My laptop, tablet or smart phone was stolen. What should I do?

Answer

1. Report the loss

Notify local law enforcement where the laptop, tablet or phone was stolen.

**On campus theft:** call MIT Police: 617.253.1212 – if stolen from the MIT campus or an FSILG

**Off campus theft:** call the local police department.
Cambridge, MA police: 617.349.3300
Boston, MA police: 617.343.4200

Be sure you get a case/report number and a primary contact for the case.

2. Determine if sensitive or confidential data belonging to another individual or organization was lost

If so, immediately provide IT Security Services with information on the type of data you believe was on the device. If you have a CrashPlan backup account or other type of file backup service, you can review the information stored by reviewing the backup. Contact the IS&T Service Desk if you need assistance retrieving the backed up data.

Be sure to let IT Security Services know: Was the data legally protected, contractually restricted, or confidential to MIT? Was the data personal medical (e.g., health records) or financial (e.g. banking account numbers, credit card numbers) or personally identifiable (e.g., names plus passport numbers, drivers license numbers, Social Security numbers, or dates of birth)?

3. Remotely track, lock or wipe the device, if possible

If the device was stolen on campus, the MIT police will follow up with Network Security to see if IS&T can detect the presence of the stolen item on the Internet.

Most cell phone service carriers can remote lock or wipe the data on a smart phone. Contact your carrier immediately to see if they can offer this service.

If you have an Apple device, and have enabled “*find my iPhone*” on your device, you can track, lock or wipe the device remotely via iCloud.

If you have other similar software for a non-Apple device, contact the software vendor to follow the steps for tracking, locking or wiping the data from the device.

4. Change your passwords

Change passwords that you believe may have been stored or saved in memory on the computer or device. You can reset your MIT Kerberos password at any time online. Don't assume that there is no trace of the passwords you use for online accounts. To be on the safe side, it is a good idea to reset ALL your passwords to sensitive information, including your email accounts.

5. Notify credit cards and banks

If you stored financial data, you should notify the affected institutions. **What to do if you think your identity may be compromised.**
6. Contact STOP

If the computer or device had a metal STOP tag attached to it, it was registered with the STOP program (Security Tracking of Office Property) provided by IS&T. STOP isn’t a tracking device, but is an identification plate that is permanently affixed to the laptop labeling it as registered property.

- The phone number to call regarding the service is 1-800-488-STOP. The company website is here.

7. Faculty and staff members should notify their manager/supervisor, IS&T or the Insurance Office of the loss

All computers registered for access to the MIT network have a unique Ethernet address number that is recorded by IS&T when your computer is registered. It is possible that the computer might be found if it is re-connected to the campus network using the Ethernet Hardware Address (also known as a "MAC address") of the device. See your department's IT support personnel or contact the IS&T Service Desk.

Regarding a stolen/lost laptop, if it is MIT property, loss may be covered by MIT’s insurance. Check with the Insurance Office (617-253-2823) for more information, and learn how to take advantage of the Insurance Office’s waiver of retention policy for equipment theft.

Insurance Information (according to the MIT Insurance Office):

MIT-owned equipment is covered by Institute insurance. Personally-owned property is not covered by MIT.

Government-owned equipment, except where specifically required by written loan or bailment agreement for use on MIT projects, is also not covered by MIT. For property to be covered under MIT’s insurance, it must belong to the Institute, procured with MIT funds and/or received as a gift that is registered with MIT’s Recording Secretary.

NOTE: There is a $1,000.00 departmental retention fee per occurrence for all thefts or acts of vandalism, unless an MIT Police-approved double-lock system is in place — such as a security system, computer locking devices, or a locking cabinet or desk drawer — to safeguard the equipment.

Additionally, there is a $500 threshold for reporting any property damage claim to MIT’s Insurance Office for reimbursement.