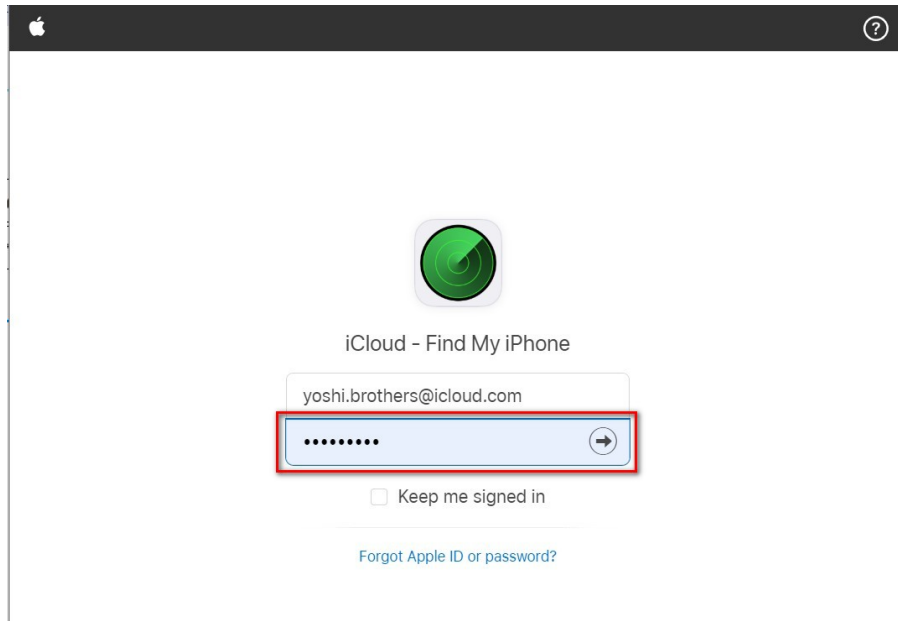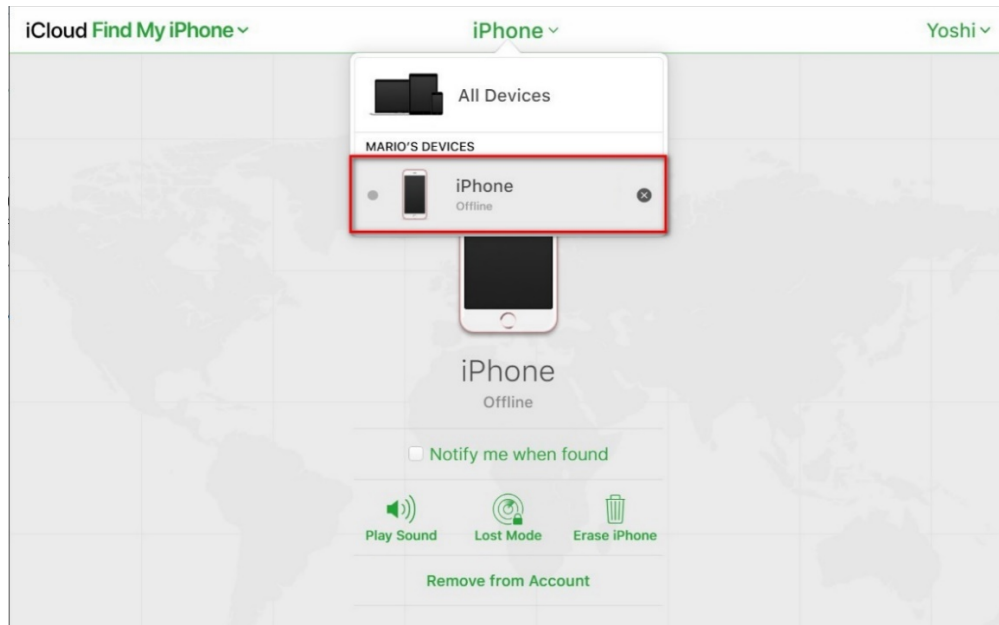# Apple Devices – Lost Mode

