

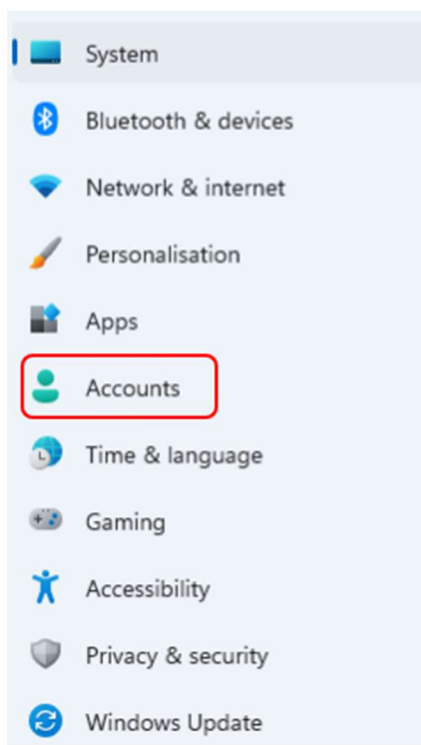
Windows 11 Hello Setup

Windows Hello PIN

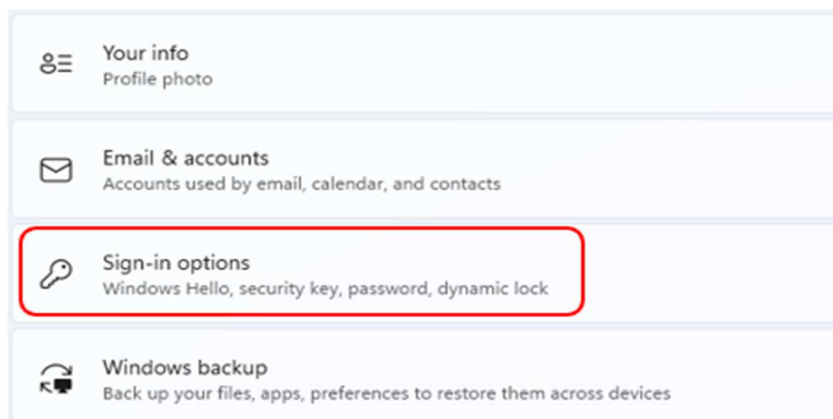
1. Go into Start menu
2. Choose Settings (or you can go straight to Settings by pressing Windows key plus I)



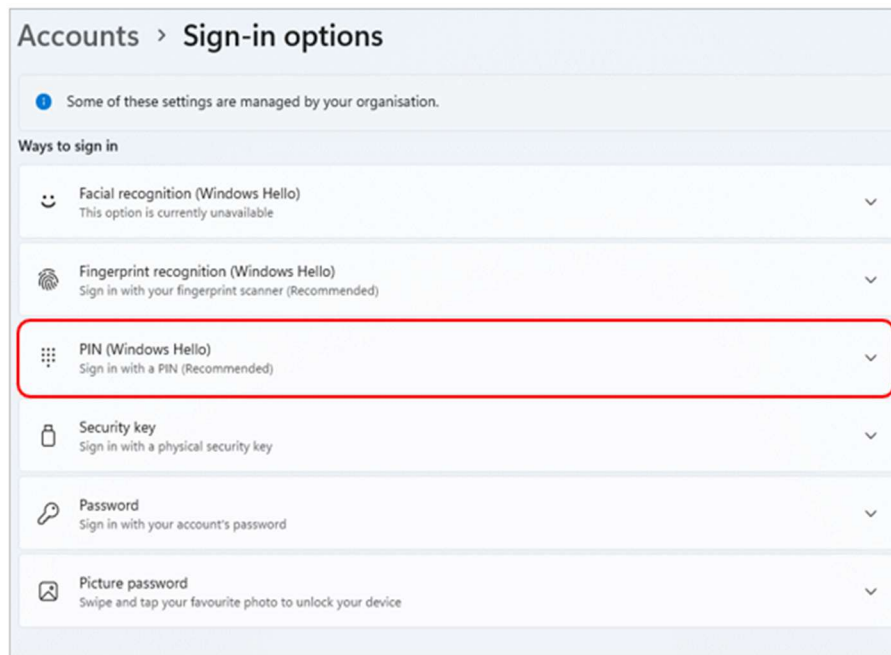
3. On the Settings site, choose 'Accounts' from the list on the left



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



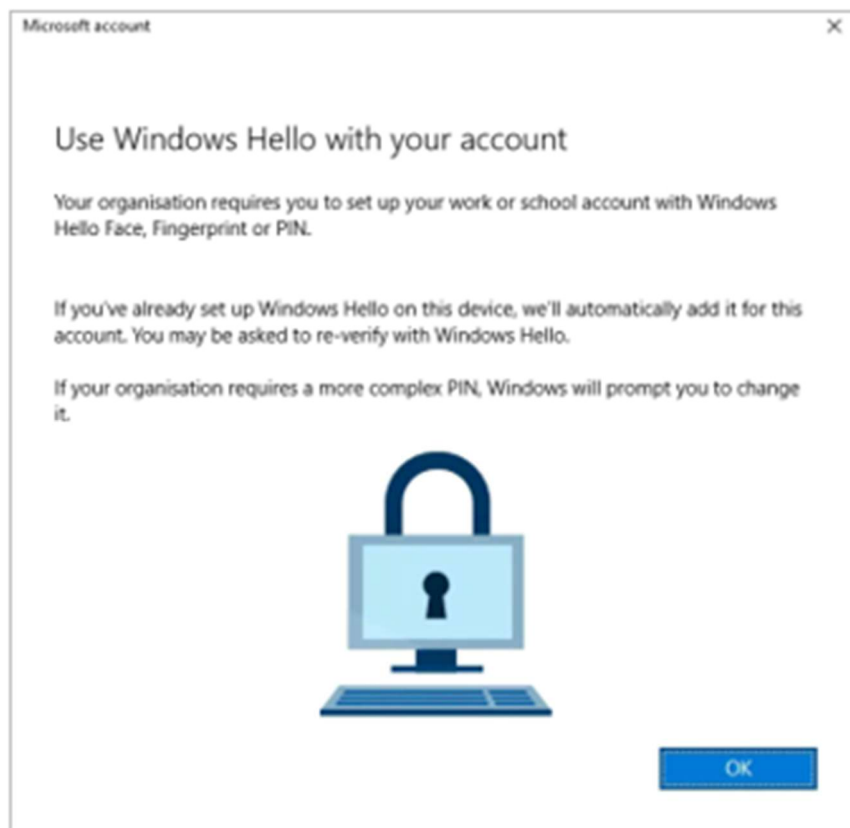
5. Under the options, choose 'PIN (Windows Hello)'



