

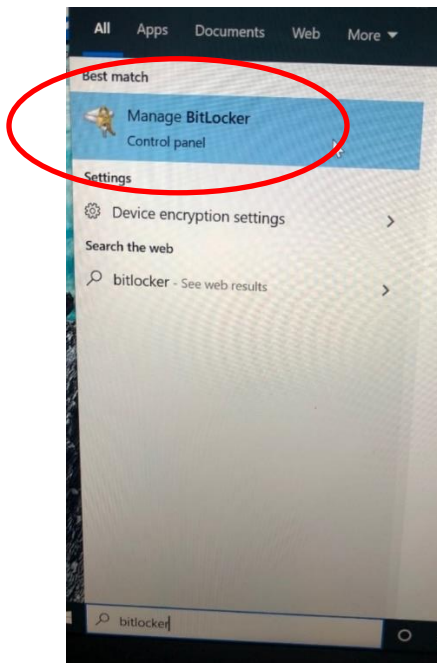


BitLocker Deactivation

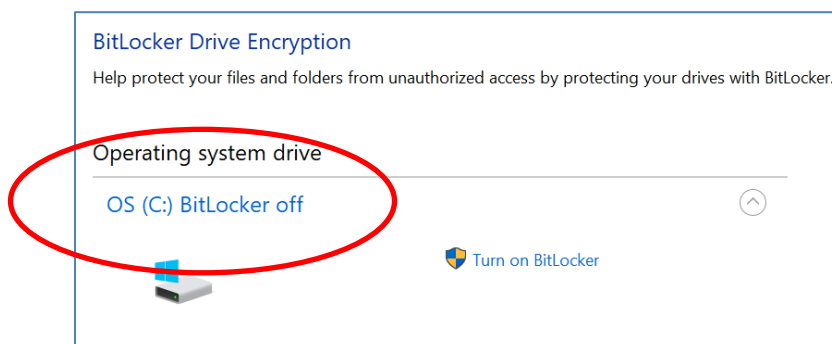
These instructions will guide you through checking and if necessary, deactivating BitLocker on your laptop. **PLEASE FOLLOW THESE INSTRUCTIONS CAREFULLY!!** Contact I.T. if you experience any issues during this process.

1. **BitLocker** deactivation

- a. In the search field in the bottom left corner of your screen type **BitLocker** and touch or click **Manage BitLocker** in the list that appears

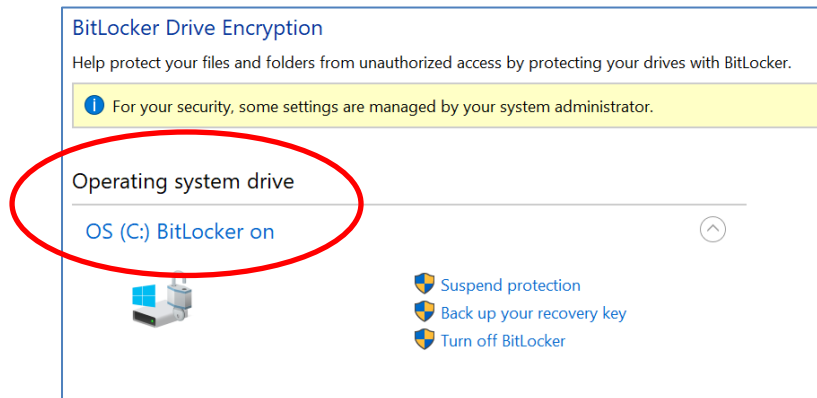


- b. If the **BitLocker Drive Encryption** screen shows **OS (C:) BitLocker off**, you are finished. No other action is required. Otherwise continue to the next step.

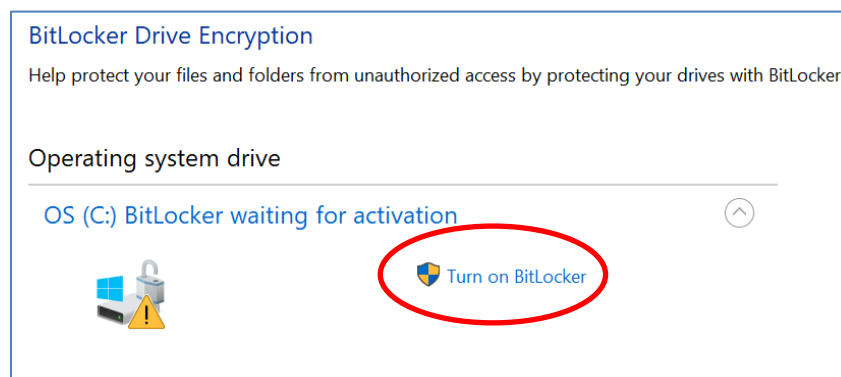




- c. If the message under **Operating system drive** states **OS (C:) BitLocker on**, proceed to step j on page 5 of these instructions. Otherwise, continue to the next step.



