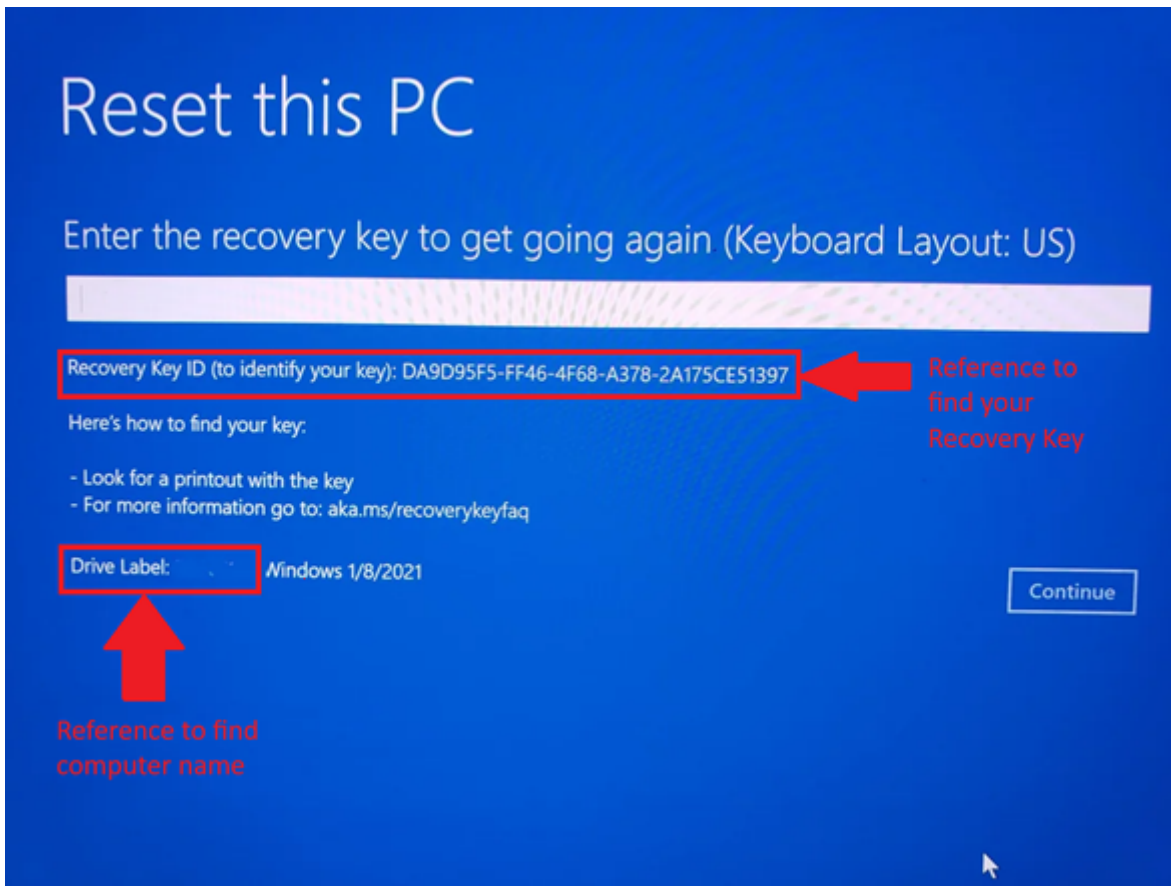


Bitlocker

You can easily obtain your recovery key using Microsoft's online recovery key portal. Sudden loss of power, crashes, or improper shutdowns can cause BitLocker integrity checks to trigger recovery mode.

