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# Information Technology Services

## Information and Cybersecurity Awareness

Email [ithelp@up.ac.za](mailto:ithelp@up.ac.za) | [www.up.ac.za/itsecurity](http://www.up.ac.za/itsecurity)



### Secure your lost or stolen device

*'Do your part – be cyber smart'*

Few things are worse than losing your smartphone. In addition to the financial loss suffered, you also lose an abundance of personal information. If you dread the thought of a stranger gaining access to your apps, emails, or secret plans for world domination, we have advice for you.



#### Introduction

Several options are available to help you prevent others from gaining access to information in a lost Android device. (Similar tools are available for Apple devices.)

#### How to protect your information

**Make sure that the phone is really lost or stolen and secure it:**

**Option 1:** Sign in to your Google account linked with your phone on any Web browser to use Google's **Find My Device** service, which is automatically turned on for all Android devices. Enter [android.com/find](http://android.com/find) to trace the location of your device. Options to secure and remotely erase the contents of the device are also available.

**Option 2:** Use [myaccount.google.com/device-activity](http://myaccount.google.com/device-activity) to display all devices signed in to your Google account. Click on 'more details' for your Android device for options similar to the first option above.

#### Safeguard your accounts

Prevent access to, and misuse of email and social media accounts on the phone from which you usually do not sign out by signing out on the lost device from another device. A password will then be required to access the account. Instructions for most such accounts are available on the web. For instruction, search on 'How to log out remotely on ...'.

You can [automatically deactivate your WhatsApp account](#) by sending an email to WhatsApp's technical assistance. When reactivating WhatsApp on another device, the service will continue and messages collected during its deactivation will also be received.

#### Safeguard your bank account

Immediately request your bank to freeze your banking profile to prevent the perpetrators from using your banking app. Also request your mobile service provider to block your SIM card and handset to prevent criminals from getting One Time PINs for fraudulent transactions.

#### SEE MORE

[Read and watch: Find, lock and erase a lost Android device](#)

#### READ MORE

[Protecting your data after losing your mobile device](#)

[Mobile phone-snatching fraud](#)

[What to do if your device is stolen](#)

[Deactivate your WhatsApp account](#)

#### DO MORE

[See if you can find your device](#)