## **OLD DOMINION**

## 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:

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- 1. Go to <u>myaccount.microsoft.com</u> 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.



## Information Technology Services





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

DDU-	Windows
Device is managed by Intune.	Organization Status Active
View Bitlocker Keys	

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

BitLocker keys for ODU-
Operating System Drive
Key ID:
8a46d3ff-
Show recovery key

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 <u>itshelp@odu.edu</u>.

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