LEWIS CLARK STATE COLLEGE
INFORMATION TECHNOLOGY

BitLocker Recovery Key

To help protect both your personal and college-related data, your computer has been encrypted. This means that if your device is ever lost or stolen, the information on it will be protected.

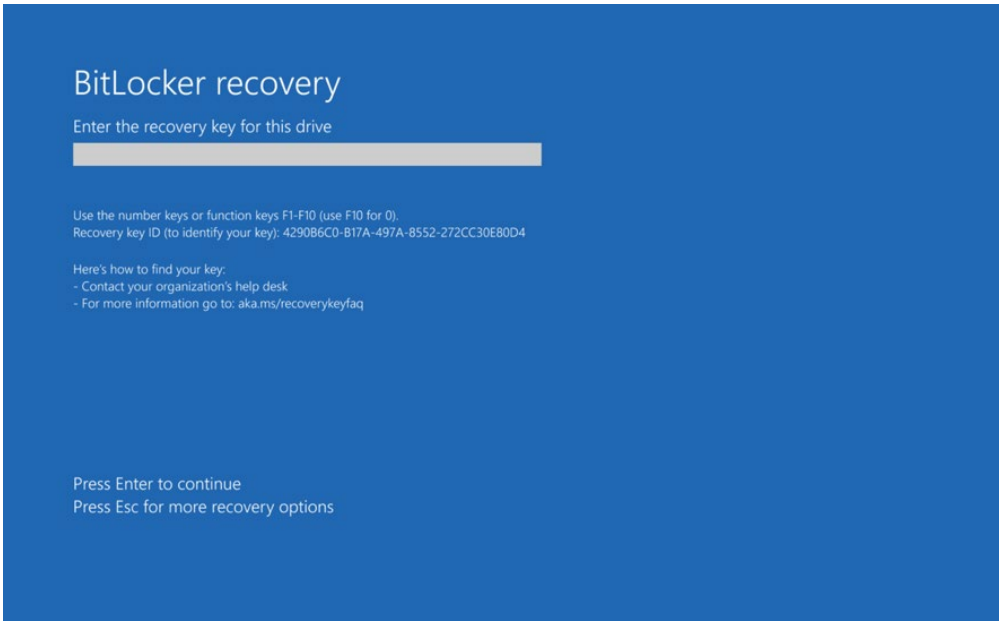
As part of this security feature, a special 48-character recovery key is created. Most of the time, you won't need this key. However, after certain system updates—like firmware updates—your computer might ask for it before it can start up.

If this happens during regular work hours, feel free to contact the Help Desk for help. If it happens outside those hours, you can retrieve the recovery key yourself by following the steps below.

If you have any questions or would like someone to walk through this with you, please don't hesitate to reach out.

