

# What to do if you lost your phone

If you realize you may have lost your phone, here are a few tips to increase your chances of getting it back:

## "Find My Phone" Feature

Start by using the "**Find My Device**" feature from Google, **for Android users**. To do this:

- Open the page [android.com/find](https://android.com/find).
- Sign in to your Google account.
- A notification will be sent to your lost device. You'll see on the map where your device is.
  - The location may be approximate and may not be precise.
  - If the device is not found, you may see its last known location if available.
- If prompted, select Enable Lock & Erase.
- Choose the action you need.
  - **Play sound:** the device will ring at full volume for five minutes, even if it's on silent mode or vibration.
  - **Secure device:** the device will be locked with a PIN or password. If it's not already locked, you can set it up. To help someone return your device, you can add a message or phone number to the locked screen.
  - **Erase data from the device:** all information on the device will be permanently deleted (except data on SD cards). After this, the Find My Device app will no longer work on it.

**Apple users** can rely on "**Find My iPhone**." To do this:

- Sign in to [iCloud.com/find](https://iCloud.com/find). Select your iPhone or iPad.
- If available, the map will zoom in to show the device's location. Select "Mark as Lost" and follow the on-screen instructions to leave a phone number and message.
- Select "Activate" to lock your iPhone or iPad using your existing passcode. If there's no passcode on the device, you'll be prompted to create one.
- When you mark your iPhone or iPad as lost, it enters Lost Mode: the device locks with your passcode, the action of payment cards and passes used with Apple Pay is suspended, and you can display a phone number and message on the device for whoever finds it.
- When you select your iPhone or iPad, the map will zoom in to show its location.

Retrace your steps and revisit places you've recently been.

Check common areas like your home, office, or any public places you might have visited. Ask people around you; public places are full of kind people. Politely inquire if anyone has seen or picked up your lost phone.

## Contact the police.

If you suspect your phone may have been stolen, report the loss to the police. It's better to have the IMEI of your phone. The IMEI is a unique 15-digit serial number of a mobile phone set by the manufacturer. It can be found on the phone's box or by dialing \*#06# on the phone and saving it.

## Reach out to security personnel.

If you're in a mall, airport, or public transportation station, security personnel might have some information. It's worth a try!

Borrow a friend's phone to call or send a message to your lost one. Someone might be willing to return it to its rightful owner.

## Contact transportation services.

If you think you lost it while traveling on a bus or taxi, contact the transportation services; they might have information on lost items and the procedure for reporting lost items.

## Call your service provider.

Get in touch with your mobile service provider. Report the loss, and they might help you track it or temporarily suspend your service.

## Check LaFmap.

Visit the LaFmap website: go to [www.lafmap.com](http://www.lafmap.com) and see if anyone has reported finding your phone on the lost and found map.

## Social media.

Check social media: if you've enabled location sharing in your social media apps, they might help you track your phone.

Don't forget to act fast and change your passwords to protect your personal information. Stay calm, stay cool, and may the odds be ever in your favor!

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