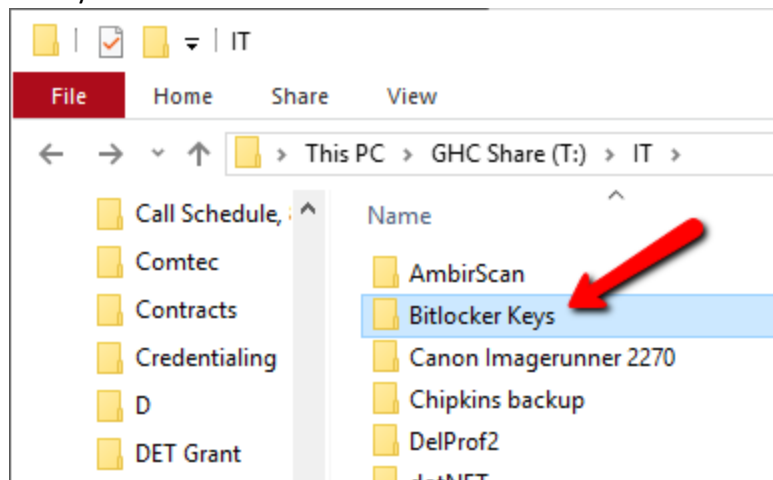

BitLocker Instructions

This is to help you unlock a computer that has been locked by BitLocker. This can happen for a number of reasons but getting the computer unlocked is a very easy process. A restart will not make this go away. The only way to get passed this is to enter the PIN which this document will show you.

1. You will see this screen (or one very similar) if BitLocker has locked the computer.

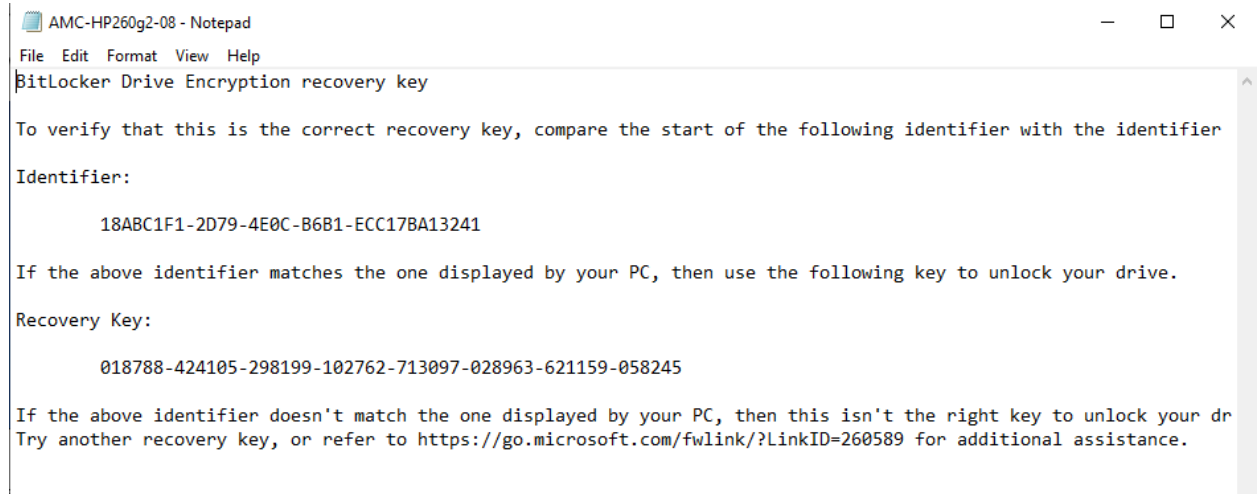


2. All of the keys are stored on the GHC Shared Drive. In this folder there is a folder named IT you need to go into. In here there is a folder named BitLocker Keys you can open to find what you need.



Bitlocker Instructions

3. Once in this folder find the computer name you need and double click on it to open. It should open in Notepad but if for some reason it asks you to choose what program to use to open it, chose Notepad. Once open it will look like this.



AMC-HP260g2-08 - Notepad

File Edit Format View Help

BitLocker Drive Encryption recovery key

To verify that this is the correct recovery key, compare the start of the following identifier with the identifier

Identifier:

18ABC1F1-2D79-4E0C-B6B1-ECC17BA13241

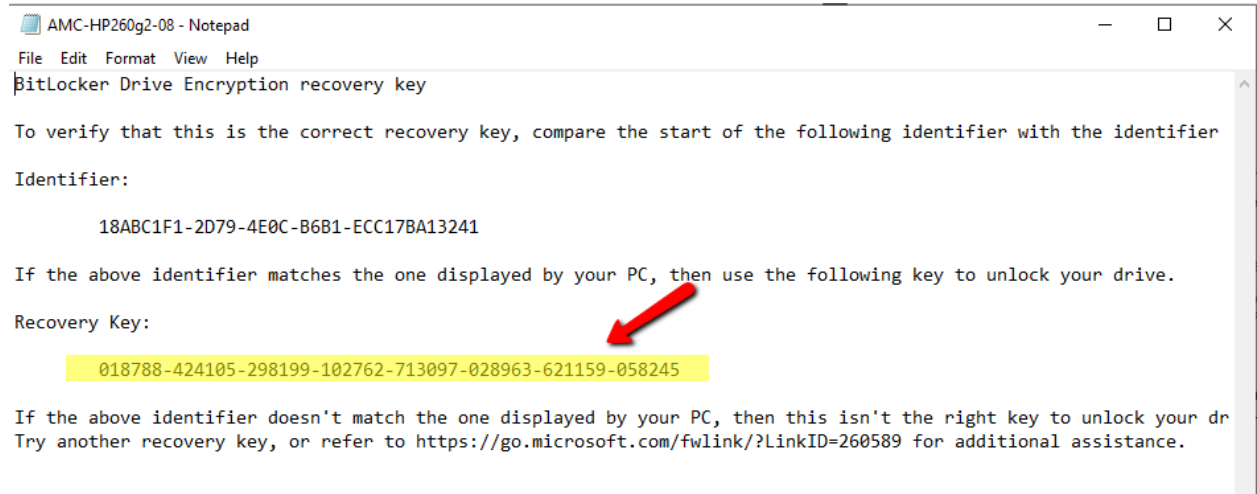
If the above identifier matches the one displayed by your PC, then use the following key to unlock your drive.

Recovery Key:

018788-424105-298199-102762-713097-028963-621159-058245

If the above identifier doesn't match the one displayed by your PC, then this isn't the right key to unlock your drive. Try another recovery key, or refer to <https://go.microsoft.com/fwlink/?LinkID=260589> for additional assistance.

4. Then it is as simple as taking the large number from the Recovery Key section and entering it into the Bitlocker screen from step 1. Then the computer should boot to Windows as it normally does.



AMC-HP260g2-08 - Notepad

File Edit Format View Help

BitLocker Drive Encryption recovery key

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