



**Office of
Technology
Services**
OTS Training

BitLocker-To-Go

Removable Storage Devices Reference Guide

Table of Contents

Introduction	3
Enabling BitLocker-To-Go.....	3
Unlocking an Encrypted Removable Drive	6
When the Password is Known.....	6
When the Password is Forgotten.....	7
Using a Key ID	7
Contact the OTS Faculty/Staff Help Center	9
Changing the Password on a Protected Drive	10
Control Panel	10



Introduction

BitLocker-To-Go allows you to encrypt removable storage devices, like USB thumb drives, so your data remains protected no matter where it goes. Once **BitLocker-To-Go** is enabled, the removable drive cannot be accessed from another computer without first entering the correct password that you set or by entering the drive's secret recovery key that is generated online.

Enabling BitLocker-To-Go

When inserting an unencrypted removable drive into a Towson University computer that's been protected with BitLocker Drive Encryption, you will receive a prompt that you need to encrypt the drive before you can save files to it.

1. Plug in the removable drive.
2. From the **Before you can save files on this drive, you need to encrypt it using BitLocker** window, select **Encrypt this drive using BitLocker Drive Encryption** to begin the process of protecting your drive.

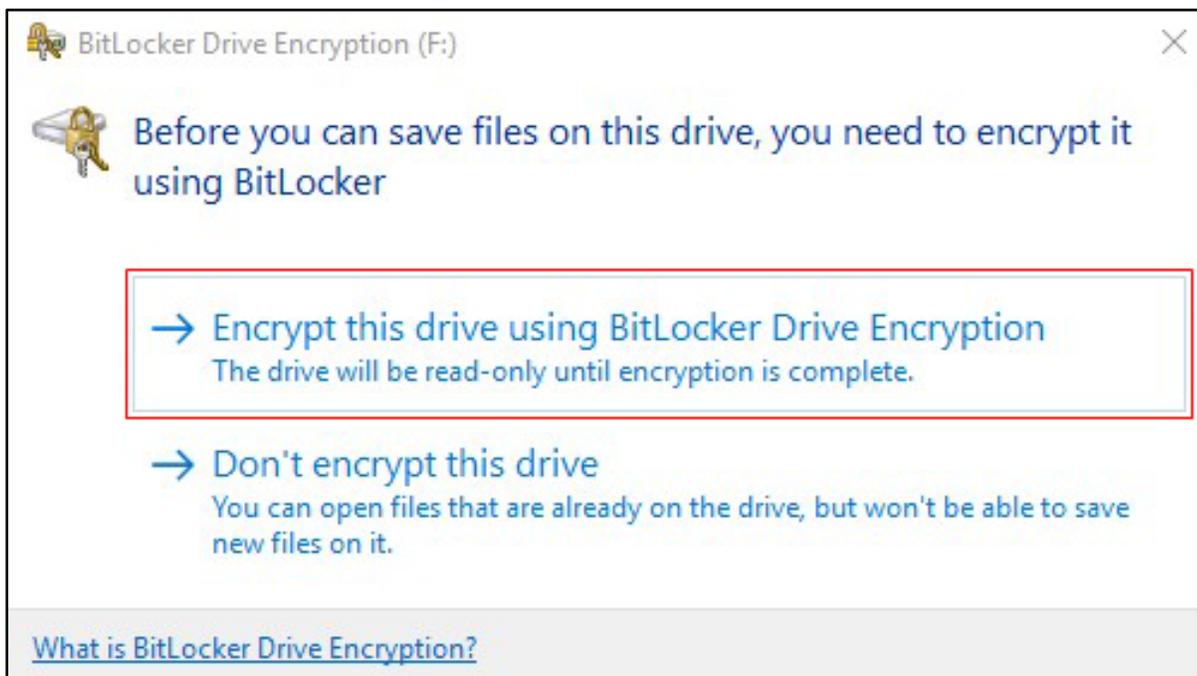


Figure 1

Note: If you select **Don't encrypt this drive**, your removable disk will not be protected and you will be unable to save any additional files to it. However, you will still be able to open and read files that are already saved on the drive.

3. The **Choose how you want to unlock this drive** window will appear prompting you to create a password that will be used to unlock the drive when it's inserted into another computer. Type a password in the appropriate fields and then click the **Next** button.

Note: Passwords should contain uppercase and lowercase letters, numbers, spaces and symbols. Your password should not be the same as your NetID password.

