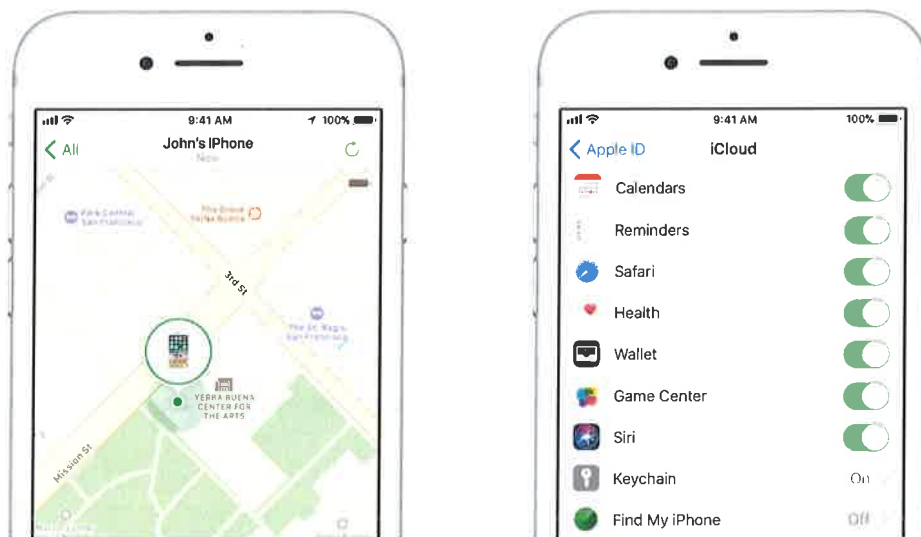


If your iPhone, iPad, or iPod touch is lost or stolen

If you lose your iPhone, iPad, or iPod touch or think it might be stolen, these steps might help you find it and protect your information.



If Find My iPhone is turned on, you can use it to find your device.

If Find My iPhone isn't on, change your passwords and report the device as missing.

If Find My iPhone is enabled on your missing device

You can use Find My iPhone to find your device and take additional actions that can help you recover it and keep your information safe.

1. Sign in to icloud.com/find on a Mac or PC, or use the Find My iPhone app on another iPhone, iPad, or iPod touch.
2. Find your device. Open Find My iPhone, and select a device to view its location on a map. If the device is nearby, you can have it play a sound to help you or someone nearby find it.
3. Turn on Lost Mode. Using Lost Mode, you can remotely lock your device with a passcode, display a custom message with your phone number on your missing device's Lock screen, and keep track of your device's location. If you added credit or debit cards to Apple Pay, the ability to make payments using Apple Pay on the device is suspended when you put your device in Lost Mode.





4. Report your lost or stolen device to local law enforcement. Law enforcement might request the serial number of your device. Find your device serial number.
5. Erase your device. To prevent anyone else from accessing the data on your missing device, you can erase it remotely. When you erase your device, all of your information (including credit or debit cards for Apple Pay) is deleted from the device, and you won't be able to find it using Find My iPhone. After you erase a device, you can't track it. If you remove the device from your account after you erase it, Activation Lock will be turned off. This allows another person to turn on and use your device.
6. Report your lost or stolen device to your wireless carrier, so they can disable your account to prevent calls, texts, and data use. Your device might be covered under your wireless carrier plan.

If you use Family Sharing, any family member can help locate another member's missing device. Just have your family member sign in to iCloud with their Apple ID, and you can find any device associated with that Family Sharing account.

What if your device is off or offline?

If your missing device is off or offline, you can still put it in Lost Mode, lock it, or remotely erase it. The next time your device is online, these actions will take effect. If you remove the device from your account while it's offline, any pending actions for the device are canceled.

How do you turn off or cancel Lost Mode?

You can turn off Lost Mode by entering the passcode on your device. You can also turn off Lost Mode on iCloud.com or from the Find My iPhone app.