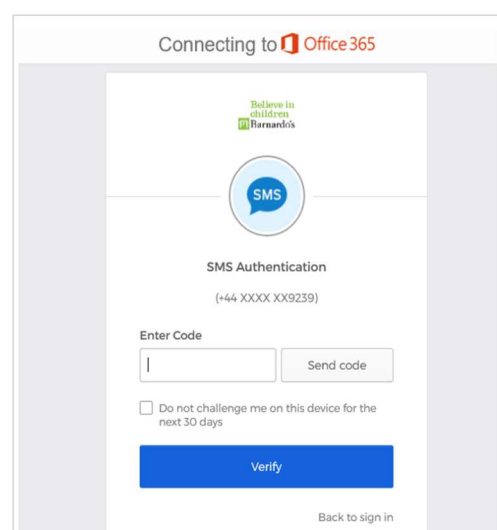
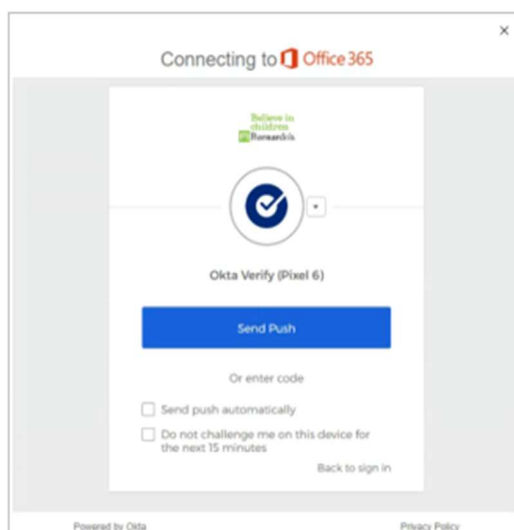
6. Click 'Set up' to proceed with setting up a PIN



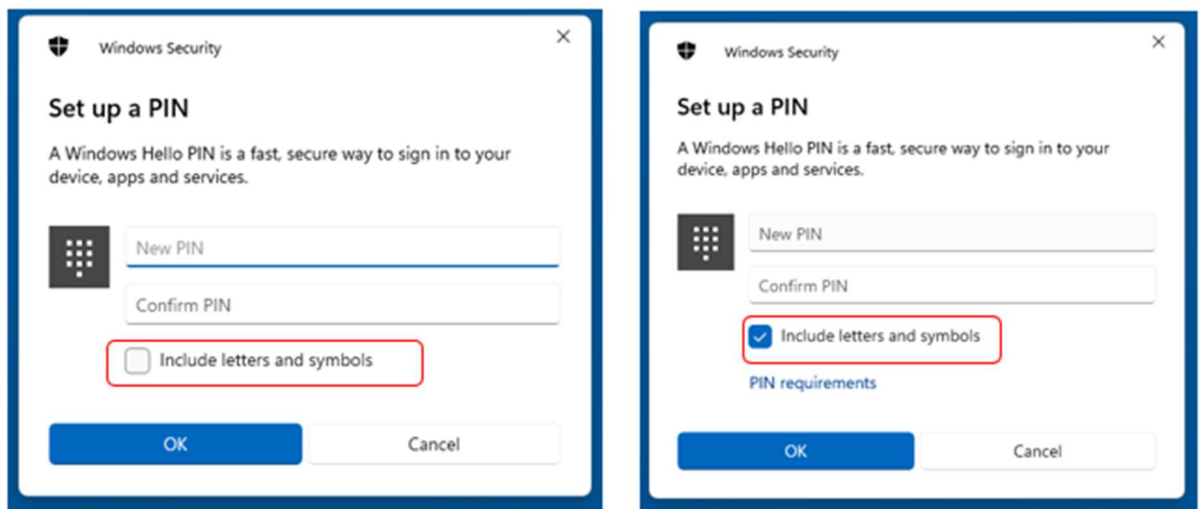
- Click the blue 'OK' button on the 'Use Windows Hello' message box



- 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



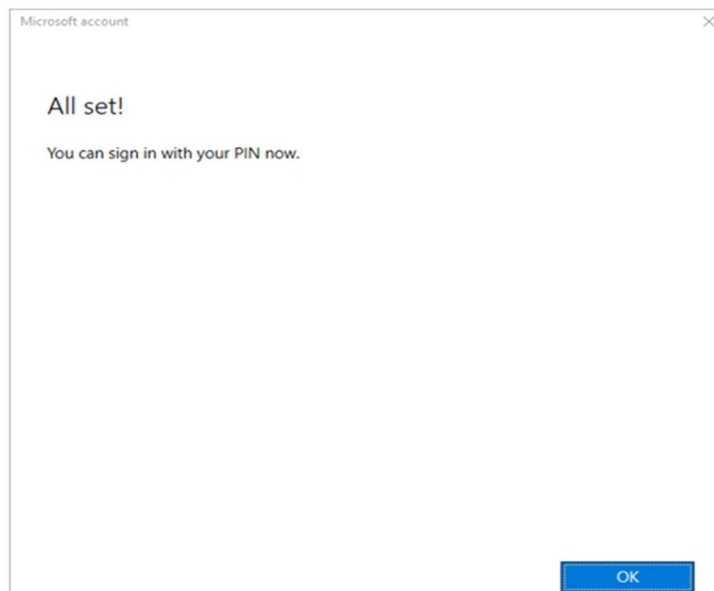
The image shows two side-by-side screenshots of the 'Set up a PIN' window in Windows Security. Both windows have a title bar with 'Windows Security' and a close button. The main heading is 'Set up a PIN'. Below it, a message states: 'A Windows Hello PIN is a fast, secure way to sign in to your device, apps and services.' There are two input fields: 'New PIN' and 'Confirm PIN'. Below these fields is a checkbox labeled 'Include letters and symbols'. In the left screenshot, this checkbox is unchecked. In the right screenshot, the checkbox is checked, and a red rectangular box highlights it. Below the checkbox, the text 'PIN requirements' is visible. At the bottom of each window are two buttons: 'OK' (blue) and 'Cancel' (white).

