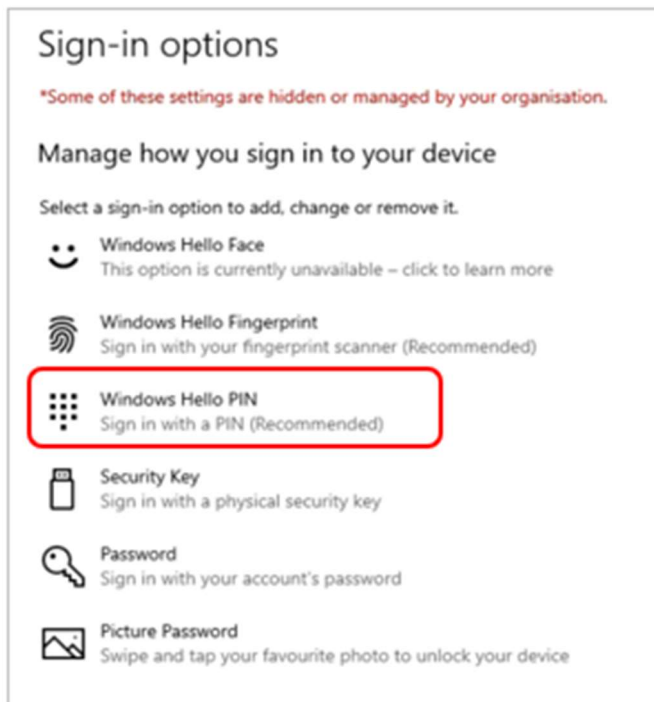# Windows 10 Hello Setup

Windows Hello PIN

1. Go into Start menu

2. Choose Settings ⚙ (or you can go straight to Settings by pressing Windows key plus I)

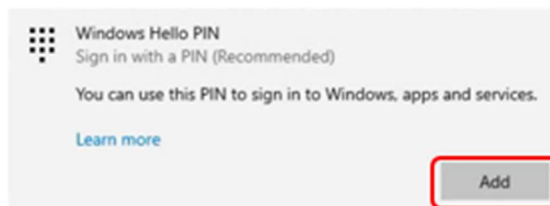3. On the Settings site, choose 'Accounts'

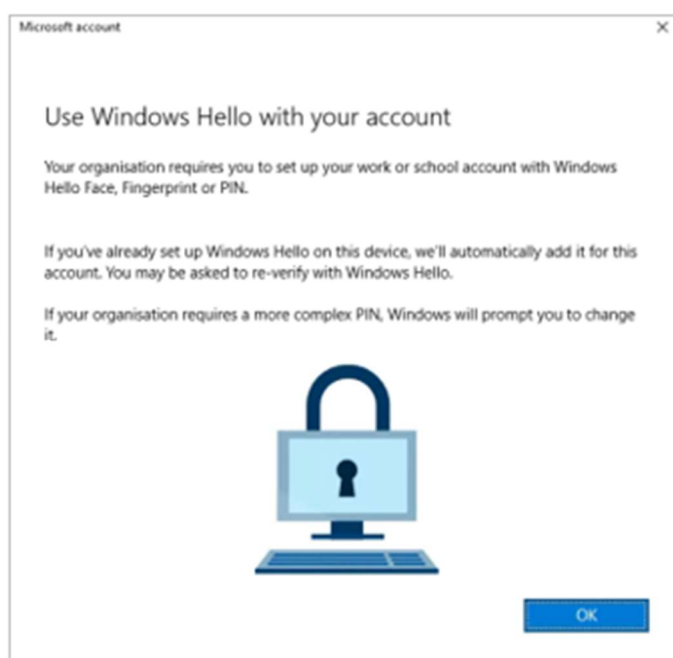4. In Accounts, choose 'Sign-in options' from the list on the left

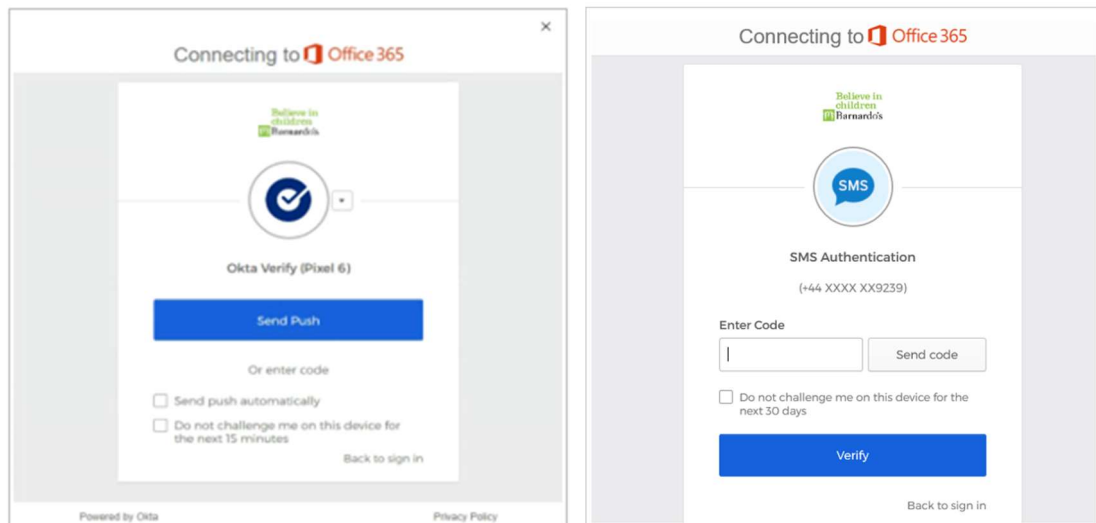5. Under the options, choose 'Windows Hello PIN'

