

Bitlocker Recovery Process

If an incorrect Bitlocker PIN is entered several times the Bitlocker will lock and a Recovery Key will be required to regain access to the device. You will see the screen below (the details have been blanked out on the image for security).

BitLocker recovery	()
Enter the recovery key for this drive	
For more information on how to retrieve this key, on http://	go to from another PC or mobile device.
Use the number keys or function keys F1-F10 (use	F10 for 0).
Recovery key ID: 1000 100 1000 1000 1000	

When the Bitlocker is locked, a Recovery Key ID will be generated.

If your Bitlocker is locked:

- Provide the Recovery Key ID to your assigned virtual buddy
- Your buddy will then contact the relevant support agent to obtain a Recovery Key
- Your buddy will provide this Recovery Key to you

Enter the Recovery Key from your buddy to unlock the Bitlocker and continue to the Windows Login Screen.

Remember to create a new Bitlocker PIN (see the next page) when you get back into Windows or another Recovery Code will be required when the machine is restarted.



1. **Click** the 'Search Windows' icon **P** on the bottom left corner of the screen.

- 2. From your keyboard type 'Control Panel'
- 3. Click 'Control Panel Desktop app'
- 4. Click 'BitLocker Encryption Options'
- 5. Click 'Manage your PIN'

6. Type in a new (8 digit) PIN of your choice in the fields and confirm – **numbers only.** It is very important that you remember this PIN so suggest using a memorable set of numbers (phone number, date of birth etc.)

You may see a screen asking you to create a PIN containing eight-20 letters and numbers. Ignore this instruction. Your pin must be made up of eight numbers.

Microsoft BitLocker Administration and N	Monitoring
Help keep your data safe with B	BitLocker Drive Encryption
Your company enabled BitLocker Drive En that are stored on some drives shown here however unauthorized users cannot read of	cryption to help prevent unauthorized access to files e. There is no change in how you use your computer, or use your files.
BitLocker Drive Encryption - Fixed	Disk Drives
C: Encryption On	Manage your PIN

7. Once you've chosen, and typed in your new PIN, click 'Reset PIN'

Microsoft BitLocker Administration and Monitorin	9
Reset your PIN	
To reset your PIN, type the PIN, and then click Rese four PIN must contain 8-20 letters, numbers, and s sequential letters, numbers, or special characters su	t PIN. pecial characters. Do not use repeating or ich as aaa1111 or abc1234.
Type new PIN	
Confirm PIN	
Recet DIN	

8. PIN reset complete will be displayed to confirm. Click 'Close'.
Please remember your new PIN as you will not be able to log in without it.

9. You should test your BitLocker PIN. To do so you will need to restart your device.

- a. Click the windows button
- b. **Click** the power icon, and then select 'Restart'.



Congratulations! You have now changed your Bitlocker Pin!