Recover from a Laptop and/or Device Theft

Stephanie Obodda - 2019-07-18 - Comments (0) - Physical Security

1. Perform a **remote wipe**, if possible.
2. If it's a **Brown device**: notify the **Telecommunications Office** immediately (telecom@brown.edu, 401-863-2007).
3. If a **personal device**: contact your **service provider** to report a lost or stolen mobile device and to suspend your service.
4. Login and **change** your Brown and Gmail **passwords**.
5. If any **PII, contact ISG@brown.edu** as soon as possible.
6. If on campus, file a **police report** with **Public Safety**. If not, file a report with the local police and notify DPS as well.
7. If you had Computrace or similar other **tracking software** installed, contact the company. If software such as Lookout or Webroot, activate its tracking function.
8. Notify **credit card companies** and **banks**.
9. Begin to **monitor** your **accounts**.
10. Register the information you have about the laptop/device with the **National Stolen Computer Registry** (stolencomputers.org/).