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



The image shows a 'Microsoft account' window. It has a title bar with 'Microsoft account' and a close button. The main text says 'All set!' followed by 'You can sign in with your PIN now.' At the bottom right, there is a blue 'OK' button.

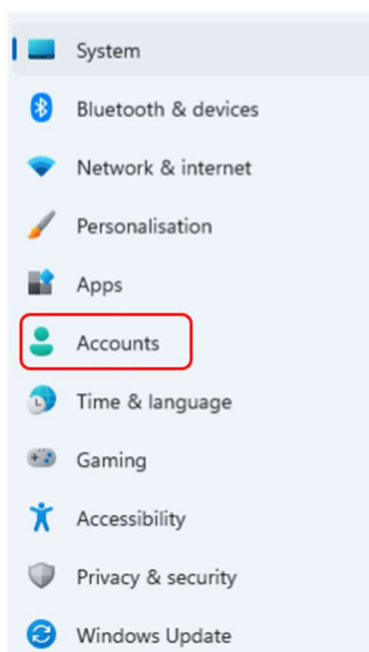
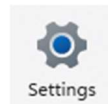
Please note, after setting up Windows Hello, it can take up to **2 hours** for the feature to become enabled. During this time, you will need to continue using your password to log in to your PC.

Windows Hello Fingerprint

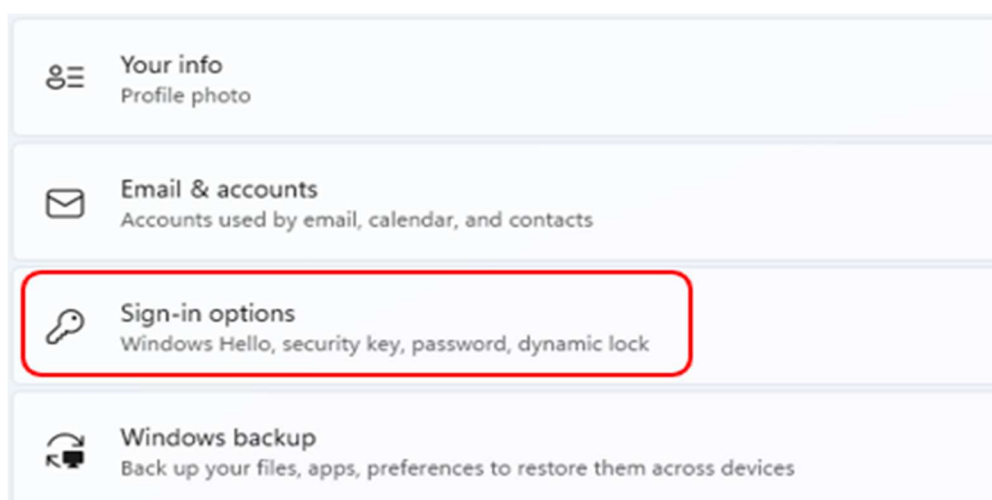
If your device has a supported fingerprint reader, you can register one or more fingerprints to log into your device. For example, the Microsoft Surface Laptop Go has a fingerprint reader embedded in the Power button.

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

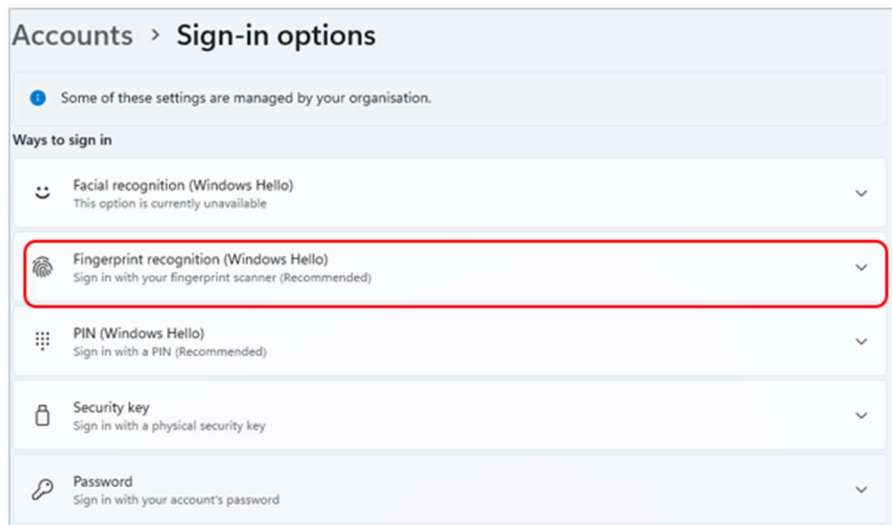
1. Go into Start menu
2. Choose Settings (or you can go straight to Settings by pressing Windows key plus I)
3. On the Settings site, choose 'Accounts' from the list on the left



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



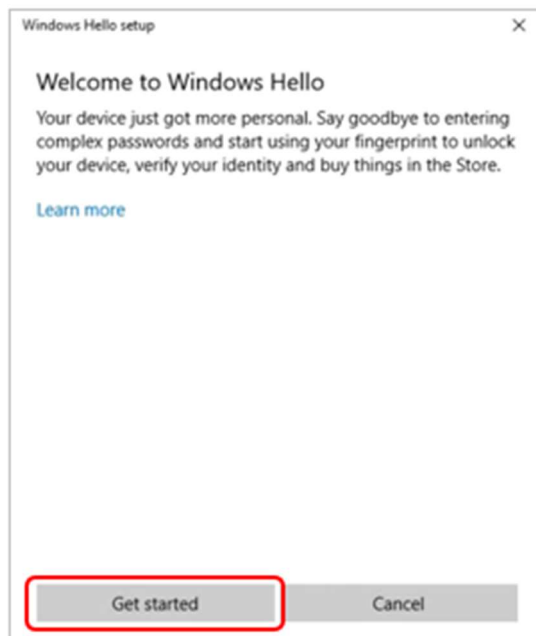
- Under the options, choose 'Fingerprint recognition (Windows Hello)'



