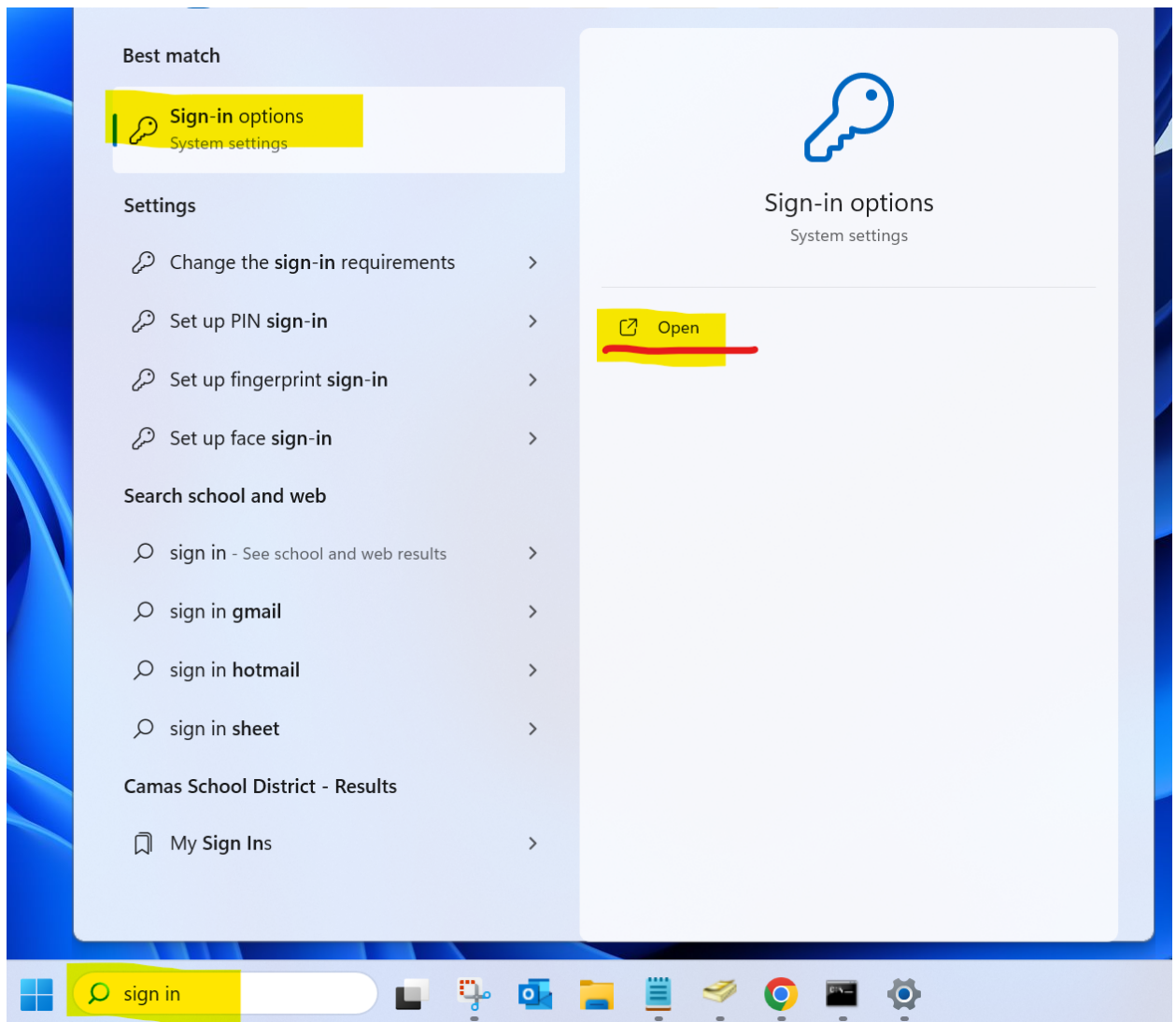


Forgot pin button is grayed out

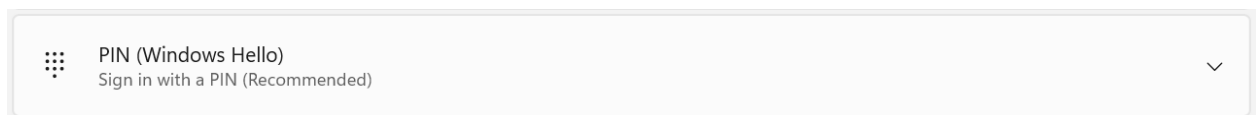
[Video](#)

Reset pin

- Search start menu for “Sign-in options”
- Click “Open”

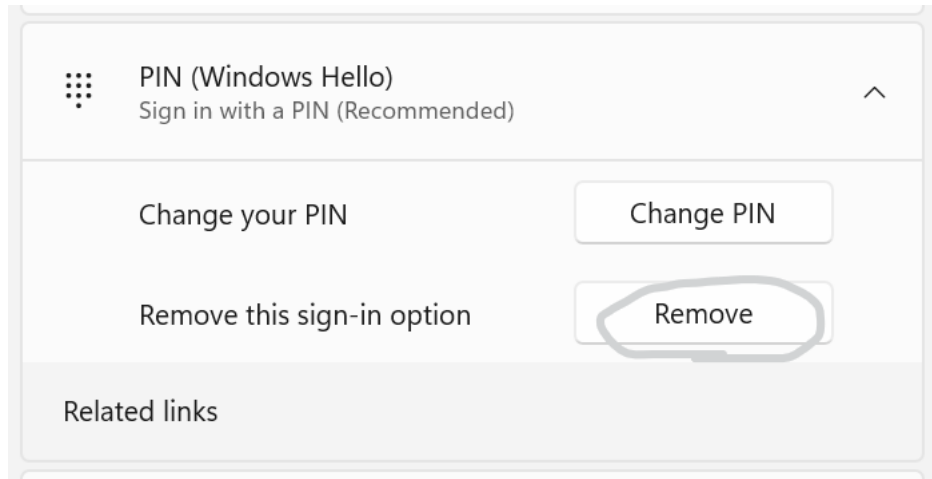


- Click the PIN (Windows Hello) icon from the option from the menu



- Follow prompts to change pin

Forgot pin button is grayed out / Can't change pin



This is not consistent and currently cannot replicate the problem. If you do run into this, here's how to get it clickable.

- Search the start menu for "Settings"
- Click "Accounts" on the left-hand side of the window
- Click "Access work or School" from the bottom on the right side of the window (or search from the "Find a setting" search bar)
- Select your school account and click "Disconnect" and follow prompts to complete.

You will need to reset up Outlook (views, signature, etc.)