

How to fix Windows Hello if it doesn't recognize me, or I get an error message when I try to sign in?

If your face or fingerprint didn't scan properly, or if you're using the wrong finger to sign in, you'll get an error message when you try to sign in through Windows Hello. If that happens, sign in with a PIN or password instead, and then [set up Windows Hello](#) again.

If you get an error message that says **Couldn't recognize you. Please sign in with your PIN.** when you try to sign in with Windows Hello, follow the steps below to improve recognition. This error message can occur if you wear glasses and didn't set up face recognition to recognize you both with and without your glasses. This might also occur if the device has been moved and the lighting conditions are dramatically different in the new location.

To improve recognition, select **Start > Settings > Accounts > Sign-in options > Facial recognition (Windows Hello)**, and then select **Improve recognition**.

If you are having a problem with Windows Hello facial recognition, try running a troubleshooter that might fix the problem.

[Run Windows Hello troubleshooter](#)

However considering you have already purchased Restoro and would like us to assist you in doing that utilizing a remote session, please contact our support and they will be happy to help you.

Email: support@restoro.com

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