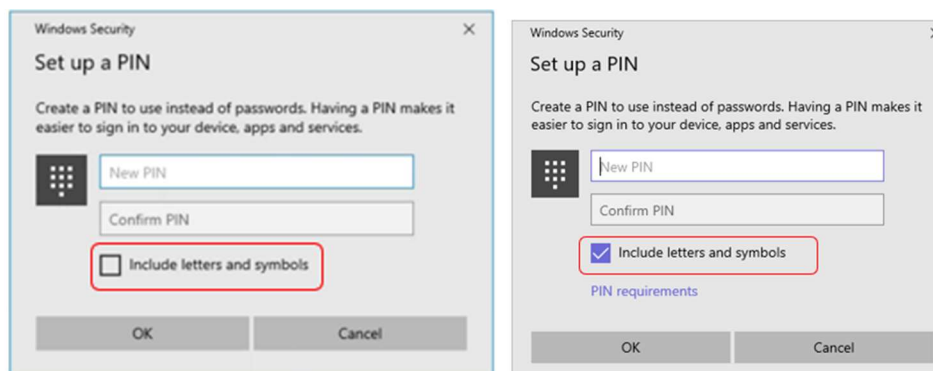6. Click 'Add' to proceed with setting up a PIN

7. Click the blue 'OK' button on the message box

8. Respond to the OKTA MFA prompt depending on what you already have set up, e.g., push, SMS, etc.

9. Enter your new Windows Hello PIN and confirmation, then click OK
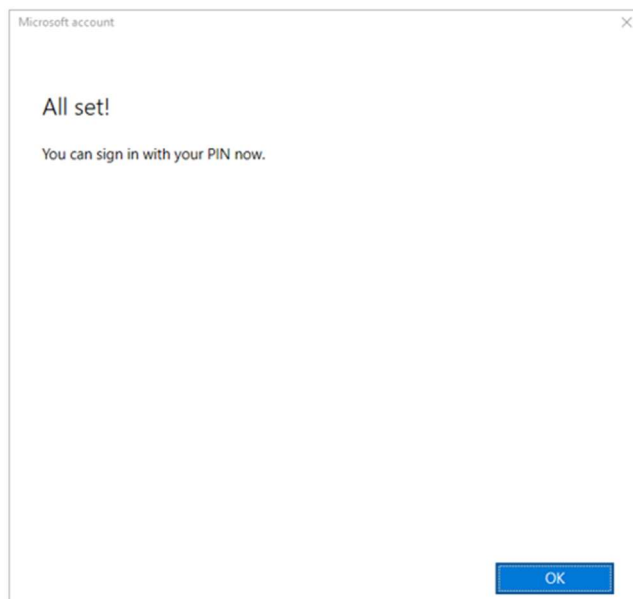

Note: Tick the box 'Include letters and symbols' if you want to use characters in your PIN

PIN Requirements

- Minimum length: 6
- Maximum length: 16
- Allowed characters:
    - Lowercase
    - Uppercase
    - Special e.g. ?, !, #

10. Click on the blue OK button once you are all set

Please note, after setting up Windows Hello, it can take up to **2 hours** for the feature to become enabled. During this time, you will need to continuing using your password to log in to your PC.
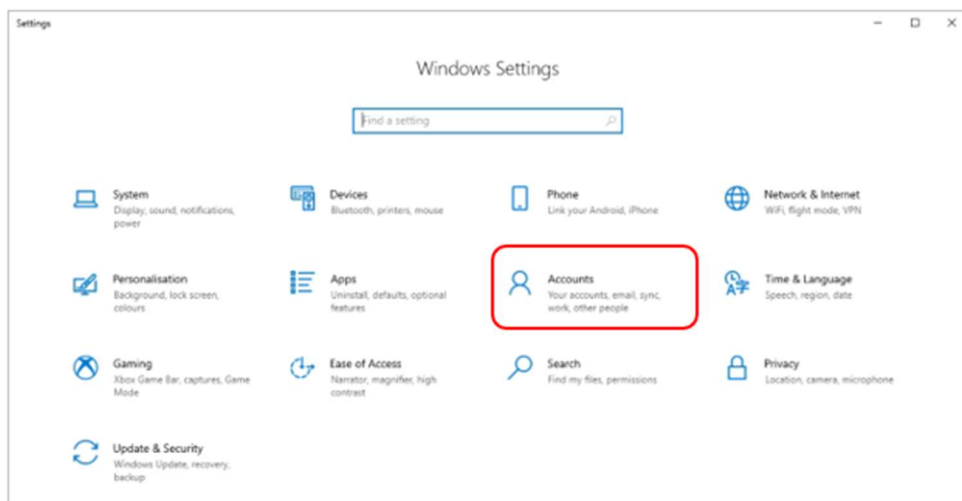
Windows Hello Fingerprint

