Mobile Devices: Lost or Stolen Devices

The Mobile Device service has a setup and configuration support offering, to provide assistance in the setup and configuration of your mobile device or tablet. Use this article for information on what to do if your SOM purchased mobile device is lost or stolen.

Step-by-step guide

To report your SOM purchased mobile device:

1. Follow the Yale University procedure documented on the Reporting Lost or Stolen Data or Devices ITS page.
2. Please contact the SOM IT Help Desk, somit@yale.edu or call (203) 432-7777, so we are aware the device is missing and can assist with recovering the device or wiping data on the device.

Related articles

- Mobile Device Configuration Checklist
- Mobile Devices: International Travel Important Information
- iPhone Activation Instructions
- EMS Mobile requires you to enable browser cookies
- T-Mobile Data Plan