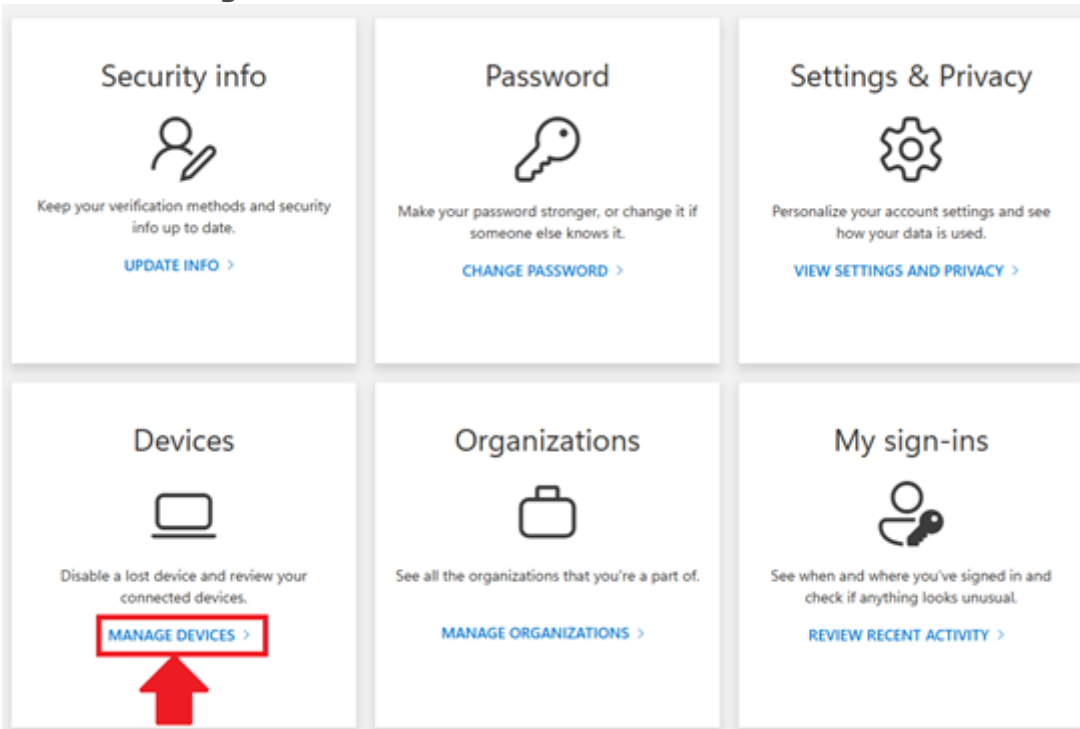
- [Recovery Key](#)

Recovery Key

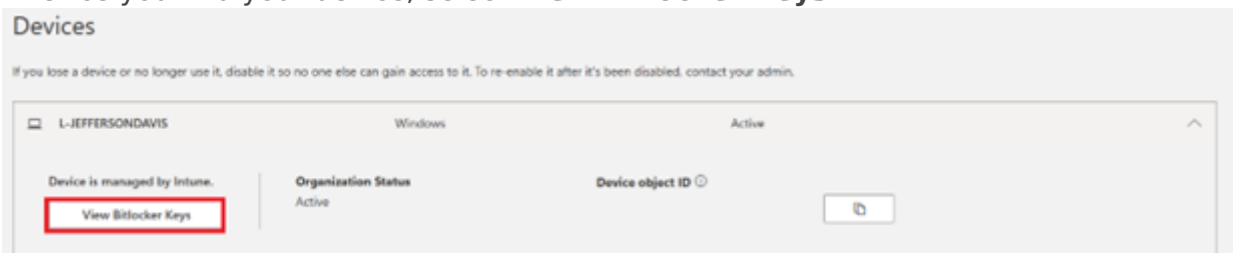


On a PC, Phone, or tablet, open a web browser and navigate to <https://aka.ms/myrecoverykey>

1. Sign in using your university email account.
2. Select **Manage Devices**

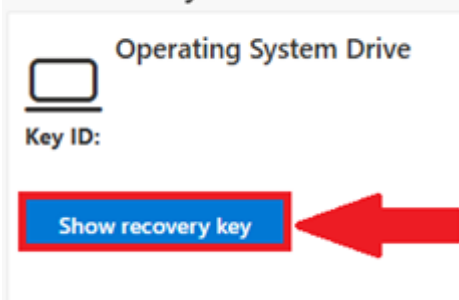


3. Select your computer from the list, your computer name should contain your name.
4. Once you find your device, select **View BitLocker Keys**



- 5.) Next, select **Show Recovery Key**

BitLocker keys for L-JEFFERSONDAVIS



6. Finally, enter the recovery key into your locked device to regain access
7. Once you've typed in the Recovery Key, press **Enter**

☐ **Support Contact Info**

For any issues or questions regarding Bitlocker, please contact IT support by submitting a ticket through our helpdesk system.

☐ **(706) 894-4205**

✉ **ITSupport@piedmont.edu**

☐ **<https://itsupport.piedmont.edu/>**