iCloud.com

1. Navigate to iCloud.com
   a. *If the customer has 2-Factor authentication setup and you are unable to get a security code, you can bypass this by going to icloud.com/find*
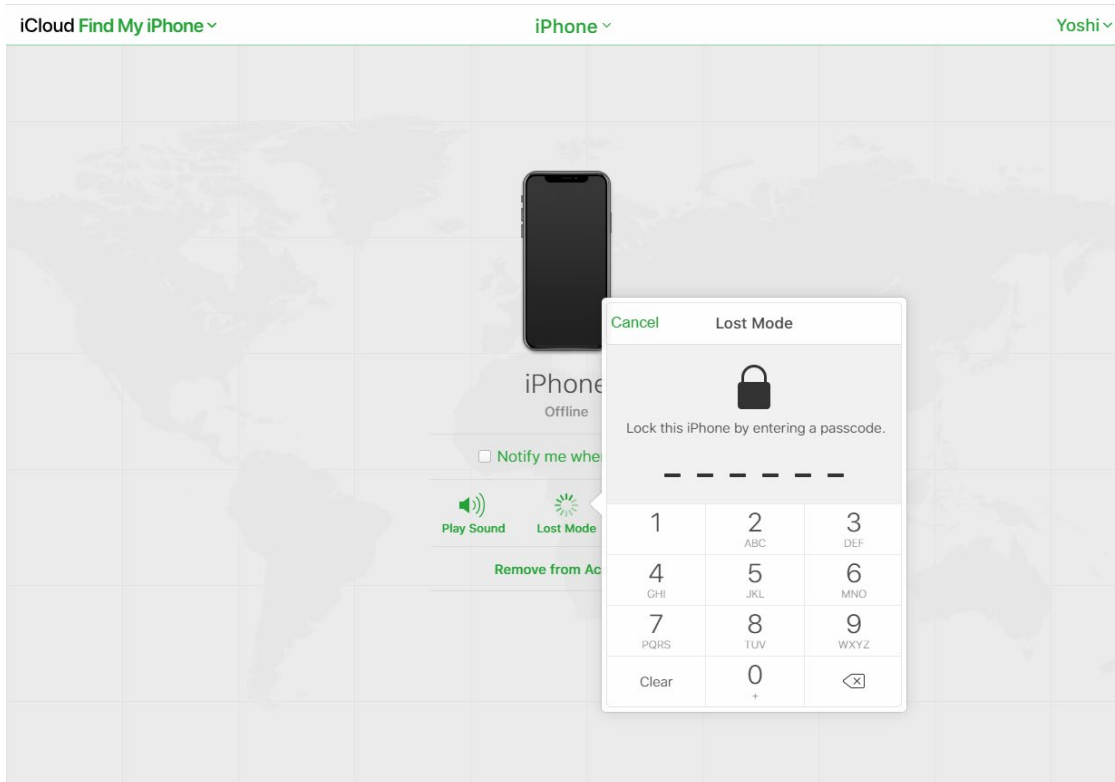2. *Enter the username and password*

3. The device location page will display. Click "All Devices" at the top of the page and select the device you would like to lock/disable
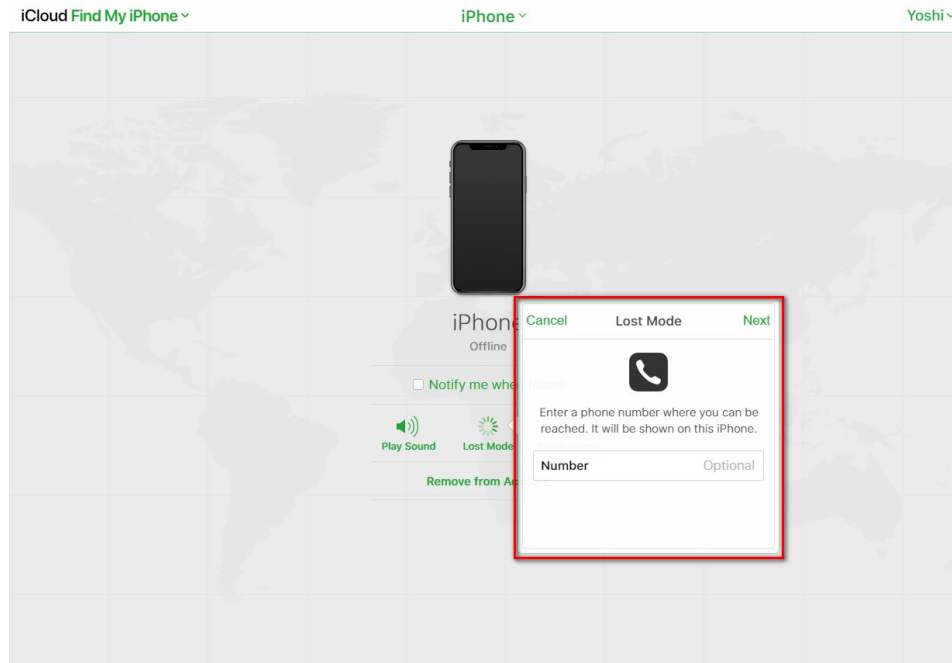
4. To lock a device, click the "Lost Mode" option

