

What is Windows Hello?

Windows Hello is a new way to log into your computer, it is a biometric authentication feature which helps strengthen authentication and protects against identity theft through a facial recognition feature.

Biometric data used to support Windows Hello is stored only on the local device. The data is never sent to external devices or servers and cannot be converted into a raw biometric sample that could be recognized by a biometric sensor.

Compatibility of CIMA+ Computers and Activation of Windows Hello

To use the Windows Hello feature, you must have a laptop equipped with an IRF camera. Most CIMA+ laptops allow Windows Hello feature. However, there are some laptop models which are not compatible with this feature. Models which are not compatible will never prompt you to set up Windows Hello.

For all employees with a compatible laptop, the Windows Hello feature will be activated automatically, and you will need to configure it. You will also need to set up a PIN (Personal Identification Number) to complete your Windows Hello setup. The PIN code is local and can only be used on the device on which it was set.

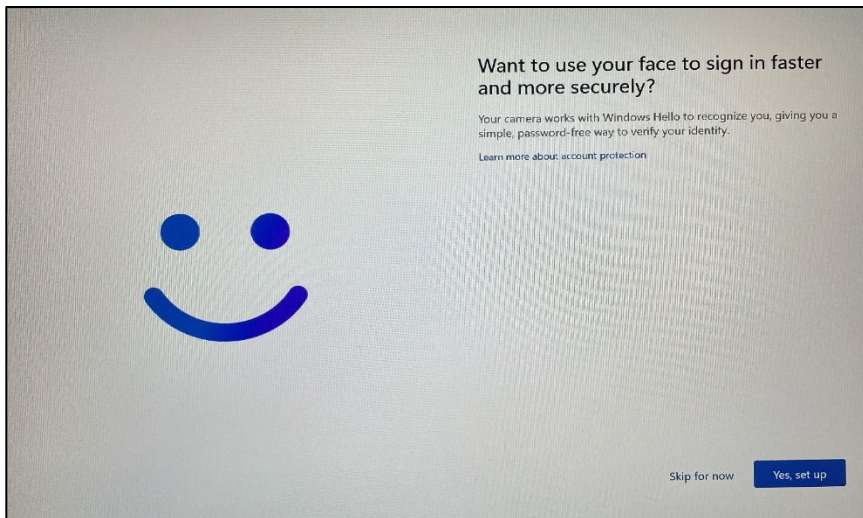
Please note that if you prefer to continue to log into your computer using your CIMA+ account password instead of facial recognition, you will still be able to do so, but only after completing the mandatory configuration.

Configuring Windows Hello and PIN code

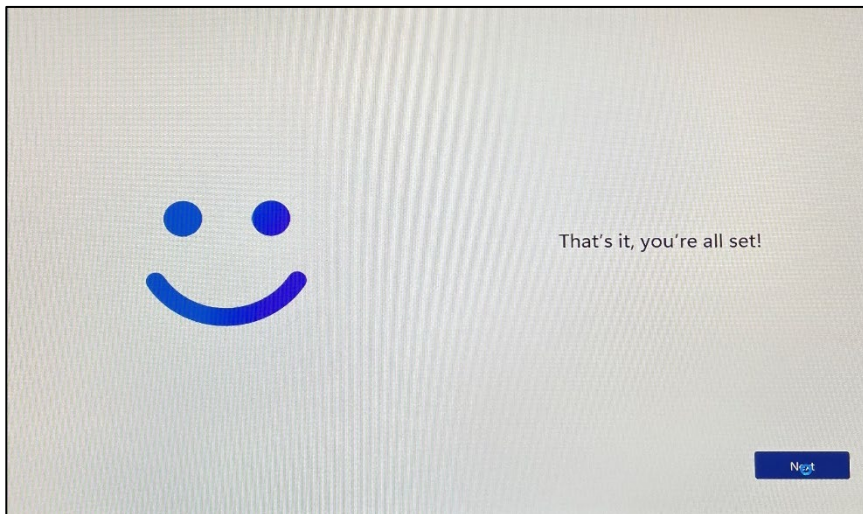
When your laptop is added to the group for Windows Hello activation, a configuration window will automatically appear when your computer starts to allow you to set up the Windows Hello feature.