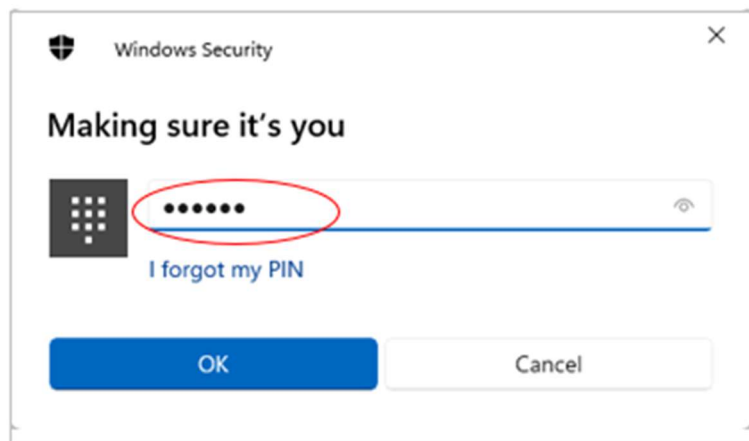
- Click 'Set up' to proceed with setting up a fingerprint



- Click on 'Get started' on the Welcome box

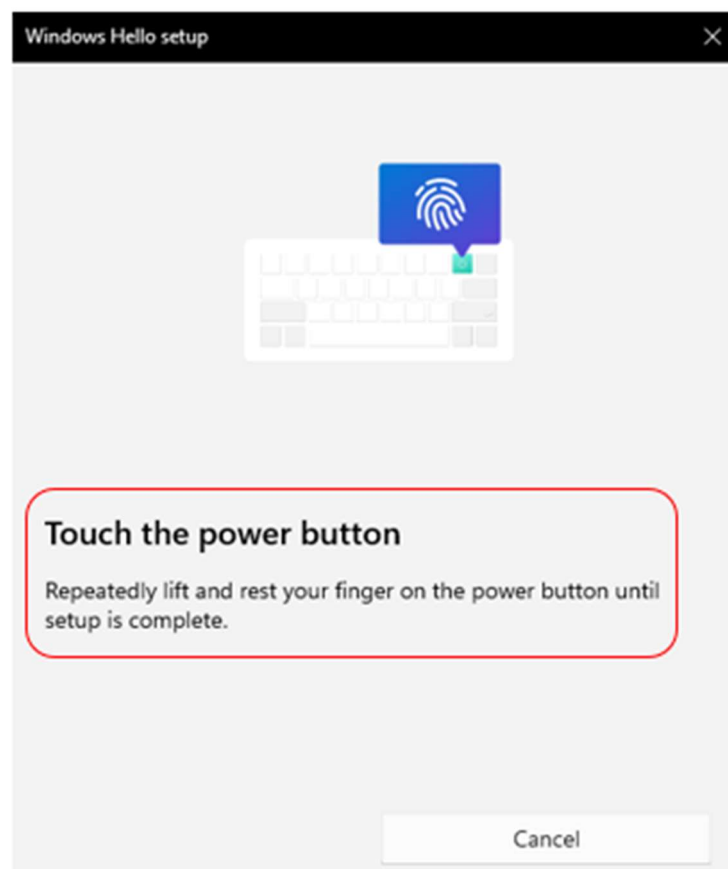


8. Enter your Windows Hello PIN so that Windows can confirm it is you. *This is why you need to set up a PIN before a fingerprint.*



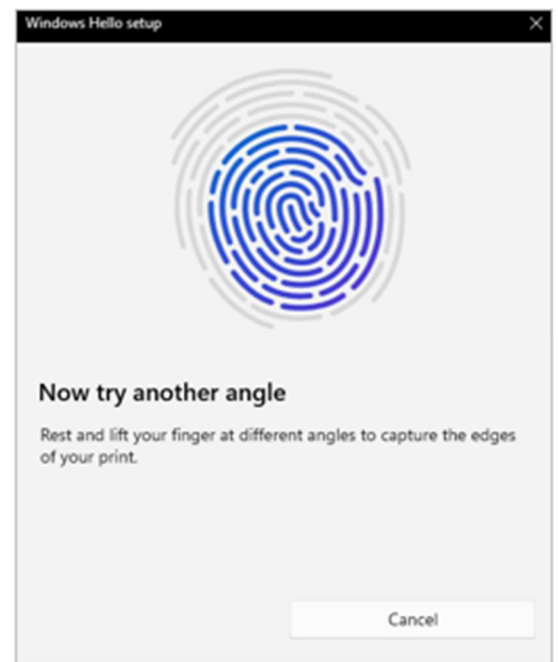
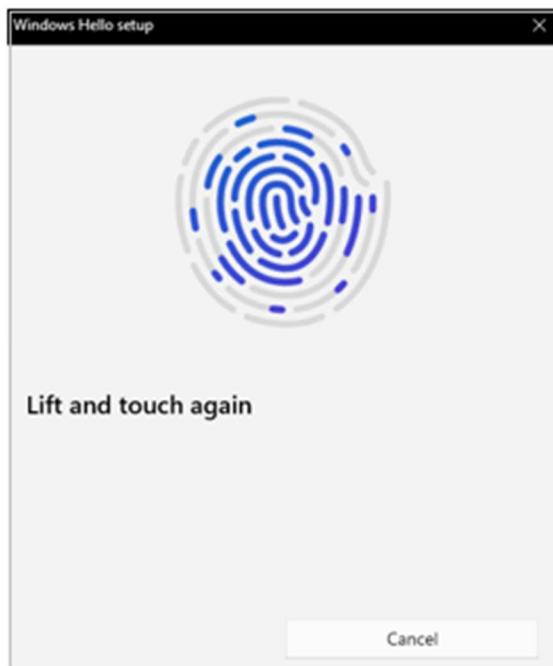
9. Follow the on-screen prompts to setup your fingerprint. If you use a Surface Laptop Go, your Power button will light up.

Be patient - this process may take a couple of minutes and you will be asked to move your finger left, right, etc.

