How to Recover from Bitlocker Recovery Screen using Self-Service

Jeffrey Pierce - 2025-05-15 - Comments (0) - Encryption

The Bitlocker recovery screen will be presented when there is a significant change within the BIOS or the hard drive has been removed from the computer and used on a different computer.   This screen will provide you with a recovery key to unlock the drive.

Brown uses a Self-Service portal for end-users to retrieve recovery keys .

Booting the altered computer you will receive the following screen:

*NOTE: The recovery screen will only stay on the computer for 1 minutes when there is no activity, then the computer will shut off on it's own.
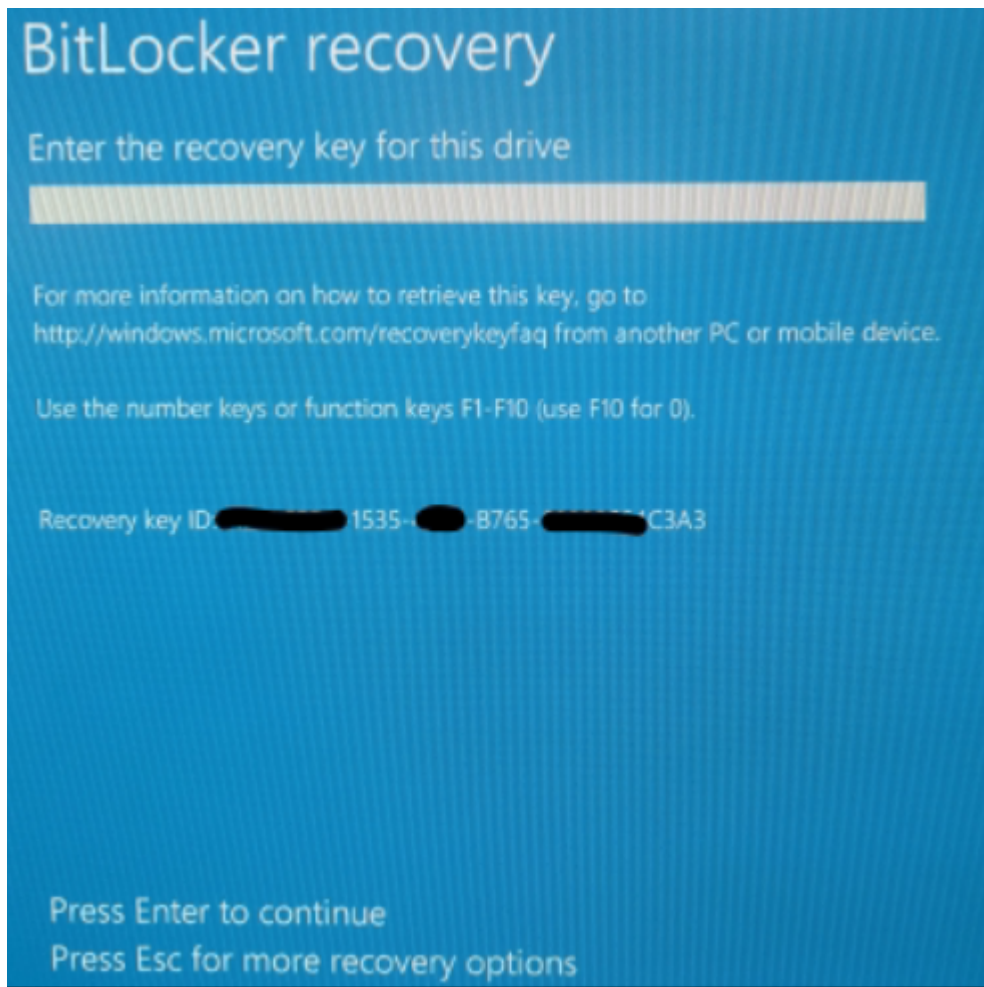
Preferred Method:

You can retrieve BitLocker Keys for any modern devices assigned to your user account by navigating to: myaccount.microsoft.com > Devices > Click on device > View BitLocker Keys > Show recovery key (that matches the Key ID shown in the BitLocker recovery screen).
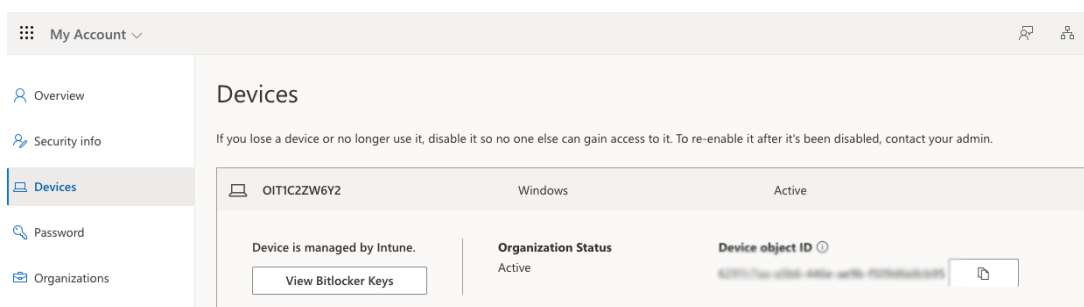
Alternative:

1. Note the number listed next to "Recovery key ID:"
2. Browse to: https://bitlocker.brown.edu/selfservice
   1. Note: If you are attempting to access the BitLocker Self Service tool from off-campus, please first connect to the Brown VPN.
3. Accept notice check box on the bottom of the screen

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Review the Notice below. Click the checkbox to confirm that you have read and understood this information, then click **Continue**.

Notice

Use of this tool is permitted only by Brown University staff and faculty. By using it, you are claiming that you are a duly authorized user of the computer for which you are retrieving a Bitlocker recovery key. Use of this tool is monitored and audited. Any unauthorized use of this tool is strictly prohibited.

For additional assistance with BitLocker volume recovery, please contact the CIS IT Service Desk at (401) 863-4357 (full contact details at https://it.brown.edu/get-help).

☐ I have read and understand the above notice

Continue

4. You will be prompted to login using your Brown AD credentials
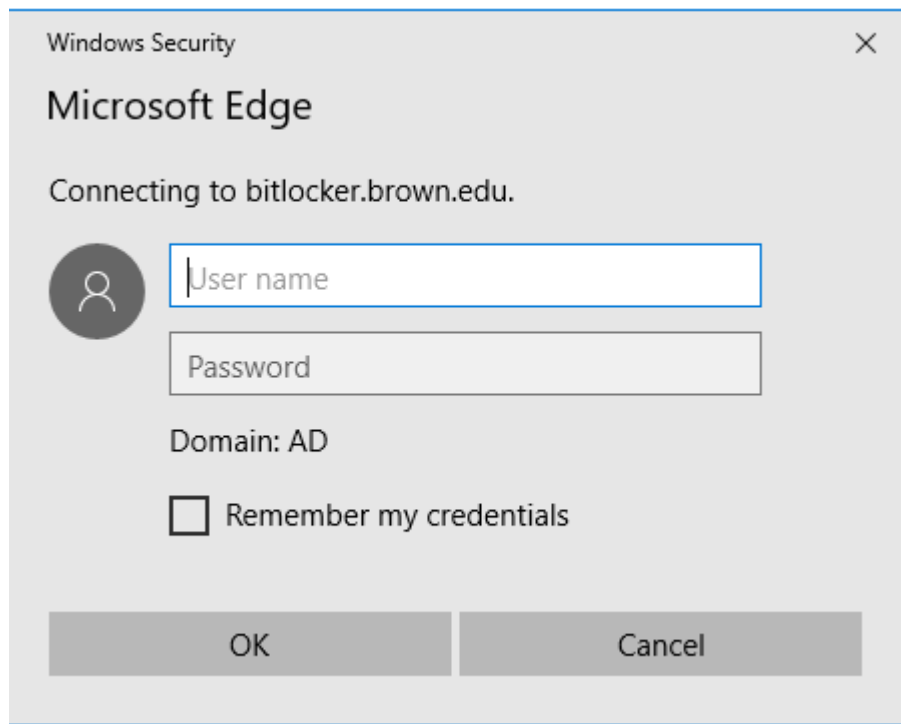
5. Once successfully logged in you will be presented with the below screen:
6. Retrieve "Recovery Key ID" from step 1

7. Enter "Recovery Key ID" within the bitlocker portal (using all characters including dashes)

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Get a BitLocker Recovery Key

Use this page if you are locked out of Windows by BitLocker and need to get a BitLocker Recovery Key to regain access to Windows.

NOTE: For security reasons, your session will expire after 5 minute(s) of inactivity. You will need to re-enter your information into the form on this page.

1

Enter a BitLocker Key ID
This 32-digit code should be displayed on the BitLocker recovery screen on your computer. Enter a minimum of 8 characters.

Recovery Key ID

CED6-1535-████-B765-69890664████

Reason

BIOS/TPM Changed ▼

Get Key

2

Your BitLocker Recovery Key
Enter this 48-digit code into the BitLocker recovery screen on your computer.

341913-██████-258291-457589-██████557051-████████

3

Change your BitLocker credentials (optional)
If you have forgotten your BitLocker PIN or password, you should change it to one you'll remember.

To manage your BitLocker credentials:

1. Open the Control Panel. In the Search Control Panel search box, type BitLocker Encryption Options and press Enter.
2. Select Manage your PIN to change your PIN, or select Manage your Password to change your password. To change your PIN, type your new PIN into both fields and then select Reset PIN. To change your password for a particular volume, type your new password and then select Reset Password.

Comments (0)