- d. If the message under **Operating system drive** states **OS (C:) BitLocker waiting for activation**, then click **Turn on BitLocker**.

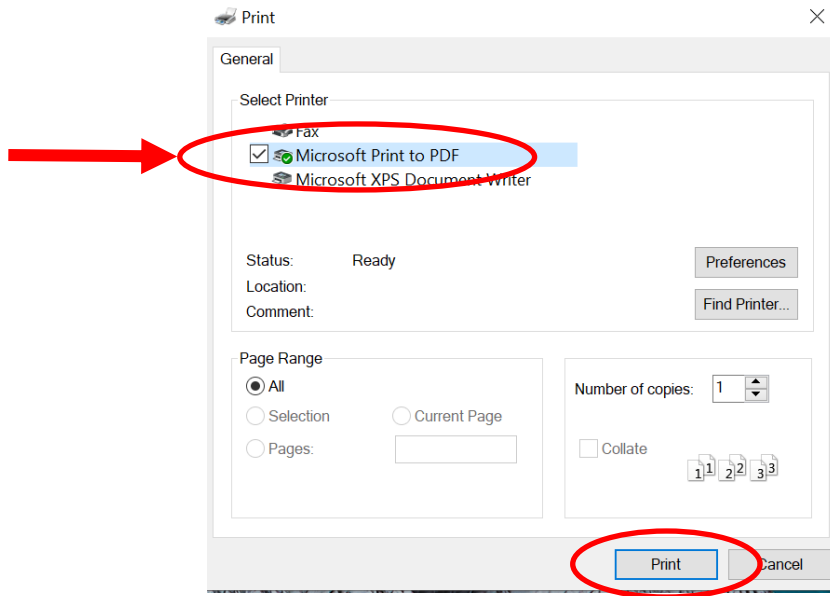


- e. On the screen that appears, click or touch **Print the recovery key**

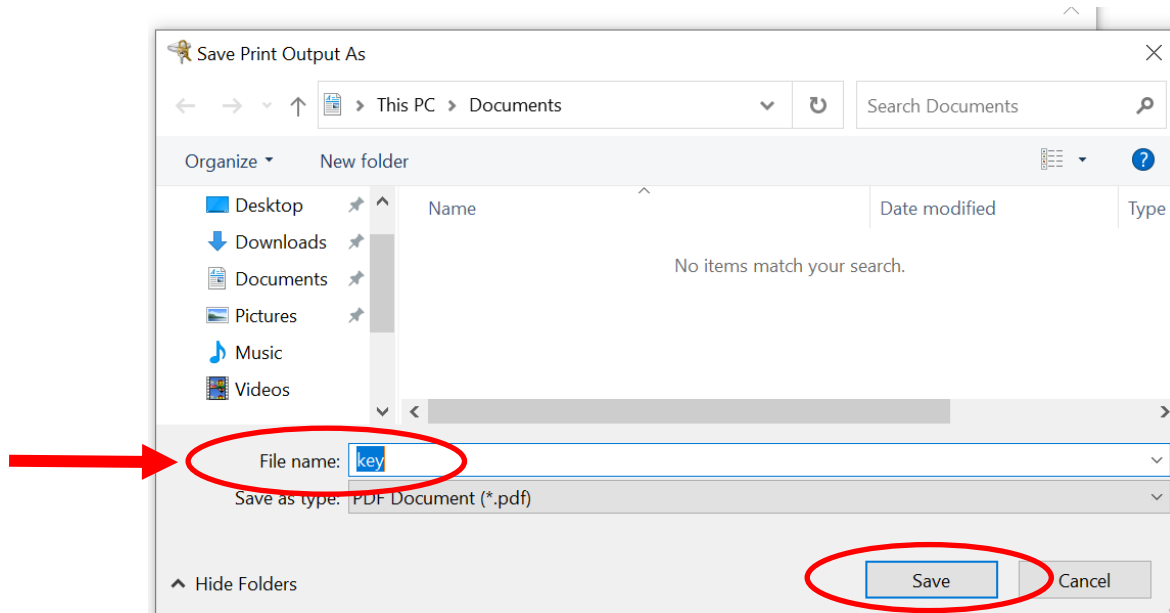




- f. Select **Microsoft Print to PDF** from the list of available printers and click **Print**.

