KNOWLEDGE BASE ARTICLE

How to Set Up Your PIN in Password Vault

2026 © Vitextra SIA. All rights reserved.

Disclaimer

For the purposes of this Disclaimer:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Vitextra SIA, LV-1009 Riga, Matise iela 61 - 25.
- **Document** refers to the Knowledgebase Article.
- **You** means the individual accessing the Document, or the company, or other legal entity on behalf of which such individual is accessing or using the Document, as applicable.
- **Website** refers to Vitextra, accessible from https://vitextra.com

Disclaimer

The information contained in the Document is for general information purposes only.

The Company assumes no responsibility for errors or omissions in the contents of the Document.

In no event shall the Company be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence, or other torts, arising out of or in connection with the use of the contents of the Document. The Company reserves the right to make additions, deletions, or modifications to the contents in the Document at any time without prior notice.

Errors and Omissions Disclaimer

The information given by the Document is for general guidance on matters of interest only. Therefore, errors can occur even if the Company takes every precaution to ensure that the Document's content is current and accurate. Plus, given the changing nature of laws, rules, and regulations, there may be delays, omissions, or inaccuracies in the information contained in the Document.

The Company is not responsible for any errors or omissions, or for the results obtained from the use of this information.

Fair Use Disclaimer

The Company may use copyrighted material that the copyright owner has not explicitly authorized. The Company is making such material available for criticism, comment, news reporting, teaching, scholarship, or research.

The Company believes this constitutes a "fair use" of any such copyrighted material as provided for in section 107 of the United States Copyright law.

If You wish to use copyrighted material from the Document for your own purposes that go beyond fair use, You must obtain permission from the copyright owner.

"Use at Your Own Risk" Disclaimer

All information in the Document is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose.

The Company will not be liable to You or anyone else for any decision made or action taken in reliance on the information given by the Service or for any consequential, special or similar damages, even if advised of the possibility of such damages.

Contact Us

If you have any questions about this Disclaimer, You can contact Us by email: support@vitextra.com.

Table Of Contents

Before you start 4

When the Set up PIN screen appears 4

Choosing a PIN 5

Setting the PIN 5

What happens next 5

If you forget your PIN 6

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.*

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 protects it against guessing. 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 only a random salt and a 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.

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

A forgotten PIN cannot be recovered or reset — not by you, not by your administrator and not by Vitextra, which stores no data from your vault. The only way to use Password Vault again is to reset the vault, and the reset deletes **all** your entries. Keep the PIN somewhere safe, and keep important credentials also in another place approved by your organization.

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.