- + It is preferable to continue with the Windows Hello setup steps directly on the laptop without the use of a dock station or external monitor, which will allow you to face the laptop camera and follow the instructions at the same time.
- + Make sure your laptop camera is not hidden or obstructed (some models have a camera cover, verify it is in the correct position for the camera to work).
- + The setup is very fast: be prepared to correctly place your face in front of your laptop camera and follow the instructions given in the dialog window. **To begin, it is important to click Yes, set up.**

****If you have clicked Skip for now, go to the section of the document titled «Manual configuration of Windows Hello» on page 5.***

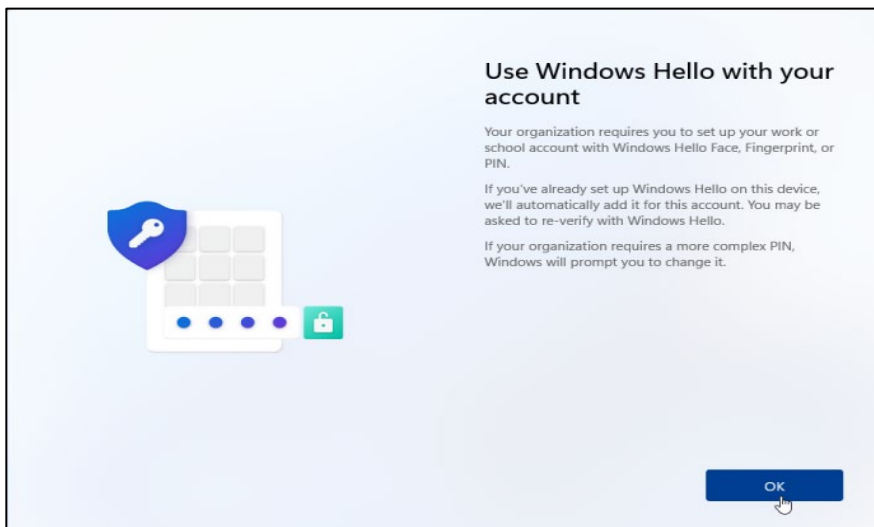


- + After the facial recognition setup procedure, you will have a window indicating that everything is ready, click **Next**.

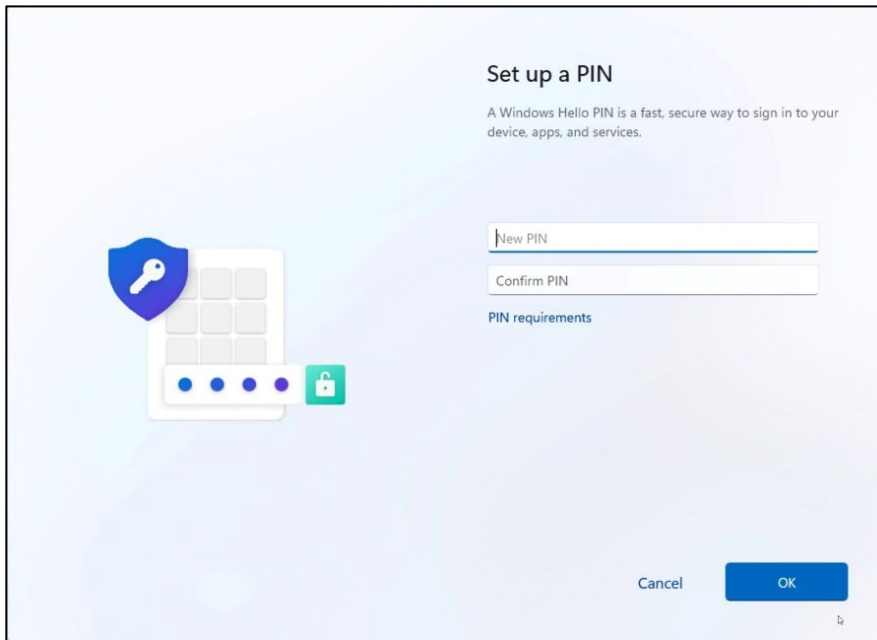


- + Next, you must configure the PIN code (confidential code). The PIN code is required to be allowed to use Windows Hello facial recognition. Click **OK** when the following window appears. **You may be asked for your MFA.**