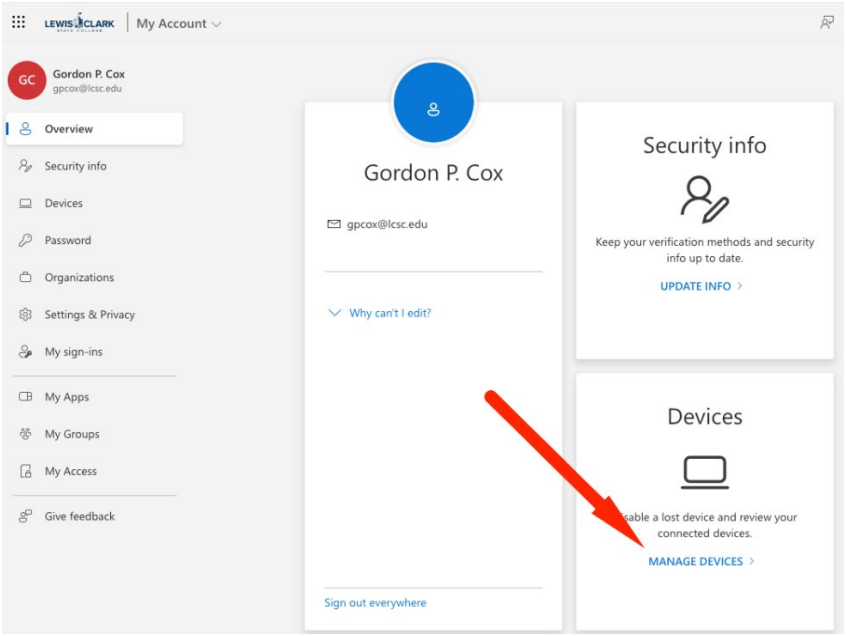
BitLocker Retrieval

1. When BitLocker locks your computer, you will see a blue BitLocker recovery screen like the one pictured below. If your computer stays on this screen for too long, it will turn off. Turn it back on to show the screen again.

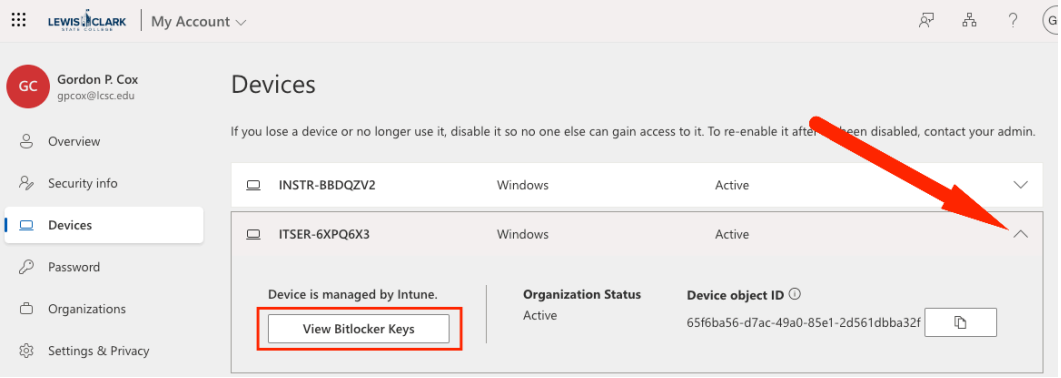


2. On your phone or a second computer, visit the Microsoft My Account page (Full URL: https://myaccount.microsoft.com) and log in with your @lcsc.edu account.

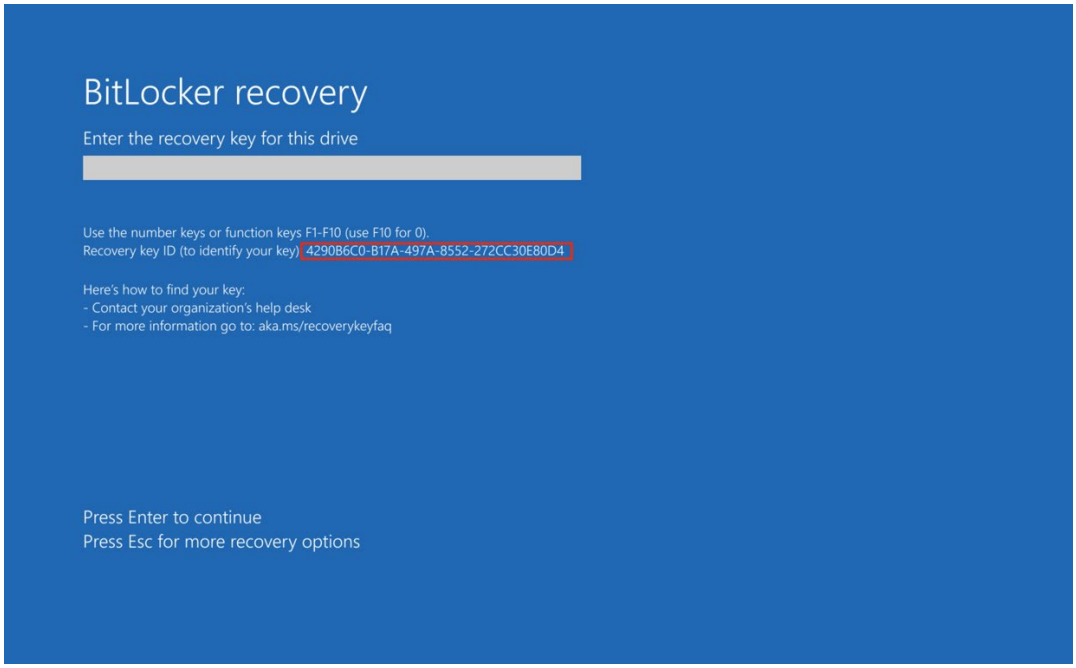
3. On the “My Account” page, find the “Devices” section and click on “Manage Devices”.



