

## **Frequently Asked Questions (FAQs) BitLocker**

### **What is BitLocker?**

BitLocker is a data protection encryption feature that is built in Windows Vista or later to protect files on your computer in the event that your computer is stolen or a hard disk is removed.

### **Is there a noticeable performance impact when BitLocker is enabled on a computer?**

Generally, it imposes a single-digit percentage performance overhead. You will hardly notice an impact.

### **Approximately, how long will initial encryption take when BitLocker is turned on?**

BitLocker encryption occurs in the background while you continue to work, and the system remains usable, but encryption times vary depending on the type of drive that is being encrypted, the size of the drive, and the speed of the drive.

### **Do I need to encrypt my computer using BitLocker?**

San Antonio College requires all institutional owned laptops to be encrypted. A project is currently underway to encrypt all employee laptops at San Antonio College.

### **How does BitLocker protect my data?**

Personal information on a lost or stolen computer is vulnerable to unauthorized access, either by running a software attack tool against it or by transferring the computer's hard disk to a different computer. BitLocker helps mitigate the unauthorized data access on lost or stolen computers by:

- Encrypting all user files and system files on the operating system drive.

- Assuring accessibility to data only if the computer's components appear unaltered and the encrypted disk is located in the original computer.

BitLocker is integrated into Windows operating system and provides enhanced data protection that is easy to manage and configure.

## **Does BitLocker protect against malware?**

BitLocker offers no protection for malware (computer virus) infections. Users must maintain their operating system and practice good computing habits such as applying patches, security updates, creating strong passwords, and staying away from unknown links and untrusted web sites.

## **Does BitLocker encrypt email or attachments?**

BitLocker does not encrypt email or attachments.

## **Once my laptop is fully encrypted, will I notice anything different?**

Your drive icon will have a lock symbol. No other changes should be seen or noticed once the computer is encrypted with Bitlocker.

## **What if I lose the recovery key?**

All Institution owned laptops are on the College Network. The key can be recovered by calling the San Antonio College OTS (Office of Technology Services) helpdesk at (210) 486-0777.

## **Can I share my password with Desktop Support?**

San Antonio College Office of Technology Services will have access to your workstation so you should not need to, and doing so may violate state laws that require you to protect personal information that is on your computer.