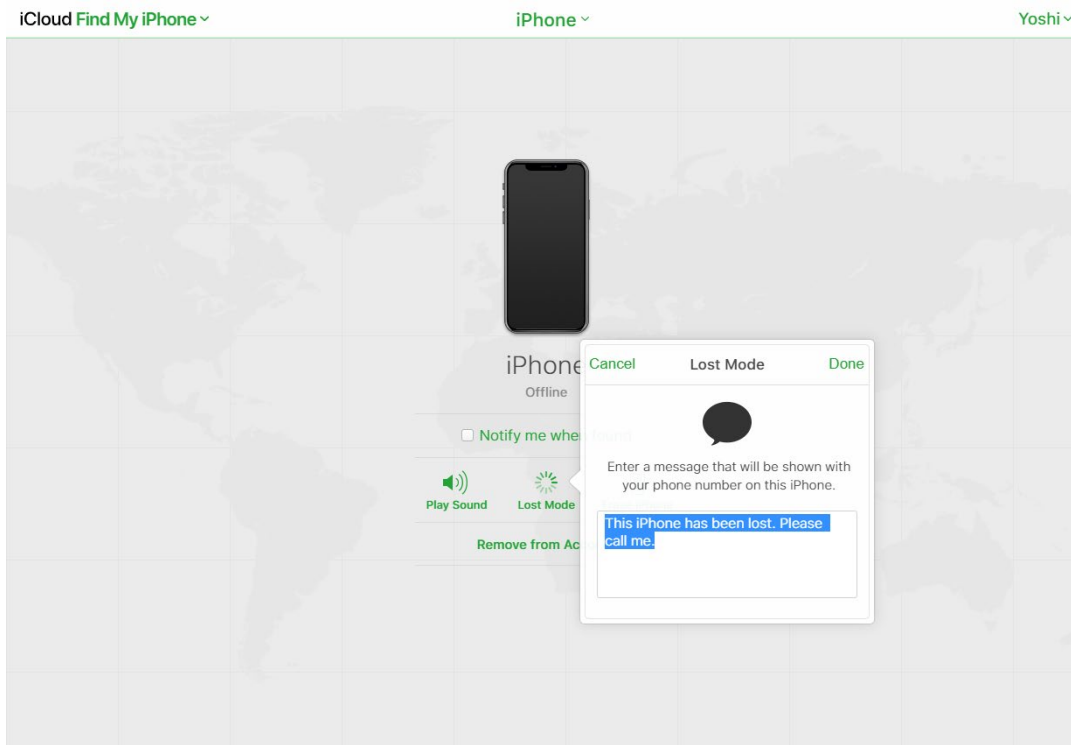5. You will be prompted to enter a 6-digit lock code (twice)
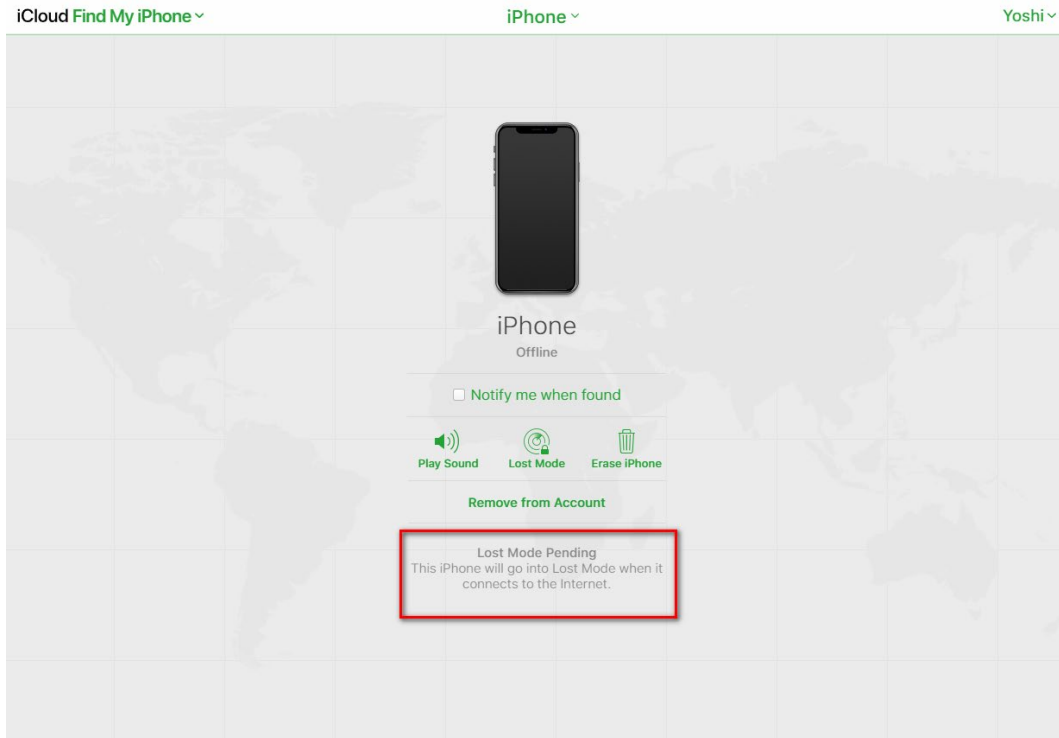   a. Remember this code as you will need to enter it on the device to unlock the device

