

Windows laptops & PCs | Easy | 2 min read

PIN, fingerprint or face sign-in not working on Windows

Windows lets you sign in with a PIN, a fingerprint or your face. These are called Windows Hello. They are shortcuts, and your Microsoft account password still works behind the scenes. If a shortcut stops working, you can get back in and set it up again.

Get in first

1. On the sign-in screen, click **Sign-in options** (a small key or grid icon).
2. Choose the **password** icon and enter your Microsoft account password.
3. If you do not remember the password, use **I forgot my PIN** and follow the steps. You may be sent a code by email or text.

If you see 'Something went wrong'

This message, sometimes with a code such as **0x80090016**, usually means Windows cannot use your saved PIN any more, often after an update or hardware change. Restart the PC first. If it is still there, sign in with your password and set up the PIN again.

Set up the PIN again

1. Open **Settings**, then **Accounts**, then **Sign-in options**.
2. Click **PIN (Windows Hello)**, then **Remove** (Windows 10 also says **Remove**).
3. Click **Set up**, confirm your password and choose a new PIN.

Fingerprint or face not working

- Clean the fingerprint reader with a soft, dry cloth, and make sure your finger is clean and dry.
- Face recognition needs a compatible infrared camera. Not every laptop has one, and bright sunlight behind you can confuse it.
- Go to **Settings**, then **Accounts**, then **Sign-in options**, click the fingerprint or face option, then **Remove**, and then **Set up** to scan it again.
- Check **Settings**, then **Windows Update**, for driver updates.

Work and school PCs

If the PC belongs to your employer, the PIN rules are set by them and you may need to ask your IT team. Do not try to bypass the sign-in.

When to get more help

Get in touch if you cannot sign in with any method, if you have forgotten your Microsoft account password and cannot get a code, or if the fingerprint reader is not listed at all. Do not reset the PC, because that can delete your files.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.