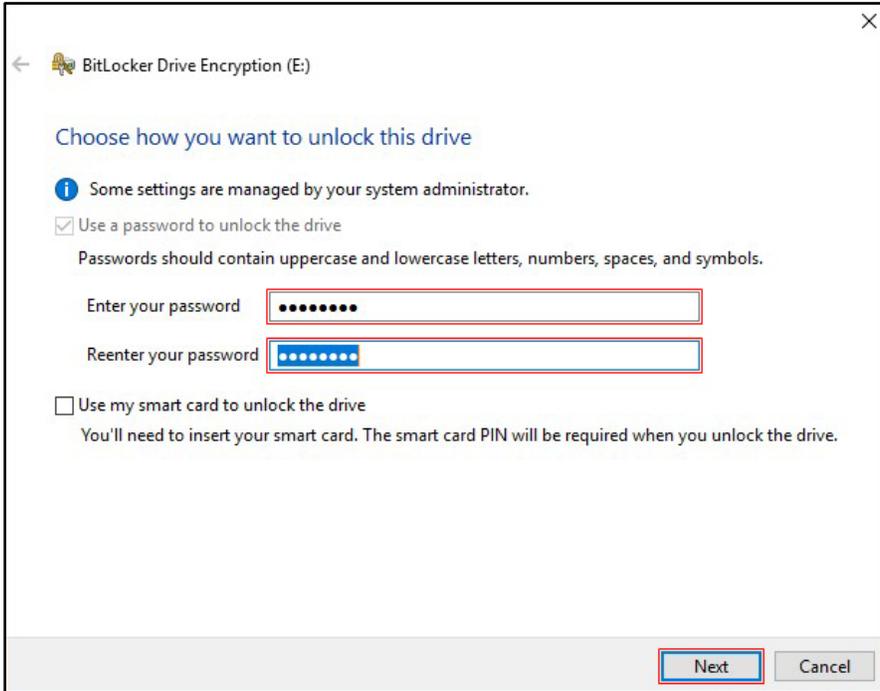


Figure 2

4. When prompted to choose how to back up your recovery key, select one of the options and then click the **Next** button. Please note this step is required; however, a **recovery key** cannot be used to unlock your removable drive in case you forget your password. A **Key ID** may be used if the password is forgotten. These instructions are on page 7.

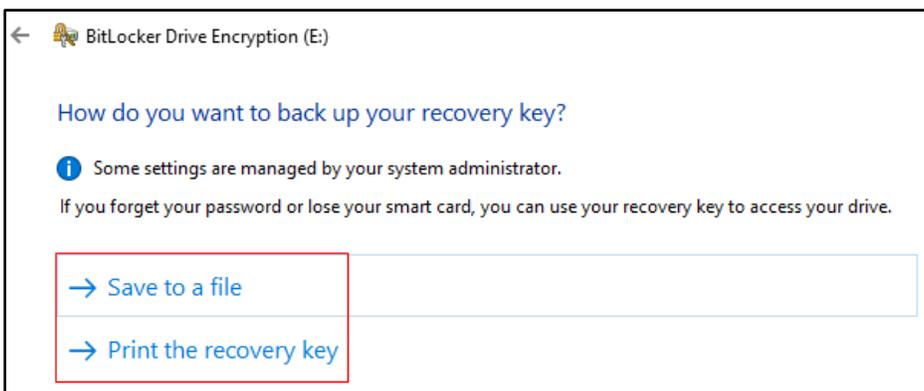


Figure 3

5. Click the **Next** button.



Figure 4

- From the **Choose how much of your drive to encrypt** window, select the **Encrypt entire drive** option and then click the **Next** button.