If your device has a supported fingerprint reader, you can register one or more fingerprints to log into your device.
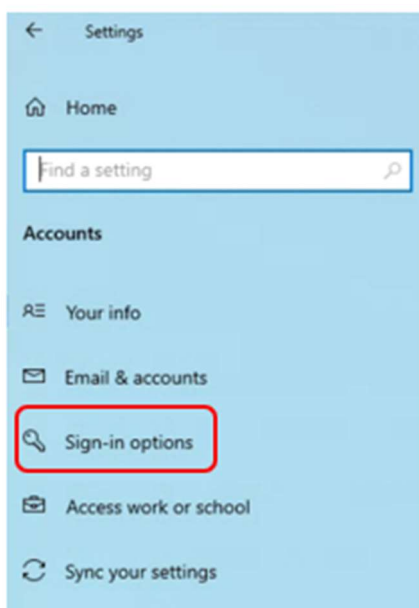
For example, the Microsoft Surface Laptop Go has a fingerprint reader embedded in the power button.

You must setup (and ensure you can login with) a Windows Hello PIN before running through this next process.
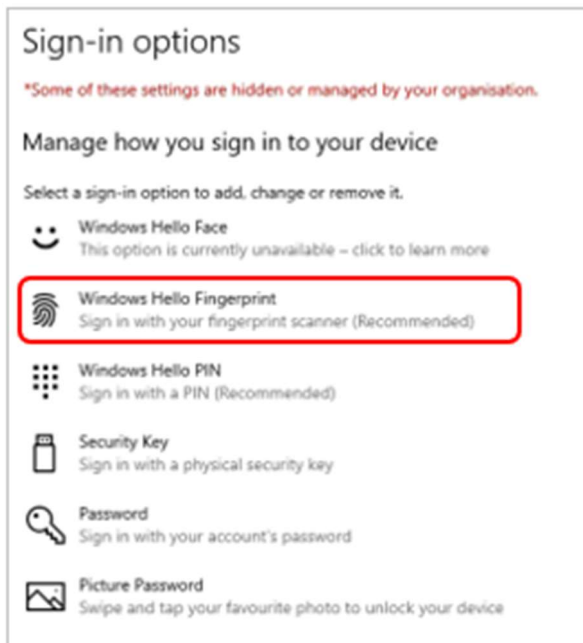
1. Go into Start menu

2. Choose Settings ⚙ (or you can go straight to Settings by pressing Windows key plus I)
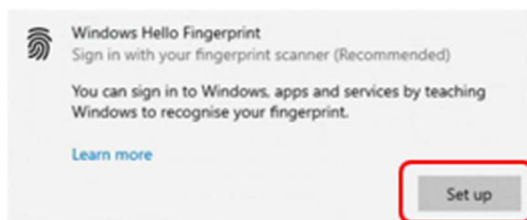
3. On the Settings site, choose 'Accounts'

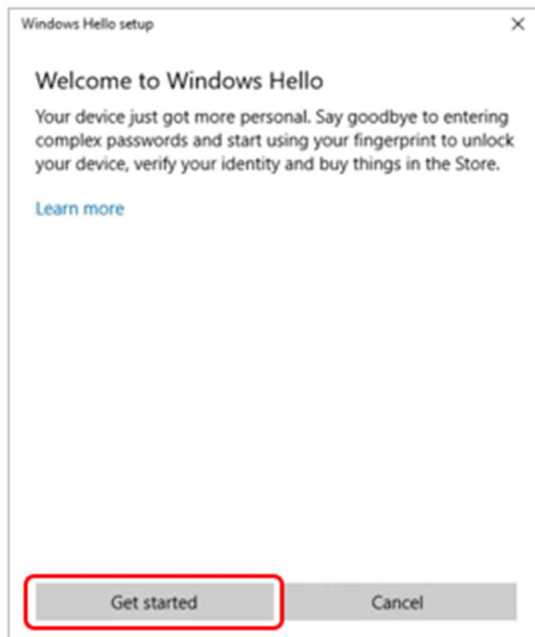4. In Accounts, choose 'Sign-in options' from the list on the left