6. Next you will be given the option to enter a phone number that will display on the phones lock screen. (*This is optional*)
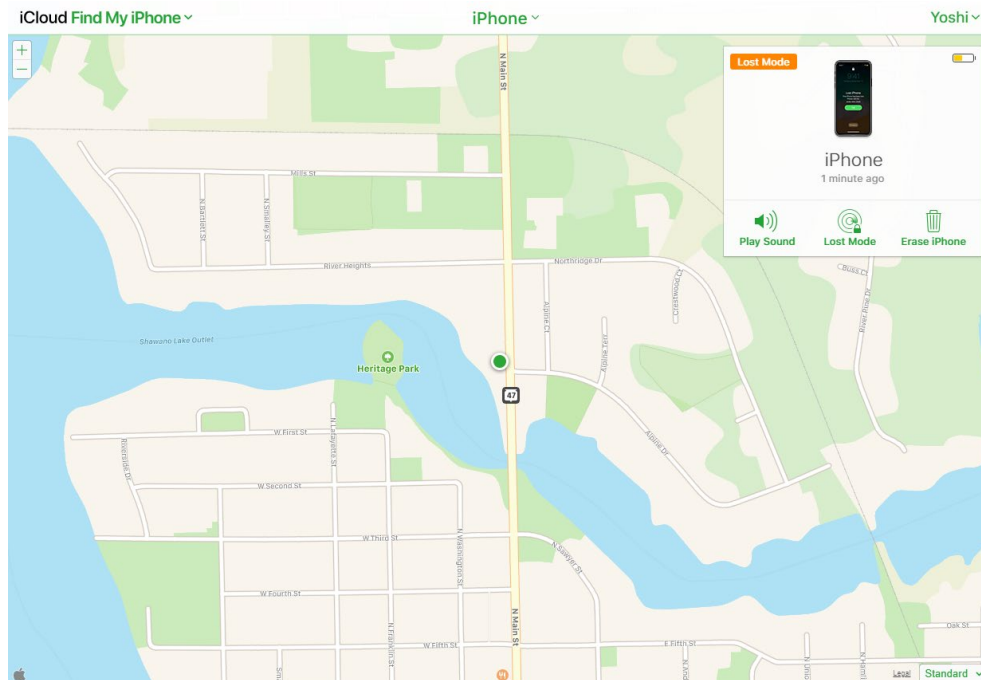

