KNOWLEDGE BASE ARTICLE

I Forgot My PIN in Password Vault: What Are My Options?

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

The short answer 4

Frequently asked questions 4

- **Can my administrator reset my PIN?** 4
- **Can Vitextra support recover my passwords?** 4
- **How many attempts do I have?** 4
- **What can I still see without the PIN?** 5
- **How do I start over?** 5
- **Is there a way to avoid losing my entries next time?** 6

The short answer

A forgotten PIN of Password Vault **cannot be recovered**, and it cannot be reset without losing the entries — not by you, not by your Microsoft 365 administrator and not by Vitextra. Password Vault has no "Forgot PIN" function, no recovery e-mail and no administrator override. Vitextra receives and stores nothing from your vault.

If you cannot remember the PIN, the only way to use Password Vault again is to start over with an **empty vault**: after five wrong PINs in a row the vault is blocked, and the **Reset** button erases all entries and the PIN.

Warning

The setup screen warns about this when the PIN is created: *It will be impossible to access the data if you forget your PIN code.* A reset deletes **all** entries of your vault, on every page and in Microsoft Teams, and they cannot be restored by Password Vault.

Frequently asked questions

Can my administrator reset my PIN?

No. Password Vault has no administration functions for users' vaults: there is no setting in the web part, in the SharePoint admin center or on the Vitextra side that can reset, reveal or replace your PIN. The vault is a file in your own OneDrive, and the PIN is checked by the web part in your browser.

Can Vitextra support recover my passwords?

No. Your vault file is transferred only between your browser and your OneDrive. Vitextra does not receive a copy of your entries or of your PIN, so there is nothing that Vitextra could restore. See KB10452. How Password Vault Protects Your Data: Encryption, PIN and Storage.

How many attempts do I have?

Five wrong PINs in a row. While the vault is locked, Password Vault shows the **Enter PIN** prompt instead of the entries. After a wrong PIN it shows *The PIN is incorrect* and *Attempts left* with the remaining number. The *Attempts left* line stays on the prompt whenever earlier wrong PINs have been entered — also after a reload and on another device.

Keep in mind:

- The counter is stored in your vault file, so wrong PINs entered on different pages, devices and in Microsoft Teams add up.
- The counter does **not** go back to zero with time or when you reload the page. It goes back to zero only after you enter the correct PIN.
- Only a complete wrong 4-digit PIN uses up an attempt: the PIN is checked as soon as the fourth digit is typed. Leaving the page before that does not count.

Details: KB10455. Incorrect PIN Attempts in Password Vault: What Happens After Five Failed Tries.

Tip

Don't spend the attempts on random guesses. Take a break, think of the 4-digit numbers you usually use, and try only the most likely ones. If you still have attempts left, you can stop at any time and come back later — the remaining attempts stay available.

What can I still see without the PIN?

Nothing. While the vault is locked, Password Vault shows only the **Enter PIN** prompt and the **Refresh** button — no entries, not even their names. The **Name**, **User name**, **Password**, **URL**, **Notes**, **Folder** and **Tags** of every entry are encrypted with a key derived from your PIN, so without the PIN they cannot be shown — not on a page and not in Microsoft Teams.

Before you decide to reset, write down from memory the names, user names and addresses of the accounts that you stored in the vault. After the reset you will need them to recover each account through its own password reset function (for example, a *Forgot password?* link on the sign-in page of the service) and to add the entries again.

Warning

Once the vault is blocked after the fifth wrong PIN, only the **Reset** screen is shown. If you remember the PIN while you still have at least one attempt left, enter it: the vault opens and the counter goes back to zero.

How do I start over?

1 Enter a wrong PIN until no attempts are left, or continue from the **Reset** screen if the vault is already blocked.

2 On the **Reset** screen, which shows *You've entered an incorrect PIN too many times.*, click **Reset**, and then confirm with **Reset** in the **Confirmation** dialog. All entries and the PIN are erased.
3 On the **Set up PIN** screen, type a new 4-digit PIN and click **Save**. The vault is empty: *There are no items in this list.*
4 Add your entries again with **New Item**, using new passwords obtained through the services' own password reset.

The procedure with screenshots is described in KB10461. Why Password Vault Is Blocked: "You've Entered an Incorrect PIN Too Many Times".

Note

Password Vault has no command that resets the vault voluntarily: the **Reset** button is offered only after five wrong PINs in a row.

Is there a way to avoid losing my entries next time?

Yes:

- **Note your PIN** in a safe place that your organization allows — not on a sticker on your monitor and not in the **Notes** of an entry.
- **Choose a PIN you will remember**, and change it whenever you like with **Configure** → **Change PIN**; see KB10450. How to Change Your PIN in Password Vault. You need the current PIN to change it.
- **Keep important credentials in another approved place as well**, for example in your organization's password management system, so that a reset does not lock you out of critical systems.
- **Use your vault regularly.** A PIN you enter every day is much harder to forget than one you set up months ago.

Tip

For the rules of the PIN and the first setup, see KB10442. How to Set Up Your PIN in Password Vault. For more questions about the product, see KB10439. Password Vault: Frequently Asked Questions.