Procedure for responding to a lost or stolen DIT mobile device

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Overview

As the designated user of a DIT mobile phone or tablet, you may already be aware that the use of your device must adhere to the following Institute policies:

- DIT mobile phone policy: [http://dit.ie/intranet/finance/policiesandprocedures](http://dit.ie/intranet/finance/policiesandprocedures)

While the loss or theft of a DIT device may be personally upsetting, it is important to ensure that any information containing personal data is protected in line with current data protection legislation. The purpose of this document is to set out the steps to be taken should you discover that your DIT phone or tablet is lost or stolen. Please be aware that it is your responsibility to complete this process as soon as becoming aware of the loss.

Many of the steps outlined in this document are made on the assumption that:

- **Location services are enabled on your phone or tablet:** Turning on your location setting is very easily done from your device, and ICT Services would like to assure colleagues that doing so does not mean your location can be tracked by DIT.

- **The Microsoft Intune app has been installed:** Use of Intune requires that you first obtain a license. You can check if you have a license by logging into the Microsoft portal as per Step 3 below. If this results in an error message, please contact the DIT Support Desk at [https://mysupportdesk.dit.ie/](https://mysupportdesk.dit.ie/) or ring (01) 402 3123 to request an Intune license.

Procedure

1. **Remote-Lock the Mobile Device**
   
   In adherence with the DIT Mobile Devices Policy, the mobile device screen should lock with a password within 5 minutes of inactivity. However, if a device is lost or stolen while the screen is unlocked, the password could be changed by a third party. Therefore, you should attempt to remotely lock the mobile device as soon as it has been discovered missing. Please select the correct procedure below for your device:

   **How to Remotely Lock an Android Device.**

   1. In a web browser go to [https://www.google.com/android/devicemanager](https://www.google.com/android/devicemanager)

   2. In the “Email” field enter staff number followed by @dit.ie and click “Next”. e.g. 54321@dit.ie
3. The browser will redirect to the DIT Authentication screen. In the fields provided, enter your staff number and password.
4. All Android devices associated with the Google account will be displayed. Click on the device you wish to locate.

5. Click on the “Lock” button in the middle of the device card.
6. In the “New lock screen” window enter a new complex lock screen password. You can also enter an optional “Recovery message” and contact phone number to be displayed on the device’s lock screen. This may be useful if the device has been lost.

7. Press the “Lock” button to enable the new screen lock password and optional “Recovery message”.

How to Remotely Lock an Apple Device.

1. In a web browser go to https://www.icloud.com/find

2. In the fields provided enter your Apple ID and password.
3. Click on the “Find iPhone” button.

4. All Apple devices associated with the Apple ID will be displayed. Click on the device you wish to lock.
5. Click on the “Lost Mode” button on the device card.

6. Enter an optional contact phone number to be displayed on the lock screen of the device if it has been lost otherwise click “Next”.

7. You can also enter an optional message to be displayed on the lock screen if the device has been lost, otherwise press “Done”.
8. The device will be locked using the existing passcode.

2. Locate Mobile Device

The location information can be used to find the device if it has been lost. However, if the device has been stolen do not attempt to retrieve the device yourself. Instead contact the Gardaí or local law enforcement agencies, and share any location information with them. Please select the correct procedure below for your device.

(Please note this step can only be completed by the User. ICT Services have no access to Mobile Device location information.)

How to Locate an Android Device.

1. In a web browser go to https://www.google.com/android/devicemanager

2. In the “Email” field enter staff number followed by @dit.ie and click “Next”. e.g. 54321@dit.ie
3. The browser will redirect to the DIT Authentication screen. In the fields provided, enter your staff number and password.

4. All Android devices associated with the Google account will be displayed. Click on the device you wish to locate.
5. Click on the “Compass” button in the top right hand corner of the device card.

6. The mobile device’s last know location, date, time and accuracy will be displayed.
How to Locate an Apple Device.

1. In a web browser go to https://www.icloud.com/find

2. In the fields provided enter your Apple ID and password.

3. Click on the “Find iPhone” button.

4. All Apple devices associated with the Apple ID will be displayed. Click on the device you wish to locate.
5. The mobile device’s last know location, date, and time will be displayed.