7. Next you will be given the option to display a message on the device lock screen (this is required)
   a. A default message does auto fill stating "*This iPhone has been lost. Please call me.*"
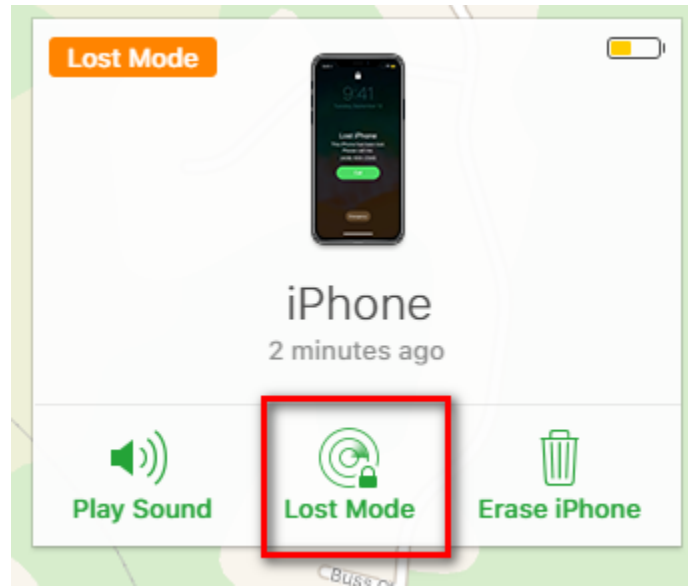   b. Once complete click "Done"

8. You will now be taken back to the device location page where a message will display showing the device is in lost mode
   a. If the device has no data connection, the lock request will be pending until the device connects to data (Wi-Fi or cellular)
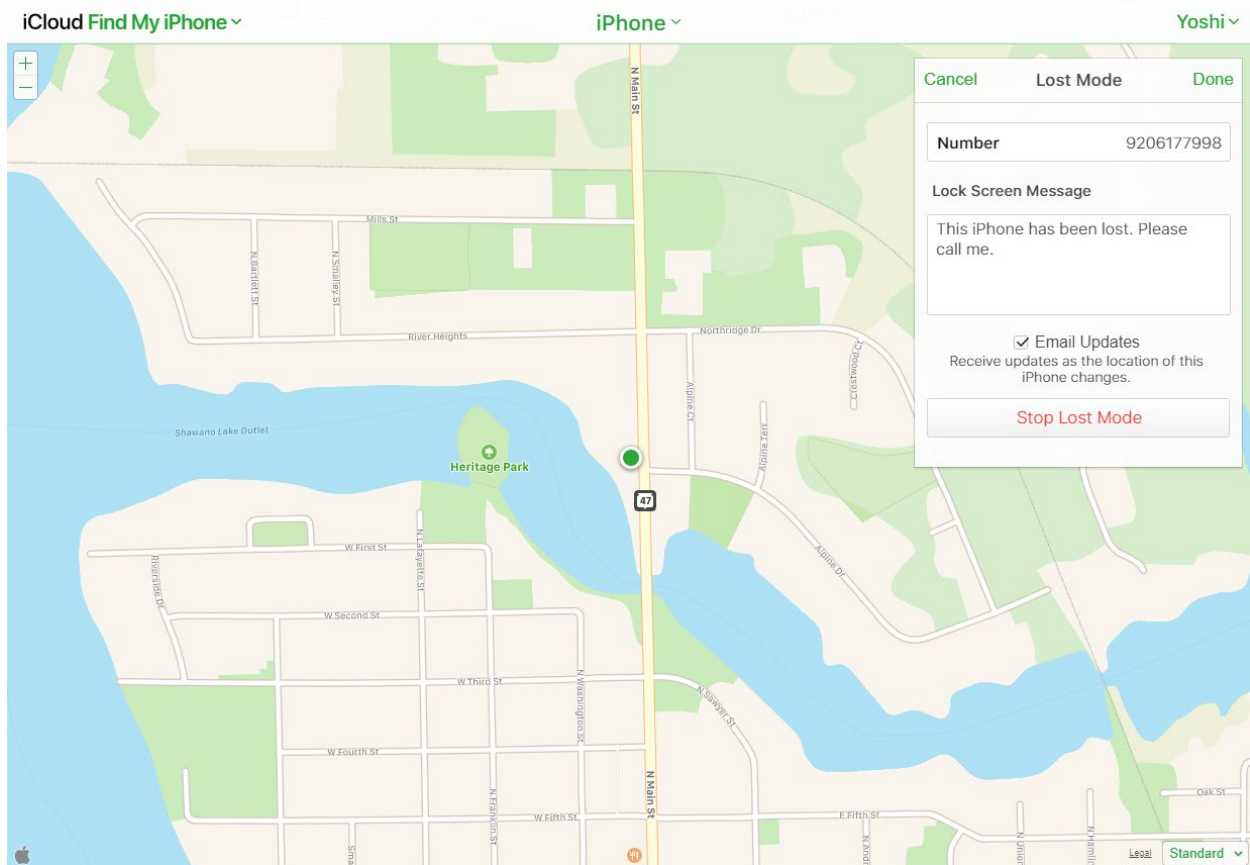

