

APMG Shell Swap Instructions

Occasionally, our **APMG** PC laptops may experience software or hardware issues that simply cannot be fixed. When employees have important work that is stored on the computer, this can become a huge crisis for their workflow. But let's make one thing clear... The hard drive isn't the valuable thing—it's the priceless files we've created and collected over the years. In this scenario, the best option to maintain your data is for us to perform a "Shell Swap". This gives you a chance to save the data stored on it, keep all of your personal settings, and maintain the bookmarks and shortcuts that you have created.

Preparing hardware for new Laptop

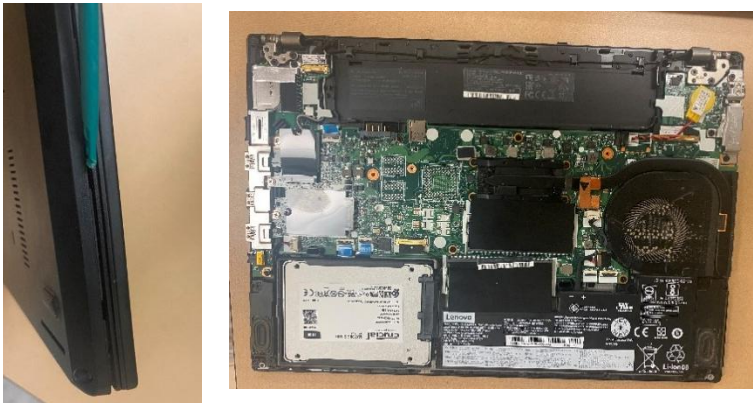
1. Determine hard drive model that needs to be swapped: Make a note of the model # of the existing computer so that you know where to pull the hard drive from
2. Locate an extra computer with a matching model number from the "parts" area of the **IT Build** room
3. Remove hard drive from "parts" Computer



4. *Remove & replace hard drive from damaged Computer with hard drive from "parts" computer*
Unscrew all screws located in the back. (Screws will not come out, can only be loosened)