If Find My iPhone isn't enabled on your missing device

If you didn't turn on Find My iPhone before your device was lost or stolen, you can't use it to locate your device. However, you can use these steps to help protect your data:

1. Change your Apple ID password. By changing your Apple ID password, you can prevent anyone from accessing your iCloud data or using other services (such as iMessage or iTunes) from your missing device.
2. Change the passwords for other internet accounts on your device. This could include email accounts, Facebook, or Twitter.
3. Report your lost or stolen device to local law enforcement. Law enforcement might request the serial number of your device. Find your device serial number.
4. Report your lost or stolen device to your wireless carrier. Your carrier can disable the account, preventing phone calls, texts, and data use.

Find My iPhone is the only way that you can track or locate a lost or missing device. If Find My iPhone isn't enabled on your device before it goes missing, there is no other Apple service that can find, track, or otherwise flag your device for you.

Learn more

- You can get help using Find My iPhone.
- If your Apple Watch is lost or stolen. Or if your Mac is lost or stolen.
- Get help if your AirPods are missing.
- Turn off Find My iPhone Activation Lock on an iPhone, iPad, or iPod touch.

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Published Date: Sep 19, 2017

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United States (English)



Have a question about Google Accounts?



Manage your account

Be ready to find a lost Android device

To be prepared in case you lose your Android phone, tablet, or Wear watch, you can check that Find My Device can find it.

If your device is already lost, [learn how to find, lock, or erase it](#).

Note: Some of these steps work only on Android 8.0 and up. [Learn how to check your Android version](#).

Make sure your device can be found

After you sign in to a Google Account on an Android device, Find My Device is on by default.


To use Find My Device, a lost Android device must be:

- Turned on
- Signed in to a Google Account
- Connected to mobile data or Wi-Fi
- Visible on Google Play
- Location turned on
- Find My Device turned on

Lost Android Wear devices must also be running Android Wear 2.0 and up.


Step 1: Check that Find My Device is on

If you turned off Find My Device:

1. Open your device's Settings app .
2. Tap **Security & Location**. (If you don't see "Security & Location," tap **Google** > **Security**.)
3. Tap **Find My Device**.
4. Turn on **Remotely locate this device** and **Allow remote lock and erase**.

If you have a tablet that people share, only the tablet's owner can change these settings.

Step 2: Check that Location is on

1. Open your device's Settings app .
2. Tap **Security & Location** > **Location**. (If you don't see "Security & Location," tap **Location**.)
3. Turn on **Location**.


Step 3: Check that Google Play visibility is on

If you hide a device on Google Play, it won't show in Find My Device. To show a device:

1. Open play.google.com/settings
2. Under "Visibility," pick the device.

Step 4: Check that you can find your device

Install the app

To be prepared to use one Android phone or tablet to find another, install the [Find My Device app](#) .



Have a question about Google Accounts?



Find, lock, or erase a lost Android device

If you lose an Android phone, tablet, or Wear watch, you can find, lock, or erase it. Find My Device is on by default for Android devices associated with a Google Account.

To use Find My Device, your lost device must be:

- Turned on
- Signed in to a Google Account
- Connected to mobile data or Wi-Fi
- Visible on Google Play
- Location turned on
- Find My Device turned on

Lost Android Wear devices must also be running Android Wear 2.0 and up.

Tip: If you've linked your phone to Google, you can find or ring it by searching for **find my phone** on google.com

Remotely find, lock, or erase

When Find My Device connects with a device, you see the device's location, and the device gets a notification.

1. Open android.com/find and sign in to your Google Account.
2. If you have more than one device, click the lost device at the top of the screen.
3. On the map, see about where the device is.
 - The location is approximate and may not be accurate.
 - If your device can't be found, Find My Device will show its last known location, if available.
4. Pick what you want to do. If needed, first click **Enable lock & erase**.
 - **Play sound**
Rings your device at full volume for 5 minutes, even if it's set to silent or vibrate.
 - **Lock**
Locks your device with your PIN, pattern, or password. If you didn't have a lock, you can set one. You can add a recovery message or phone number to the lock screen.
 - **Erase**
Permanently deletes all data on your device. (It may not delete SD cards.) After you erase, Find My Device won't work on the device.
Important: If you find your device after erasing, you'll likely need your Google Account password to use it again. [Learn about device protection.](#)

[Find with an app on another phone or tablet](#)

[Find with your Android Wear watch](#)

Watch a video about Find My Device



Related articles

- [Be ready to find a lost Android device](#)
- [Set a screen lock](#)
- [Put emergency information on your lock screen](#)