PGP Whole Disk Encryption Forgotten Password Process

Situation – An employee with PGP Whole Disk Encryption installed and configured on their system has forgotten the passphrase used to get past the PGP boot screen. This password may or may not be the same as their NetID, Active Directory account or their local computer account password, depending on the department’s deployment approach.

1. The employee contacts either local IT support or their IT service desk to report their inability to use their computer.
2. The IT service desk or local IT support will follow the PGP Whole Disk Recovery Token (WDRT) instructions to access the PGP server and retrieve the WDRT for the computer.
3. After using the WDRT at the PGP login screen, the user should reach the normal Windows or OS X login screen.
4. If the computer password was the same as the PGP password using the PGP single sign-on feature for Windows (this is the default configuration for Windows systems using PGP whole disk encryption at Emory):
   a. Follow the normal procedures for resetting the password the employee uses to log into Windows. This may be an ENID NetID password reset, a departmental Active Directory password reset, or a local password reset using a local admin account.
   b. The user can then login using their username and new password. PGP should sense the new password and automatically reset the PGP password to match. Have the user restart their computer and verify that the new password now works at the PGP login screen.
5. If the computer is running OS X or the single sign-on feature has been disabled:
   a. If the user knows the computer password, they can enter their username and password. If not, then their password will have to be reset through normal processes.
   b. The PGP passphrase will have to be reset manually on the computer. The department’s PGP policy will determine who can perform a manual PGP passphrase reset, probably the local IT support staff.
   c. Launch the PGP Desktop program on the computer and select the local disk under “PGP Disk”.

Select the user who needs their password reset from the “User Access” list.
Click the “Change Password” button.
You will be prompted for an existing password that can unlock the disk. You can use the WDRT passphrase, or the passphrase for another user configured to use PGP.

Then you will be prompted to enter the user’s new passphrase twice.
Once you have entered the new passphrase twice and click OK, the process is complete and you should reboot to verify that the new PGP passphrase works properly.