

BitLocker Recovery

BitLocker recovery is the process by which you can restore access to a BitLocker-protected drive in the event that you cannot unlock the drive normally. Reasons why BitLocker recovery might be activated:

- Taking the hard drive out of the computer.
- Changing the boot order or booting to another drive before the hard drive.
- Turning off, disabling, deactivating, or clearing the Trusted Platform Module (TPM).
- Upgrading critical early startup components, such as BIOS or UEFI firmware.
- Modifying the Master Boot Record (MBR) or Boot Manager.
- Pressing F8 or F10.

If your screen looks like the image below, please contact your department's IT Administrator or the ICT Information Security Office at 646-5789 or 646-5788. Once you have contacted either party, inform them of your situation and provide them the first 8 characters of the Password ID. An example may be found highlighted in red in the image below.