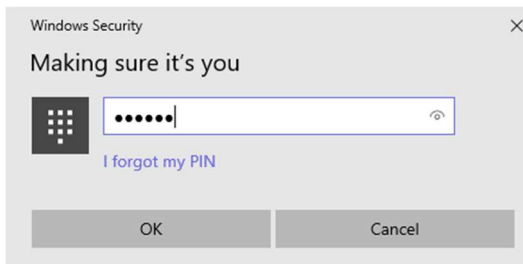5. Under the options, choose 'Windows Hello Fingerprint'

6. Click 'Set up' to proceed with setting up a fingerprint
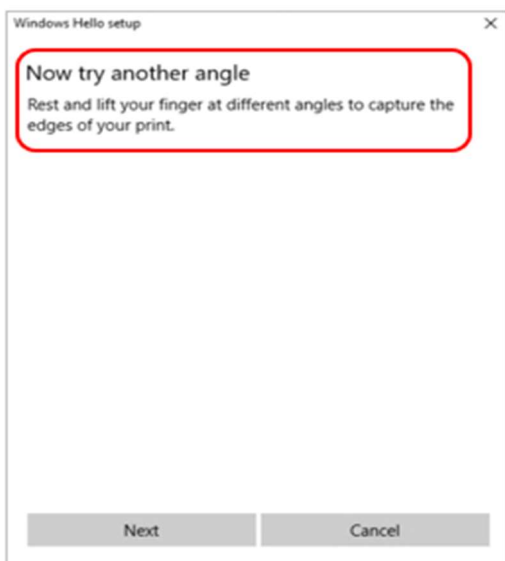

7. Click on 'Get started'

8. Enter your Windows Hello PIN so that Windows can confirm it is you. *This is why you need to set up a PIN before a fingerprint.*
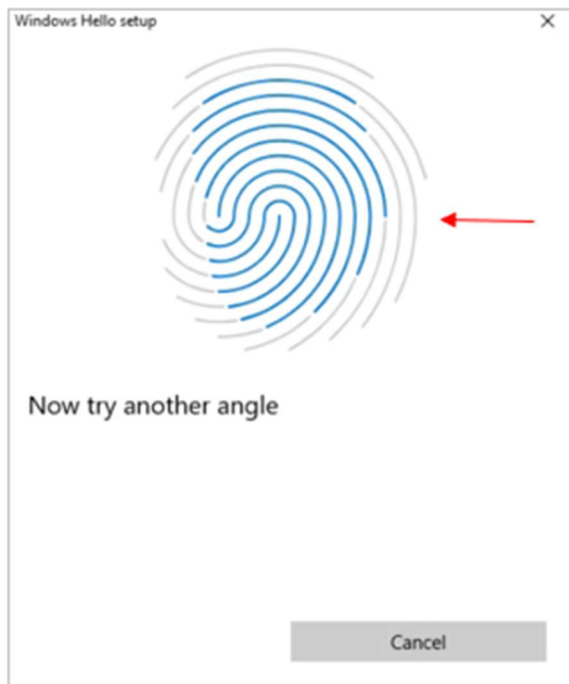

9. Follow the on-screen prompts to setup your fingerprint. If you use a Surface Laptop Go, your Power button will light up.
Be patient, this process may take a couple of minutes with you being asked to move your finger left, right , etc.
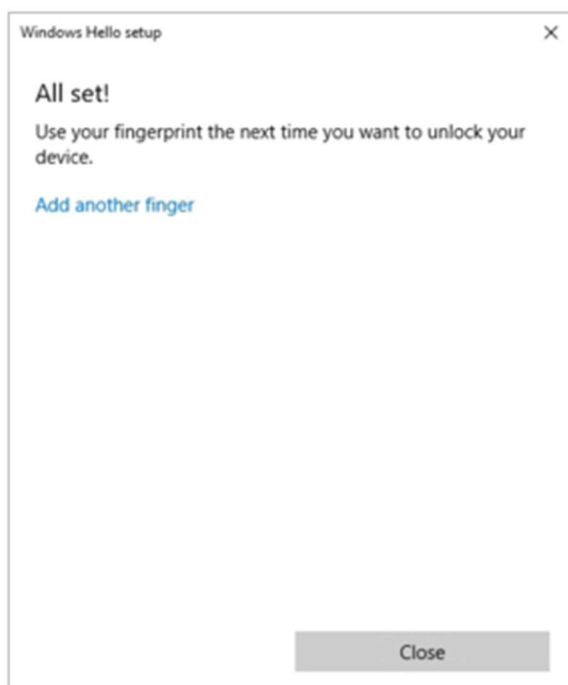

10. You will be asked to 'lift and touch again' and try other angles of your fingerprint - click Next

If at any time you see 'not recognised' during set up, just continue to try different angles.