9. Once the device connects to data, the device location page will update to show location, battery, and the option to update the lost mode settings

10. To update the lost mode message or phone number, click the lost mode button
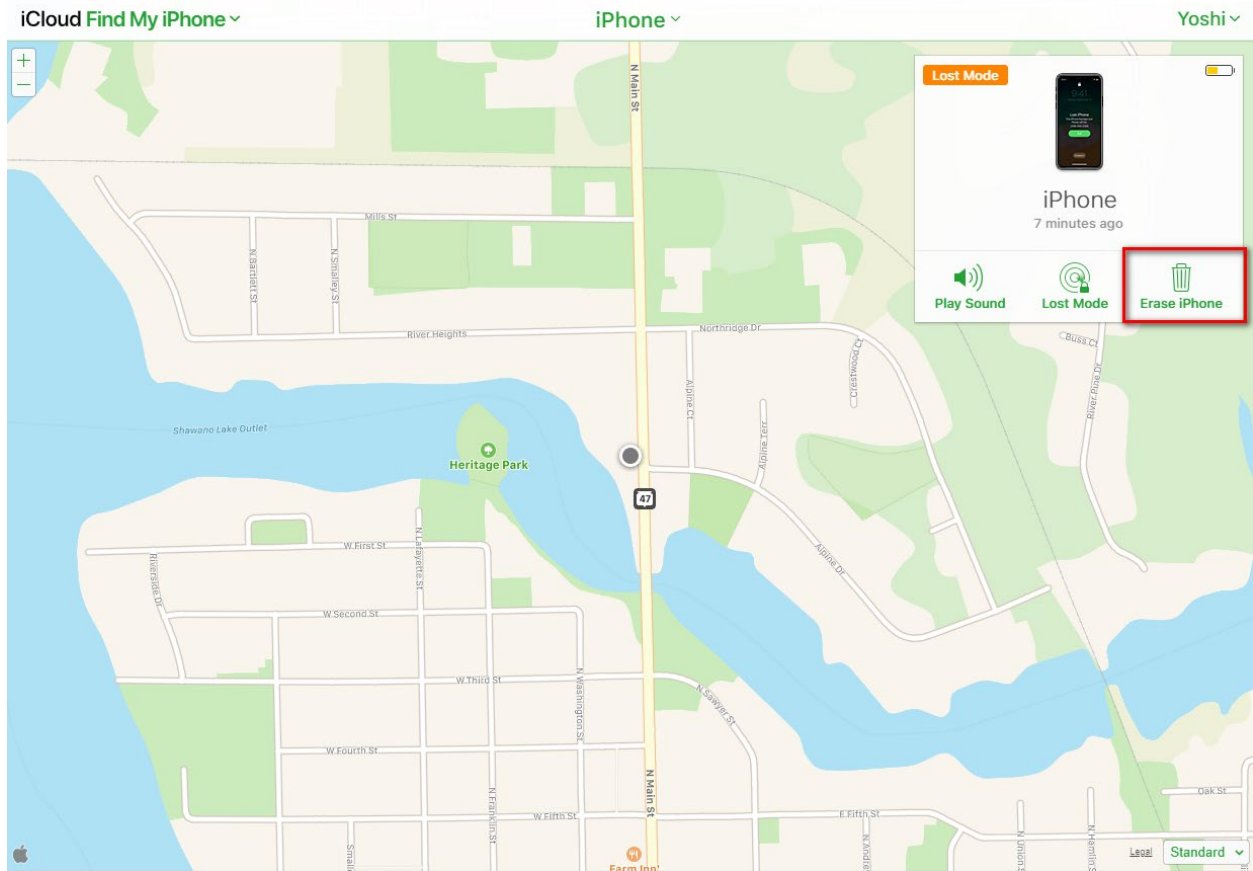

11. From here you can update the message, phone number, or disable lost mode

12. If you do not believe the device can be retrieved or you want to ensure your data can not be taken off the device, you