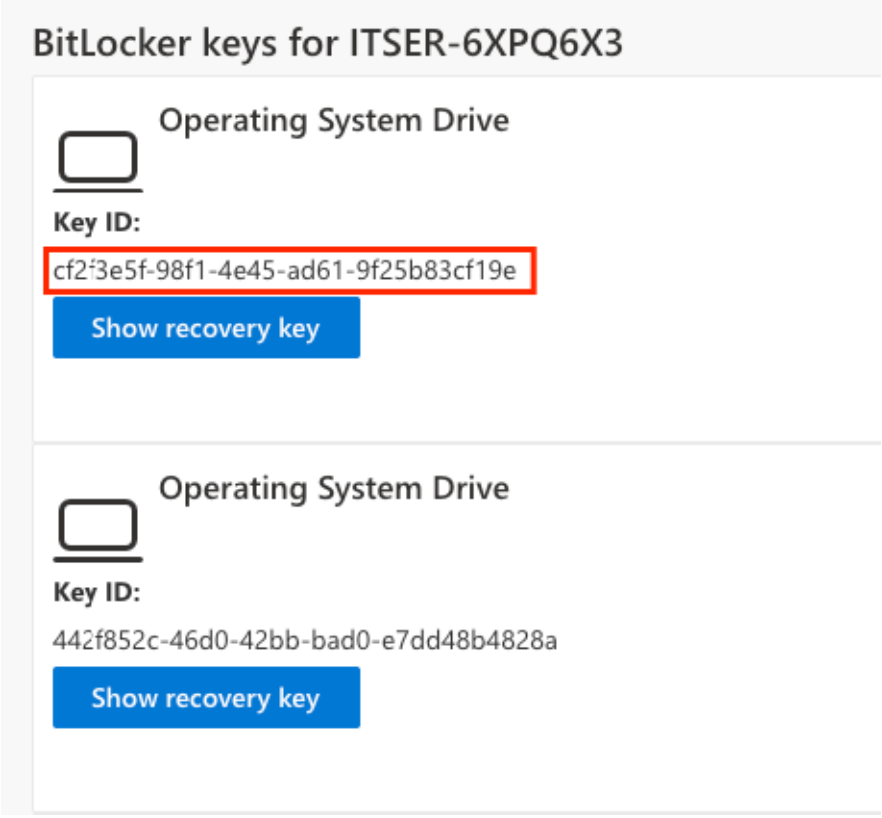
3. Your computer will be listed under devices, with the name of your computer (found on the label that was attached to your computer). If necessary, click the arrow to expand your computer’s information, then click “View BitLocker Keys”.



4. When your computer requires you to enter a BitLocker key, it will include a Key ID to help you identify which recovery key to use. If there are multiple keys shown on the Microsoft My Account page, use the recovery key ID to match it with the correct recovery key. Please note that the keys in this example do not match. In a real-world application, the key shown on the recovery screen will match one shown for your device in the Microsoft My Account page.



5. The screenshot below shows recovery key IDs listed for an example computer on the [Microsoft My Account] devices page. Each computer can have multiple recovery keys. Use the key ID from the locked computer's screen to find the correct recovery key to unlock your device. Once you've found the matching key ID, click "Show recovery key".



6. Enter the 48-digit recovery key into your locked computer to regain access.