11. Change your fingerprint angle to improve detection. Use the display fingerprint as a guide - you want as much as possible to be blue, which means those parts of your fingerprint have registered.
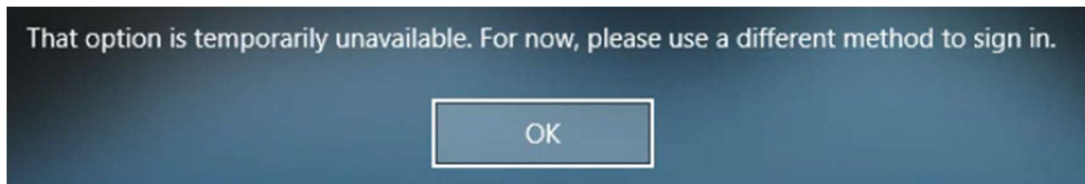

12. Once your fingerprint is registered, you will get the 'All set' message

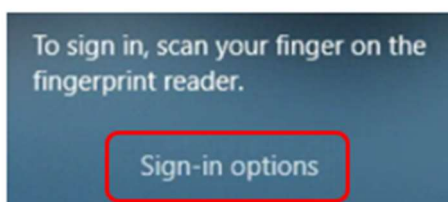13. Click Close to finish or select 'Add another finger' to setup another fingerprint

FAQs

That option is temporarily unavailable. For now, please use a different method to sign in

The following message is displayed when attempting to sign in with Windows Hello:

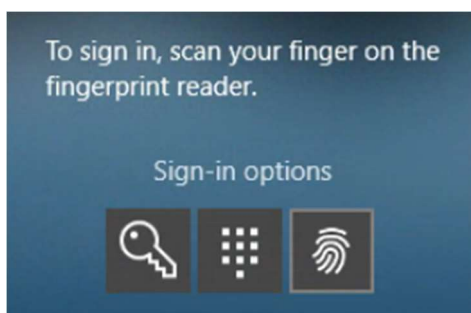That option is temporarily unavailable. For now, please use a different method to sign in.

OK

Please note, after setting up Windows Hello, it can take up to **2 hours** for the feature to become enabled. During this time, you will need to continuing using your password to log in to your PC.

How do I sign in with Windows Hello?

If you have setup Windows Hello Fingerprint, this will be enabled as the default sign-in option. To select an alternative method, click Sign-in options on the login screen.

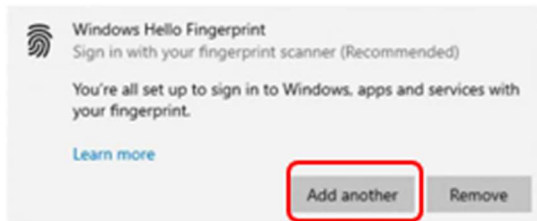Then select the required sign-in option -

Password

Windows Hello PIN
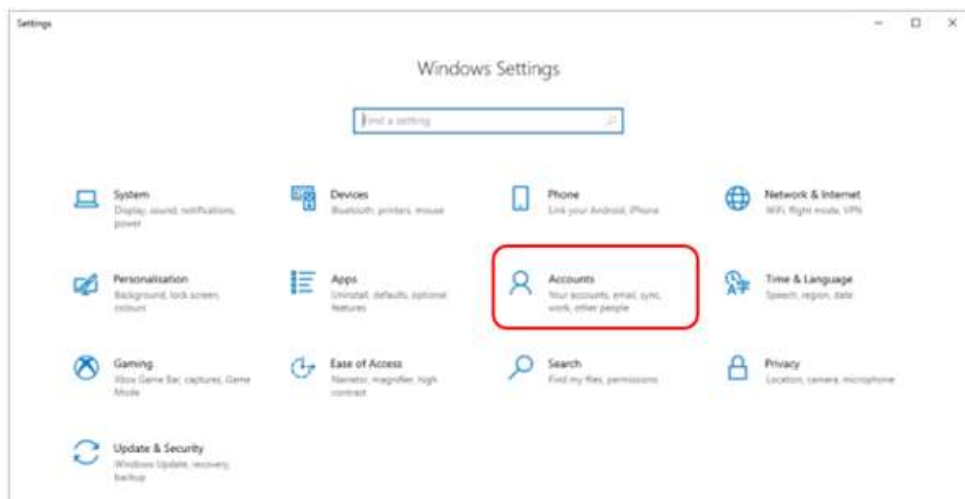
Windows Hello Fingerprint

How do I add another fingerprint to Windows Hello?

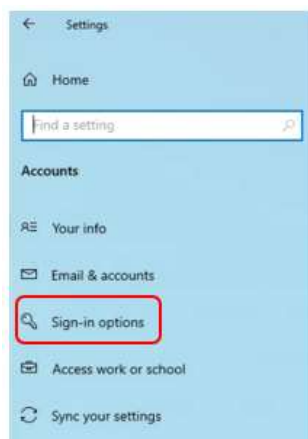Follow the section for Windows Hello Fingerprint on pages 5-8, selecting 'Add another' in step 6.

