How to Recover from Bitlocker Recovery Screen using Self-Service

Jeffrey Pierce - 2019-11-18 - 0 Comments - in 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 recovery their computer on their own.

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.
1. Note the number listed next to “Recovery key ID:”
2. Browse to:  [https://bitlocker.brown.edu/](https://bitlocker.brown.edu/)
   1. Note: If you are attempting to access the BitLocker Self Service tool from off-campus, please first connect to the [Brown VPN](https://brown.edu/it/labs-and-projects/vpn/)
3. Accept notice check box on the bottom of the screen
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)
# Brown University

## 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.

### 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.

<table>
<thead>
<tr>
<th>Recovery Key ID</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>87E6-1535 6765-59890664</td>
<td>BIOS/TPM Changed</td>
</tr>
</tbody>
</table>

**Get Key**

### Your BitLocker Recovery Key

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

341913: 258291-457589 557051

### 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.