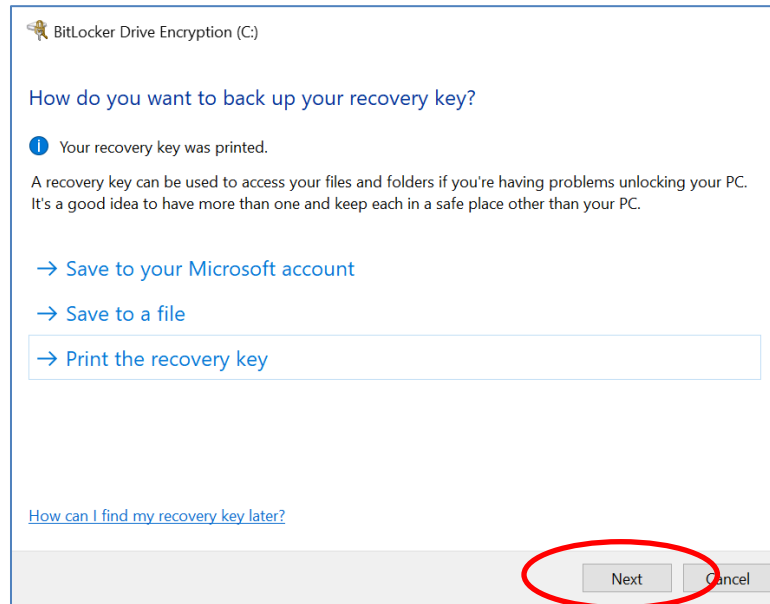


- g. In the **File Name** field, enter **Key** then click **Save**

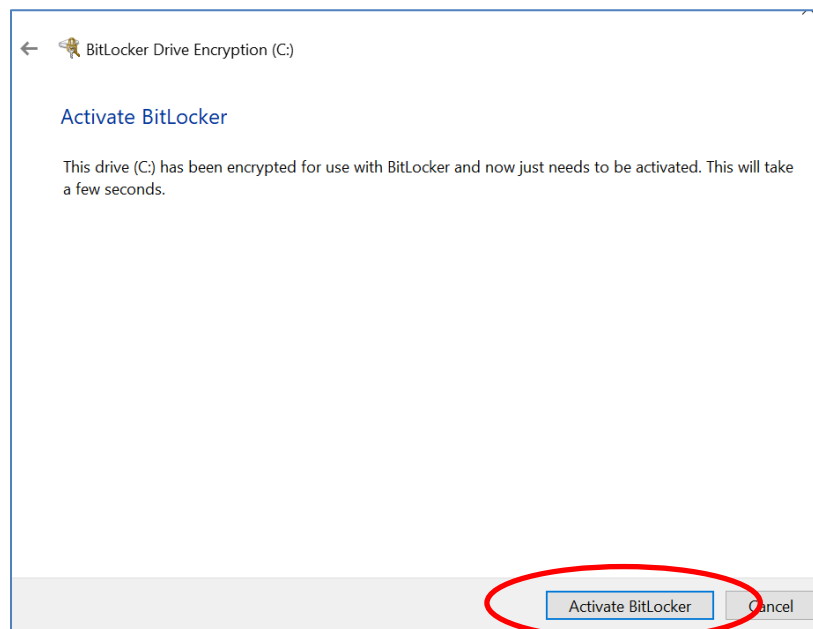




h. Click Next

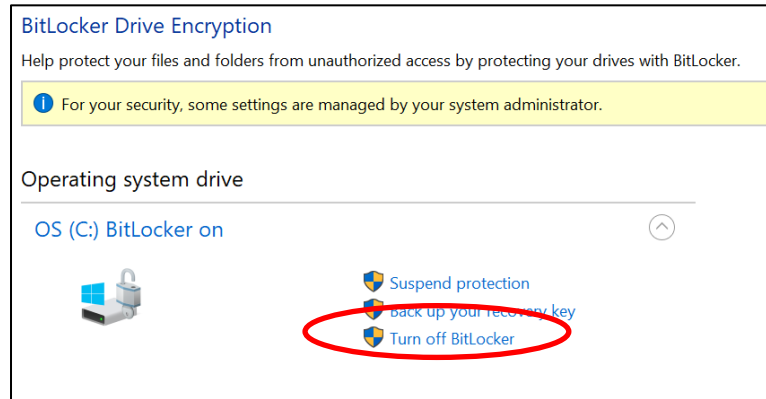


i. Click **Activate BitLocker**





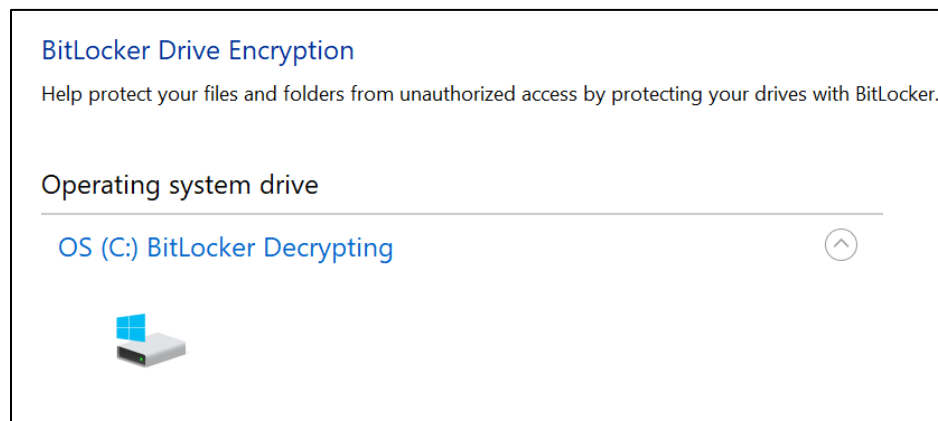
- j. If the message under **Operating system drive** states **OS (C:) BitLocker on**, Click **Turn off BitLocker**



- k. Click **Turn off BitLocker**

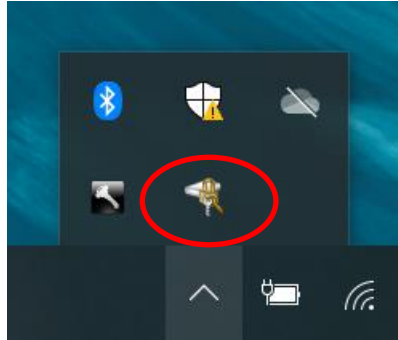


- l. BitLocker will begin decrypting. This will take several minutes.

