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What should I do when my phone gets lost or stolen?

You can use Find My Device to locate your phone under the following conditions:

- The phone's remote locate, lock, and erase features are enabled in **Settings** > **Google** > **Security** > **Find My Device**.

- Your lost or stolen phone is still connected to the Internet, logged in to your Google Account, and has location services turned on.

To use Find My Device:

1. Using your computer web browser, go to www.google.com/android/find, and sign in to the same Google Account you used on your phone.

   Find My Device will show you details of your phone's location when detected.

2. Do any of the following:

   - Click **Play sound** to make your phone ring in case you've only misplaced it.

   - If this is your first time to use Find My Device, click **Enable Lock & Erase** if you want to remotely lock or erase your phone. When you see the individual **Lock** and **Erase** buttons, click the one you want to perform.

   Note: Remote erase will perform a factory reset to remove all data on your phone storage, including apps, app data, and settings. But not all data—including personal information—may be permanently erased.

Was this information helpful?   Yes   No

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