

## Request your recovery key

For use by: Employees  
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Owner: ICT

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# Request your recovery key

## Before you begin

This manual is for TU Delft managed computer (laptops/desktops) that run on Windows 10.

This document provides more information about how to request your recovery key. If you have any questions, please check [security.tudelft.nl](https://security.tudelft.nl) for more information or contact the Servicedesk."

## When does my computer 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.

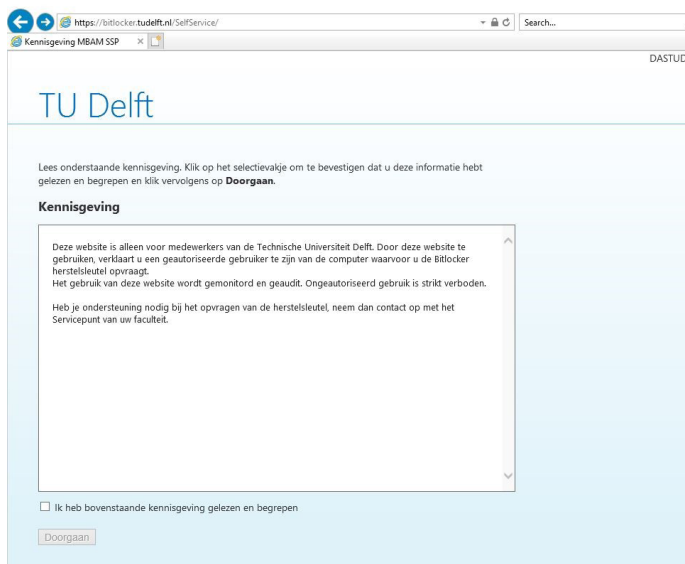
Thus, before you request your recovery key, please check if a USB stick (or other removable device) is plugged in to your computer. Unplug it and restart your computer.

If after this check your computer still asks for your recovery key, you have two options to obtain your recovery key:

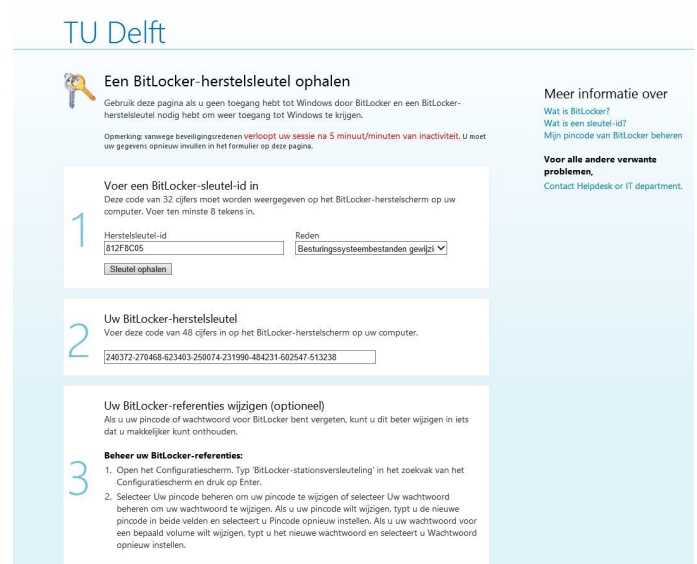
## Do-it-yourself

1) Browse to [bitlocker.tudelft.nl](https://bitlocker.tudelft.nl) via another device (e.g. your mobile phone/tablet) and login with your NetID and password. The message below appears on your screen.

2) Type the first 8 numbers of the 32-number code that appears in the screen of your encrypted computer.

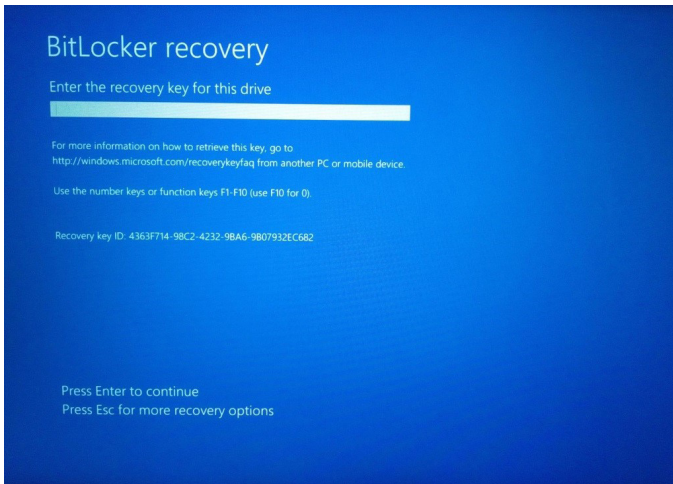


The screenshot shows a web browser window with the URL <https://bitlocker.tudelft.nl/SelfService/>. The page title is "TU Delft" and the content is a "Kennisgeving" (Notice) section. The text reads: "Lees onderstaande kennisgeving. Klik op het selectievakje om te bevestigen dat u deze informatie hebt gelezen en begrepen en klik vervolgens op **Doorgaan**." Below this is a large text box containing the following text: "Deze website is alleen voor medewerkers van de Technische Universiteit Delft. Door deze website te gebruiken, verklaart u een geautoriseerde gebruiker te zijn van de computer waarvoor u de BitLocker herstelsleutel opvraagt. Het gebruik van deze website wordt gemonitord en geaudit. Ongeautoriseerd gebruik is strikt verboden. Heb je ondersteuning nodig bij het opvragen van de herstelsleutel, neem dan contact op met het Servicepunt van uw faculteit." At the bottom, there is a checkbox labeled "Ik heb bovenstaande kennisgeving gelezen en begrepen" and a "Doorgaan" button.



The screenshot shows the "Een BitLocker-herstelsleutel ophalen" (Retrieve a BitLocker recovery key) page on the TU Delft website. The page has a light blue header with the TU Delft logo. The main content area is divided into three numbered steps: 1. "Voer een BitLocker-sleutel-id in" (Enter a BitLocker key ID) with a form field containing "812F8C05" and a dropdown menu for "Reden" (Reason) set to "Besturingssysteembestanden gewijzigd". 2. "Uw BitLocker-herstelsleutel" (Your BitLocker recovery key) with a form field containing "240372-270468-623403-250074-231990-484231-602547-513238". 3. "Uw BitLocker-referenties wijzigen (optioneel)" (Optionally change your BitLocker references) with a list of instructions. On the right side, there is a "Meer informatie over" (More information) section with links for "Wat is BitLocker?", "Wat is een sleutel-id?", and "Mijn pincode van BitLocker beheren". At the bottom right, there is a "Voor alle andere verwante problemen, Contact Helpdesk of IT department." link.

3) Get your recovery key and type the 48 number code on the screen of your encrypted computer.



### **Call the Servicedesk**

The Servicedesk can help you to retrieve your recovery key.