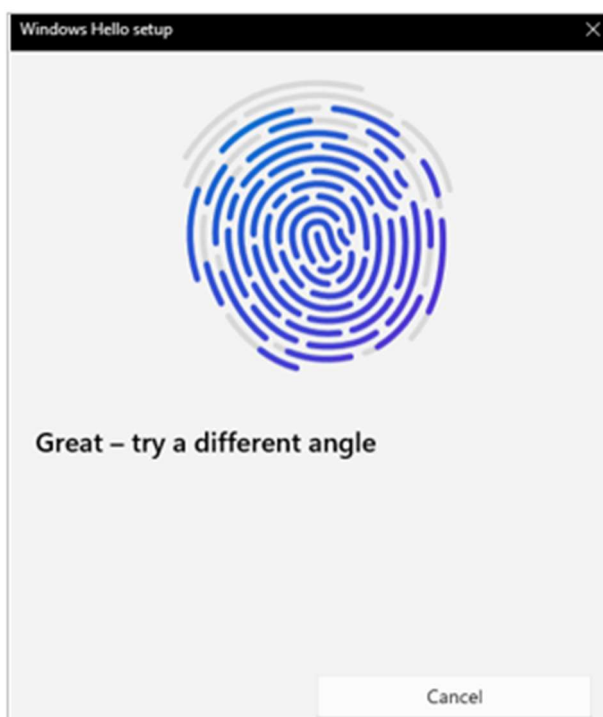


10. You will be asked to 'lift and touch again' and try other angles of your fingerprint.

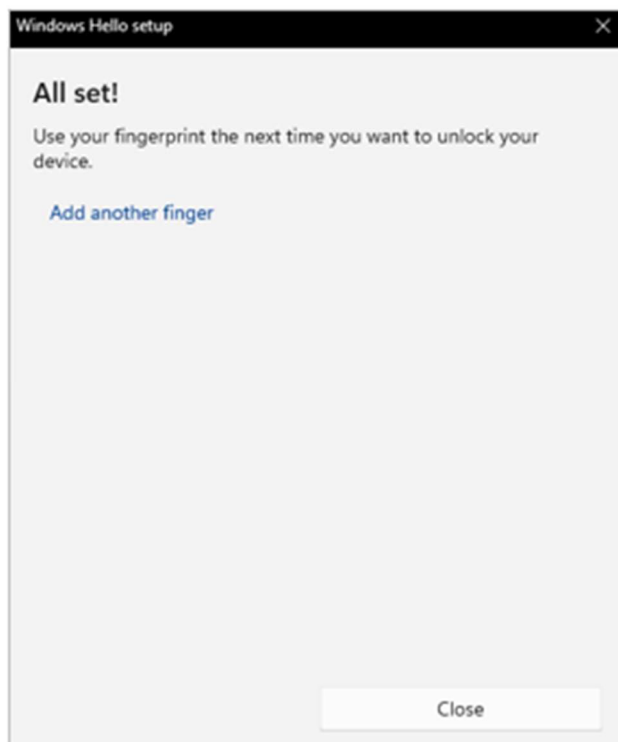
If at any time you see 'not recognised' during set-up, just continue to try different angles.



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



FAQs

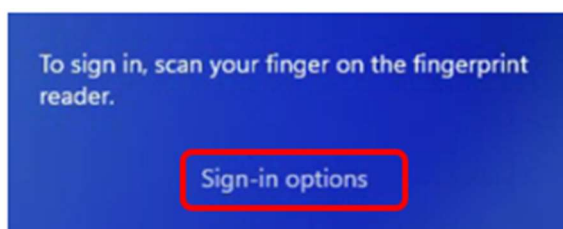
That option is temporarily unavailable. For now, please use a different method to sign in
The following message is displayed when attempting to sign in with Windows Hello:



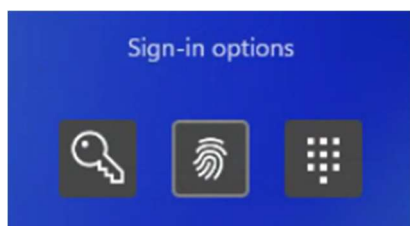
Please note, after setting up Windows Hello, it can take up to **2 hours** for the feature to become enabled. During this time, you will need to continuing using your password to log in to your PC.

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

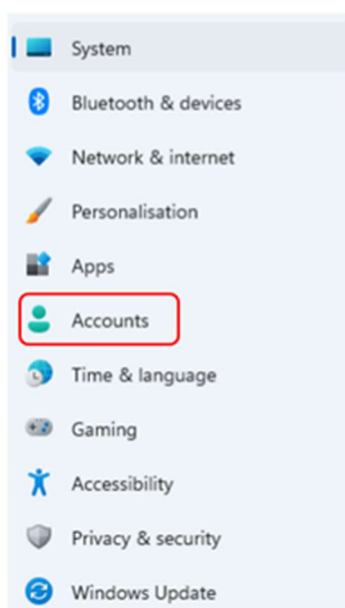
How do I add another fingerprint to Windows Hello?

Follow the section for Windows Hello Fingerprint on pages 5-9, selecting 'Add a finger' in step 6.

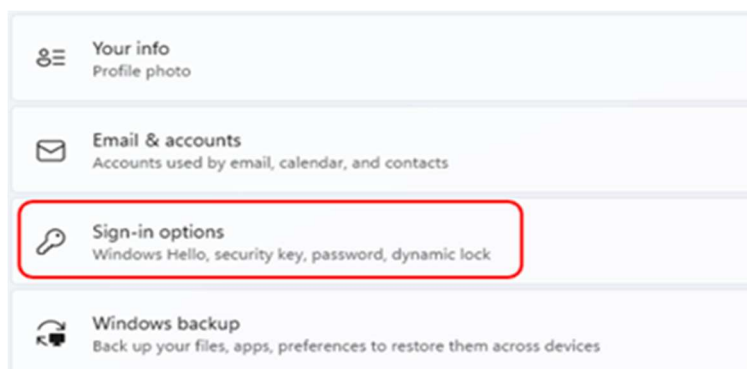


How do I remove Windows Hello Fingerprint?

