## What is BitLocker?

BitLocker is a data protection solution which is integrated to the Windows operating system. Bitlocker ensures data confidentiality and reduces risks in case of theft or loss of a computer. It enables hard drive encryption and blocks the start up sequence if a modification to the material or the bios is detected, which can happen during a Windows update.

**If your computer is locked by BitLocker, you must retrieve a recovery key to unlock it.**

How to obtain your BitLocker recovery key?

Type the following address into a web browser from your cell phone or other device (you may be prompted for your multi-factor authentication (MFA)): ***https://aka.ms/aadrecoverykey***
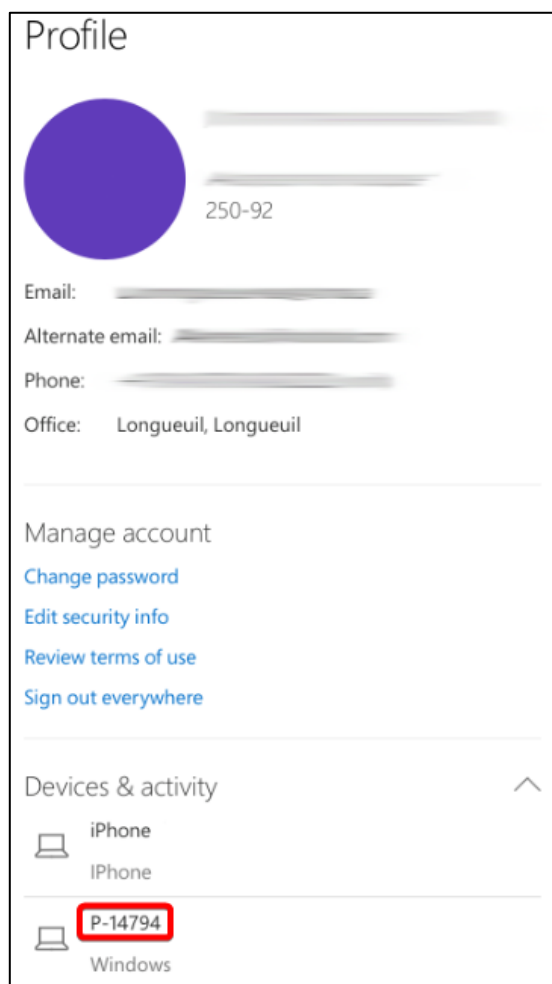
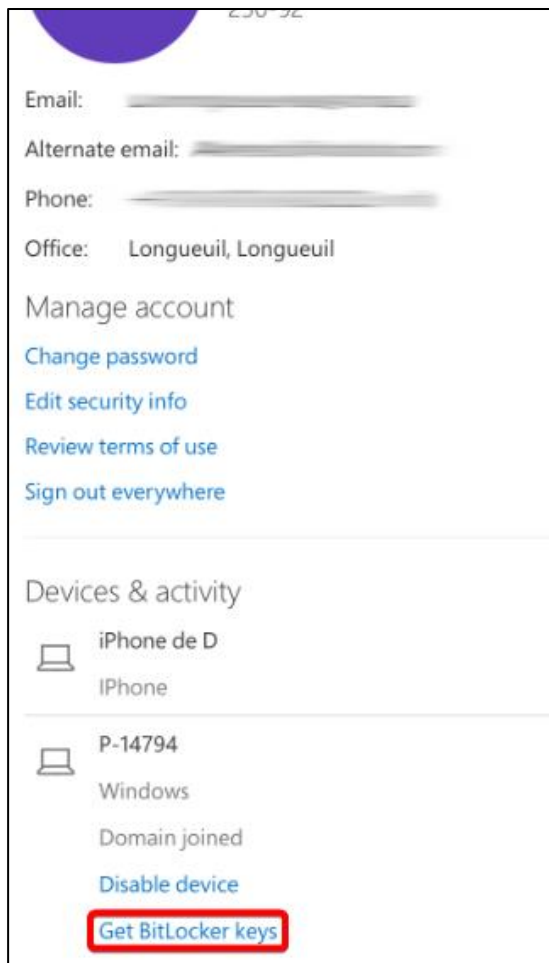+ Once on the Microsoft page, you need to authenticate yourself. Write your *CIMA+ email address* and click on *Next*.
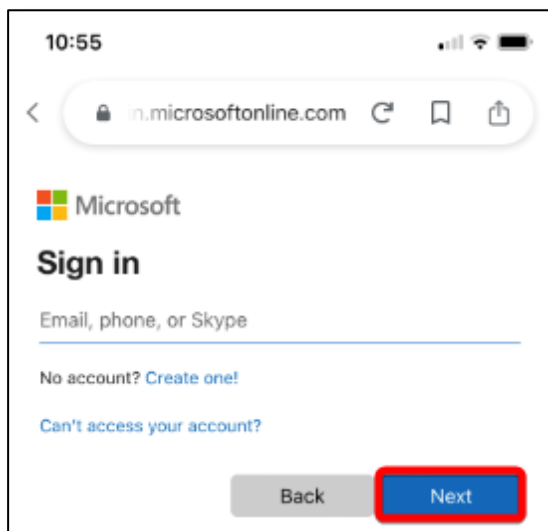
+ Add your CIMA+ account *password* and click on *Sign in*.
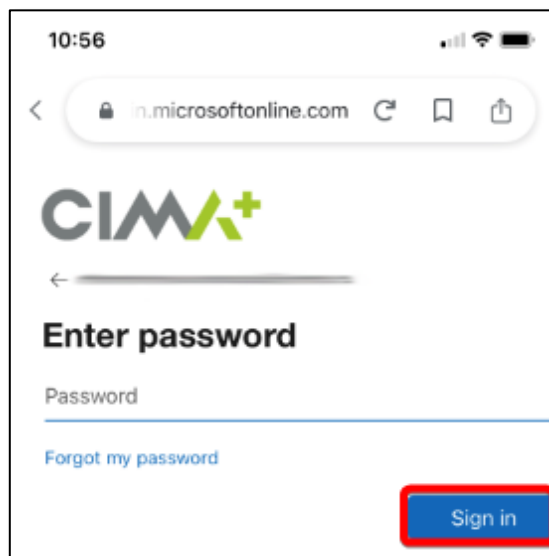
✚ Click on the name of your computer (O-XXXX or P-XXXX) and an option menu will appear.