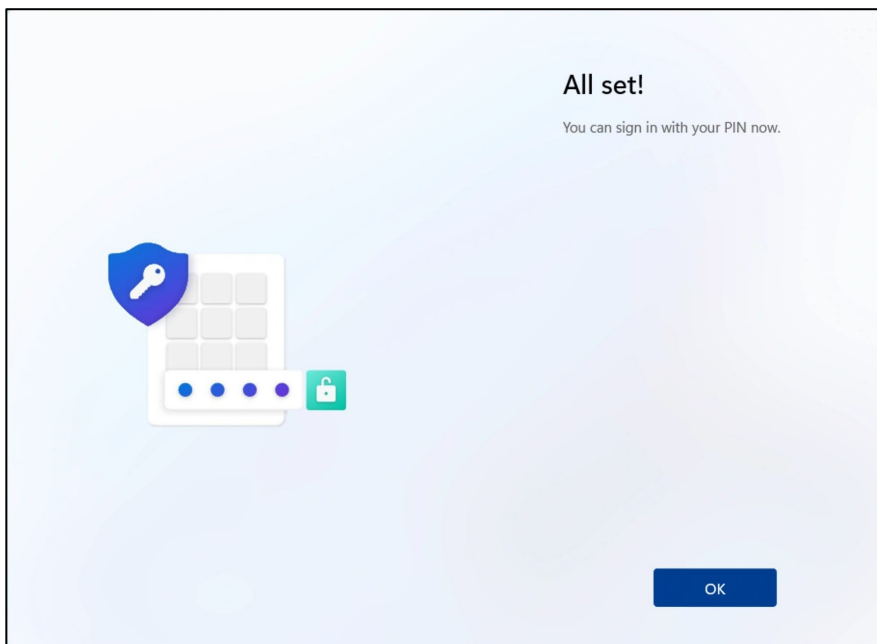
****If the PIN code configuration is not automatically prompted, wait until the computer has finished booting and go to the section of the document titled Manual PIN Code configuration on page 8.***



- + Enter your PIN code and click **OK**. The PIN code must contain between 6 and 15 characters and have at least one uppercase letter, one lowercase letter and one number. **For security reasons, your PIN code must be different from your CIMA+ account password.**



- + When the window indicates everything is ready, click **OK**. Your setup will be completed, and Windows will start normally.

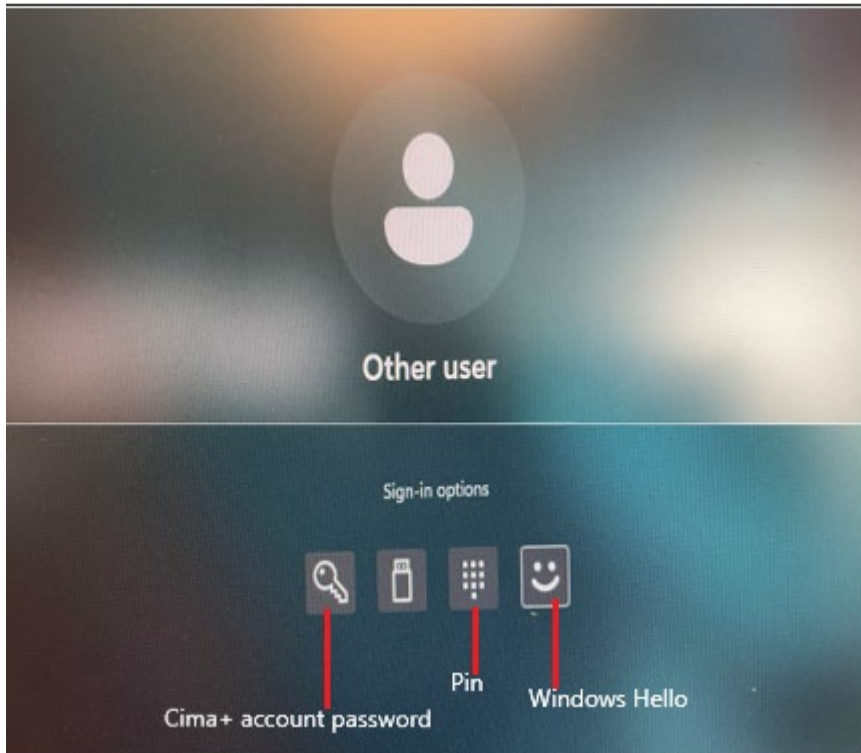


Using Windows Hello and the first login error

Every time you turn on your computer, all you need to do is identify yourself with your laptop camera to be quickly connected with the help of Windows Hello.

If you have configured Windows Hello outside of a CIMA+ office, you may receive an error the first time you use this feature. If this is the case, the solution is to log in with your CIMA+ password by following the following steps:

- + When you log into Windows, click **Sign-in options** and click on the key icon to enter your CIMA+ password.



- + Once Windows starts, connect to the VPN. When the VPN is connected, a lock icon will appear on the taskbar.






- + To finish the procedure, press the **Ctrl-Alt-Del** keys simultaneously, choose **Lock** and press **Sign-in options** and choose the **Windows Hello** icon.
- + If the problem persists, contact IT services using the intranet support form by selecting **Connection problem or multi-factor authentication (MFA)**.

Login with your CIMA+ password

If you prefer to continue logging into your computer using your CIMA+ account password instead of facial recognition, simply click **Sign-in options** in the login window and then click the key icon.