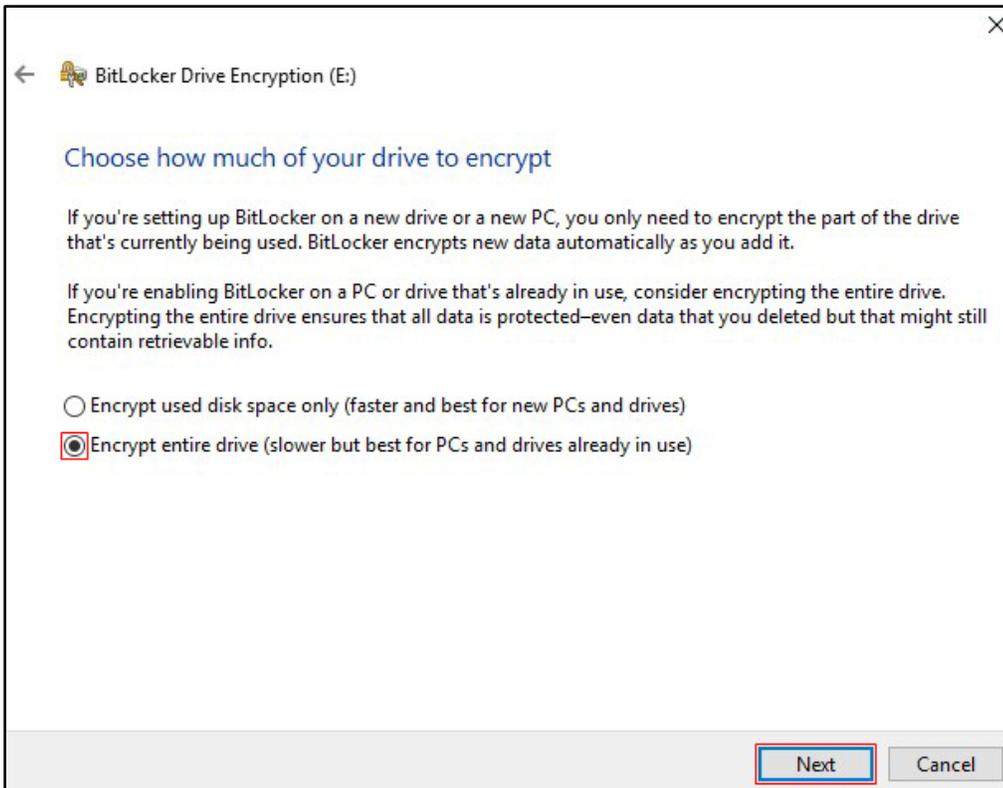


Figure 5

- From the **Are you ready to encrypt this drive?** Window, click the **Start encrypting** button.

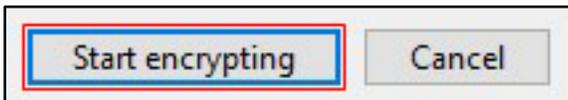


Figure 6

- The encryption process will begin on your removable drive. When finished, your data will be protected on your removable USB drive and you can remove the drive as you would normally.



Figure 7

Note: Depending on the size of your external drive, this process may take a while.

Unlocking an Encrypted Removable Drive

When connecting a removable drive that's been protected with **BitLocker-To-Go**, you will be automatically prompted to unlock the drive before the data saved on it can be accessed. If you do not receive the prompt, try opening the drive in the file explorer. If you know your password, this is easiest and quickest way to open the encrypted drive; however, you may also use a recovery key generated online if the password is forgotten. Directions for both are below.

When the Password is Known

1. Insert the removal drive. The unlock dialog box will appear at the bottom corner of the screen and then will go away.

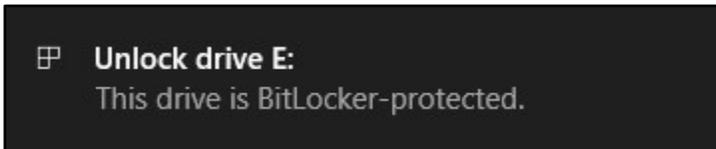


Figure 8

2. Open the **File Explorer** and click on the removable drive letter. You will be prompted to enter the password for the removable drive to unlock it.
3. Type the removable drive's password in the field provided.