can remotely erase the device. This will lock the device to your Apple ID/iCloud account.
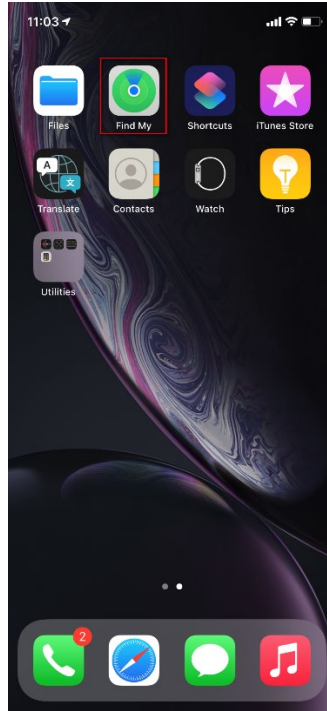13. This can be done by clicking the "Erase iPhone" button
    a. Note: if the device is not connected to data, the erase request will not be completed until the device connects to data
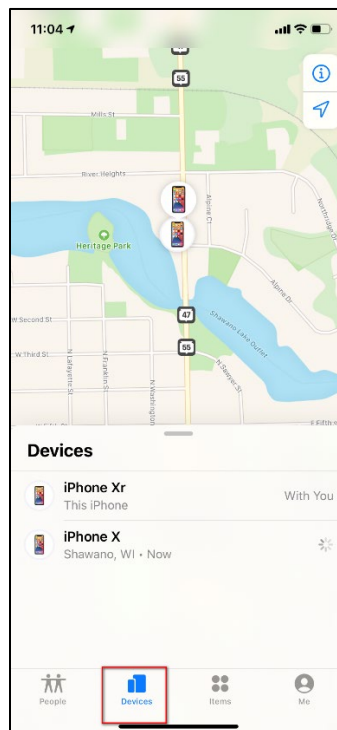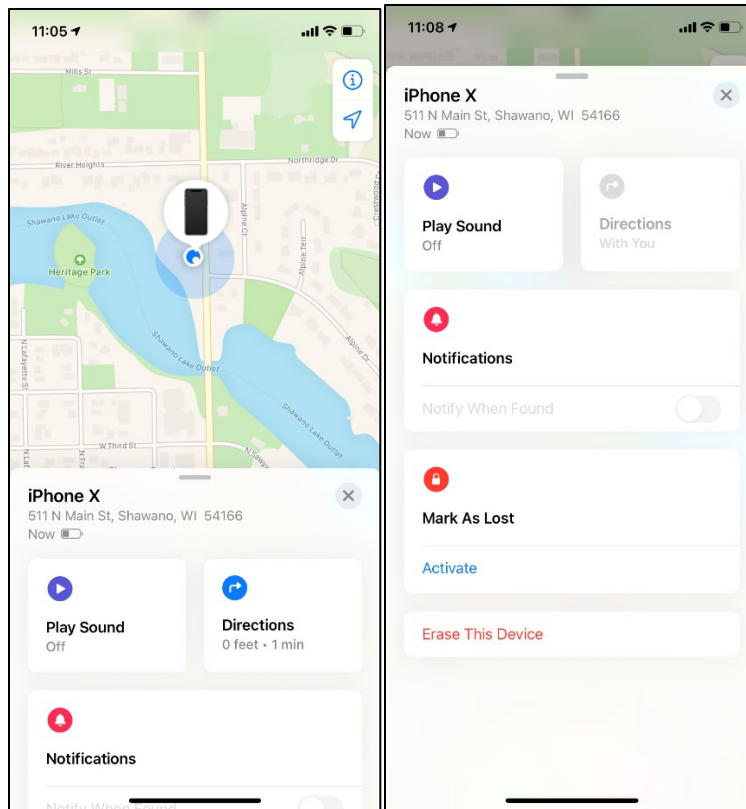
Apple Devices – Lost Mode
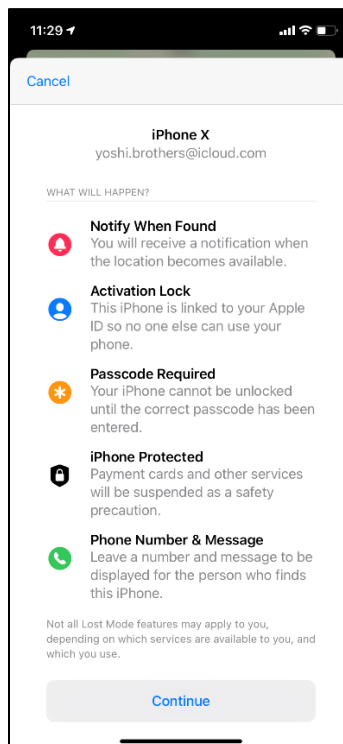
Find My App