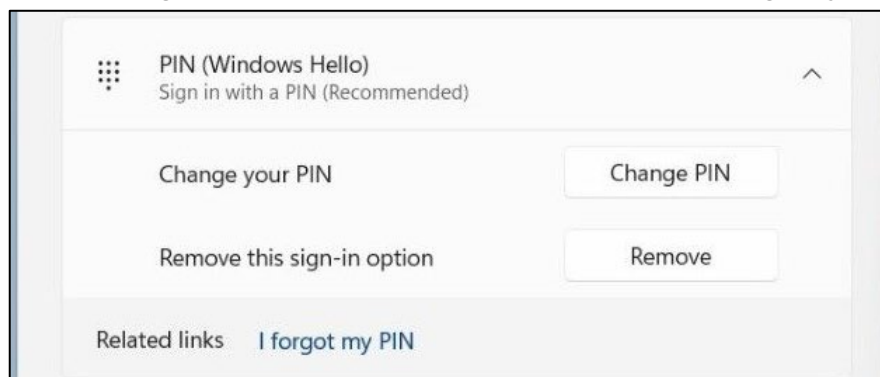
Troubleshooting

If your face was not scanned correctly, you will receive an error message when you try to sign in with Windows Hello. This error message may appear if you wear glasses and have not configured facial recognition to recognize you with or without them. This can also happen if the device has been moved and the lighting conditions are significantly different in the new location. If this happens, sign in with your PIN code or CIMA+ account password, and then set up Windows Hello again in your settings.

- + Select **Start**  → **Settings**  → **Accounts**  → **Sign-in options**
- + Under **Sign-in options**, click **Face Recognition (Windows Hello)** and click **Improve Recognition**.

If you forgot your PIN code, Login with your CIMA+ account password to your Windows session, then go to reset your PIN code in your settings. Please take note that only you can change your PIN code, IT Services cannot do this for you. Furthermore, to change your PIN code, you need your MFA (multi-factor authentication) and your CIMA+ account password.

- + Select **Start**  → **Settings**  → **Accounts**  → **Sign-in options**
- + Under **Sign-in options**, click **PIN (Windows Hello)** and then **I forgot my PIN**.

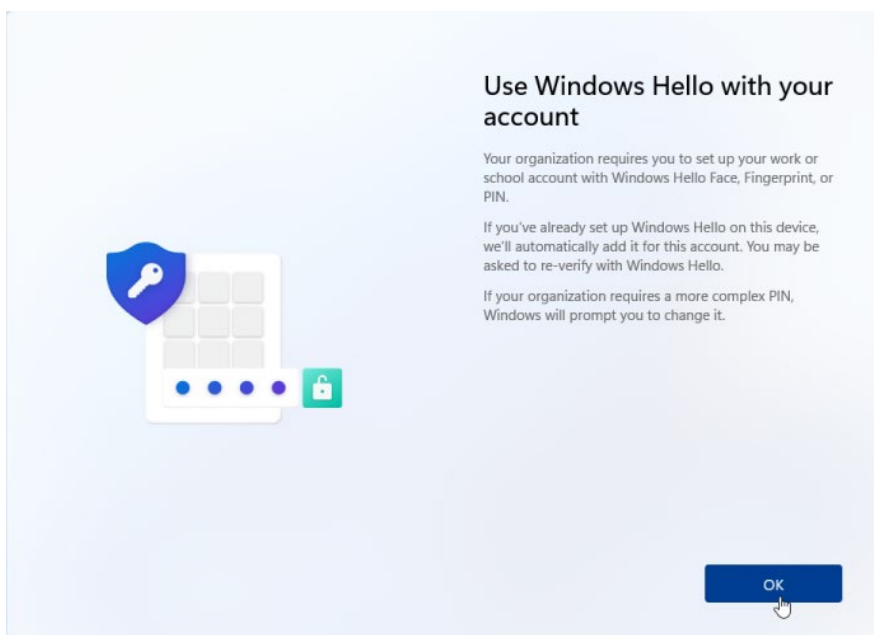


For any questions about Windows Hello, contact IT services using the intranet support form by selecting **Connection problem or multi-factor authentication (MFA)**.

