

LOSS PREVENTION TIPS

1. **Abandonment:** Don't leave your laptop or mobile device unattended even for a moment in public places.
2. **Library or workplace:** Anyone can sneak away with your bag or device while your attention is diverted elsewhere. It is wise to be cautious and careful.
3. **Fancy cases :** A tip-off that says "take me with you". Consider using a regular appearing bag for public places . It would perform the same function.
4. **Lock it up:** Keep your laptop locked in a cabinet/ drawer or hidden away out of sight when not in use.
5. **Bathrooms:** Do not leave your device unattended on a shelf while you're busy. It's an easy target that says "take me".
6. **Smash and grab theft:** Do not leave devices in plain sight. Close and lock your car or windows every time you're not there.
7. **Backup** all important data daily.
8. **Protect data:** Do not store sensitive data on a device or computer. For example: Social Security #, student information, personal phone #s, or credit card #s.
9. **Report theft** or suspicious behavior **immediately**.

BEST PRACTICES

- Use device's built-in tracing and tracking software.
- **If you are lucky enough to locate your device with a recovery tool forward appropriate information to the law enforcement jurisdiction in which you are located. DO NOT attempt to recover the device on your own.**
- Delete all information stored on a device **prior** to discarding, exchanging, or donating.
- Know what you're downloading.
- Be wary of public wireless access.

- Perform software update on mobile devices frequently.
- Utilize a reliable anti-virus program.
- Enable screen locks with a required password to unlock it. This is the first layer of physical security to protect the contents of the device.
- Review your warranty or service agreement to learn what happens if your device is lost or stolen. Report the loss immediately to your carrier.

For assistance contact:

Helpdesk: (530) 898-4357

If your device is lost or stolen, contact:

UPD phone: (530) 898-5555 (do **NOT** call 911)

Device Info

Make / Model: _____

Device Color: _____

Serial #: _____

Hardware (MAC) address: _____

(12-digits ex: 00:12:34:56:78:90)

IP: _____

(ex: 128.150.158.1)

Apple ID: _____

CSU, CHICO

Information Security Office

MOBILE DEVICES

PREVENTING LOSS OR THEFT
LOCATING MISSING DEVICES



For more information, or to see a larger version of this brochure, go to:

www.csuchico.edu/isec/documents/mobile-device-security

FACTS

- Thefts of cell phones-- particularly the expensive do-it-all smartphones containing everything from photos and music to private e-mails and bank account statements-- are costing consumers millions of dollars.
- Mobile devices have become targets of malware and ransomware.
- Thefts of mobile devices have surged in the past year.

PREPARING YOUR MOBILE DEVICE

- Write down your device details: serial #, make, model, MAC address and IP address and also Apple ID. Keep it in a safe place (use back of this brochure).
- Install and/or activate remote locating software.

APPS FOR LOST OR STOLEN DEVICES

GPS locating software comes bundled with many devices and others have it built-in. GPS software tracks the location of your device by using your IP address. It is best to prepare your mobile device just in case it wanders out of your sight.

FIND MY IPHONE (iOS) FREEWARE.

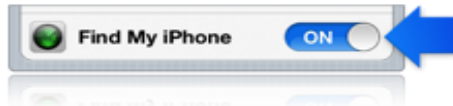
Key features include geolocation, remote alarm and remote wipe. Before you can use [Find My iPhone](#) to locate your [device](#), you need to enable it on each of your iOS devices and Mac computers. Find My iPhone requires iOS 5 or later (iOS 6 is required for Lost Mode), or OS X v10.7.2 or later.

Important. To see all your devices, you need to set up each device with the same [iCloud account](#) information.



SET UP FIND MY IPHONE ON AN iOS DEVICE

1. On your device's Home screen, tap Settings, then tap iCloud. If you're asked to sign-in, enter your [Apple ID](#), or if you don't have one, tap "Get a Free Apple ID," then follow the instructions that appear. Tap to turn on Find My iPhone (or Find My iPad or Find My iPod), and when asked to confirm you want this option, tap "On".



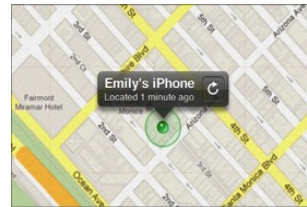
Sign in to [icloud.com/find](#) using your [Apple ID](#) (the one you use with iCloud).



2. Click Devices in the upper-left corner, then select the device you want to locate.

3. In the My Devices list, the dot to the left of the device's name indicates its status: A green dot • means it's [online](#). A gray dot • means it's [offline](#).

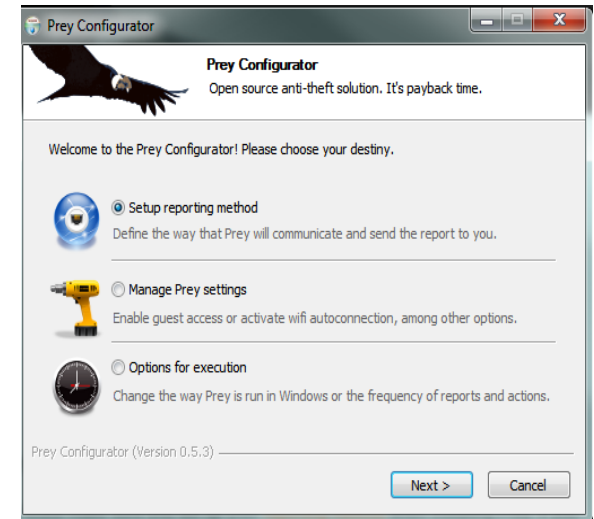
4. If the device is online, its approximate location is shown on the map. The green circle around the device indicates the area where the device is located (the smaller the circle, the better the accuracy).



PREY (iOS, ANDROID, LINUX, OSX, WINDOWS: FREE AND PREMIUM). Prey works across phones, laptops, tablets and computers. It is an open source product. Its features include geolocation, snapshots, screenshots and remote hide/wipe. [www.preyproject.com](#)

1. Download and install the software from: [www.preyproject.com](#)

2. Set up the Prey Configurator otherwise it will not work.
3. Choose recommended Prey settings.



4. Reporting method setup: New user
5. Next screen: Provide information about yourself and device. Click Create.
6. Your account will be verified on the screen and an accompanying email. You will be required to activate the registration.
7. **Log into [preyproject.com](#)** to configure your settings (alarm, web camera, etc.).

Mobile Device Security In a Nutshell



- Set complex passwords
- Enable remote wipe
- Disable wi-fi when not in use
- Set automatic updates
- Be cautious of apps and downloading
- Store device safely