

	Department of Information Technology	SOP #:	BitLocker-001
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Direct any comments to:	https://support.archatl.com/	404.920.7450	

Microsoft BitLocker

1. Purpose

The purpose of this document is to introduce Microsoft's BitLocker. BitLocker is a security add-on to our organization's laptops that provides an additional layer of encrypted technology to the data stored on the mobile device.

2. Scope

Currently, these procedures pertain to laptops within our organization that house confidential data that needs to adhere to HIPAA and PII standards.

3. Prerequisites

None.

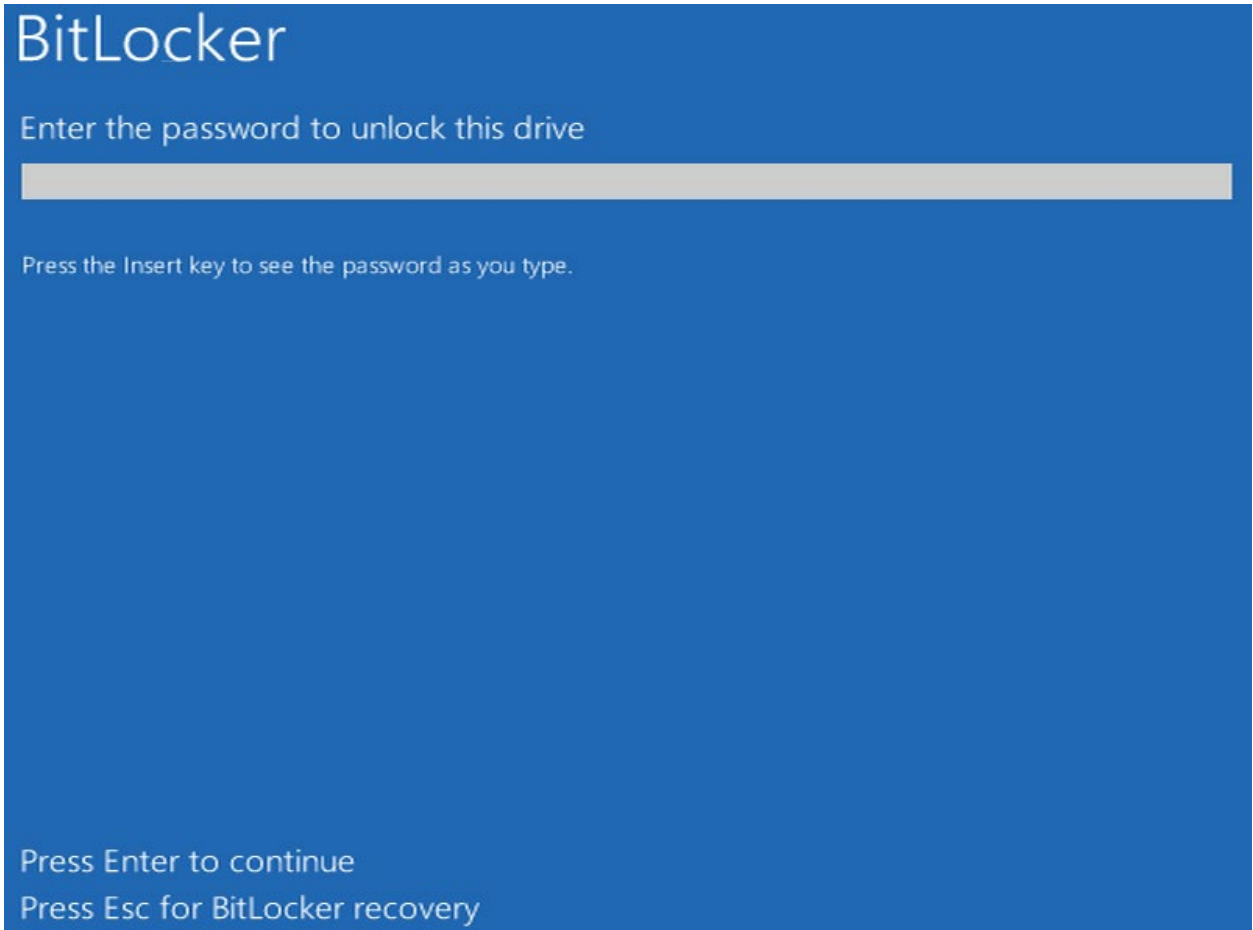
4. Responsibilities

It will be the responsibility of AoA's Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at: <https://support.archatl.com/>

5. Procedure

When using a laptop configured with BitLocker, the user will always see the following screen when turning the laptop on (cold boot) or restarting the laptop (warm boot) (*see next page*)

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- Your BitLocker password never changes unless it is changed manually.
- Your BitLocker password is in NOT connected to your network/email account.

If you cannot log in to the BitLocker, please submit a ticket to the help desk on our website at <https://support.archatl.com> and we can provide you with the recovery code.

PLEASE NOTE: A ticket can be submitted from any device that has internet access including a mobile smart phone with a browser (e.g. iPhone and Safari, Android, etc.)

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6. References

A library of procedures such as this may be found at AOA IT Dept.'s Knowledgebase page at: <https://support.archatl.com/index.php?/Knowledgebase/List>

7. Definitions

None.