How do I remove Windows Hello Fingerprint?

1. Go into Start menu
2. Choose Settings ⚙ (or you can go straight to Settings by pressing Windows key plus I)
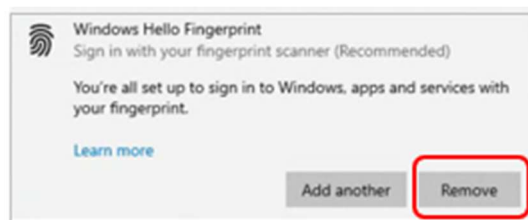3. On the Settings site, choose 'Accounts'

4. In Accounts, choose 'Sign-in options' from the list on the left

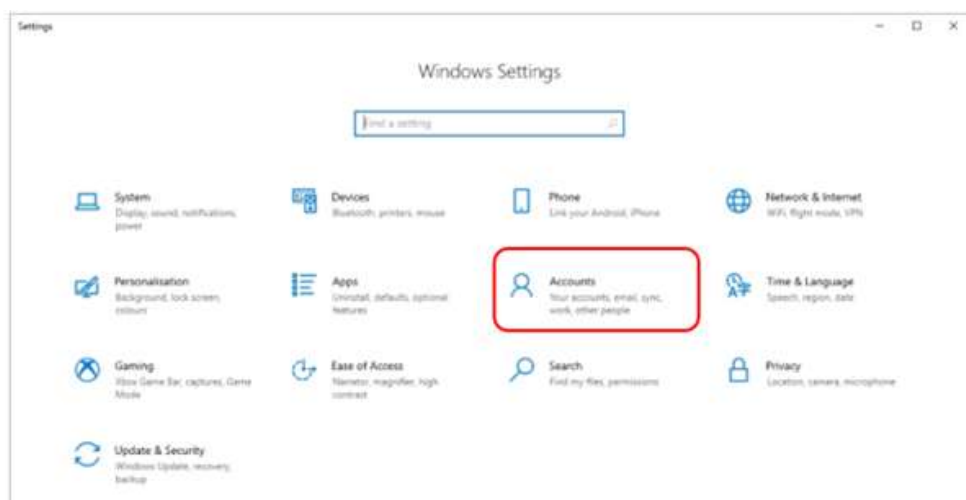5. Under the options, choose 'Windows Hello Fingerprint'
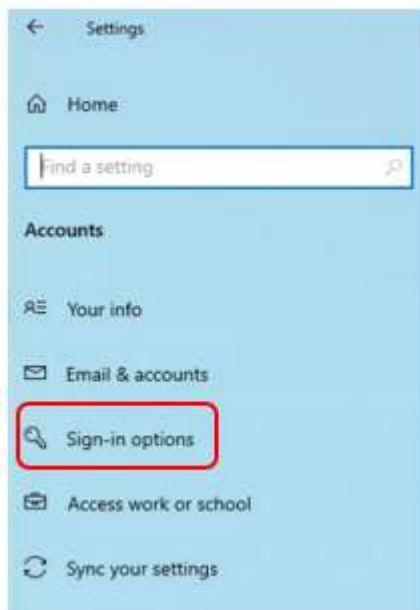

6. Select 'Remove'

This will remove your Windows Hello Fingerprint registration (without confirmation).

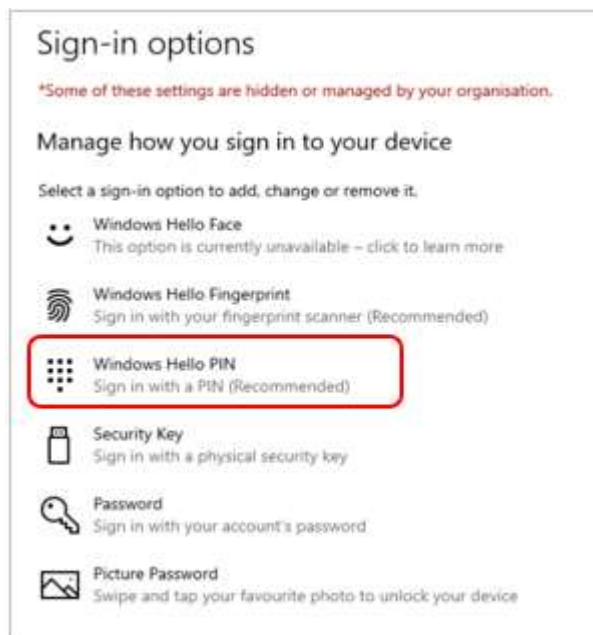## How do I change my Windows Hello PIN (existing PIN known)?
1. Go into Start menu
2. Choose Settings ⚙ (or you can go straight to Settings by pressing Windows key plus I)
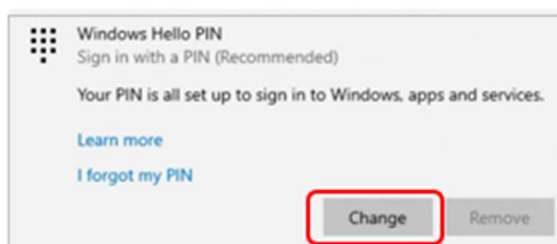3. On the Settings site, choose 'Accounts'

