

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).




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.

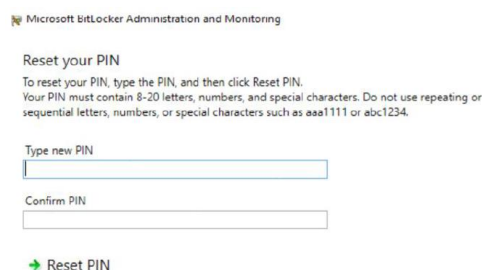
Remember to create a new Bitlocker PIN (see the next page) when you get back into Windows or another Recovery Code will be required when the machine is restarted.


1. **Click** the 'Search Windows' icon  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.




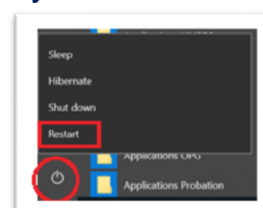
7. Once you've chosen, and typed in your new PIN, **click** 'Reset PIN'



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!