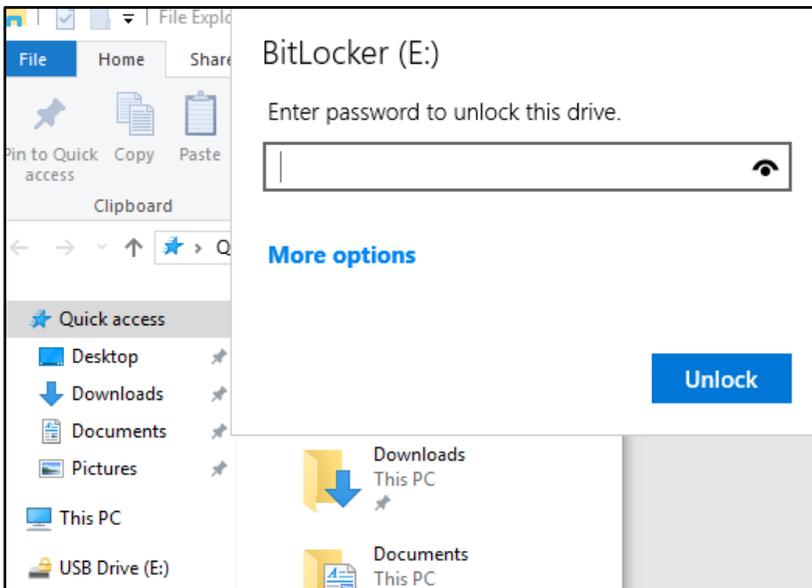


Figure 9

4. If you will be frequently accessing the removable drive on this PC click **More options** and then check the box beside **Automatically unlock this PC**.
5. Click the **Unlock** button.

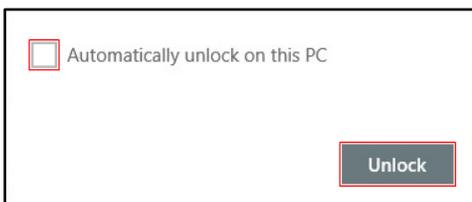


Figure 10

When the Password is Forgotten

Even if you have saved or printed your recovery key, you must utilize the **Key ID** feature.

Using a Key ID

1. After clicking on the removable drive letter from the File Explorer, click **More options** in the **BitLocker** window.

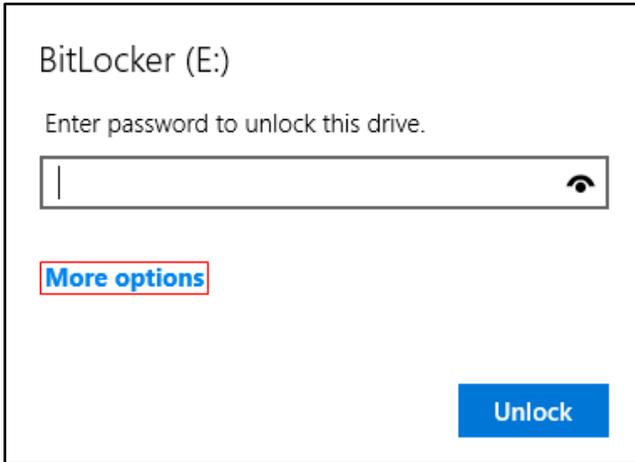


Figure 11

2. Click **Enter recovery key**.

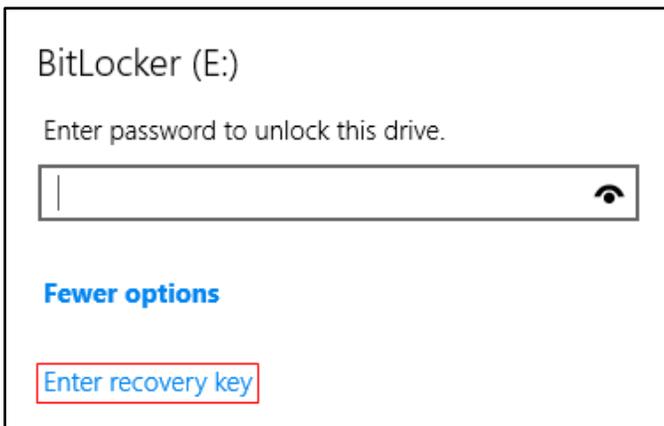


Figure 12

3. A window containing a **Key ID** will appear. Take note of the **Key ID** as it will be used later in the recovery process.

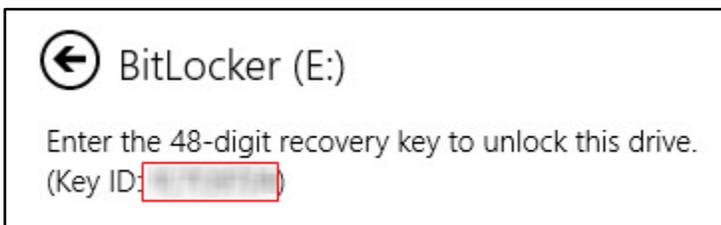


Figure 13

4. Open your preferred web browser and navigate to <https://bitlocker.towson.edu>.
5. In the **Authentication required** window, type your **Username** (NetID) and **Password**.