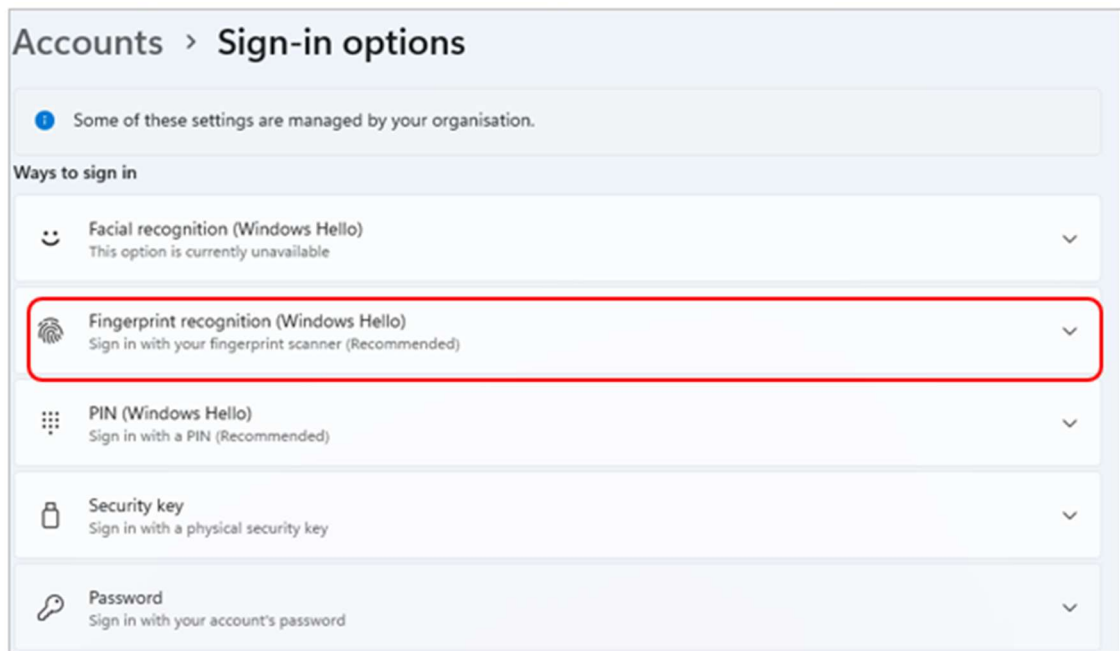
1. Go into Start menu
2. Choose Settings (or you can go straight to Settings by pressing Windows key plus I)
3. On the Settings site, choose 'Accounts' from the list on the left



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



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



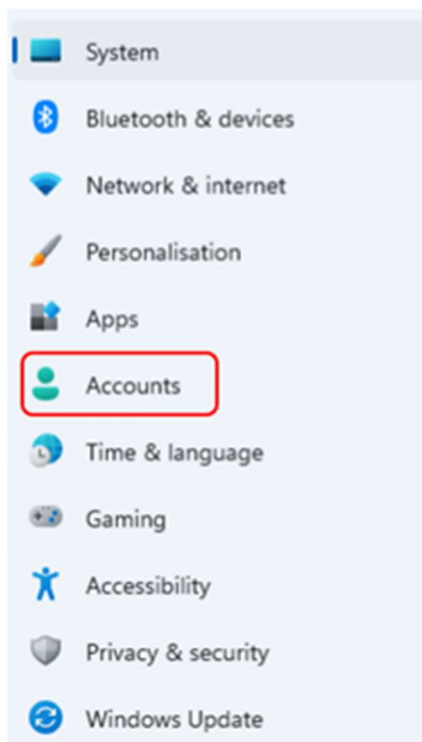
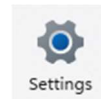
6. Select 'Remove'



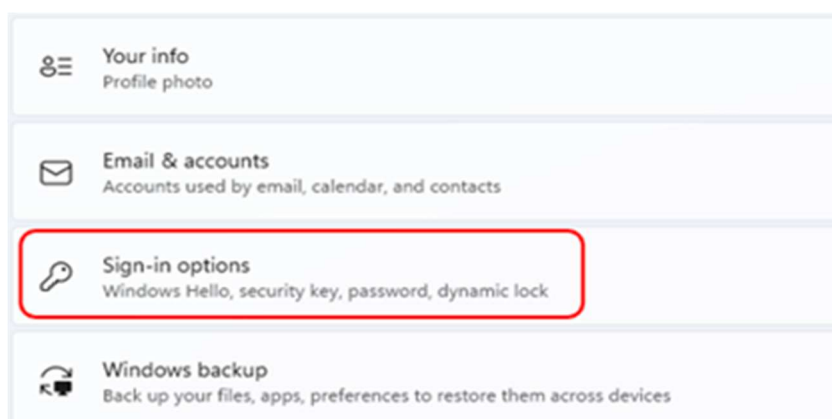
This will remove your Windows Hello Fingerprint registration (without confirmation)

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

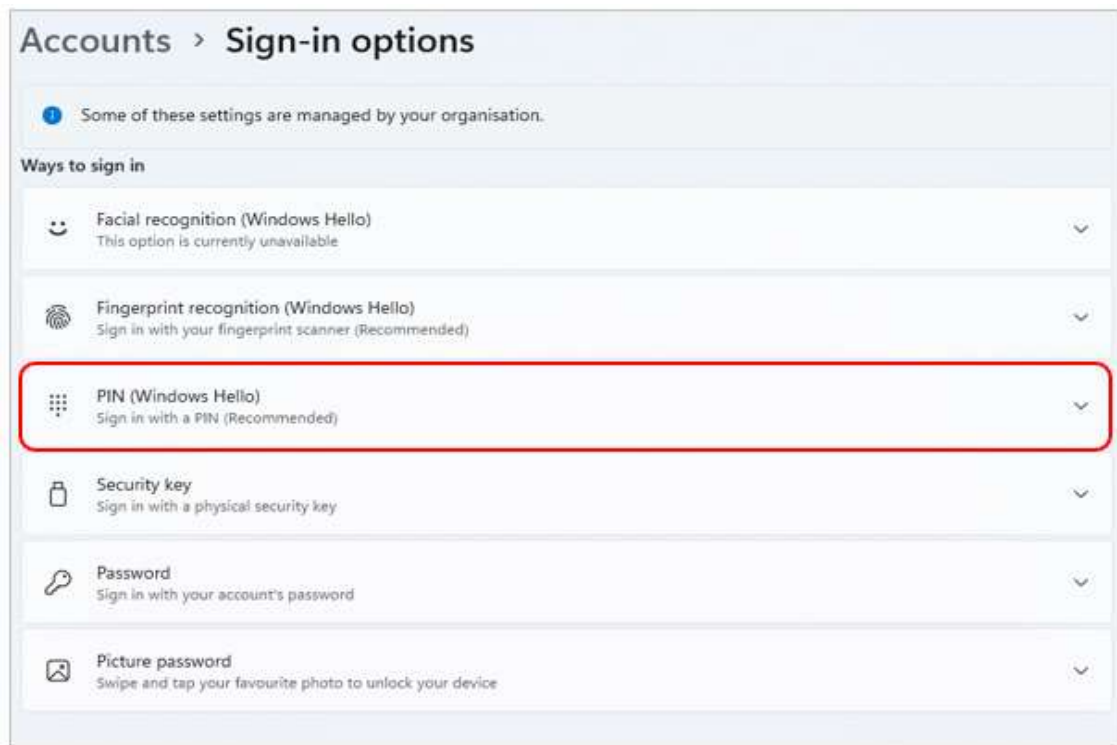
1. Go into Start menu
2. Choose Settings (or you can go straight to Settings by pressing Windows key plus I)
3. On the Settings site, choose 'Accounts' from the list on the left



