Windows 11 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' from the list on the left



4. In Accounts, choose 'Sign-in options'

83	Your info Profile photo
	Email & accounts Accounts used by email, calendar, and contacts
P	Sign-in options Windows Hello, security key, password, dynamic lock
(₽	Windows backup Back up your files, apps, preferences to restore them across devices

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

Acc	ounts > Sign-in options	
0	Some of these settings are managed by your organisation.	
Ways to	o sign in	
÷	Facial recognition (Windows Hello) This option is currently unavailable	~
1	Fingerprint recognition (Windows Hello) Sign in with your fingerprint scanner (Recommended)	~
Į.	PIN (Windows Hello) Sign in with a PIN (Recommended)	~
Ô	Security key Sign in with a physical security key	~
P	Password Sign in with your account's password	~
	Picture password Swipe and tap your favourite photo to unlock your device	~

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

Ψ	PIN (Windows Hello) Sign in with a PIN (Recommended)	^
	Use a PIN to sign in to Windows, apps, and services	Set up

7. Click the blue 'OK' button on the 'Use Windows Hello' 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

Windows Security ×	Windows Security ×
Set up a PIN	Set up a PIN
A Windows Hello PIN is a fast, secure way to sign in to your device, apps and services.	A Windows Hello PIN is a fast, secure way to sign in to your device, apps and services.
New PIN	New PIN
Confirm PIN	Confirm PIN
Include letters and symbols	PIN requirements
OK Cancel	OK Cancel

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

Microsoft account	×
All set!	
You can sign in with your PIN now.	
	ОК

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' from the list on the left



4. In Accounts, choose 'Sign-in options'



5. Under the options, choose 'Fingerprint recognition (Windows Hello)'

Acc	ounts > Sign-in options	
0	Some of these settings are managed by your organisation.	
Ways to	o sign in	
÷	Facial recognition (Windows Hello) This option is currently unavailable	~
	Fingerprint recognition (Windows Hello) Sign in with your fingerprint scanner (Recommended)	~
÷	PIN (Windows Hello) Sign in with a PIN (Recommended)	~
Ô	Security key Sign in with a physical security key	~
P	Password Sign in with your account's password	~

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



7. Click on 'Get started' on the Welcome box

Windows Hello setup	×
Welcome to Windows Hello	
Your device just got more personal. Say goodby complex passwords and start using your fingery your device, verify your identity and buy things	ve to entering print to unlock in the Store.
Learn more	

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.*

Windows Security		×
Making sure it's you		
I forgot my PIN	2	2
ОК	Cancel	
		i.

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 and you will be asked to move your finger left, right, etc.

Windows Hello setup	×
Touch the power butto Repeatedly lift and rest your finge setup is complete.	n er on the power button until
	Cancel

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

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 set up another fingerprint

Windows Hello setup	×
All set!	
Use your fingerprint the next time device.	e you want to unlock your
Add another finger	
	Close

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 ten	nporarily una	available. I	or now, p	ease use a	a differen	t method to	o sign in.
			ОК				

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 -



୍ତ୍ର Password



🔊 Windows Hello Fingerprint

How do I add another fingerprint to Windows Hello?

Follow the section for Windows Hello Fingerprint on pages 5-9, selecting 'Add a finger' 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' from the list on the left



4. In Accounts, choose 'Sign-in options'



5. Under the options, choose 'Fingerprint recognition (Windows Hello)'

Acco	ounts > Sign-in options	
0 9	Some of these settings are managed by your organisation.	
Ways to	o sign in	
÷	Facial recognition (Windows Hello) This option is currently unavailable	~
<i>i</i>	Fingerprint recognition (Windows Hello) Sign in with your fingerprint scanner (Recommended)	~
÷	PIN (Windows Hello) Sign in with a PIN (Recommended)	~
Ô	Security key Sign in with a physical security key	~
P	Password Sign in with your account's password	~

6. Select 'Remove'

1	Fingerprint recognition (Windows Hello) Sign in with your fingerprint scanner (Recommended)		^
	Set up another finger	Add a finger	
	Remove this sign-in option	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' from the list on the left



4. In Accounts, choose 'Sign-in options'



4. Under the options, select 'PIN (Windows Hello)'

Acc	ounts > Sign-in options	
0	Some of these settings are managed by your organisation.	
/ays to	sign in	
Ü	Facial recognition (Windows Hello) This option is currently unavailable	~
6	Fingerprint recognition (Windows Hello) Sign in with your fingerprint scanner (Recommended)	~
Ψ	PIN (Windows Hello) Sign in with a PIN (Recommended)	~
Ö	Security key Sign in with a physical security key	~
P	Password Sign in with your account's password	~
0	Picture password Swipe and tap your favourite photo to unlock your device	÷

5. Click 'Change PIN'

÷	PIN (Windows Hello) Sign in with a PIN (Recommended)		^
	Change your PIN	Change PIN	
	Remove this sign-in option	Remove	

6. Enter your current Windows Hello PIN, your new PIN and confirmation. Remember to tick the 'include letters and symbols' if you need it.

🕈 w	indows Security	×
Chang	ge your PIN	
	PIN	
	New PIN	
	Confirm PIN	
	Include letters and symbols	
	OK Cancel	

7. 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' from the list on the left



4. In Accounts, choose 'Sign-in options'



8. Under the options, select 'PIN (Windows Hello)'

ACC	Sunts > Sign-in options	
0	Some of these settings are managed by your organisation.	
Vays to	sign in	
ü	Facial recognition (Windows Hello) This option is currently unavailable	Ŷ
6	Fingerprint recognition (Windows Hello) Sign in with your fingerprint scanner (Recommended)	÷
Ψ	PIN (Windows Hello) Sign in with a PIN (Recommended)	Ŷ
Ö	Security key Sign in with a physical security key	~
P	Password Sign in with your account's password	~
	Picture password Swipe and tap your favourite photo to unlock your device	J

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

PIN (Wind Sign in with	ows Hello) a PIN (Recommended)	^
Change y	pur PIN	Change PIN
Remove t	is sign-in option	Remove
Related links	I forgot my PIN	

5. Select your Windows account

M	crosoft	
Pick an account		
à	Michael Fleet michael.fleet@barnardos.org.uk Connected to Windows	
+	Use another account	

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

Connecting to 1 Office 365	×	Connecting to 1 Office 365
Eleven in Eleventiti		Reference in Researchin
Okta Verify (Pixel 6)		SMS Authentication
Send Push		(+44 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Or enter code		Send code
Send push automatically		Do not challenge me on this device for the
Do not challenge me on this device for the next 15 minutes Back to sign in		next 30 days Verify
Powered by Oita Privac	y Policy	Back to sign in

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

🗣 Wi	indows Security	×			
Chang	Change your PIN				
	PIN				
	New PIN				
	Confirm PIN				
(Include letters and symbols				
	OK Cancel				
	Cancel	Л			

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

PIN Requirements

- Minimum length: 6
- Maximum length: 16
- Allowed characters:
 - \circ Lowercase
 - $\circ \quad \text{Uppercase}$
 - Special e.g. ?, !, #