

EXHIBIT C

Document title: Find, lock, or erase a lost Android device - Google Account Help

Capture URL: <https://support.google.com/accounts/answer/6160491?hl=en#zippy=%2Cfind-your-android-devices-imei-number%2Cfind-your-device-with-your-wear-os-watch%2Cuse-find-my-device-app>

Page loaded at (UTC): Wed, 09 Aug 2023 20:52:32 GMT

Capture timestamp (UTC): Wed, 09 Aug 2023 20:53:50 GMT

Capture tool: 10.26.9

Collection server IP: 34.234.249.106

Browser engine: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/108.0.5359.215 Safari/537.36

Operating system: Windows_NT (Node 16.17.1)

PDF length: 4

Capture ID: 6KGsADfm3QtwB6SLVZ5Vp9

User: omm-clong

Find, lock, or erase a lost Android device

If you lose an Android phone or tablet, or Wear OS watch, you can find, lock, or erase it. If you've added a Google Account to your device, Find My Device is automatically turned on. If you allow Find My Device to encrypt your phone's most recent location and store it with Google, your device's most recent location is available to the first account activated on the device.

Tip: To find, lock, or erase your Wear OS device, connect it to WiFi or mobile data.

[Learn about how to find an Android device.](#)

To find an Android device, make sure that device:

- Is signed in to a Google Account
- Has Location turned on
- Has Find My Device turned on
- Has power and is connected to mobile data or WiFi.
 - If your device is off or isn't connected to mobile data or WiFi, you may still find its most recent location if you've enabled "Store recent location." [Learn more about 2-step verification backups.](#)
- Is visible on Google Play

To lock or erase an Android device, make sure that device:

- Has power
- Is connected to mobile data or WiFi
- Is signed in to a Google Account
- Has Find My Device turned on
- Is visible on Google Play

If you use 2-step Verification, go to [2-step Verification backups](#).

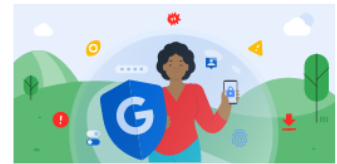
Find, lock, or erase a device remotely

Important: If you find your device after you erase it, to use your device again, you need your Google Account password. [Learn about device protection.](#)

1. On a browser, go to android.com/find.
2. Sign in to your Google Account.
 - **If you have more than one device:** At the top of the sidebar, select the lost device.
 - **If your lost device has more than one user profile:** Sign in with a Google Account that's on the main or personal profile. [Learn about user profiles.](#)
3. The lost device gets a notification.
4. On the map, you'll get info about where the device is.
 - The location is approximate and may not be accurate.
 - If your device can't be found, you may find its last known location, if available.
5. If you get a prompt, tap **Enable lock & erase**.
6. Select what you want to do:
 - **Play sound:** Rings your device at full volume for 5 minutes, even if it's set to silent or vibrate.
 - **Secure device:** Locks your device with your PIN or password. If you don't have a lock, you can set one. To help someone return your device to you, you can add a message or device number to the lock screen.

Find your Android device

- [Be ready to find a lost Android device](#)
- [Find, lock, or erase a lost Android device](#)



Protect Your Identity Online

Get step-by-step visual guides on the tools and practices that will help you protect your personal information with Google's Online Security Guidebook.

- **Play sound:** Rings your device at full volume for 5 minutes, even if it's set to silent or vibrate.
- **Secure device:** Locks your device with your PIN or password. If you don't have a lock, you can set one. To help someone return your device to you, you can add a message or device number to the lock screen.
- **Erase device:** Permanently deletes all data on your device, but may not delete SD cards. After you erase, Find My Device won't work on the device.

Use Find My Device app

1. On another Android phone or tablet, open the Find My Device app .
 - If the other device doesn't yet have the app, [get it on Google Play](#).
2. Sign in.
 - **If your own device is lost:** Tap **Continue as [your name]**.
 - **If you're helping a friend:** Tap **Sign in as guest** and let your friend sign in.
3. From the listed devices, select the device you want to locate.
 - You'll find the same options listed in the [above steps](#).
4. You may be prompted to provide the lock screen PIN for the Android device you want to locate. This applies to Android 9 or higher. If the device you want to find doesn't use a PIN, or runs Android 8 or lower, you may be prompted for your Google password.
5. Follow the same steps on [find, lock, or erase a device remotely](#).

Find your device with your Wear OS watch

If you lose your Android phone or tablet that's connected to a Wear OS smartwatch, you can find it with your watch. [Learn how to find your phone with your watch](#).

Find your Android device's IMEI number

To disable the device, your mobile service provider can utilize your device's IMEI number. You can find your device's IMEI number in your phone's settings or with Find My Device.

To locate your device's IMEI with the Find My Device app:

1. Open the Find My Device App .
2. Select the device you want to locate.
3. Tap the gear icon .

To locate your device's IMEI on a web browser:

1. Go to android.com/find.
2. Next to the device, tap the icon.

How Find My Device handles your data

To help you find a lost Android device, Google collects certain info. Some of this functionality uses Google Play services. For example, Find My Device collects:

- Approximate and precise locations or other identifiers for service functionality purposes.
- Personal identifiers for service functionality, fraud prevention, security, and compliance purposes. We use these identifiers to associate your Android devices to your account.

Store recent location is encrypted at rest using your Google Account password for security. Other data that Find My Device collects is encrypted in transit. You can delete all devices and their locations through the Find My Device app.

Find your Android device

- Be ready to find a lost Android device
- Find, lock, or erase a lost Android device



Protect Your Identity Online

Get step-by-step visual guides on the tools and practices that will help you protect your personal information with Google's Online Security Guidebook.

1. Go to android.com/find.
2. Next to the device, tap the ⓘ icon.

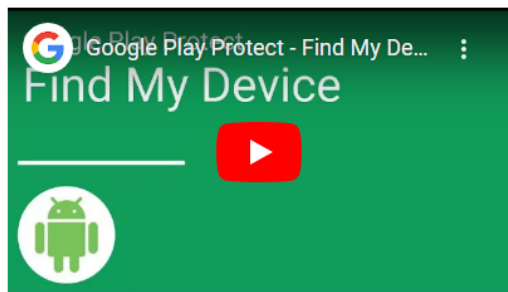
How Find My Device handles your data

To help you find a lost Android device, Google collects certain info. Some of this functionality uses Google Play services. For example, Find My Device collects:

- Approximate and precise locations or other identifiers for service functionality purposes.
- Personal identifiers for service functionality, fraud prevention, security, and compliance purposes. We use these identifiers to associate your Android devices to your account.

Store recent location is encrypted at rest using your Google Account password for security. Other data that Find My Device collects is encrypted in transit. You can delete all devices and their locations through the Find My Device app.

Watch a video about finding your device



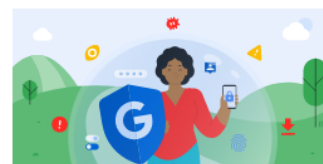
Related resources

- [Be ready to find a lost phone](#)
- [Set screen lock](#)
- [Put emergency information on your lock screen](#)
- [Manage your phone's location settings](#)
- [Can't sign in to your Google Account](#)

🗨 Give feedback about this article

Find your Android device

- 📖 [Be ready to find a lost Android device](#)
- 📖 [Find, lock, or erase a lost Android device](#)




[Protect Your Identity Online](#)

Get step-by-step visual guides on the tools and practices that will help you protect your personal information with Google's Online Security Guidebook.

Need more help?

Try these next steps:



Post to the help community
Get answers from community members

