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## How to Recover from BitLocker Recovery Screen using Self-Service

Jeffrey Pierce - 2025-07-22 - Comments (0) - Encryption

The Windows BitLocker recovery screen will appear when there is a significant change to the BIOS or an internal storage device has been removed from the computer and used on a different computer. This screen will provide you with a recovery key id to unlock the drive.

Enter the recovery key for this drive	
Use the number keys or function keys F1-F10 (H <del>CC F10 fun 0).</del> Recovery key ID (to identify your ke <mark>w 3BAFEB54-90DA-4945-9975-32238850E178</mark>	
BitLocker needs your recovery key to unlock your drive because your PC's configura has changed. This may have happened because a disc or USB device was inserted. Removing it and restarting your PC may fix this problem.	
Here's how to find your key: - Try your Microsoft account at: aka ms/myrecovenykey - For more information go to: aka.ms/recoverykeyfaq	
Press Enter to continue	
Press Esc for more recovery options	

Brown offers two different methods for retrieving BitLocker recovery keys, depending on the configuration of computer in use.

### **Recommended Method**

- 1. Note the sequence that follows "Recovery key ID:"
- 2. On a second device, navigate to: myaccount.microsoft.com
- 3. Sign in with your Brown Microsoft account
- 4. Click Devices
- 5. Click on device by name
- 6. Click "View BitLocker Keys" button

🗰 My Account 🗸				R	88
Q Overview	Devices				
℅ Security info	If you lose a device or no longer use it, disab	le it so no one else can gain access to	it. To re-enable it after it's been disabled, contact your admin		
Devices	□ OIT1C2ZW6Y2	Windows	Active		
🔍 Password	Device is managed by Intune.	Organization Status	Device object ID ①		
Organizations	View Bitlocker Keys	Active	62971 Teo ethio Anto artic Mithadalarti		

- 7. Click "Show recovery key" (that matches the key ID sequence shown in the BitLocker recovery screen)
- 8. Enter the provided recovery key on the BitLocker recovery screen of the affected device

### **Alternative Method**

- 1. Note the sequence that follows "Recovery key ID:"
- 2. On a second device, connect to the Brown network (use VPN if off campus)
- 3. Navigate to: <u>https://bitlocker.brown.edu</u>
- 4. Login using your Brown username and password

Windows S	Security		×	
Microsoft Edge				
Connecting to bitlocker.brown.edu.				
8	User name			
	Password			
	Domain: AD			
	Remember my cr	edentials		
	ОК	Cancel		

5. Accept the notice and click the check box towards 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

6. Once successfully logged in you will be presented with this screen:

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	C.	Get a BitLocker Recovery Key		
	li 🗸	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-en- 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 ED6-1535B765-69890664 BIOS/TPM Changed Get Key		
	2	Your BitLocker Recovery Key Enter this 48-digit code into the BitLocker recovery screen on your computer. 341913-1000-258291-457589-1000-557051-1000-000		
	3	Change your BitLocker credentials (optional) If you have forgotten your BitLocker PIN or password, you should change it to one you'll remember. <b>To manage your BitLocker credentials:</b> 1. Open the Control Panel. In the Search Control Panel search box, type BitLocker Encryption Options and press Enter.		
		<ol> <li>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.</li> </ol>		
7.	Enter "	Recovery Key ID" within the bitlocker portal (using all characters including		
Q	dashes	) be provided recovery key on the Bitl ocker recovery screen of the offected		
υ.	. Enter the provided recovery key on the bittocker recovery screen of the directed			

device

Comments (0)