KNOWLEDGE BASE ARTICLE

How to Set Up Your PIN in Password Vault

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Before you start

Password Vault is a personal password manager for **SharePoint Online** and **Microsoft Teams**. Every user has their own vault, stored as an encrypted file in the app folder of their own OneDrive. Before you can save the first entry, you protect the vault with a **PIN** - a code of exactly four digits that you enter to open (unlock) the vault. Once the vault is unlocked, you can see and copy passwords, add, edit and delete entries and change the PIN without entering it again.

You set the PIN once. The same vault, and therefore the same PIN, is used on every **SharePoint** page, **site** and Microsoft Teams tab or personal app where the Password Vault **web part** is placed.

To get to the PIN setup, you need:

- a page or a **Teams tab** with the Password Vault web part (see KB10438. How to Add the Password Vault Web Part to a Page and Create Your Vault);
- a OneDrive in your **Microsoft 365 tenant** - the vault file is created there;
- the **Microsoft Graph** permission **Files.ReadWrite.AppFolder** approved by an administrator (see KB10454. Microsoft Graph Permission Files.ReadWrite.AppFolder: Why Password Vault Needs It and How to Approve It and KB10360. How to Approve Microsoft Graph API Permissions for Vitextra Solutions in the SharePoint Admin Center).

If the web part shows *Sorry, something went wrong. Please refresh the page and try again.* instead of the setup screen, see KB10459. Why Password Vault Does Not Load: "Something Went Wrong" and Permission Errors.

When the Set up PIN screen appears

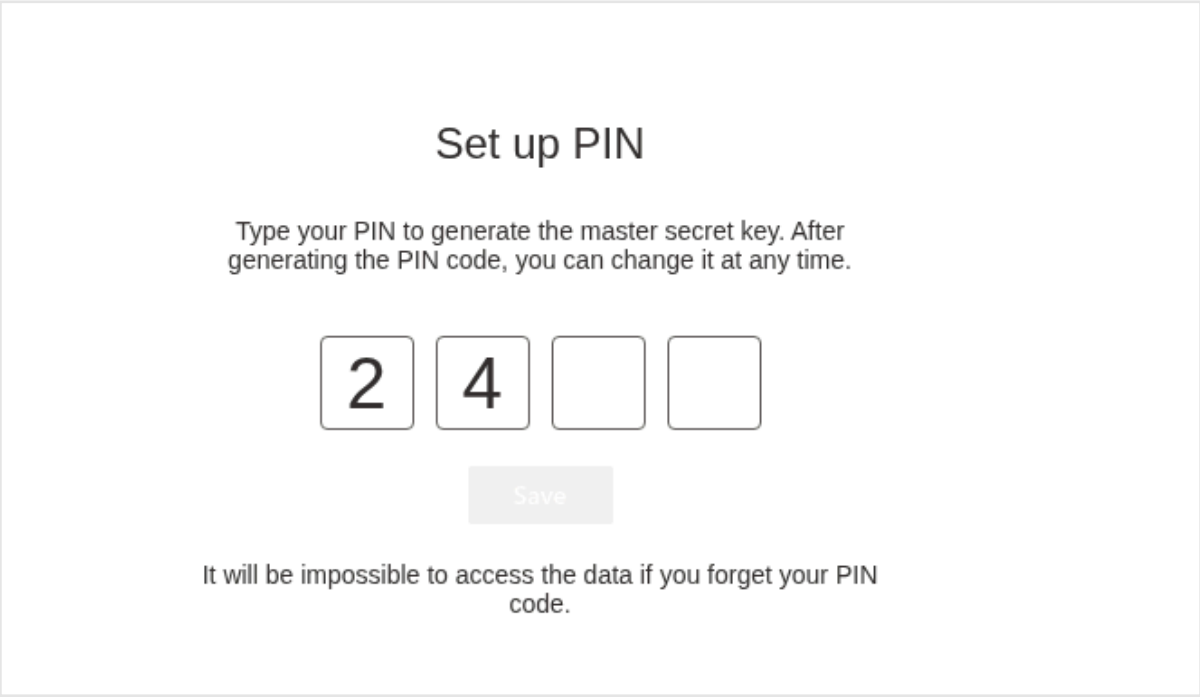
The web part shows the **Set up PIN** screen in two situations:

- **The first time you open Password Vault.** The web part does not find a vault file in your OneDrive, creates an empty one automatically and asks you for a PIN.
- **After the vault has been reset.** When a wrong PIN is entered five times in a row, the vault is blocked and can only be reset; the reset erases all entries and the PIN, and you start again from this screen (see KB10455. Incorrect PIN Attempts in Password Vault: What Happens After Five Failed Tries).

The screen contains:

- the header **Set up PIN** and the text *Type your PIN to generate the master secret key. After generating the PIN code, you can change it at any time.*;
- four boxes, one for each digit;
- the **Save** button;

- the footnote *It will be impossible to access the data if you forget your PIN code.*



The Set up PIN screen

Choosing a PIN

The PIN consists of exactly four digits (0–9); letters and other characters cannot be typed in the boxes. Because it is short, choose it with care:

- **Avoid obvious combinations** such as `1234`, `0000`, `1111`, `2580` or a year of birth - they are the first ones anyone would try.
- **Do not reuse a PIN you use elsewhere**, for example for a bank card or a phone.
- **Pick something you will remember.** There is no "Forgot PIN" function (see below).
- **Mind who is watching.** The digits are shown in the boxes while you type them; they are not masked.

