Retrieve BitLocker Recovery Keys

This document walks you through how to retrieve your BitLocker Recovery Key if you power on your device and see this blue "BitLocker recovery" screen:

1. Go to myaccount.microsoft.com on another device (a personal computer or phone, for example). Log in with your ODU email address.

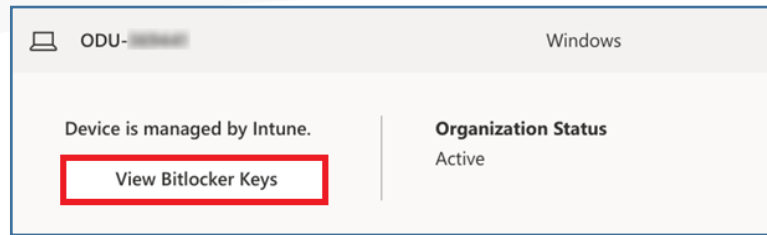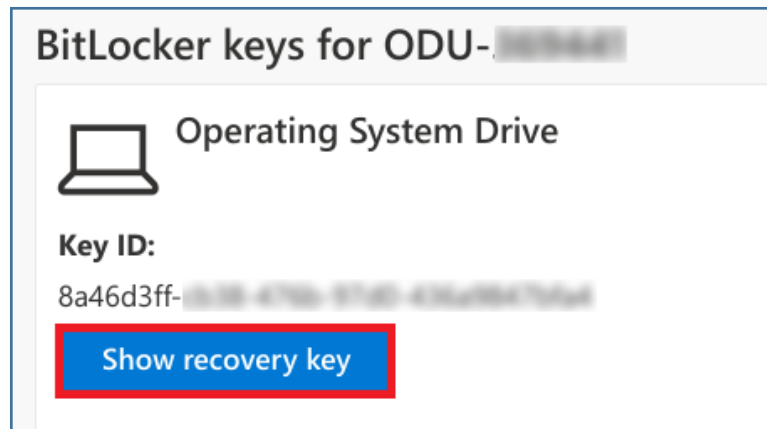2. Click on **Devices** on the left side menu.

3. Find the computer that starts with "ODU-" and click on the **View BitLocker Keys** button.

4. Click the **Show recovery key** button for the Key ID shown on the screen.

5. Another window will appear showing the recovery key. Type this into the blue Recovery Key screen to validate and unlock your device.

Note: If you do not see your device or your Key ID listed, please contact the ITS Help Desk at itshelp@odu.edu.