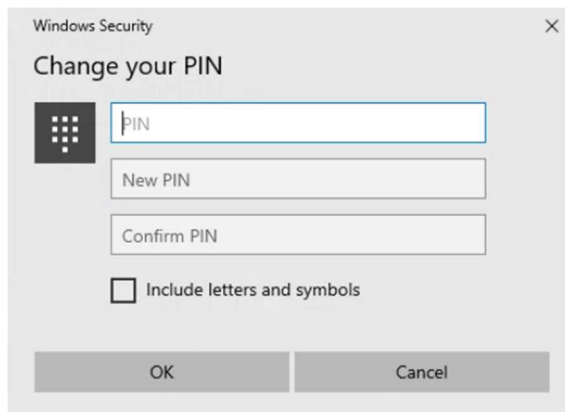4. In Accounts, choose 'Sign-in options' from the list on the left

5. Under the options, select Windows Hello PIN
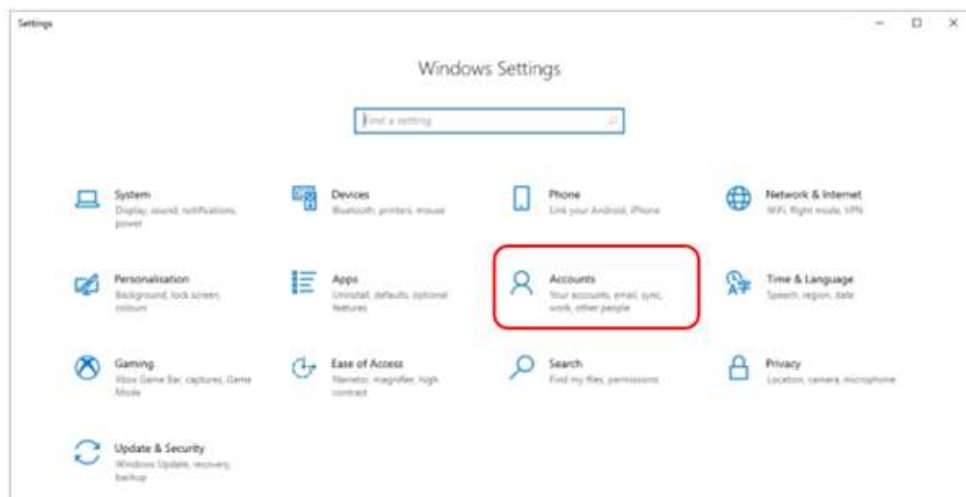

6. Click 'Change'

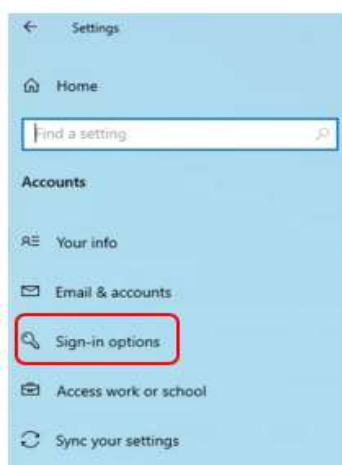7. Enter your current Windows Hello PIN, your new PIN and confirmation

8. Click OK

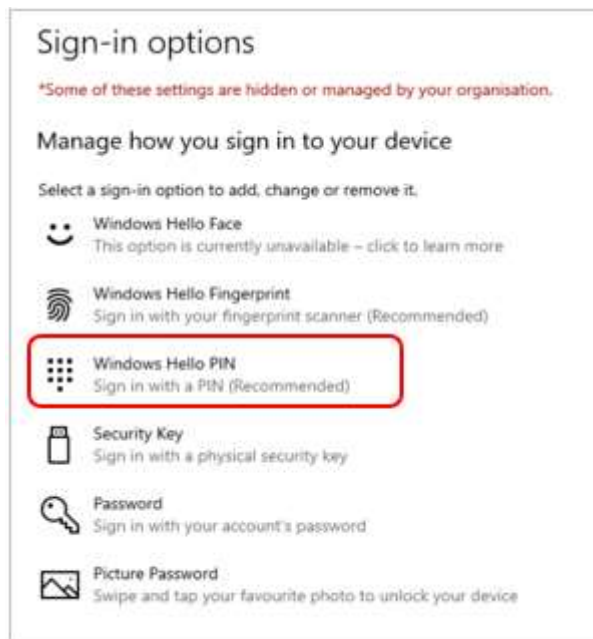## How do I change my Windows Hello PIN (existing PIN unknown)?