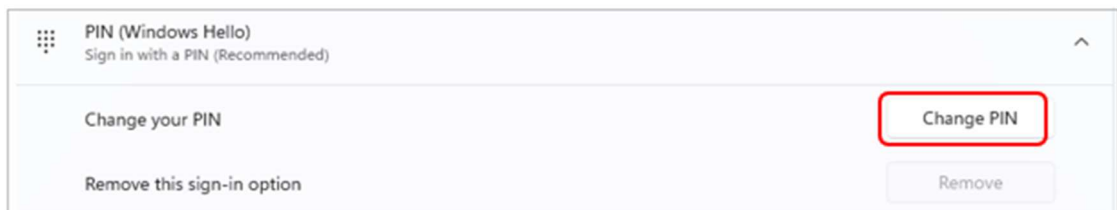
4. In Accounts, choose 'Sign-in options'



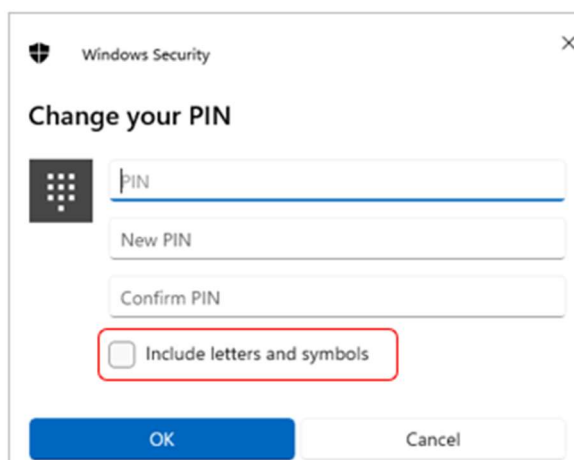
- Under the options, select 'PIN (Windows Hello)'



- Click 'Change PIN'



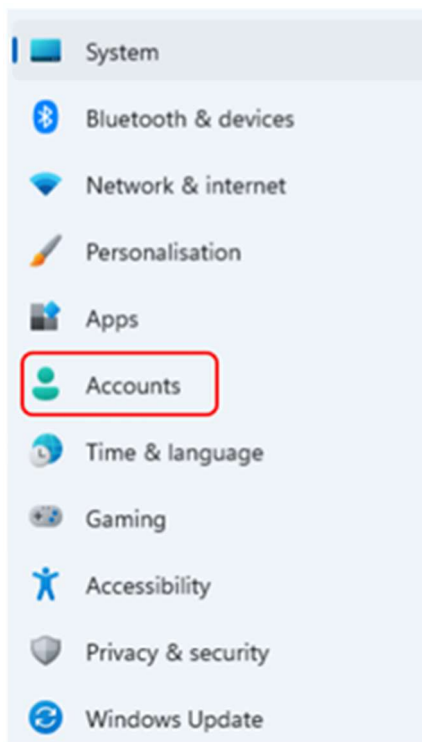
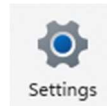
- Enter your current Windows Hello PIN, your new PIN and confirmation. Remember to tick the 'include letters and symbols' if you need it.



