Indiana Office of Technology

Powering the State

Windows Hello for Business

Introduction & FAQs



3 Things to Know

1

Roll Out by Agency

Windows Hello will start become available after the rollout date listed for your agency.

2

Enrollment Process

Following roll out date users will be prompted to Enroll. **All users are required to create a PIN.** *(Fingerprint and face are optional.)*

3

Multiple Sign In Options

Users have the option to use PIN, Security Key, fingerprint, or face to complete sign in to their device.
Password sign-in is also still an option.

Windows Hello Rollout

- This is an IOT-led sign-in modernization
- The rollout is phased by Agency
- Users will receive an email with instructions (posted on the IOT website)
- Managers should not ask for or collect PINs
- **Need Help?** Start with the HelpDesk by calling 317-234-HELP (4357) or 1-800-382-1095 or entering a ticked on the ServiceNow Employee Portal

Roll Out Schedule

- **October 19**: AGO, ATC, ATG, BOAH, CCAA, CHE, CJI, COMP, DCS
- **October 26**: DFI, DHS, DLGF, DNR, DNR-Inns, DOC, DOE, DOI, DOL, DVA, DWD, FSSA, FSSA-DFR, GCPD, HRC, IAC
- **November 9**: IARA, IBTR, IDEM, IDOA, IDOH, IDOI, IDR, IED, IEDC, IFA, IG, IGC, IHCDA, IIFC, ILEA, INDOT, INPRS, IPAC
- **November 16**: IPSC, ISDT, ISL, ISM, ISP, IVH, IWM, LG, LOTTERY, MPH, OALP, OED, OUCC, PAC, PDC, PLA, SBA, SBOA, SEAC, SOS
- **November 30**: GOV, BMV, SPD, URC, WCB, WRSP, FSSA-SOF

What is Windows Hello?

Windows Hello gives a new layer of security to the Enterprise by allowing users to utilize a personal identification number (PIN), fingerprint, or face sign-in on your State Windows device.



Why do I need a PIN and a password?

Passwords get typed into lots of places — applications, websites, and systems — and that increases the chance of them being stolen or phished.
The PIN is tied to *your specific device*, not the whole network. It's stored in a secure, encrypted part of the computer, so Even if someone knew your PIN, it wouldn't help them on any other device.

Windows Hello PIN Setup is Required

All users must enroll in Windows Hello and set up a PIN on their individual state-issued device. *Fingerprint and face sign in are optional and dependent on your device's specifications*.

Device Login Options

Users will have the option to log in to Windows/laptop with either their PIN or Password.

Windows Hello enrollment is limited to 10 users on shared devices. Once 10 users have registered a PIN on a shared device, any additional users can continue to sign on using their password.

PIN At-a-Glance

Like passwords, there are a few requirements for your PIN

- Minimum 8 digits
- No letters or special characters
  (There's a check box that says "Enable letters and symbols" but it's not enabled in our environment.)
- Avoid repeating digits (111111)
- Avoid sequential patterns (123456)
- PIN must be changed once a year (every 365 days)

Treat your PIN like a password. Never write it down or share it with anyone.

Why do I need to enroll in Windows Hello?

We are modernizing Sign-on.

1. Windows Hello reduce password exposure.
2. A single, stronger sign-in approach supports IOT Security Goals
3. Uses Okta Verify FastPass to deliver a smoother sign-on experience
4. Enables FIDO2 Key for Windows Login

End result: faster sign-in, more secure Environment.



*Windows Hello enrollment is limited to **10 users** on shared devices. Once 10 users have registered a PIN on a shared device, no additional PINs may be registered on that device. Additional users can continue to utilize the device by signing on using their password.*

Frequently Asked Questions

Can you use your own biometric (FIDO) device?

No, only devices procured through IOT can be used for face or fingerprint recognition.

Can I set up Windows Hello if working remotely?

Yes, simply connect to the state network or virtual private network (VPN) during setup.

Windows Hello not working?

Restart your device, stay connected, and allow validation time. Some devices may take up to three hours.

Are MacBooks included in this rollout?

No, Windows Hello for Business is exclusive to Windows, so MacBooks are not included.

Will my apps change?

No. Your normal applications and permissions are not being changed. You'll still log into many applications using your password.

Need help?

Contact IOT Customer Service at 317-234-4357 or toll free at 1-800-382-1095 or user the ServiceNow Employee Center to submit a ticket.

Frequently Asked Questions

Are PINs device specific?

Yes, the PIN is created during setup on the device and is stored on the device itself.

Can I use letters or symbols in my PIN?

No, your PIN must contain numbers only. We have not enabled letters and symbols within the enterprise.

Are there user limits on a device?

Each device supports up to 10 users enrolling in Windows Hello. After 10 users have enrolled on a device, additional users can still login with their password.

How often does my PIN expire?

The PIN expires every 365 days.