1. Open the "Find My App"

2. Select the "Devices" tab and select the device you want to place in lost mode
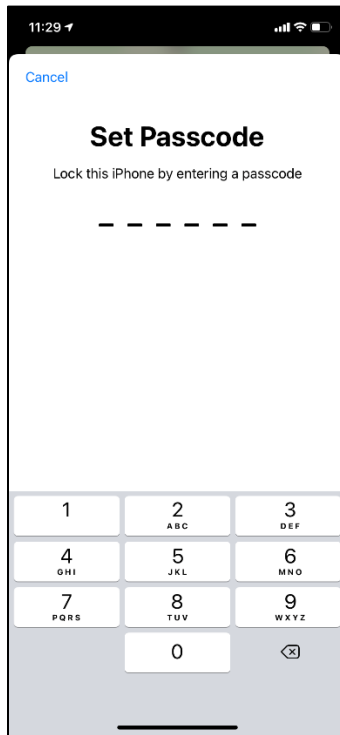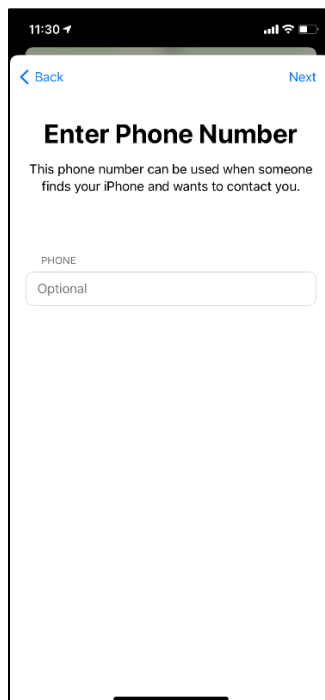
3. Swipe up and select *Mark as Lost*

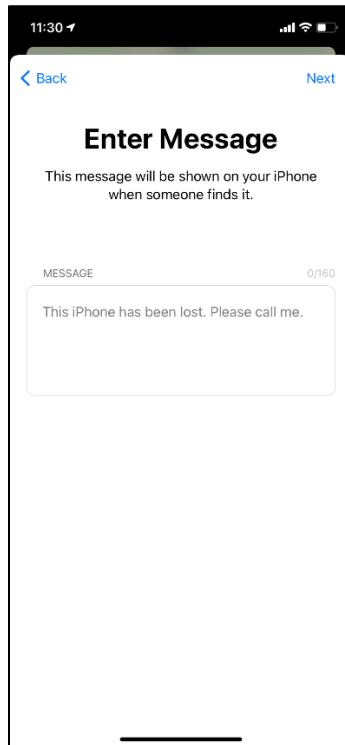4. Confirm that you want to place the device in lost mode

5. You will be prompted to enter a 6-digit lock code (twice)
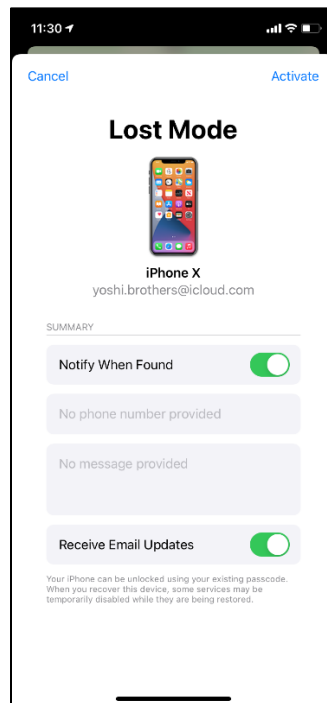   a. Remember this code as you will need to enter it on the device to unlock the device

6. Next you will be given the option to enter a phone number that will display on the phones lock screen. (*This is optional*)

7. Next you will be given the option to display a message on the device lock screen (*this is optional*)
   a. Once complete, the device will go into "Erase" mode. Once the device connects to the Internet, it will erase and Activation Lock.

8. Review the information you entered to ensure it is correct, if so, click "Activate"

9. The lost mode request will be sent and you will see the status change to "Activated"