

# ESET Tech Center

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## I have forgotten my password

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The DESlock+ software has various password entries. Please see the appropriate section below for advice appropriate to the password entry you are trying to use.

## Key-File Login

These are passwords to login to your Key-File as shown below:



If you are a **standalone** user and you have forgotten your Key-File password please see this article: [KB336 - Forgotten Password - Key-File \(standalone\)](#)

If your workstation is **managed** by an Enterprise Server, please see this article: [KB86 - How do I reset a users DESlock+ Key-File password?](#)

## Full Disk Encryption

Full disk encryption passwords are entered using the **Start System** menu option as shown in the screenshot below:



If you are a **standalone** user and you have forgotten this password please see this article: [KB335 - Forgotten password - Full Disk Encryption \(standalone\)](#)

If you workstation is **managed** by an Enterprise Server then please see this article: [KB143 - How do I reset a managed user's Full Disk Encryption password?](#)

Related Article: [KB247 - How to start a system that is Full Disk Encrypted](#)

## Enterprise Server

Enterprise Servers logins are entered through the website interface pictured below:



If you are unable to login to the Enterprise Server and you are using a normal login account please see this article: [KB150 - My Enterprise Server login is locked out, how can I regain access?](#)

If you have locked out the system admin account for the Enterprise Server please see this article: [KB8 - I have forgotten the password or locked out the Enterprise Server system admin login](#)

Keywords: Lost FDE Full Disk Encryption blue screen start up screen forgotten password