

SECURITY

Lost or stolen laptop or phone: act fast

The first hour matters. Call us immediately — here is what we do and what you can do.

A lost device with company access is a security incident. **Contact us immediately — call if it's business hours, open an urgent ticket either way.**

What we'll do (usually within the hour)

- Lock the device remotely and sign out all sessions.
- Reset the passwords and MFA that device could access.
- Wipe company data from the device if it doesn't reappear.
- Watch the account for suspicious sign-ins.

What you can do right now

- Retrace physically (car, meeting room, airport lost & found).
- If it's a phone, use *Find My iPhone / Find My Device* from another device — but **don't** perform a full wipe yourself before we've talked; we may need to preserve evidence for an insurance or police report.

The single biggest mistake is waiting "to see if it turns up". Tell us first; un-doing a lockdown takes minutes if the device reappears.