Lost Mobile Device Procedure

Scope and Purpose

This procedure is aimed at Edinburgh Napier University’s staff members. It explains what to do if your University owned mobile device is lost or stolen and you're unable to locate it via any apps designed to help find your device.

It is imperative you follow all of these steps, in the order indicated, to ensure that the University’s information is protected.

Process

If your Mobile Device is lost or stolen you MUST follow these steps:

1. **Immediately wipe your device (this will only work if your device is still connected)**
   **Please note**: this will wipe all of the data from your device, not just your emails.

   - Log in to your Outlook Web Access account: [https://owa.napier.ac.uk](https://owa.napier.ac.uk)
   - Go to **Options** and choose **See All Options**:

   ![Options](image1.png)

   - **Click Phone**:

     ![Phone](image2.png)

   - Select the **device** which has been lost or stolen and choose **Wipe Device**:

     ![Wipe Device](image3.png)
2. Change your University Password using the Password Manager:
   - Go to: https://password.napier.ac.uk/ and follow the on screen instructions to reset your password.
   - Additional information on how to change your password can be found on the Your Password staff intranet page: http://staff.napier.ac.uk/services/cit/infosecurity/Pages/Password.aspx
   - You must also change any passwords you have to access personal services on that device e.g. your personal email account(s).

3. Report that your device has been lost or stolen:
   - Contact IT Support, by telephoning +44 (0)131 455 3000 or emailing: itsupport@napier.ac.uk, providing them with the following information:
     - Your details (i.e. your name, department)
     - Your device details (i.e. mobile number, device type)
     - Where and when the device was lost / stolen (if known)
     - What steps you have already taken
   - If the device contains a SIM card (e.g. mobile phone, tablet with mobile data) and it is out with core hours you must report this directly to the service provider:
     - O2’s telephone number is as follows: Tel: 0844 826 0288
     - You'll need your name, mobile number and the address of the campus at which your department is based.
     - You must still report it to IT Support.
     - Details of IT Support’s opening hours can be found on the staff intranet: http://staff.napier.ac.uk/services/cit/ContactUs/Pages/ContactUs.aspx
   - If the mobile device was stolen you must also report it to the local police.
   - You should also inform your departmental contact: http://staff.napier.ac.uk/services/finance/Procurement/Pages/Procurement.aspx

4. Next steps:
   - The Service Provider will:
     - Suspend the account so the device cannot be used.
   - Speak to your departmental contact to arrange replacement of the SIM and device.
   - Once you receive your new mobile device you must follow the steps outlined in the New Device Checklist to ensure that your device and the University’s information is protected. A link can be found on the University Owned Mobile Device page: http://staff.napier.ac.uk/services/cit/telecommunications/Mobile/Pages/UniversityOwnedDevices.aspx
   - The IT Support Desk will:
     - Provide you with guidance and discuss steps that can be taken to set up your device securely.