



No.: GBU/CyberSec/e-file/265/2025/0509/IT/

Date: 22/09/2025

Office Order

Sub.: To use BitLocker for securing Harddisk

GBU has provided computer systems (i.e. Desktop or Laptop) to all the staff members with Windows OS powered by Microsoft. BitLocker is a full-disk encryption feature built into Windows (Pro, Enterprise, and Education editions). It protects your data by encrypting the entire drive, so even if your computer is lost or stolen, no one can access your files without the proper credentials.

It has been observed that in many computer systems especially from academics departments, BitLocker is asking for a Recovery Key. Normally, BitLocker unlocks your drive automatically using the Trusted Platform Module (TPM). Other common reasons for asking recovery key are 1) Hardware Changes, 2) TPM Reset or Firmware Update, 3) Boot Configuration Changes, 4) Disk Errors or Corruption, 5) Windows Updates, 6) USB or External Devices and 7) Policy or Domain Settings (for work PCs) etc.

Following safety measures for harddisk of our computer systems, it is hereby requested **to use BitLocker for securing Harddisk and insert recovery key as and when required.** IT Dept. may do the needful activities in this regard in phase wise manner.

**Sd/-
Registrar**

To,

- All Officers
- All Faculties
- All Staff Members
- Select file

Copy to: PA to DG

PA to Registrar



Step-by-Step Guide to Retrieve BitLocker Recovery Key via Office 365

This guide will help GBU Staff and Faculty retrieve the BitLocker recovery key from their Office 365 account to unlock a locked Dell laptop.

Step 1: Open your browser and go to: <https://aka.ms/recoverykey>

Step 2: Sign in using your **GBU Office 365 credentials** (your official university email and password).

Step 3: After logging in, you will see a list of your registered devices linked to your Office 365 account.

Step 4: Identify the correct device using the **Recovery Key ID** shown on your locked laptop screen.

Step 5: Click on the device name to **view the BitLocker Recovery Key**.

Step 6: Enter the displayed recovery key into your locked Dell laptop to unlock the system.

Important Notes:

- Make sure you log in using your GBU official Office 365 account only.
- If the device does not appear under your account, contact the IT department immediately.
- Keep the recovery key confidential and do not share it with unauthorized personnel.

Troubleshooting:

If you are unable to retrieve the BitLocker recovery key or face login issues, please contact the GBU IT Support team for assistance.

GBU IT Support Contact:

■ Email: itsupport@gbu.edu.in