There is no limit to how many times you can enter your USB password incorrectly.

If you've entered your password multiple times and still not managed to get in, you may need to change your USB password.

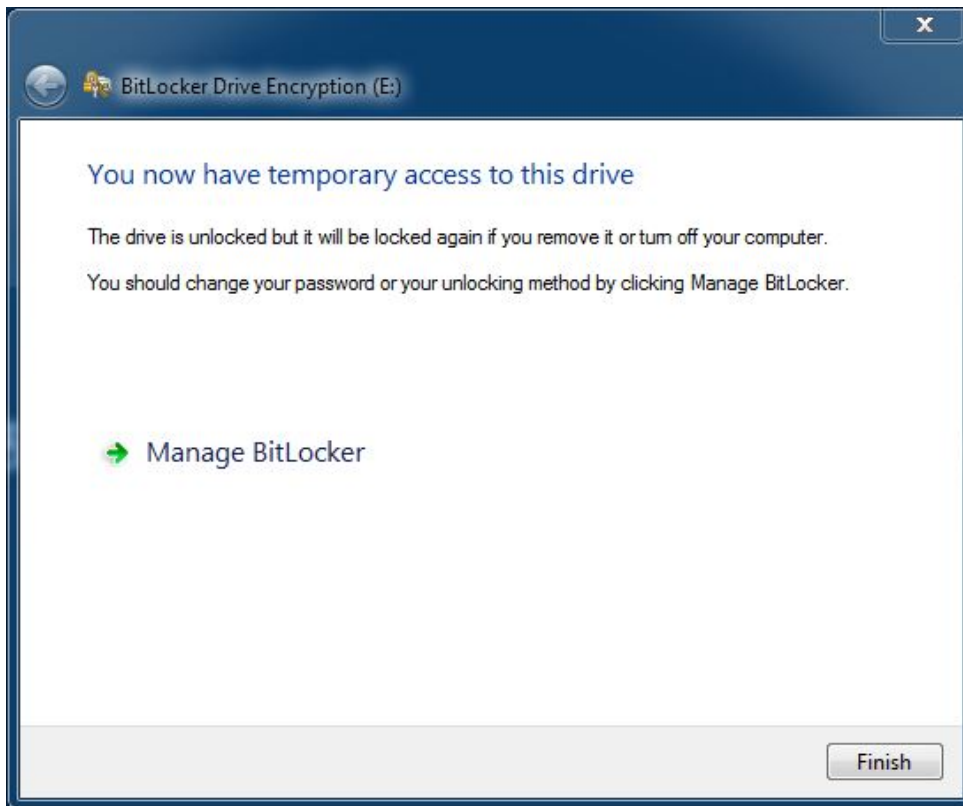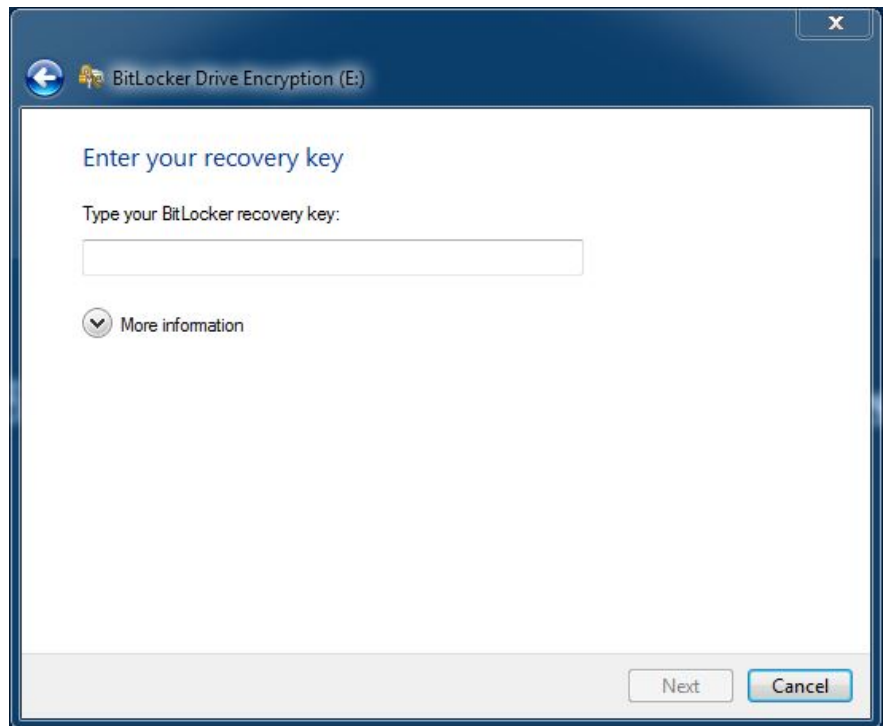To do this, click on the **'I forgot my Password'** link.

