Overview:

Use the BitLocker Self Service portal to find a recovery key for your encrypted device.

**Note:** To follow the steps below, you must be the primary user of the computer according to System Center Configuration Manager (SCCM).

**How to get a BitLocker recovery key:**

1. Go to [bitlocker.wvu.edu/SelfService](http://bitlocker.wvu.edu/SelfService) on any browser.

2. Enter your WVU Login credentials. If you are logging in from off campus, enter `wvu-ad\` before your username. For example, if your Login username is `abc001`, you would enter `wvu-ad\abc001` as your username.

3. Check the box to accept the BitLocker Notice and click **Continue**.

The website should look like this:
4. Enter the Recovery Key ID found on the BitLocker recovery screen and supply a reason for needing the key. If none of the options match your need, select **OS Files Modified**. Only the Recovery Key ID and Reason fields are required. **Note:** You only need the first 8 characters of the KeyID to look up a recovery key. If multiple KeyIDs share the same first 8 characters, you may have to supply more characters.

5. The web portal should output the BitLocker Recovery Key for the password entered.