6. Click the **Log in** button.

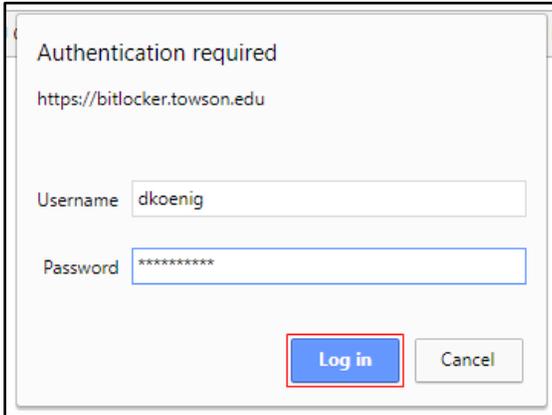


Figure 14

7. Read the notice and check the box beside **I have read and understand the above notice** before clicking the **Continue** button.

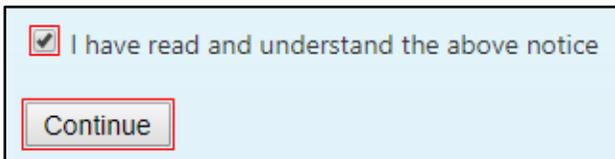


Figure 15

8. Enter your **Recovery Key ID**.

9. Select a **Reason** from the drop down menu provided. If you are unsure of the reason, select **OS Files Modified**.

10. Click the **Get Key** button.

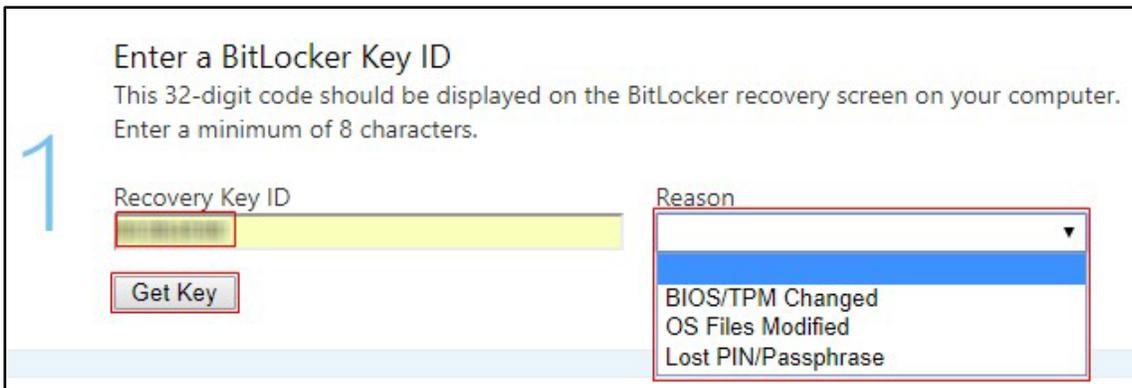


Figure 16

11. **Your BitLocker Recovery Key** will be displayed in the web browser. Select and copy the **Recovery Key**.

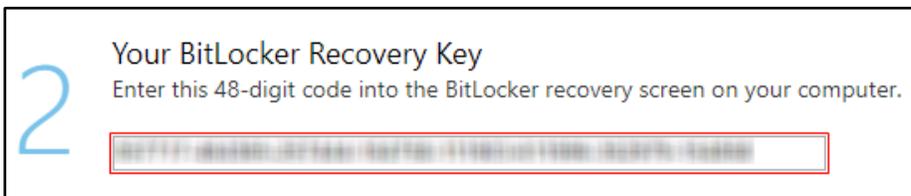


Figure 17

12. Go back to the File Explorer and select the removable drive letter once again.

13. Click **More options** in the **BitLocker** window.

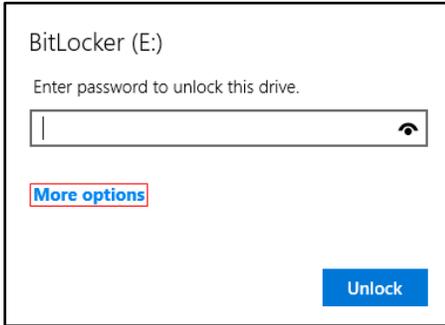


Figure 18

14. Click **Enter recovery key**.

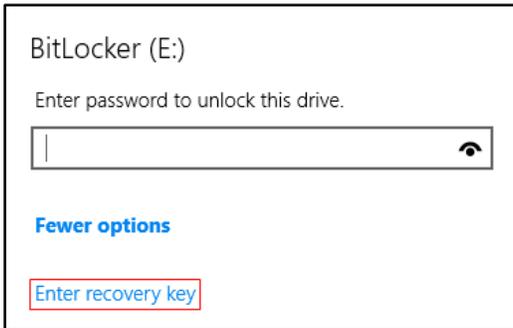


Figure 19

15. Paste the **Recovery Key** using the keyboard shortcut Ctrl+V in the text field and then click the **Unlock** button.

