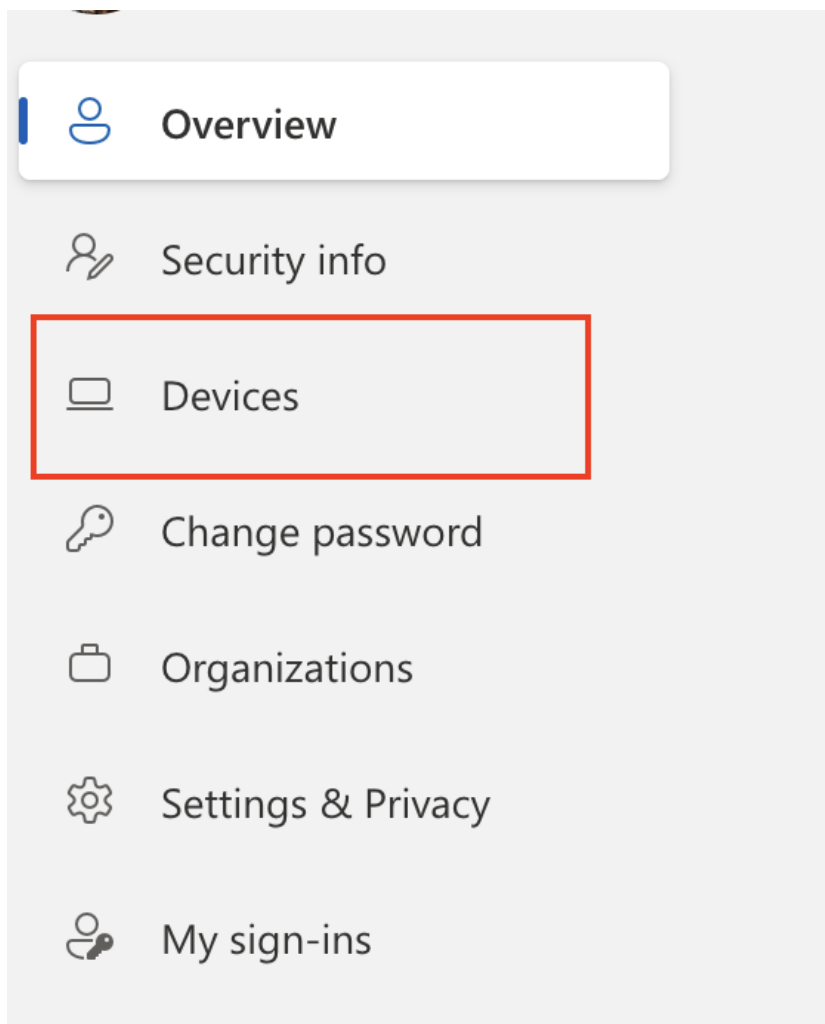


View Bitlocker Keys

If your device has been locked and requires a Bitlocker due to being connected with your university Microsoft account, below is how you can retrieve the Bitlocker key.

1. Go to myaccount.microsoft.com
2. Sign in using your full A-State email address and A-State password.
3. It will then ask if you want to stay signed in and you can do this if you are on a personal computer but if you are on a public computer, it is not recommended.
4. You should then see an option for Devices on the left hand side



5. Once you select the Devices option, it should show devices that you have connected to your A-State account. Select the drop down arrow to the left of the device to then see if a Bitlocker key is assigned.

Devices

If you lose a device or no longer use it, disable it so no one else can gain access to it. To re-enable it after it's been disabled, contact your admin.

 [redacted]	Windows	Active	⌵
 [redacted]	Windows	Inactive	⌵

Devices

If you lose a device or no longer use it, disable it so no one else can gain access to it. To re-enable it after it's been disabled, contact your admin.

 [redacted]

Windows

Active

⌵

Device is managed by Intune.

View Bitlocker Keys

Organization Status

Active

Device object ID ⓘ

[redacted] 

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.