An **eight-digit recovery identifier** will be revealed.

Call the IT Helpline on 0161 247 **4646**.

The IT Helpline will need the eight-digit recovery identifier to obtain a **recovery key**.
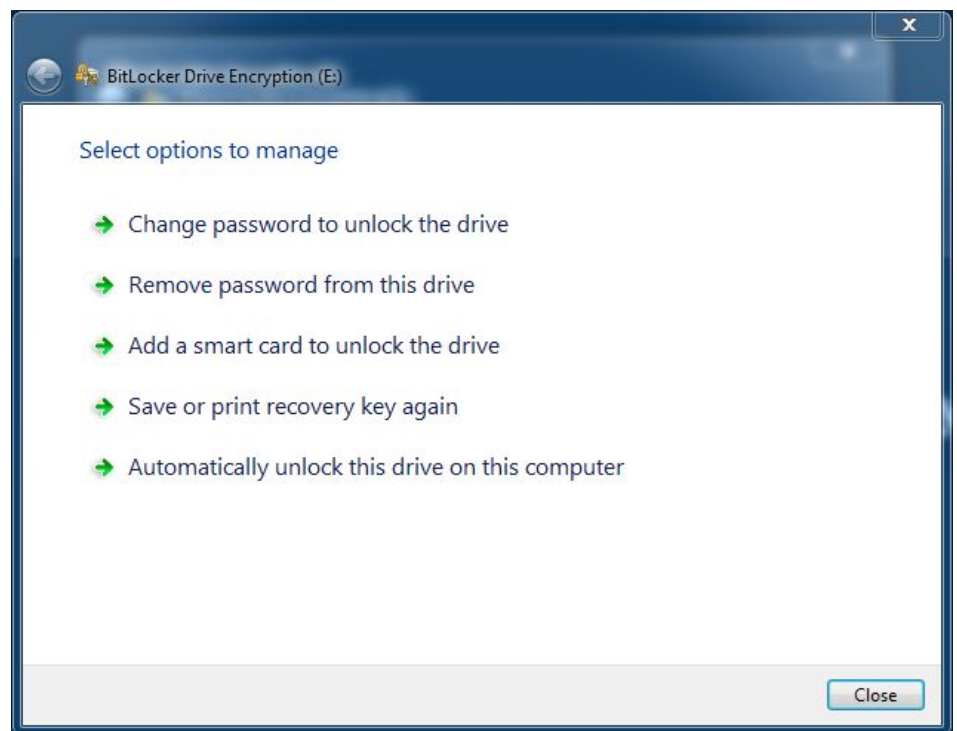
Click '**Type recover key**'

Enter the supplied **recovery key** provided by the IT Helpline and click **Next**.

BitLocker Drive Encryption (E:)

Enter your recovery key

Type your BitLocker recovery key:

More information

Next Cancel

BitLocker Drive Encryption (E:)

You now have temporary access to this drive

The drive is unlocked but it will be locked again if you remove it or turn off your computer.

You should change your password or your unlocking method by clicking Manage BitLocker.

→ Manage BitLocker

Finish

Select '**Manage Bitlocker**'

Select the first option, '**Change password to unlock the drive**'

Set a new password and click **Next.**

Your device should now be accessible.