1. Go into Start menu
2. Choose Settings ⚙ (or you can go straight to Settings by pressing Windows key plus I)
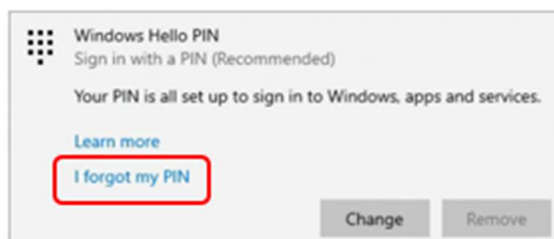3. On the Settings site, choose 'Accounts'

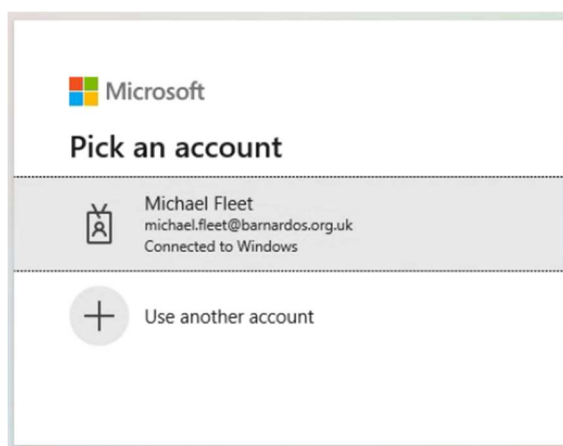4. In Accounts, choose 'Sign-in options' from the list on the left

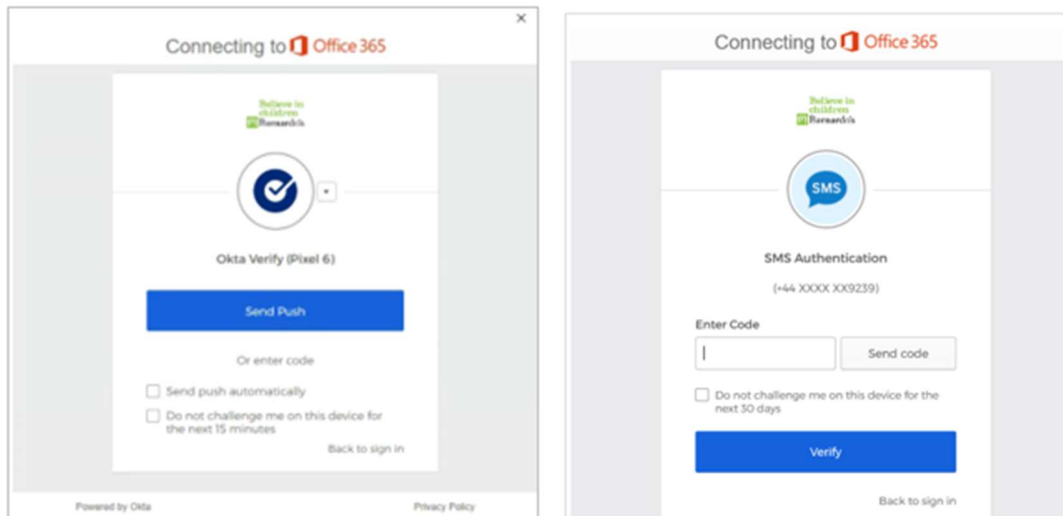5. Under the options, choose 'Windows Hello PIN'

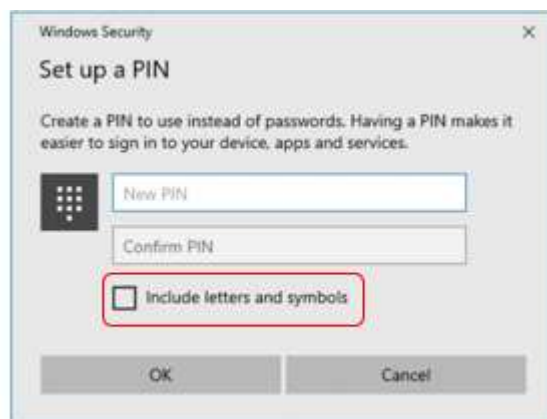6. Click on the 'I forgot my PIN' blue link

7. Select your Windows account

8. Respond to the OKTA MFA prompt depending on what you already have set up, e.g., push, SMS, etc.

9. Enter your new Windows Hello PIN and confirmation, then click OK

Note: Tick the box 'Include letters and symbols' to use characters in your PIN

PIN Requirements

- Minimum length: 6
- Maximum length: 16
- Allowed characters:
    - Lowercase
    - Uppercase
    - Special e.g. ?, !, #