

Drive Encryption End User Guide

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Introduction

ConnSCU laptops that potentially could contain Protected Confidential Information (PCI Identity Data) are now encrypted to protect the data contained on them in case one is lost or stolen. You have to be an authorized user in order to login to an encrypted laptop.

Users of encrypted laptops will notice that there is a new logon window presented to them after the device is booted up. This new logon screen is the Drive Encryption Logon and is where you enter your credentials to decrypt the laptop. If you are authorized to log into a ConnSCU encrypted laptop, in addition to your Windows account used to log onto the ConnSCU network, you will have a second type of account called an Drive Encryption Logon. This is the account you use when logging into the Drive Encryption Logon screen. The Drive Encryption Logon's username is the same username as your Windows account.

The first time you logged onto an encrypted laptop, these two accounts were synchronized to the same password. As long as the passwords are the same, when your laptop is booted up and you logon using your Drive Encryption Logon, you will automatically be logged into Windows. When the time comes to change your Windows password, you need to keep in mind that your Drive Encryption Logon needs to be set to the same password. The preferred method for changing your Windows password is to change your Windows password from your encrypted laptop.

There may be situations where your Windows password and your Drive Encryption Logon password are no longer synchronized. You will then need to set it manually or have your password recovered by calling IT helpdesk.

This document will guide you through changing your password and also help you if your passwords become out-of-sync or if you've forgotten a password.

Intended Audience

The intended audience for this procedure is:

- Community College Employees
- BOR Staff

Procedure

Changing Your Windows Password and Drive Encryption Password

The following steps need to occur prior to installing the software and encrypting the laptop:

Please remember that it is extremely important to safeguard your password. If your password is compromised, it would completely bypass the security provided by Drive Encryption. Do not write it down or share it with anyone.

To change your Windows password:

1. Make sure you are connected to the ConnSCU network when changing your Windows password.
2. Logon to your encrypted laptop as you normally do entering your Drive Encryption Logon username and password. You will then automatically be logged into Windows if the passwords are synchronized.
3. Once logged into Windows, press **Ctrl – Alt – Delete** and click **Change Password**.
4. The username displayed should be your Windows Account username that you logged in with. Enter your old password and your new password. Press the **Ok** button.

NOTE: If you see the error: **“Unable to change the password on this account due to the following error: There are currently no logon servers available.”** It means you are not connected to the ConnSCU network. You cannot change your NetID password without being connected to the ConnSCU network. Press OK to continue. You'll need to connect to the ConnSCU network before you can change your Windows password.

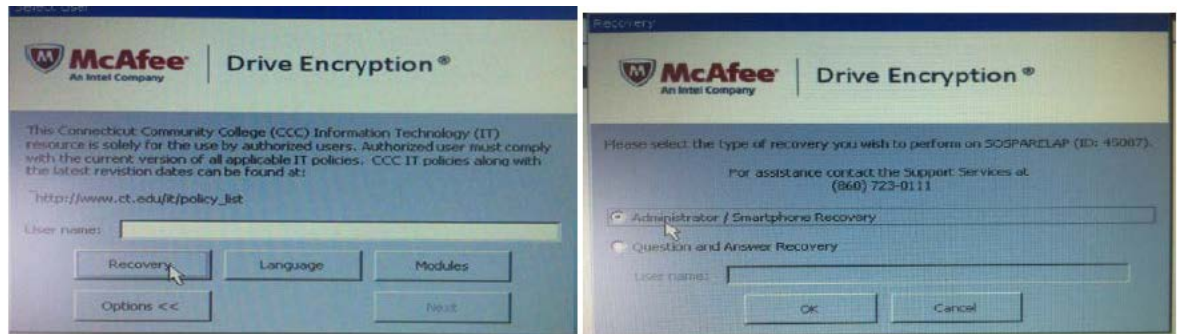
5. Now that your Windows password is changed from the encrypted device, wait for 60 minutes and reboot your laptop.
6. At the Drive Encryption Login, enter your Username and then when prompted for your password, enter your new Windows password.

