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 read in the image below.

BitLocker Drive Encryption Password Entry	
Please enter the recovery password for this drive.	
Drive Label: JR-0 OS 04/11/06 Password ID: 65249F63-E8FF-40E6-934B-C744B123994-6 Use function keys F1 through F9 for 1 through 9, and F10 for 0. Use the Tab, Home, End, and Arrow keys to move the cursor.	
The UP and DOWN arrow keys may be used to modify already entered dig	jits.
ENTER=Continue	ESC=Exit