Does an Okta reset also resent my Windows Hello PIN?

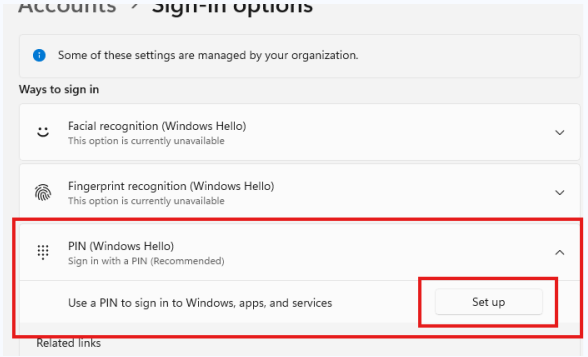
No. Resetting Okta does not reset the Windows Hello PIN registration.

Does Windows Hello include AWS VDI sessions?

Not at this time because of the complex connection requirements.

Manual PIN Setup

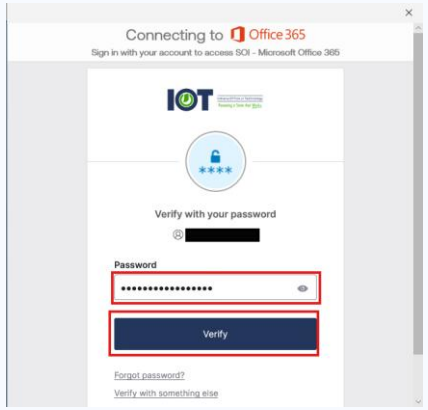
Follow the prompts. The screens may vary by device. Refer to Set Up Guide for full step by step instructions.



1. Initial Setup Screen

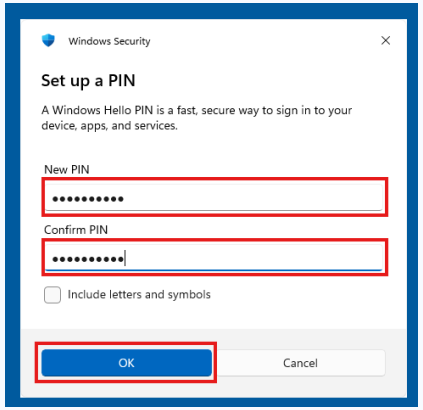
Click Setup

It will say unavailable if your computer has not received the policy.



2. Verify your account

Complete Okta multi-factor authentication when prompted.



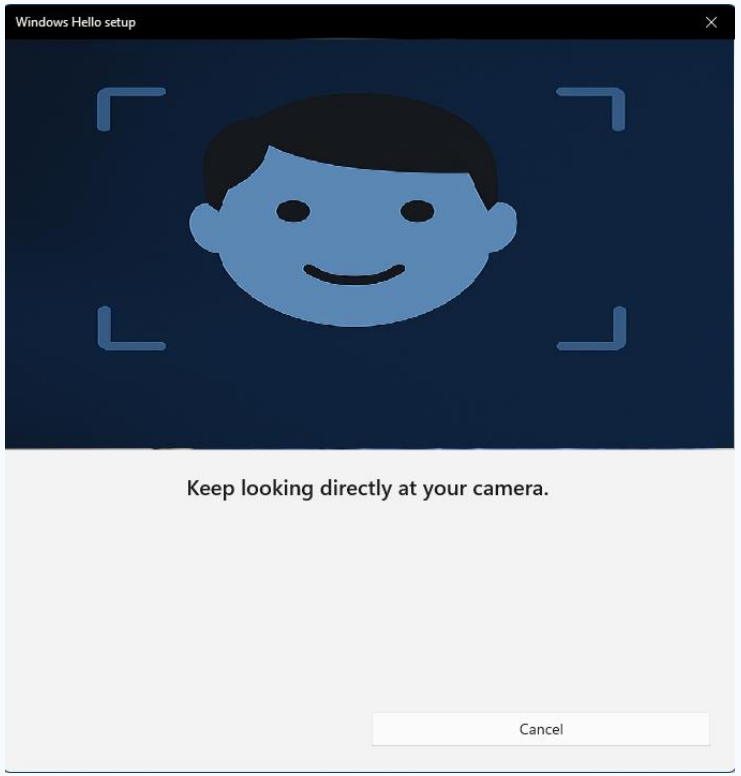
3. Create your PIN

Use at least 8+ numbers, which meets NIST security requirements. Avoid repeated or consecutive numbers.

Validation can take up to three hours in the environment. This is expected.

After setup

The day-to-day experience should be simpler.



- Use your PIN, FIDO2 Key, fingerprint, or face sign-in when prompted.
- Some systems may still ask for your password.
- Agency applications and permissions stay the same.
- Support is available through normal IOT channels.

