

GSD. Hardware - Bitlocker PIN Change / Reset

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General Information:

Possible symptoms/errors:

User wants or needs to change their Bitlocker PIN.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

If the user needs a manual PIN reset, he needs to be authenticated

Solution:

A Bitlocker PIN is important for unlocking user's Bitlocker protected device. If user wants to change that PIN, they can easily create a new one on their computer with the help of this guide.

User Authentication for manual reset: Ask the user for his manager and compare the data with the entered manager in Service Now. The PIN can only be reset manually if this detail match.

Note: User can only follow this guide while being logged on to Windows. The option below cannot be reached from the Bitlocker logon screen!

Details:

1. Advise the user to follow the steps to access the Control Panel according to their operating system.

For Windows 10

Advise the user to click the START button and to type control panel, then to select Control Panel from the search results.

2. Ask them to click on Bitlocker Encryption Options.

Note: If user cannot see this option, they need to check the View By section in the upper right corner. If Category is selected, ask the user to click the dropdown button and to select Large Icons or Small Icons to display all their Control Panel options.

3. Advise the user to click BitLocker Drive Encryption – Fixed Disk Drives and on Manage your PIN.

4. Ask them to enter a new PIN on both fields then to click Reset PIN.

5. User should see a new page that confirms PIN reset completion.

Assignment Group:

Ext_WW_Physical-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A