

MATER DEI
COLLEGE

BitLocker recovery

Background

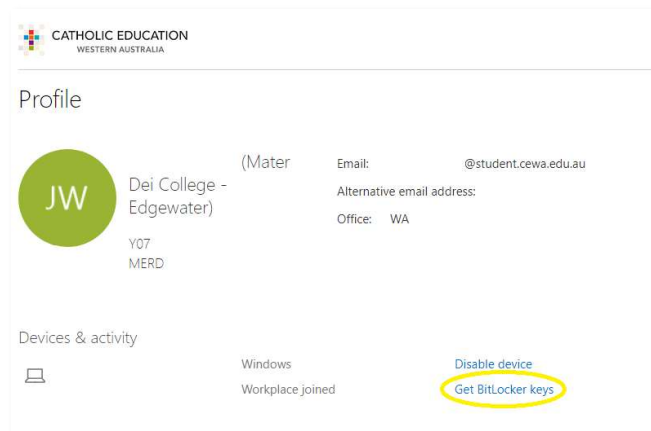
BitLocker is a Microsoft data protection service that will lock your computer if it detects tampering. Sometimes when you upgrade or repair parts in your device, the new hardware can trigger a BitLocker lockdown.

Instructions

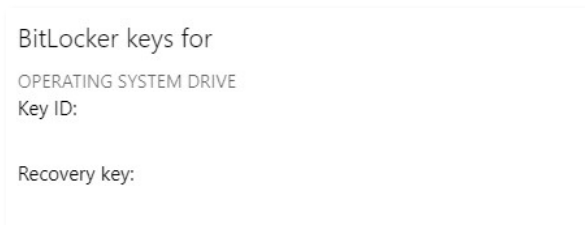
In a web browser on another device visit <https://aka.ms/aadrecoverykey>.

Sign in with your school email address (username@student.cewa.edu.au).

Once you are signed in, click *Get BitLocker keys*.



Enter the Recovery key ID as it appears on your device, then click *Show Recovery Key*.



Enter the recovery key on your laptop and press Enter.



For assistance, please do not hesitate to contact the Mater Dei College IT Department.

Email: it@mdc.wa.edu.au

Phone: [\(08\) 9405 0552](tel:(08)94050552)