



Stolen/Missing Laptop Tips

You've Lost Your Laptop or Your Laptop has been Stolen

We understand that losing a laptop is a very upsetting situation. Chances of recovering a laptop can vary but here are some tips steps you should take immediately after discovering your device is missing:

- **File a Police Report**

This will give you a record of what happened and it may protect you from identity theft issues in the future. It may also help with any insurance claims that you file. Lastly, it can the police monitor whether these types of thefts are on the rise, which may enable them to help with prevention measures.

- **Change Your Passwords on Crucial Sites**

In today's climate, you should assume the worst and be prepared for the fact that a thief may try to use the information on your laptop. Change the passwords to sites with your personal and sensitive information as soon as possible, especially if you have automatic logins. These sites may include your emails, social media accounts and bank and credit card logins. If you have any other sensitive information on your computer that could be used by a thief, such as bank pin number, bills, credit card information, cell phone, etc., contact the company in charge of your accounts and see if the account can be changed, flagged or monitored.

- **Leave Passwords As Is for Less Critical Sites**

You may want to leave some not so sensitive accounts such as your Instant Messenger, YouTube account, Flickr account, etc. open and watch the pages for activities. In some situations, the thief may use the account because it automatically logs into the page. This information could be used to help identify the thief.

- **Notify your professors if you have lost any work due for their courses**

Contact your professors in person or via email regarding what has happened. Provide a case number if you can for verification. Request flexibility and guidance on how you can make up any work affected.

Buying a new laptop?

Dell and Apple offer student discounts. Information is available on [myNortheastern](#).

Preventative measures to take for the future

- **DO NOT LEAVE YOUR LAPTOP UNNATENDED!**

Don't trust people you don't know in the library! Make your laptop distinctive; add a sticker or a label.

- **Register your laptop**

The Northeastern Police Department Crime Prevention Unit will register your laptop (and other specific personal property) through the stoptheft program. This can aid in recovery efforts should the device be taken. Please [visit this website](#) for more information or to set up an appointment.
- **Download a tracking system for your laptop**
 - Prey Project — [Prey](#) lets you keep track of your laptop, phone and tablet whenever stolen or missing — easily and all in one place. It's open source software that gives you full and remote control 24/7! Plus, you can download it for free!
 - Absolute LoJack — [Absolute LoJack](#) provides tracking software that can locate your laptop via [persistence technology](#), which works even if a factory reset is done on the device or a new OS or hard drive is installed. Their Absolute Investigations Team promises to work with the police to get your laptop back.
 - GadgetTrak— [GadgetTrak](#) software tracks stolen laptops by attaining the location from Wi-Fi networks with about 10-20 meters of accuracy. It also captures a photo of the thief using your stolen laptop's webcam.
- **Insure your laptop against loss or theft**

Some computer manufacturers and distributors offer warranties that cover loss or theft. You can also purchase laptop insurance through a third party, or as part of your homeowners' or renters' insurance.

Last updated: 2/9/2018