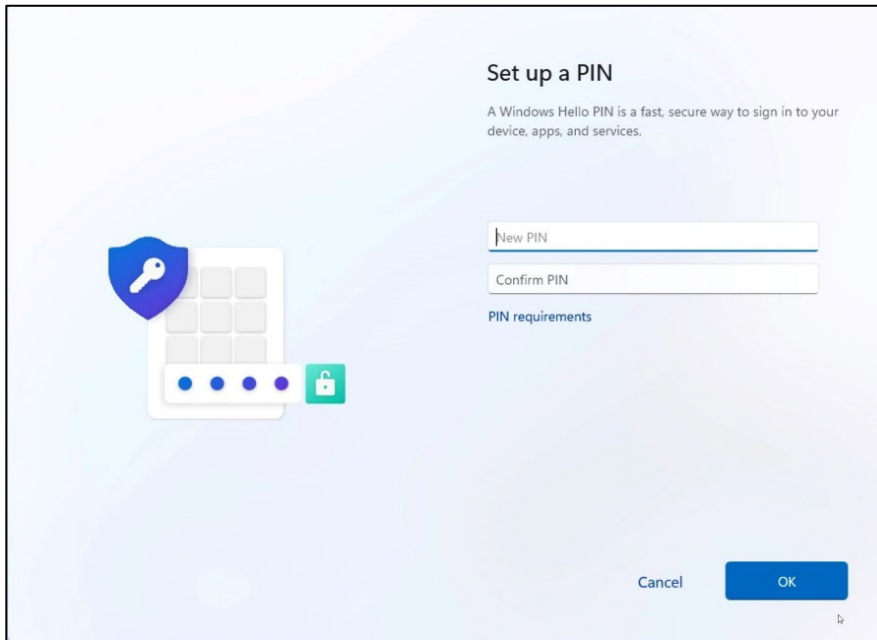
Manual configuration of Windows Hello

This section is only for those who clicked **Skip for now** at the first Windows Hello setup window. After you clicked **Skip for now**, you will automatically be prompted for your PIN code (confidential code) and you will need to complete the Windows Hello setup manually.

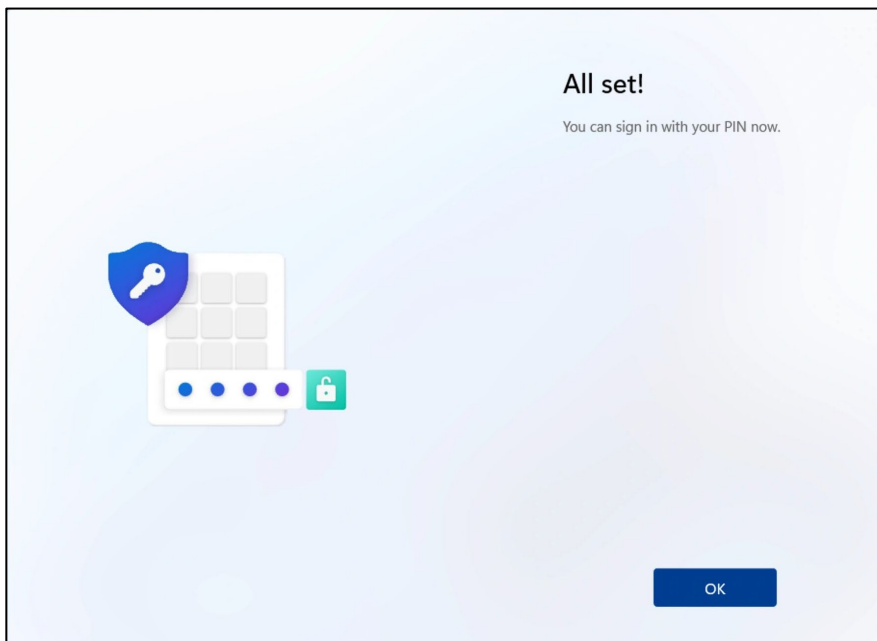
- + The PIN code is required to be allowed to use Windows Hello facial recognition. Click **OK** when the following window appears. **You may be asked for your MFA.**






- + Enter your PIN code and click **OK**. The PIN code must contain between 6 and 15 characters and have at least one uppercase letter, one lowercase letter and one number. **For security reasons, your PIN code must be different from your CIMA+ account password.**



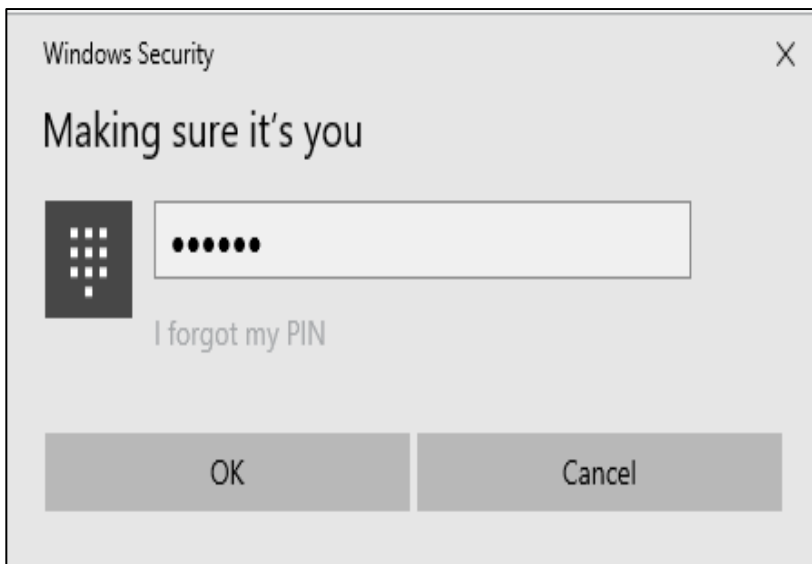
- + When the window indicates everything is ready, click **OK**. Your setup will be completed, and your Windows will start normally.