Note

The PIN controls access to your entries inside the web part, and the five-attempt limit restricts guessing inside the web part. The vault file itself stays in your OneDrive and is protected by Microsoft 365 access control like any other file there. How the PIN, the encryption and the storage work together is explained in KB10452. How Password Vault Protects Your Data: Encryption, PIN and Storage.

Setting the PIN

1 Open the page or the Teams tab with the Password Vault web part. The **Set up PIN**

screen appears and the cursor is already in the first box.
2 Type four digits. The cursor moves to the next box automatically.
3 Check the digits and click **Save**. The button becomes available only after all four boxes are filled.

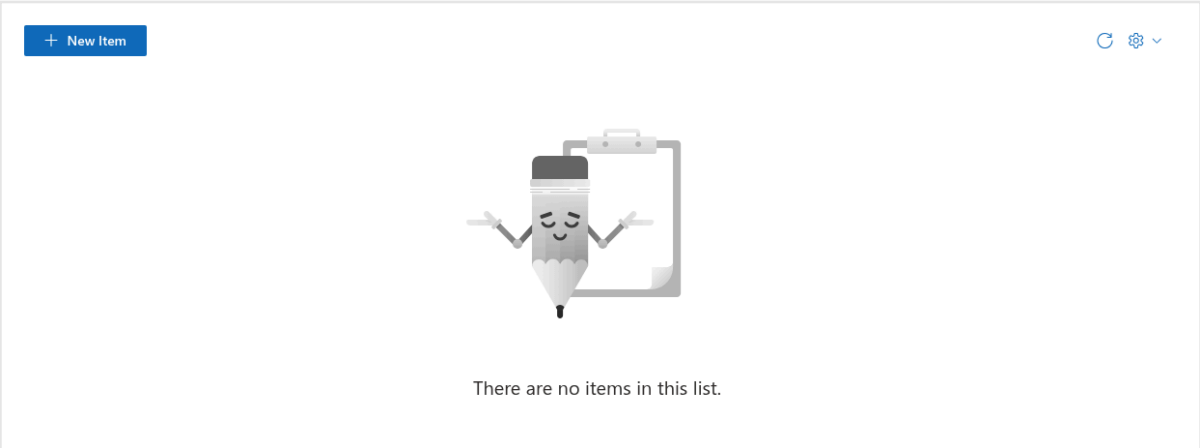
When you click **Save**, the web part derives the encryption key from your PIN in the browser. The key is not stored anywhere: it exists only in the memory of the open page while the vault is unlocked. Neither the PIN nor a hash of it is saved; the vault file keeps a random salt, the iteration count and an encrypted check value that is used to verify the PIN later.

If the PIN cannot be saved, the **Set up PIN** screen stays open and shows the red error bar *Sorry, something went wrong. Please refresh the page and try again.*

What happens next

After the PIN has been saved:

- the vault is ready and **unlocked**: you can add entries right away without entering the PIN again;
- the **list** shows *There are no items in this list.* until you create the first entry with **New Item** (see KB10443. How to Add, Edit and Delete Entries in Password Vault);
- the vault **locks again** after 5 minutes without any click or key press in the web part, and whenever the page is reloaded. The list of entries is then hidden, and the web part shows the **Enter PIN** prompt in its place; you enter the PIN once to open the vault again (see KB10451. Automatic Lock: When Password Vault Asks for the PIN Again);
- a wrong PIN shows *The PIN is incorrect* and the number of attempts left. After five wrong PINs in a row the vault is blocked and can only be reset, which deletes all entries.



An empty vault right after the PIN setup

You can change the PIN at any time with the gear button **Configure** → **Change PIN**; your entries are kept. The steps are in KB10450. How to Change Your PIN in Password Vault.

If you forget your PIN

Warning

If the vault is still unlocked, you can change the PIN without entering the old one. Complete and save the change before the vault locks; the entries are preserved when the save succeeds. If all sessions are locked and you have forgotten the PIN, Password Vault provides no recovery function for you, your administrator or Vitextra. Resetting a blocked vault deletes all entries. Keep important credentials in another location approved by your organization as well.

The options you have are described in KB10460. I Forgot My PIN in Password Vault: What Are My Options?.

Tip

New to Password Vault? KB10441. Password Vault: A Quick Guide for End Users walks you through everyday use, and KB10455. Incorrect PIN Attempts in Password Vault: What Happens After Five Failed Tries explains how the attempt counter works across devices.

Terms

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

Microsoft 365
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

Microsoft Graph
Microsoft Graph is a REST API secured with Microsoft Entra ID (formerly Azure Active Directory) and OAuth 2.0. It provides a single endpoint for accessing data and services in Microsoft 365, such as SharePoint, Outlook, OneDrive, Teams, and others.

Microsoft Teams
Microsoft Teams is a chat-based collaboration platform for business communications with features for online meetings, live events, and document sharing.

SharePoint
SharePoint is a web-based collaboration platform that provides content management, document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

SharePoint Online
The cloud version of SharePoint, a web-based collaboration platform within Microsoft 365 that provides an extensive range of capabilities to store, share, and manage the digital information, content, and knowledge of an organization.

Site
A SharePoint site is a container for information within the SharePoint platform. Sites typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management

within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

Teams Tab
A tab in Microsoft Teams is a page that is embedded in a channel, chat, or meeting and displays web content or an app, such as a SharePoint page or a custom application, at the top of the conversation.

Tenant
A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.