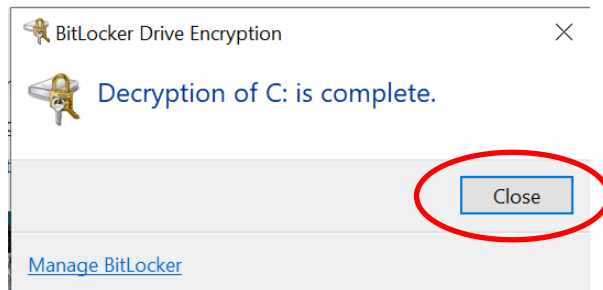




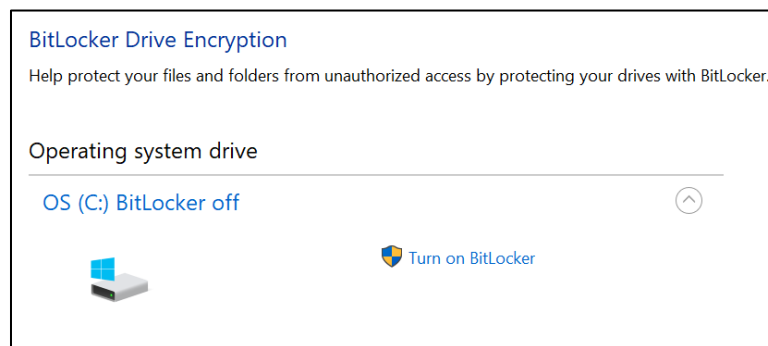
- m. To view the progress, click the BitLocker icon in the bottom right corner of the screen.



- n. Once decryption is complete, click **Close**



- o. If you see the following screen, you have successfully deactivated BitLocker.



If you experience issues with any part of these instructions, please contact your Health Sciences I.T. Support Team via email at customhelpdesk@campbell.edu and include your name and a detailed description of the issue. Thanks!