FAQ: How to Obtain the BitLocker Key and Reset Your Surface Device

Issue: If you're locked out of your Surface Device due to BitLocker, you can obtain the recovery key to unlock your device. If you are unable to recover your key or if BitLocker fails, here’s how to reset your computer and reinstall Windows.

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1. How to Obtain Your BitLocker Key

Your BitLocker recovery key may be stored in one of several locations. Here are the common ways to obtain it:

1. **Microsoft Account:**
   - Visit https://account.microsoft.com/devices/recoverykey.
   - Sign in with the Microsoft account you used to set up BitLocker.
   - Your recovery key should be listed there.
2. **On a Printout or USB Drive:**
   - You may have saved your BitLocker key on a printout or USB drive when you enabled BitLocker. Check those locations for your key.
3. **In Active Directory (if in a business environment):**
   - If your device is connected to a work or school network, the BitLocker recovery key might be stored in **Active Directory**.

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2. What to Do If You Can’t Find Your BitLocker Key

If you cannot recover your BitLocker key and you're locked out of your device, there are several methods to reset your Surface Device:

Method 1: Skip Drive and Reset the PC

If BitLocker is prompting you, try the following:

1. At the BitLocker recovery screen, click **Skip this drive**.
2. You should be directed to a screen where you can choose to **Reset this PC**.
3. Select **Reset this PC**, and follow the on-screen instructions to reset your computer. This process will reinstall Windows while giving you the option to keep or remove your files.

Method 2: Use Installation Media to Reinstall Windows

If you are unable to access the reset options through BitLocker or recovery, you can reinstall Windows using a USB drive with installation media:

1. Visit the Surface Recovery Image Download Page.
2. Download the **latest Windows image**
3. Insert the USB drive into your Surface Device.
4. Search for Recovery Drive on your computer.
5. Untick "backup my computer" option click next next next.
6. Unzip the zip file to the root of the USB. (When asked, do you want to replace these files? YES to all)
7. Restart the device and press **Volume Down + Power** to boot from the USB drive.
8. Follow the on-screen instructions to reinstall Windows.

For more info please follow this guild.

https://orderassistnow.com/books/windows-installation-reinstallation/page/surface-reset-or-reinstalling-windows-methods

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Contact for Support

If these methods do not resolve your issue, please contact us for further assistance, and we can guide you through additional troubleshooting or provide further instructions.

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