



Request your recovery key

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Request your recovery key on MacOS

Before you begin

This manual is for TU Delft managed computer (laptops/desktops) that run on MacOS. This document provides more information about how to request your recovery key. If you have any questions, please check security.tudelft.nl for more information or contact the Servicedesk.

When does my workstation ask for my recovery key?

Normally, your computer does not ask for your recovery key. Only when changes are made in software/hardware that change the unique properties of your computer, it can ask for your recovery key. You will then need your recovery key to continue your activities.

My computer asks for my recovery key. Where can I find this?

The encryption software uses some unique properties of the computer to encrypt/decrypt the system. If one of the properties has been changed (for example, by changed hardware), the encryption software will ask (one time) for a "recovery key" in order to be able to proceed.

Thus, before you request your recovery key, please check if a USB stick (or other removable device) is plugged in to your computer. Unplug it and restart your computer. If after this check your computer still asks for your recovery key, call the Servicedesk. They will help you to retrieve your recovery key.