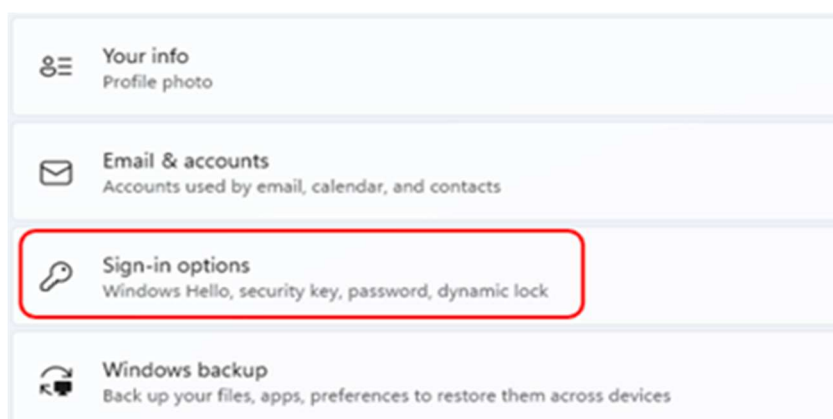
- Click OK

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

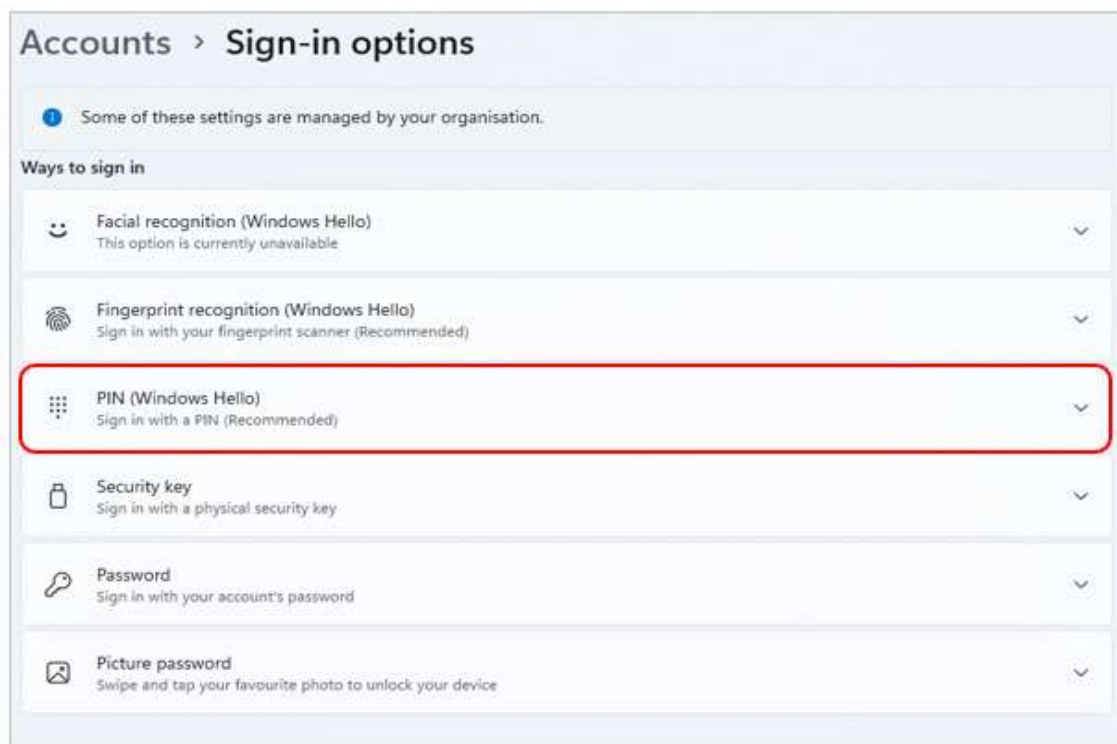
1. Go into Start menu
2. Choose Settings (or you can go straight to Settings by pressing Windows key plus I)
3. On the Settings site, choose 'Accounts' from the list on the left



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



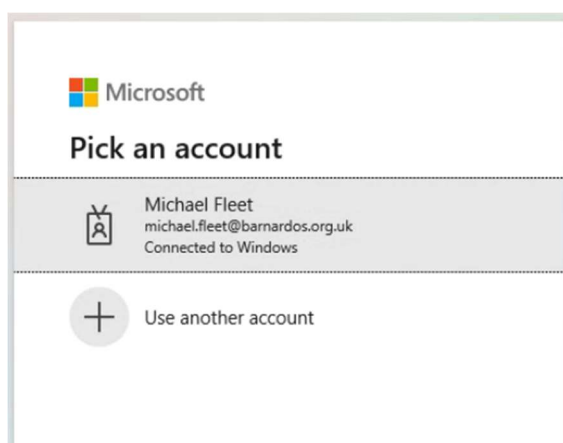
- Under the options, select 'PIN (Windows Hello)'



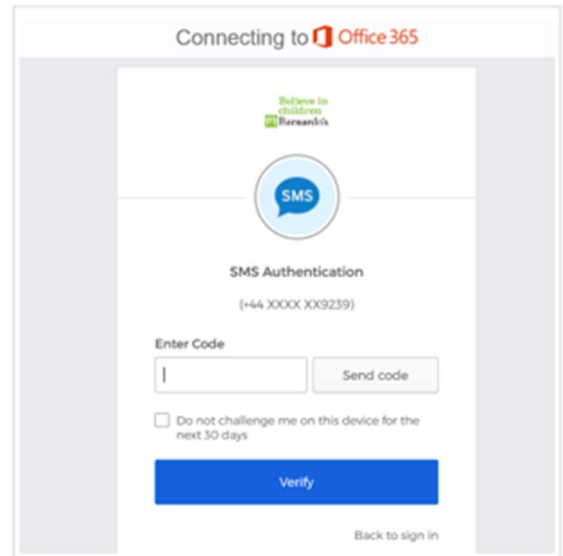
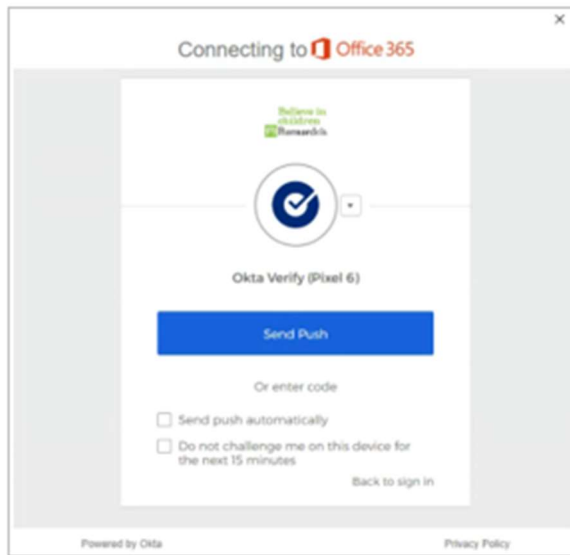
- Click on the 'I forgot my PIN' blue link



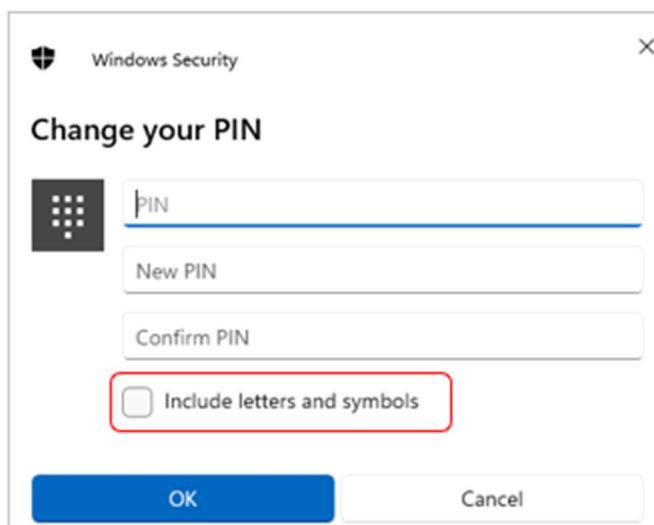
- Select your Windows account



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



7. 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. ?, !, #