3. **Reset Mobile Device**
   If the device is not retrievable, a remote factory reset should be completed on the device to erase any sensitive information. This should be done as soon as possible to maximise the chances of a successful reset. This will delete all information on the mobile device and is irreversible, even if the device is recovered at a future date.

   **How to Reset a Mobile Device.**

   1. In a web browser go to [https://portal.manage.microsoft.com](https://portal.manage.microsoft.com)

   2. In the “Email or phone” field enter your staff number followed by @dit.ie e.g. 54321@dit.ie
3. The browser will redirect to the internal DIT server for authentication. In the fields provided enter your staff number and password.

4. All devices enrolled in the Intune Mobile Device Management system will be displayed. Click on the device you wish to reset.
5. Click on the “Reset” button.

![Reset button image]

6. Click the “Reset” button again to begin the mobile device factory reset.

![Reset confirmation image]

4. **Contact Three or Vodafone (mobile phones or SIM enabled tablets only)**
   Even if a mobile phone or 3G-enabled tablet has been successfully locked or reset, the SIM card is still susceptible to abuse by being inserted into an unlocked device, and used for voice calls or mobile data. The DIT Mobile Devices policy states that the SIM card should be locked with a PIN code. However, in case the PIN has been compromised, you should contact your mobile service provider (Three or Vodafone) to report the loss, and request that the SIM card be suspended.
**How to Contact Three.**

Call Three Business Support from within Ireland on 1913 or + 353 83 333 333 from outside Ireland and request a SIM card suspension by providing the following information.

Account Name: Dublin Institute of Technology
Your Mobile Phone Number
Your Full Name

**How to Contact Vodafone.**

Call Vodafone Optima Support from within Ireland on 1800 808 888 or + 353 1 203 8232 from outside Ireland and request a SIM card suspension by providing the following information.

Account Name: Dublin Institute of Technology
Your Mobile Phone Number
Your Full Name

5. **Contact the Gardaí**

Once the device and SIM have been secured as much as possible, you should contact the Gardaí or local law enforcement agencies, and report the device lost or stolen. At this point provide any location information if available.

6. **Change Passwords**

Change any passwords you believe may have been used, stored or saved in memory on the mobile device. To change your DIT account passwords you can use the following steps.

**How to change your DIT account passwords.**

1. In a web browser go to https://mypassword.dit.ie

2. Enter the username of the DIT account you wish to change and press OK. The account usernames are usually your staff number (DIT email, Webcourses, Finance, etc.) and your firstname.lastname (Windows login, network file shares etc.) If in doubt, change all DIT account passwords.
3. If this is the first time you have logged into DIT Password Manager, you will need to configure your profile by clicking on the “My Questions and Answers Profile” button. If you have previously done this step, you can skip to step 8.

4. Enter the displayed captcha and click “Next”.

5. Enter the current password for your account and click “Next”.

6. Fill in the questions and answers profile as directed and press “Next”.

7. Once your profile has been successfully updated click the “Go to home page” link.
8. Click on the “Manage My Passwords” button.

9. Enter the displayed captcha and click “Next”.

10. Enter your current password and click “Next”.

11. Enter your new password and click “Next”. *(Passwords must be a minimum of 8 digits or characters. Please try to make your password strong by using a combination of uppercase, lowercase, digits or special characters.)*
12. You will receive a notification if your password was successfully changed.

13. Once finished click on the “Log out” link.

7. Contact the DIT Support Desk

At the earliest opportunity, please contact the DIT Support Desk on +353 1 402 3123 and report the loss/theft of the mobile device. Please confirm that the previous steps outlined in this process have been completed, and if the device contained any personal or confidential information. ICT Services will then initiate the DIT Data Security Breach Management process.

As part of this process, you will need to immediately complete a Data Security Breach form, and forward this to the Information Governance Officer at foi@dit.ie, and to your Line Manger. A copy of the form is available at: