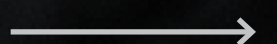




Essential pocket guide

Steps to take when your
phone is stolen



Step 1

How to lock or wipe your stolen device

iOS

1. Try and remote lock and erase device via:

<https://www.icloud.com/find/>

a. This will only require a password and not MFA

2. Do you have any additional recovery options setup?

a. Recovery Contact?

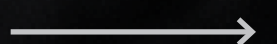
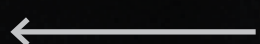
(<https://tinyurl.com/Apple-Recovery-Contact>)

b. Recovery Key?

(<https://support.apple.com/en-gb/109345>)

c. Do you have another device with MFA setup?

Use one of the above methods to gain access to your account and remote lock and erase the device.



Step 1

How to lock or wipe your stolen device

Android

1. Try and remote lock and erase device via:

<https://myaccount.google.com/intro/find-your-phone?hl=en-GB>

a. This will require MFA if this is setup on the account

2. Do you have any additional recovery options setup?

a. Backup Codes? (<https://tinyurl.com/Backup-Codes>)

b. Recovery Email or Phone number not linked to the stolen device?

(<https://tinyurl.com/Recovery-Email-or-Phone>)

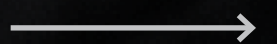
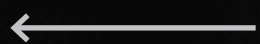
c. Do you have another device with MFA setup?

Step 2

Cancel your stolen SIM card

1. Notify your network provider that your device has been stolen and the SIM card needs to be deactivated

- a. Vodafone: 0333 304 0191
- b. EE: 0800 956 6000
- c. Three: 0333 338 1001
- d. O2: 0344 809 0202



Step 3

Secure your primary account

1. If you have already been able to gain access to your primary account ensure:

- a. The MFA settings are those you recognise
- b. The password has been changed to one you have not used before

2. If you have not been able to gain access to the account, start the recovery process via:

- a. iCloud: <https://iforgot.apple.com/>
- b. Google: <https://tinyurl.com/Google-Acc-Recovery>



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