

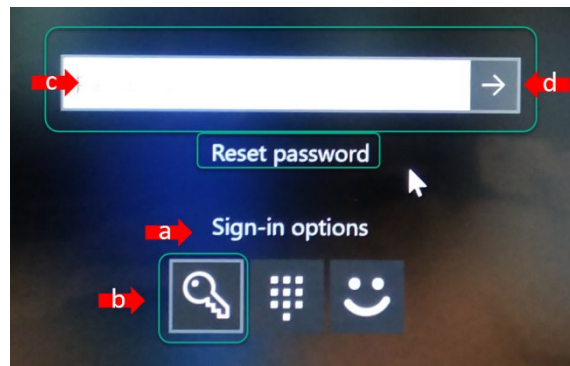
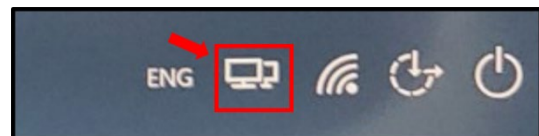
## Self-Service: Resetting Windows Hello

<b>Purpose</b>	<p>This Quick Reference Guide describes how to log-in using an alternate method to restart/finish enrollment and how to clear your biometrics if required. Some issues you may have encountered are:</p> <ul style="list-style-type: none"> <li>• Your computer does not allow login after successful Facial Recognition (FR) scan</li> <li>• Your computer tells you your PIN is unavailable</li> <li>• You need to reset your PIN or FR biometrics</li> </ul>
<b>Intended User</b>	<p>Users of a Suncor owned/managed device such as a desktop/laptop PC, tablet, phone, who device meets the pre-requisites for and has already enrolled in ESS Windows Hello.</p>

## Procedure Steps

### Logging in with an alternate authentication method

1. Before you turn on your computer, cover the **camera** with:
  - a sticky note
  - your hand
2. From the bottom-right of the login screen, click the **pre-login** icon  
*Two monitors one behind other and slightly offset*
3. Log-in with password, using steps below:
  - a. Click Sign-in options
  - b. Click the **key** icon
  - c. Enter your password
  - d. Click the **arrow** key or press **Enter** to continue
4. Continue with any VPN connections if required.



## Resetting your Windows (10) Hello Biometrics

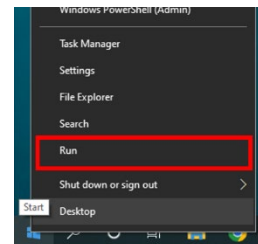
These steps reset the Facial Recognition and PIN registration.

1. **Ensure** you are not logged in as administrator
2. Press **Windows + R** (keys) simultaneously  
or,

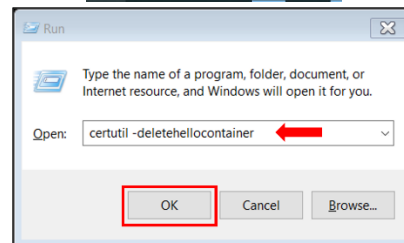
From the (lower left) Task bar, right-click **Windows** icon

From the context menu, select **Run**

*The **Run** command dialog opens*



3. In the **Open:** field, type:  
*certutil -deletehellocontainer*
4. Click **OK**



5. Exit windows with a **Restart**
6. Login with **password**
7. **Repeat** 5 & 6 to **initiate** enrollment wizard  
Ensure you are connected to the Suncor network each time. Use VPN if offsite.