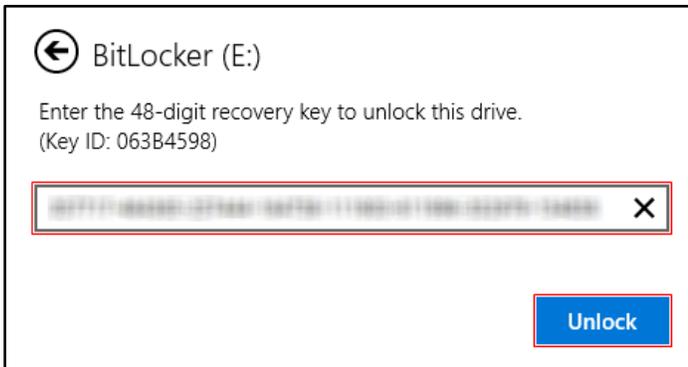


Figure 20

16. The removable drive will now be accessible.

Contact the OTS Faculty/Staff Help Center

If you are having trouble accessing or using the Self-Service Portal, please contact the Faculty/Staff Help Desk at 410-704-5151 or submit a Service Request by browsing to <https://techhelp.towson.edu>. A technician will be able to retrieve your Recovery Key and walk you through the process of unlocking your device.

Changing the Password on a Protected Drive

If you have forgotten your password, or simply wish to change it, first make sure the drive is attached to your computer and unlocked. Once unlocked, the password can be changed by using the **Control Panel**.

Control Panel

1. Click the **Search Windows** icon in the taskbar and type **Control Panel** in the search field.

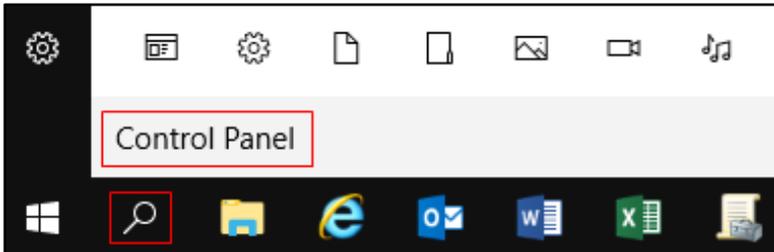


Figure 21

2. Click **Control Panel** in the search results list.

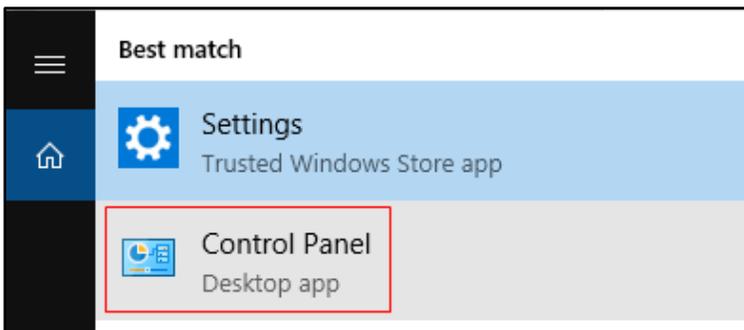


Figure 22

3. In the **Control Panel** window, click the drop down menu beside **View by:** and make sure **Category** is selected.
4. Click the **System and Security** option.