7. When you reboot, Single Sign-On will work.

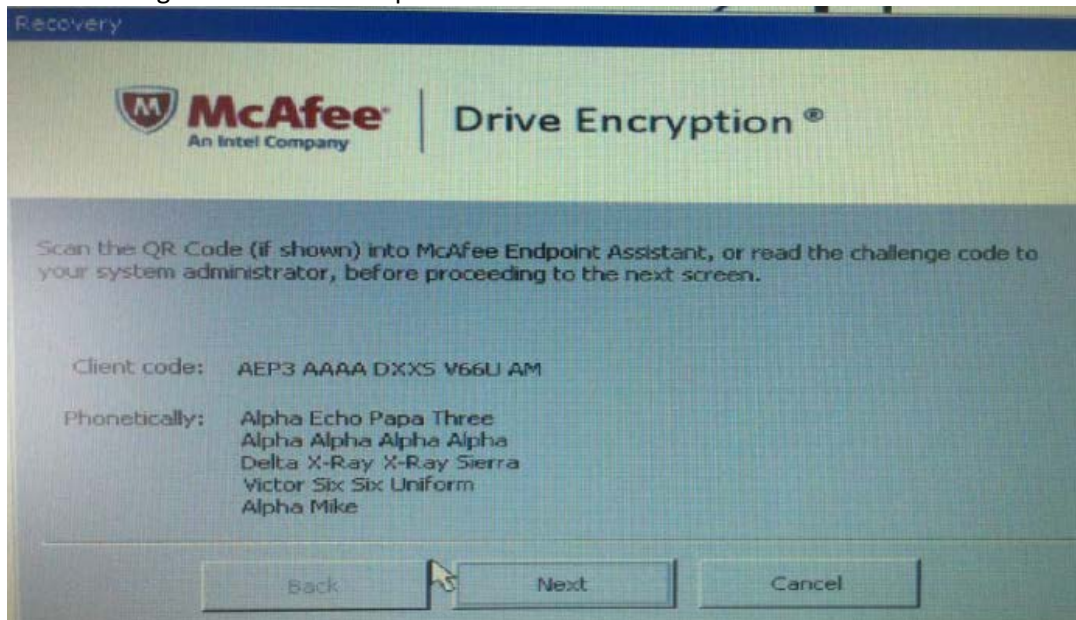
Recovering Your Drive Encryption Logon Password

These instructions are for when you cannot log into the Drive Encryption Logon. Use these after you've tried to login using your old password and cannot remember what the Drive Encryption Logon password was set to.

1. If you continue to encounter problems logging into the Drive Encryption Logon window, you'll need to have your Drive Encryption Logon password recovered. Boot the machine up to the Drive Encryption Screen, click on **Options, Recovery**:

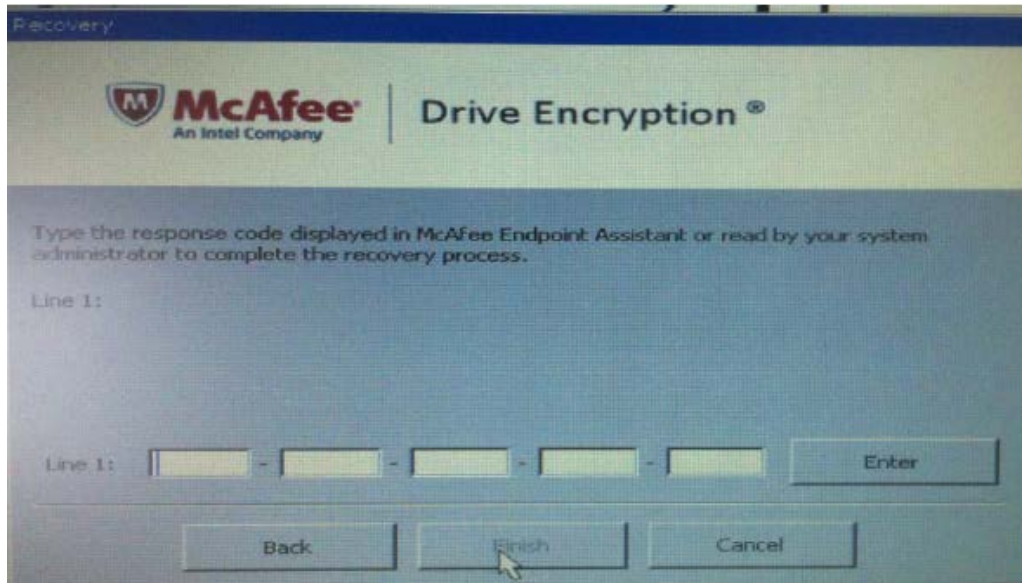


2. Select **Administrator/Smartphone Recovery**, you will see a Recovery Window as shown below:
3. A **Challenge code** will be displayed and also phonetically spelled out to help avoid mistakes when reading the code over the phone.



4. Call your local college helpdesk. You will report that you need your Drive Encryption Logon password recovered and they will walk you through the rest of the steps:

- a. You will read the code to the helpdesk person
- b. You will then click on **Next**.
- c. They will read 2 lines of code back to you that you need to enter into Line1, hit **Enter** and then Line 2.



- d. Click **Finish**
5. When it is successful, you will be prompted with a change password dialog box.



6. Once you reset your password, you will be able to log on with your new password.

Release History

- 05/16/2014 Initial Release