- + Once Windows has completely started, you will need to complete the Windows Hello setup manually.
Select **Start**  → **Settings**  → **Accounts**  → **Sign-in options**
- + Under **Sign-in options**, click **Face Recognition (Windows Hello)** → **Set up** and **start**.






- + Enter your PIN code, be prepared to correctly place your face in front of your laptop camera and click **OK**.

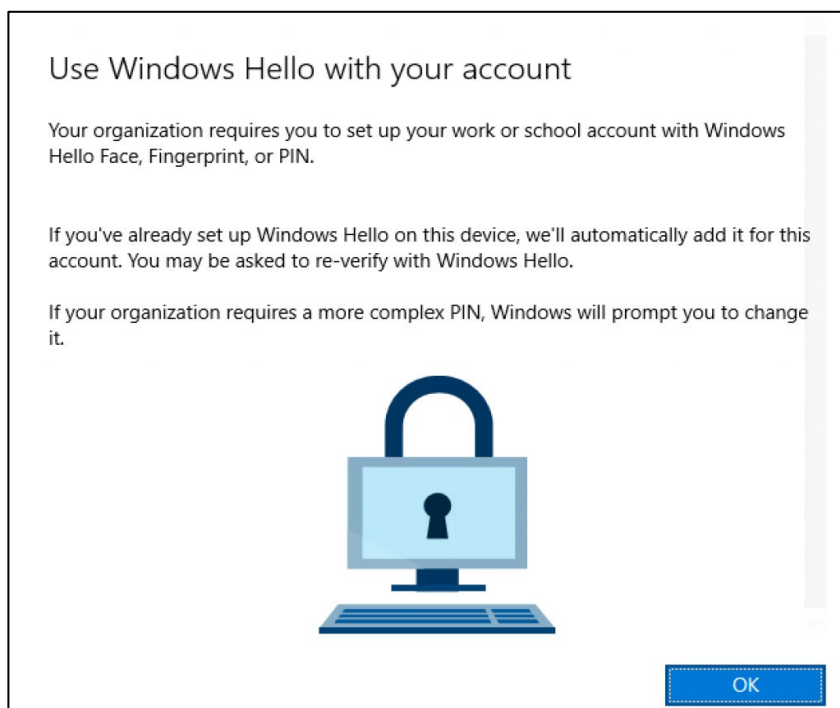


- + Then, follow the instructions indicated in the dialog window and click **Close** to complete the setup.
- + Review the document in the **Using Windows Hello and error on the first login** section on page 3