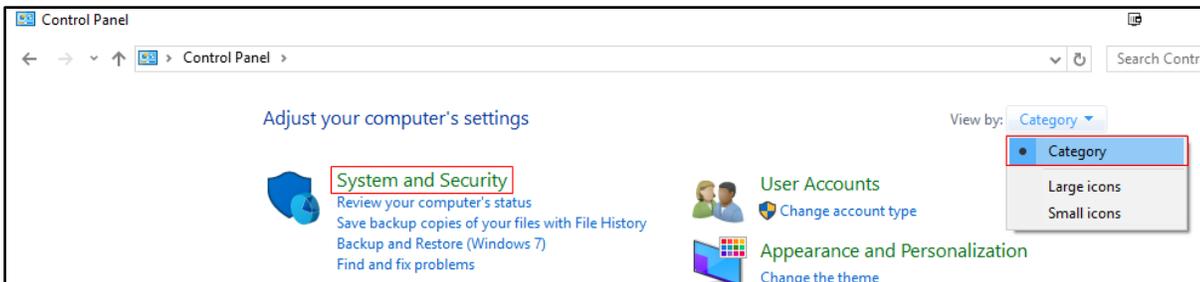


Figure 23

5. In the **System and Security** window, click on **BitLocker Drive Encryption**.



Figure 24

6. Your removable drive will be listed, click on it to expand and show the available options.

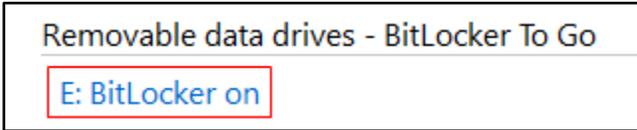


Figure 25

7. Click the **Change password** option.

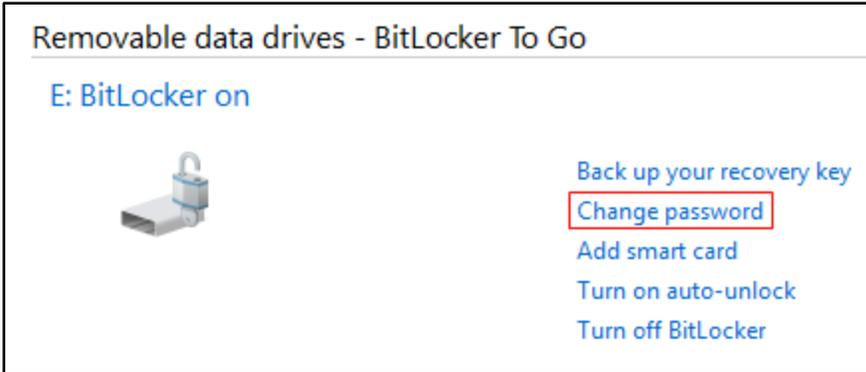


Figure 26

8. Type your new password in the text fields and then click the **Finish** button.

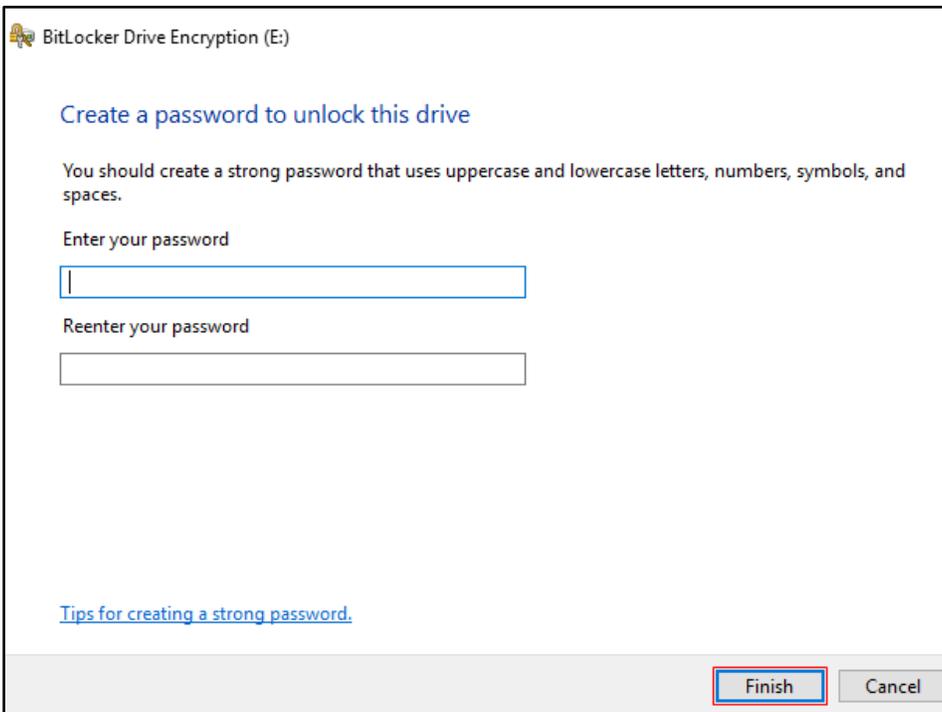


Figure 27