5. Use tool kit to separate lower half of laptop and access hard drive



6. Pull out the hard drive from the defective computer

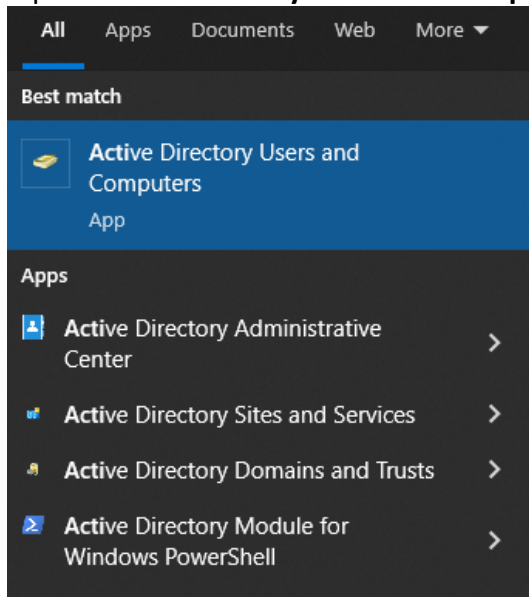


7. Put in hard drive that was taken from "parts" computer

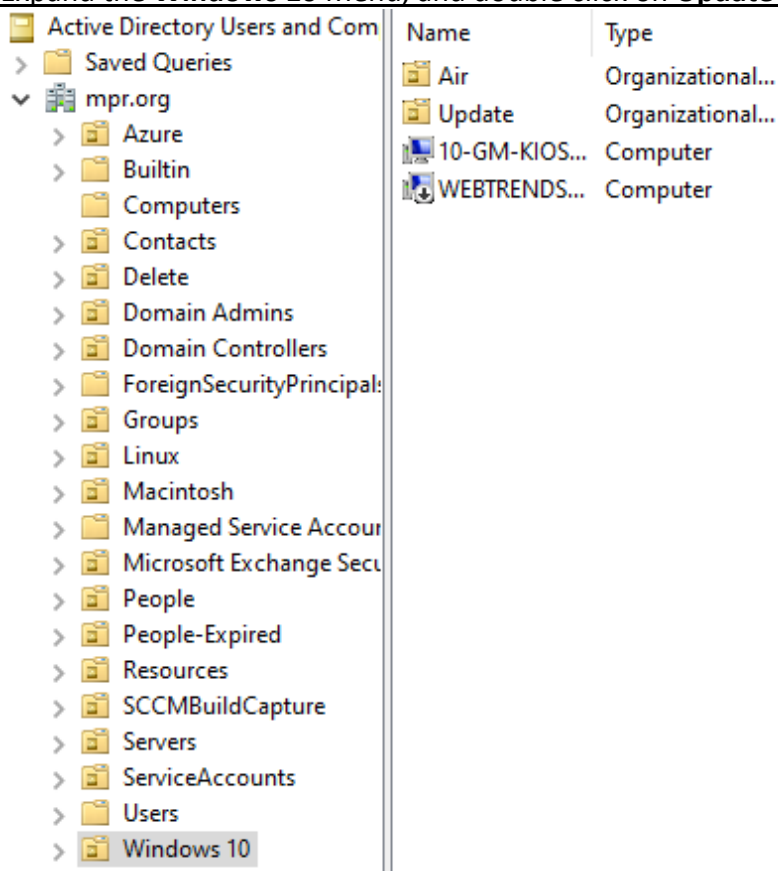


Navigate BitLocker Security Key

1. Open **Active Directory Users and Computers**



2. Expand the **Windows 10** Menu, and double click on **Update** in the menu on the right



3. In the next menu options, click on **Laptops**

Name	Type
 Desktops	Organizational...
 Laptops	Organizational...

4. Locate the computer you are looking for by searching through the options for the name of the laptop

	Name	Type
Active Directory Users and Com		
> Saved Queries		
▼ mpr.org		
> Azure	JCOLLELON...	Computer
> Built-in	JCOOKNOTE	Computer
> Computers	JDAVYNOTE	Computer
> Contacts	JDEYONOTE	Computer
> Delete	JDUTDUTNO...	Computer
> Domain Admins	JEFFSMITHN...	Computer
> Domain Controllers	JENGELKING...	Computer
> ForeignSecurityPrincipal...	JJENGERNOTE	Computer
> Groups	JJERICKSON...	Computer
	JJESKOLANOTE	Computer

5. Right click on the computer, and choose **Properties** from the drop-down menu

> Contacts	JCOLLELON...	Computer
> Delete	JEFFSMITHN...	Computer
> Domain Admins	JENGELKING...	Computer
> Domain Controllers	JJENGERNOTE	Computer
> ForeignSecurityPrincipal...	JJERICKSON...	Computer
> Groups	JJESKOLANOTE	Computer
> Linux	JJFRANZNO...	Computer
> Macintosh	JJGABLERNO...	Computer
> Managed Service Account...	JJGOETZNO...	Computer
> Microsoft Exchange Secu...	JJGOHMAN...	Computer
> People	JJGREENNO...	Computer
> People-Expired	JJGRIFFITHN...	Computer
> Resources	JJGUSTAFSC...	Computer
> SCCMBuildCapture	JJHACHNO...	Computer
> Servers	JJHALCROW...	Computer
> ServiceAccounts	JJHMHTEST...	Computer
> Users	JJHOLTTEST...	Computer
▼ Windows 10	JJHOLTTESTN...	Computer

Add to a group...

Disable Account

Reset Account

Move...

Remote Control

Manage

All Tasks >

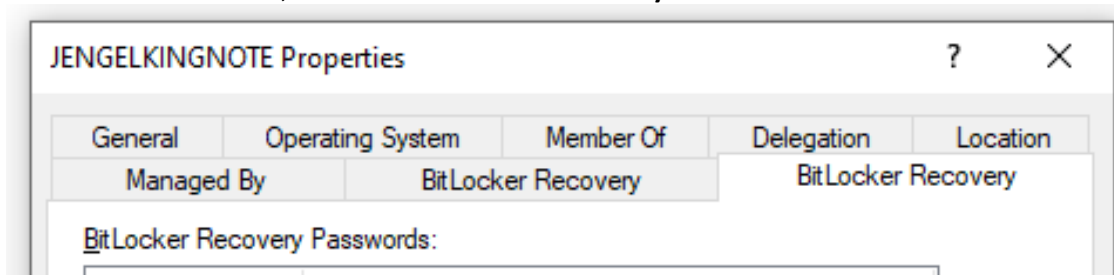
Cut

Delete

Properties

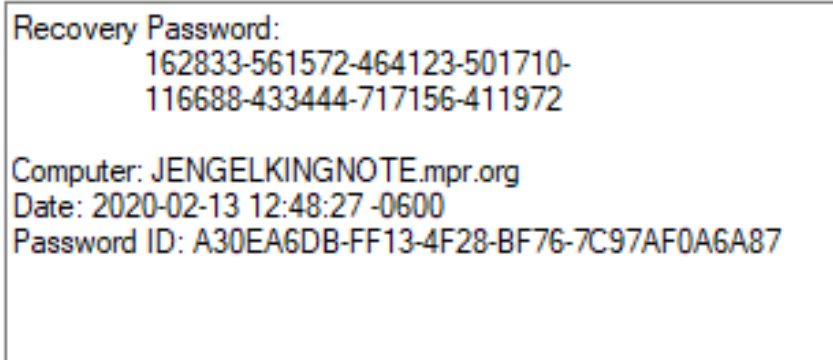
Help

6. In the Extensions box, choose the **BitLocker Recovery** tab



7. Print or write down the **BitLocker Recovery Number** on something that will be easily accessible later.

Details:



8. When the computer with the replaced hard drive boots up, you will be prompted to enter **the BitLocker Recovery Number**. Enter the code, and you will be given access to the updated computer.