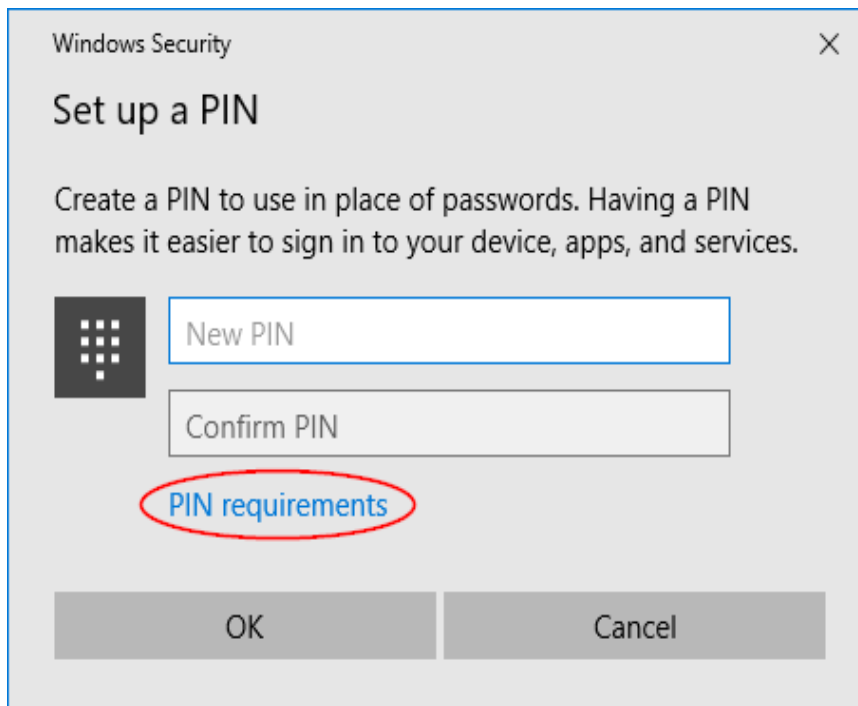
Manual PIN Code *configuration*

This section is only for those for whom the automatic PIN code configuration did not work. You have completed the setup of Windows Hello, which has started automatically on your computer, but you still need to set up the PIN code to use Windows Hello. The PIN code is required to be allowed to use Windows Hello facial recognition.

- + Select **Start**  → **Settings**  → **Accounts**  → **Sign-in options**
- + Under **Sign-in options**, click **PIN (Windows Hello)** and click **Set up**
- + Click **OK**. *You may be asked for your MFA.*



- + Enter your PIN code and click **OK**. The PIN code must contain between 6 and 15 characters and have at least one uppercase letter, one lowercase letter and one number. *For security reasons, your PIN code must be different from your CIMA+ account password.*



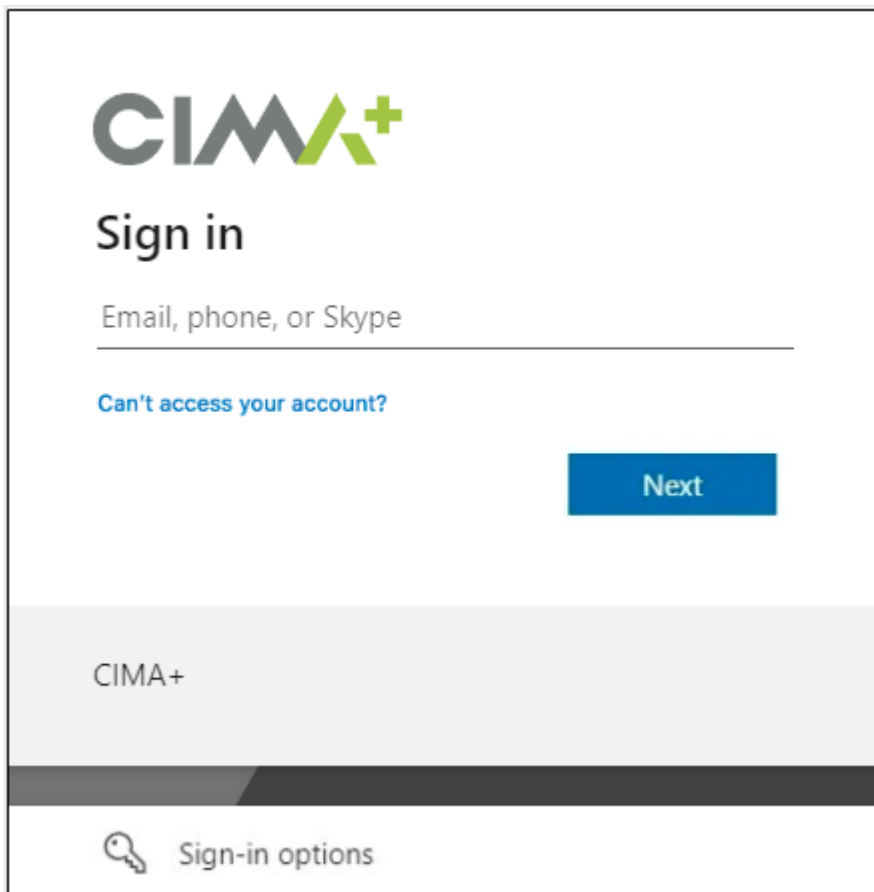
- + Review the document in the ***Using Windows Hello and error on the first login*** section on page 3.

Additional configuration (Optional)

This section is optional. For those who want to take advantage of more of what Windows Hello has to offer, here are some configurations you might like.