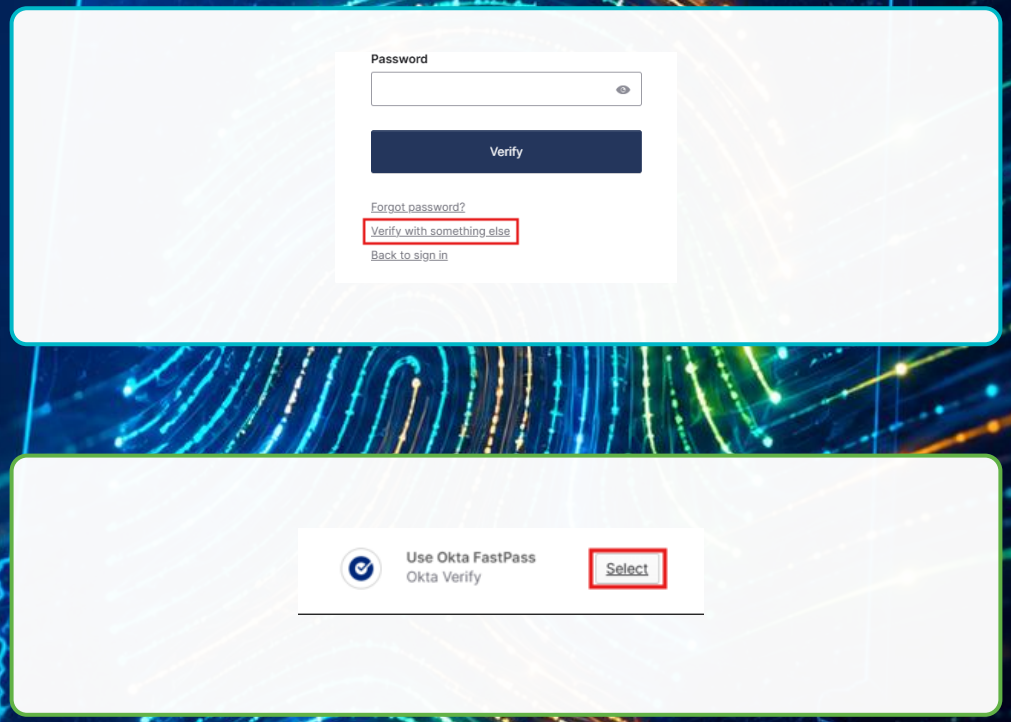
Daily goal: less friction for users, stronger protection for agencies.

Windows Hello works with Okta Verify FastPass

Why FastPass?

For supported applications, Okta Verify FastPass allows you use your Windows Hello PIN to complete multi-factor authentication (MFA).

Practical Application: no more reaching for your mobile device every time you need to log into certain applications like Access Indiana or PeopleSoft during your workday! Okta Fast Pass lets you complete your MFA with your Windows Hello PIN, getting you logged faster and easier, but still securely.



After completing Windows Hello setup, users can install and link it Okta Desktop through the Company Portal and complete MFA using your Windows device (instead of a phone or Security Key)

- Users must also have an approved MFA registered (like the Okta App or a Security Key) Okta Desktop/FastPass cannot be the only registered MFA option for a user.
- Install Okta Verify for Desktop from the Company Portal app.
- Before you begin with Okta Verify Desktop, you must complete the Windows Hello enrollment and have a PIN set up.
- Users must also have an active Okta Account and successfully sign in using your State/Agency account email address and password.

Set Up Procedure for Okta Desktop

1. Launch Okta Verify

- Click **Start**
- Search for **Okta Verify**
- Open the **Okta Verify** application
- Click **Get Started**.

2. Add Your Account

- On the “How it Works”, click **Next**
- Under **New Account**, select **Next**
- The organization URL should already be populated (Indiana environment uses *https://indiana.okta.com*)

3. Authenticate with Okta

- Your default web browser will open
- Sign in with your Okta account (typically username@agency.in.gov)
- Complete your Okta MFA challenge
- Once authentication is successful, you may close the browser window if prompted.

4. Enable Windows Hello Confirmation

- Return to the Okta Verify desktop application.
- Select **“Enable” Windows Hello Confirmation**. (Only available for Standard accounts. Elevated accounts are not included.)
- When prompted by Windows, enter your **Windows Hello for Business PIN**.
- Account added should appear, click **Done** to complete enrollment. This associates your Okta account with Windows Hello for Business.

Troubleshooting Procedure for Okta Desktop

If **Enable Windows Hello Confirmation** does not appear:

- Verify Windows Hello for Business has been configured on the workstation.
- Confirm you successfully authenticated during the browser sign-in step.
- Close and reopen Okta Verify and retry enrollment. You should your account displayed in the Okta Verify App. If not, then repeat steps 1 thru 4 above.

If you are still having configuration issues, please contact the Helpdesk at 317-234-4357 or 1-800-382-1095 or by submitting a Self-service ticket on ServiceNow.