

Report a lost or stolen mobile device



Esther Silver on January 28, 2020

1. Call the UCSF police department

Immediately report the theft or loss of your device to the UCSF police department. Remember that time is of the essence. 415-476-1414.

2. Contact the UCSF IT Service Desk

After you have reported the loss or theft of your device to the UCSF police department, it is critical that you contact the service desk as soon as possible. They will gather information about the incident, and then instruct you about changing passwords and how to remote wipe your device.

The IT service desk can be reach at 415-514-4100.

3. Notify the UCSF IT security team

Contact the UCSF security team by sending an email to security@ucsf.edu [1]. Please inform us about the details of your theft or loss, and include any relevant case numbers that you may have been given.

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

Site Login Site Index

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Source URL: https://it.ucsf.edu/how_do/report-lost-or-stolen-mobile-device

Links

[1] <mailto:security@ucsf.edu>