

Windows Hello + Passkey Frequently Asked Questions (FAQs)










Questions	Answers
Windows Hello + Passkey	
Is network connectivity a requirement for the setup to work?	You need to have an internet connection to set up Windows Hello.
What is Windows Hello?	Windows Hello is a feature on your Windows computer that allows you to sign in to your computer using a short PIN, Face, or Fingerprint recognition, without the need to enter your username and password . However, not all computers support face and fingerprint recognition, and PIN is required for Windows Hello.
What is a Passkey?	A passkey is a modern, secure way to sign in to websites and applications without entering your username and password. Passkey incorporates strong security measures directly into the sign-in experience, which eliminates the need for secondary authentication methods. This means you no longer need to use your phone for VIP Access authentication when an application or website requires two-factor authentication.
Are Windows Hello and Passkey secure?	Absolutely. Windows Hello and Passkey use strong encryption, ensuring that your computer is only unlocked by you. Your PIN, Face, or Fingerprint, are stored locally on your computer and are never shared with anyone, keeping your data secure.
Do I need to setup Windows Hello to use Passkey?	No. However, for optimal experience, set up Windows Hello on your Windows computer using the PIN feature. If you decide not to use Windows Hello, you will be required to use another method for authentication for Passkey such as your phone.
Do I need to use Passkey?	No. Passkey is not required. It is only highly recommended for improved security and convenience.
Can a passkey be used on another device such as my cell phone or iPad?	No. Your Passkey is unique to the specific device where it was created. If you need to use Passkey sign-in on another device, you will need to set up a new Passkey on that device. Passkeys do not sync across multiple devices for security reasons.

If my computer doesn't have an IR (Infra-Red) camera or fingerprint scanner, can I still use Window Hello?	Yes. All Windows computers allow for PIN sign-in, however, not all computers support Face and Fingerprint sign-in. When you open sign-in options, you will see 'unavailable' next to Face or Fingerprint recognition if your computer does not support these sign-in options.
How do I find the fingerprint scanner on my device?	<p>The location of the fingerprint scanner varies depending on your computer model. Here's how you can identify it:</p> <ul style="list-style-type: none"> • Look for a small sensor - It is usually a small rectangular or square sensor located: <ul style="list-style-type: none"> ○ Near the keyboard, often next to the trackpad. ○ On the power button, as some devices combine the fingerprint reader with the power button. <p>If you don't see the fingerprint option in Windows Hello, your device may not support fingerprint sign-in. In that case, you can still use Windows Hello with a PIN for secure access.</p>
Do I need to worry about my Face or Fingerprint data being shared?	No. Your face or fingerprint is never shared with external servers. It is securely stored locally on your computer, and only your computer uses this data to verify your identity. This helps protect your privacy and makes signing in more secure. However, these are optional features and just using the 6-digit PIN is sufficient.
What information is stored on the BMS Server?	The only information stored on the BMS server is the type of device from which you are using the Passkey. You can delete this information at any time by using the "Manage Passkeys" option on https://passkey.bms.com .
Which browsers should I use to set up Windows Hello?	Windows Hello and Passkey setup works best with Microsoft Edge or Google Chrome .
Can I use Windows Hello if I keep my laptop closed while using a docking station?	Yes. You can use your PIN which is required for Windows Hello. However, if your laptop lid is closed, the fingerprint and face recognition will not work unless you use an external camera or external keyboard with fingerprint capabilities.
Will I still need passwords for some applications and websites?	Yes. While Windows Hello and Passkey make signing in easier and more secure, some applications and websites may still require passwords. Your Passkey will work where they are supported, but you can continue using traditional passwords for other applications. NOTE: All BMS applications will be enabled with Passkey sign in by the end of April 2025.
What should I do if I set up Microsoft Authenticator during Window Hello set up?	If you installed Microsoft Authenticator by mistake during Windows Hello setup, you won't be able to go back and change this step. However, you can continue using Windows Hello and Passkey as expected.
What are my options if I prefer not to use Microsoft Authenticator?	<p>If you prefer not to use Microsoft Authenticator, you can remove it as a sign-in method by following these steps:</p> <ol style="list-style-type: none"> 1. Go to Microsoft Security Info 2. Under "Authenticator app," select "Delete" 3. Confirm the removal 4. Go back and follow Window Hello set up instructions
When I change my password annually, will this affect my passkey?	No. Changing your password does not affect your Passkey. Your Passkey is stored securely on your device and is linked to Windows Hello, not your BMS password. You can continue using your Passkey without any interruption, even after updating your password.
Can I still use my password if I prefer?	Yes. You can still use your password if you prefer. Windows Hello and Passkey are an alternative method to sign in. You can continue to sign in using your password if you prefer, but a Passkey is highly recommended for improved security and convenience.
How do I reset my Windows PIN?	Follow these steps to reset your PIN: Reset your Windows Hello PIN

Will VPN utilize Passkey instead of VIP Access?	No. Access to VPN using Passkey will be introduced later this year in 2025.
Can I set up Windows Hello on my Virtual Desktop?	No. Windows Hello is only available on physical devices and cannot be set up on a Virtual Desktop.









Windows Hello Face

How do I setup Windows Hello Face recognition?	<ul style="list-style-type: none"> Before starting, ensure your video camera is open on your computer Go to Start  > Settings  > Accounts  > Sign-in Options Select Face recognition > Click Set up Click Get started > Enter your PIN > let the camera scan your face When complete, you'll see All Set! > Click Close You can now use your face the next time you sign in.
Can I use an external camera if I don't have a compatible camera on my computer for Face recognition.	Yes! You can use an external camera if it is an IR (Infra-Red) camera.
Does Face recognition work if I wear glasses or a mask?	<p>If you wear glasses or a mask, it will be useful to scan your face with and without them.</p> <ul style="list-style-type: none"> Go to Start  > Settings  > Accounts  > Sign-in Options Select Face recognition > Click Improve recognition Click Get Started > Enter your PIN Let the camera scan your face. When complete, you'll see All set! > Click Close
How can I disable Face recognition?	<p>If you no longer wish to use face recognition, follow these instructions:</p> <ul style="list-style-type: none"> Go to Start  > Settings  > Accounts  > Sign-in Options Select Facial recognition Click on Remove <p>Windows Hello Face recognition is now disabled, without any prompts or confirmations. As a result, your Windows computer no longer looks for you on the sign-in screen, and your facial recognition data is removed.</p>



Windows Hello Fingerprint

How do I setup Windows Hello Fingerprint recognition?	<ul style="list-style-type: none"> Before starting, locate the fingerprint scanner on your computer. It could be the Power button or a small square near the mouse pad
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	<ul style="list-style-type: none"> • Go to Start  > Settings  > Accounts  > Sign-in Options • Select Fingerprint recognition > Click Set up • Click Get started > Enter your PIN > Let your computer scan your fingerprint • When complete, you'll see All Set! > Click Close • You can now use your fingerprint the next time you sign in.
Can I set up multiple Fingerprints?	Yes, you can have multiple fingerprints set up in the system.
How do I disable Fingerprint recognition?	<p>If you no longer wish to sign-in with your fingerprint:</p> <ul style="list-style-type: none"> • Go to Start  > Settings  > Accounts  > Sign-in Options • Select Fingerprint recognition • Click on Remove <p>Windows Hello Fingerprint recognition is now disabled.</p>