# How to Reset Bitlocker Recovery Keys

Bitlocker is an encryption feature that Microsoft implemented since Windows Vista. Company assets like those provided by Fresenius have this feature. In some cases, users may forget their Bitlocker pins that will keep them from logging on their device. This may require Bitlocker recovery key reset.

Three scenarios may occur that involves Bitlocker pin issues:

The user forgot his or her pin.Recovery key prompts on boot.Pin entered is not accepted or incorrect.

This article will guide agents in handling this issue.

Details:

1. Go to MBAM's Drive Recovery page to begin with Bitlocker key reset.

Note: If your site and device have been already migrated, please use this MBAM's Drive Recovrey page. If you have been not informed yet about migration of your site and device, please use MBAM's Drive Recovery page.

2. Fill out the following fields:

User Domain: You can get this through the user's login ID. User ID: This is the alphanumeric ID. In the example above, the User ID is dj1234x.Key ID: First eight characters of the recovery key written on the user's computer highlighted on the screenshot below. You will get this from the user. If the user cannot see the page with recovery page, ask them to press the ESC key.Reason for Drive Unlock: Click the dropdown button to select the reason why unlock is needed. Options are the following:

Operating System Boot Order changedBIOS changedOperating System files modifiedLost startup keyLost PINTPM ResetLost PassphraseLost SmartcardOther

3. Click Submit.

4. Provide the Drive Recovery Key to the user. They should type this on the recovery key field on their computer.

5. Ask the user to press Enter after entering the recovery key then wait for the computer to restart. If the user knows his or her PIN, they should be able to work normally on their machine.

6. If the user forgot to their PIN, provide the steps on the How to Reset Bitlocker Pin article to proceed with PIN reset or change.

7. Confirm if the issue has been resolved and proceed with ticket closure with user's approval.