JÖNKÖPING UNIVERSITY

Windows Hello

How to configure Windows Hello for business

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Configure Windows Hello – On campus:

- Rightclick on the "**startmenu**" (the flag in the bottom left corner), click **"settings"**.
- The "**Windows-settings**" will appear, click on "**Accounts**".
- Click "**Sign-In Options**" on the left pane.
- Select the sign-in method you would like to use, and click "**Set-up**".
- Follow the on-screen instructions to activate the selected method.
- When the configuration is complete, **DO NOT** sign out or restart the computer, wait at least an hour before doing any of the above. You can use your computer as normal in the meanwhile. Then restart and try to sign in with your configured Windows Hello method.
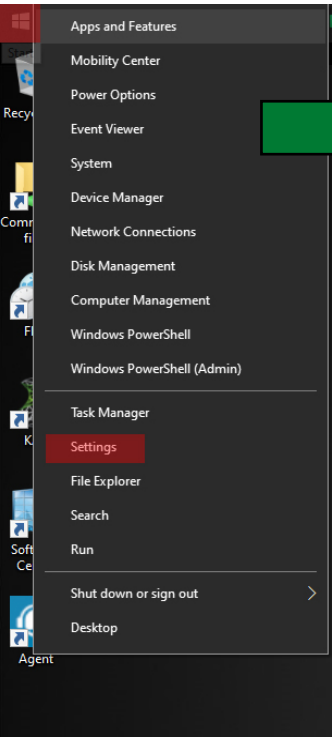
Configure Windows Hello – From home:

In order to configure Windows Hello from home, you will have to use a VPN connection. Information on how to install and use our VPN client can be found here https://ju.se/it-helpdesk/faq---manualer/program/vpn.html
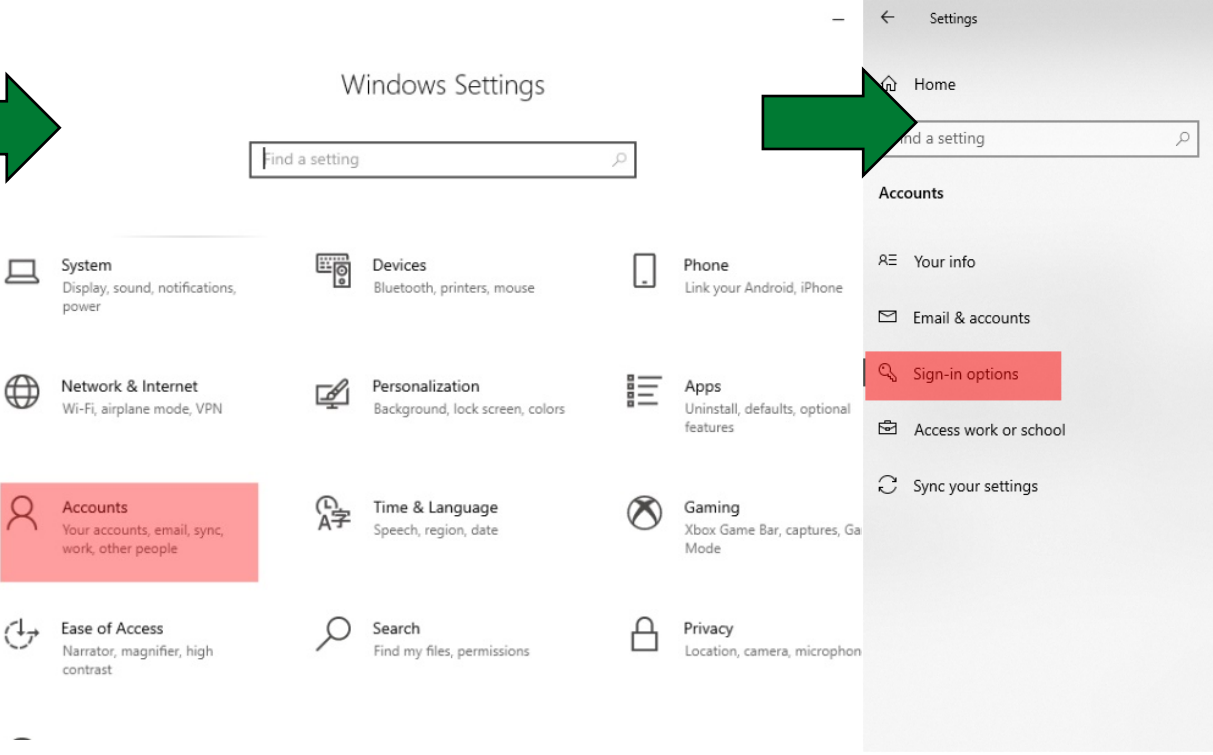
- Start and connect to VPN.
- Rightclick on the "**startmenu**" (the flag in the bottom left corner), click **"settings"**.
- The "**Windows-settings**" will appear, click on "**Accounts**".
- Click "**Sign-In Options**" on the left pane.
- Select the sign-in method you would like to use, and click "**Set-up**".
- Follow the on-screen instructions to activate the selected method.
- When the configuration is complete, **DO NOT** sign out or restart the computer, wait at least an hour **WITH** VPN still connected. You can use your computer as normal in the meanwhile. Then restart and try to sign in with your configured Windows Hello method.

If you run into any problems with the configuration, or that you cannot sign in with your selected Windows Hello method, you can always sign in with your password as usual. You do that by clicking on **"Sign-in Options"** at the login screen, and from there select **"password"**. If you have issues with Windows Hello after set-up, when the configuration was done from home, it will work as soon as you connect to the computer on campus.
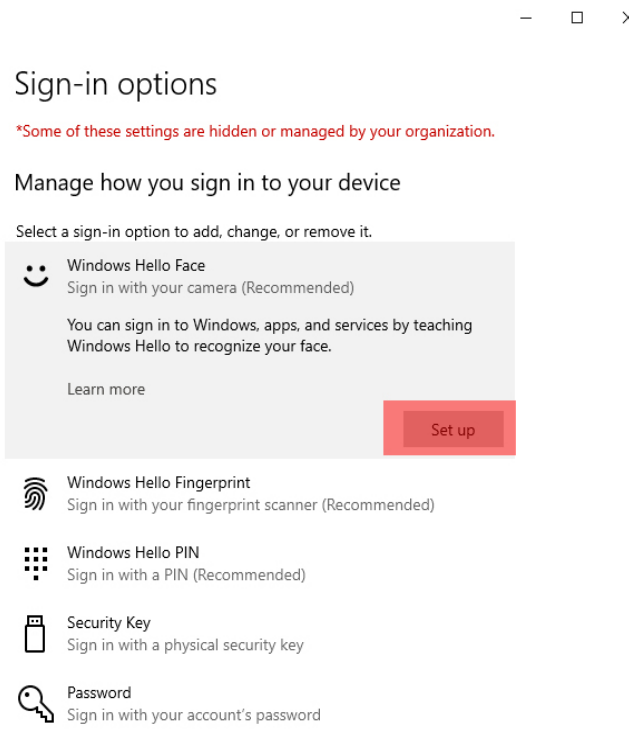
Depending on what computermodel you have, methods like "Windows Hello Face" and "Windows Hello Fingerprint" might be unavailable.

Right-click the startmenu (the windows flag on the bottom left of your screen)

In the Windows Settings, select the category "Accounts".

Select Sign-in Options from the left pane, and chose the method you would like to use, click Set Up.