EXECUTIVE PROTECTION

# If You Lose Your Phone, Where Will You Get Help?

You leave a meeting and your phone is gone. Your mobile provider’s number, work sessions and the contact who could help are all on it. Finding those details from a borrowed computer takes time when it is already difficult to think calmly.

## Prepare Somewhere to Start

Keep a short reference outside the phone with official support channels, the device identifier and the person who coordinates incidents at work. Leave passwords out of it. Decide which trusted device you could use to reach the recovery services.

Before travelling, check that location and locking features are configured and understand their limits. A location on a map is not a reason to retrieve a stolen device yourself. Your personal safety and the official reporting channels come first.

## Locking the Device Does Not Finish the Review

- Use the manufacturer’s official procedure to mark or lock the device, and contact your mobile provider about the line.
- Tell whoever manages work access so they can review the sessions and permissions associated with that device.
- If an account shows suspicious activity, follow its recovery process and retain relevant notifications. Avoid links sent by someone claiming to have found your phone.

Available actions depend on the device, its connection and its previous configuration. Remote erasure can affect data and tracking, so read the manufacturer’s instructions before deciding. Blocking a SIM does not, by itself, end sessions inside applications.

## When the Replacement Arrives

Review the devices that remain authorised and update your recovery instructions. Record where the process stalled: a support number that went unanswered, an inaccessible credential or an approval

that depended on someone being available. Those are the parts to repair.

> *A plan reduces improvisation and exposure. Remote locking and erasure do not work in every circumstance and cannot guarantee recovery of the device or its data.*

## A Check You Can Run

Imagine the phone disappears while you are travelling. Your preparation should let you find the official device-recovery page and your carrier’s contact details from another trusted device. Check those routes in advance without issuing a lock or erase command. A location shown on a map does not make it safe to retrieve a stolen device yourself.

Supporting guidance: Apple’s guide to a lost iPhone or iPad.
https://support.apple.com/en-ie/101593

Continue with: The Email That Recovers Your Accounts Needs a Way Back In.
https://systems.kavaliero.com/en/blog/the-email-that-recovers-all-your-accounts

For help with this work, see the scope of Executive Digital Protection.
https://systems.kavaliero.com/en/services/executive-security