VPN (Cisco secure client)

- + You can benefit from Windows Hello feature to connect to Cima VPN.
- + The advantage is that you can either use your PIN code to log in or use your cell phone camera to use facial recognition. The connection is instantaneous.
- + When connecting to the VPN, choose **Sign-in options**



CIMA+


Sign in

Email, phone, or Skype

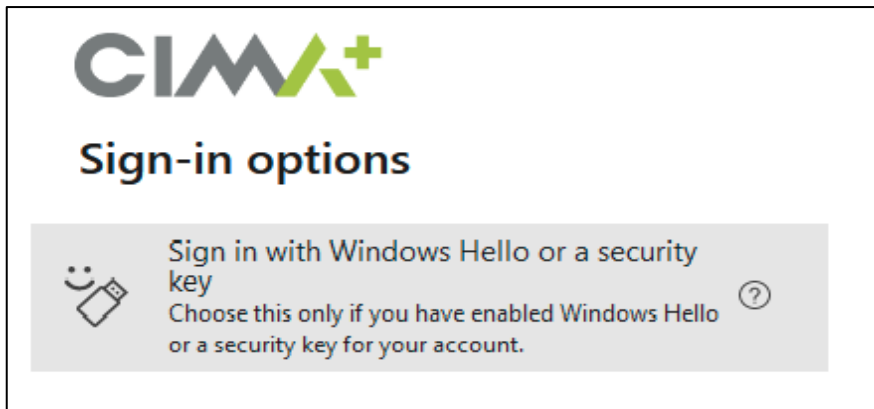
[Can't access your account?](#)

Next

CIMA+



 Sign-in options

- + Then click **Sign in with Windows Hello or a security key**

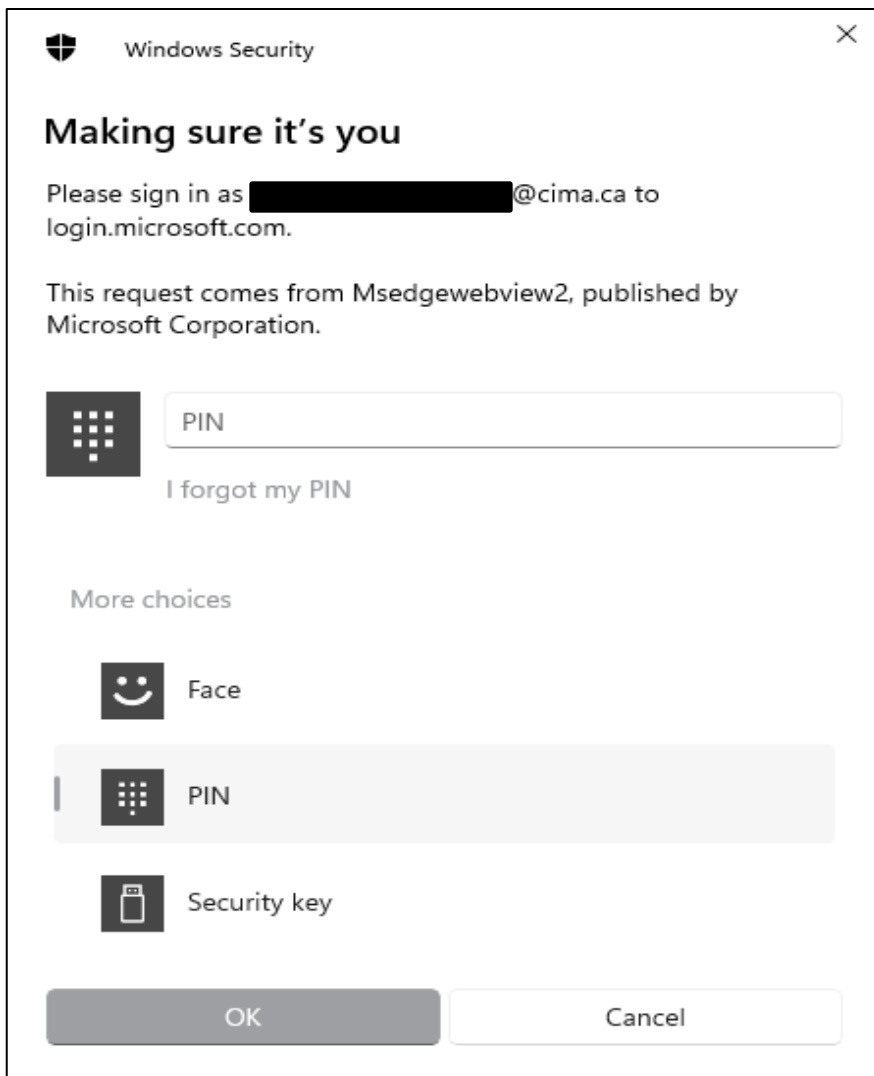


CIMA+

Sign-in options

 Sign in with Windows Hello or a security key
Choose this only if you have enabled Windows Hello or a security key for your account. 

- + You will have a choice between 2 options. Either use your Face or your PIN code (confidential code)



- + Use facial recognition or enter your pin. You are now connected to the VPN.