✚ Click on **Get Bitlocker keys**.

+ You might have multiple key IDs under your computer number. Each key ID has a single recovery key associated to it. Make sure you find the key ID which corresponds to the number written on your computer screen and click on **Show**.
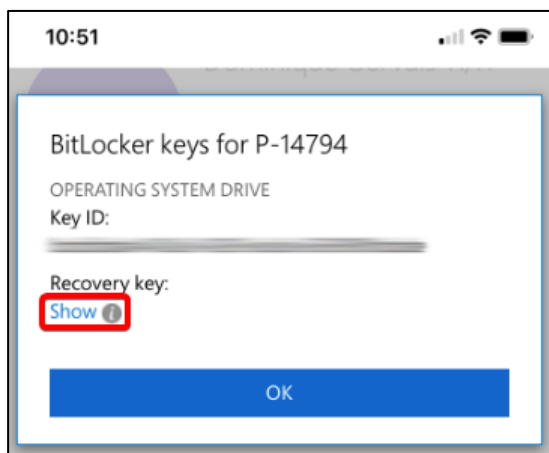
+ All you have to do now is to manually copy the recovery key number in the box provided on your computer with your keypad.
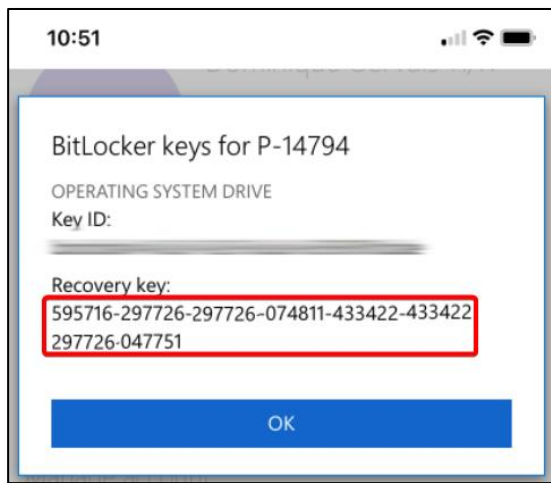
+ After typing the recovery key number, press **_Enter_** on your keypad to continue and start Windows.