

What to do if your mobile device is lost or stolen

Checklist for lost/stolen mobile devices:



- Report it to the police
 - And the ITS Support Center if you used it for work
- Phones: Notify your cellular carrier – see if they can deactivate the device
- Change all passwords
- Notify credit card companies & banks if you used the device for shopping or banking
- Try to track its location if possible
- Try remote wipe if sensitive info or passwords were stored

Preparation – just in case:

(if available and practical)

- Use a complex password
- Encrypt your device or sensitive contents
- Back up or sync your data regularly
- Set your device to erase itself after repeated failed log-on attempts
- Enable remote wipe and location tracking
- Set the device to display a "call if found" phone number



Contact the ITS Support Center for assistance:
help@ucsc.edu • itrequest.ucsc.edu • 459-HELP • 54 Kerr

Cyber Security at UC Santa Cruz: its.ucsc.edu/security



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