

# HSC Academic Bitlocker Encryption

How to and general documentation

## What the HSC Bitlocker Encryption is

HSC is deploying mandatory full disk and USB storage device encryption. This will be applied automatically on HSC devices by Microsoft Bitlocker and on OSX by Filevault. HSC IT will be pushing the encryption policy for windows devices remotely. This document describes what you may need to know. OSX device will encrypt as they are deployed. If your device is already encrypted, this process will not affect your device.

USB devices will require encryption to be written to. You will be automatically prompted to take these actions when you connect the device. You will be prompted to enter a password to use with the device on the first encryption. To start this process, you MUST be connected to the HSC network. Either directly (Ethernet or HSC Secure) or VPN. These devices will be readable on any windows device using this password.

If you enter the USB password incorrectly too many times, the drive will be locked to protect the data from unauthorized access. Contact your IT Service Desk to regain access.

## How to request exception

Only the HSC CIO may approve HSC exceptions. Contact the HSC Information Security Officer for the business justifications that will be considered or if you have any questions about the reasons for encryption security.

To request exclusion from the encryption policy, you must submit a [Help.HSC](#) ticket, with your business requirement for being excluded. Include exact device names, and type of encryption exclusion, USB or Disk. This will be reviewed by the HSC CIO, and approved or denied, IT will contact you for next steps if any are required.

## What you May see & What to ignore

You probably will not even notice that your computer has been encrypted. There are no additional login steps.

You may safely ignore any message that tell you Encryption or Decryption had begun. You may also any errors related to encryption if they only occur once.

If you receive these errors regularly or several times, you should contact your IT support desk.

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## Basic Troubleshooting

If you should see a message requesting a "BitLocker Recovery Key" upon reboot, please reboot the device. If the message should persist upon multiple reboots, please contact your IT Service Desk.