NAPLES COMPUTERS HOW-TO · SECURITY & SAFETY

Lost or Stolen Work Laptop: The First Steps

A missing work laptop is an emergency measured in minutes, not hours. This guide covers what to actually do first: report it immediately, lock or wipe it remotely if your business has that set up, change what it could reach, and document what happened.

Why the first minutes matter

Three things change fast once a laptop is out of your hands.

Minutes matter
A device that's still online can often be located, locked, or wiped remotely; one that's been powered off can't.

It's not just the laptop
Whatever it was logged into, email, files, saved passwords, is exposed until that's handled too.

Encryption changes everything
If the drive was encrypted, a thief with no password can't actually read what's on it.

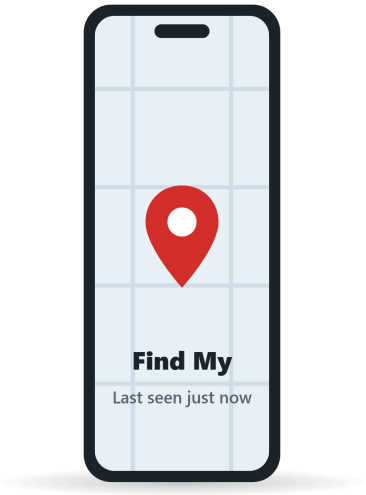
Step by step

LOST OR STOLEN LAPTOP

A work laptop just went missing

What happens in the next few minutes matters more than almost anything else that happens after.

WHAT TO DO
We're Naples Computers, since 1993.



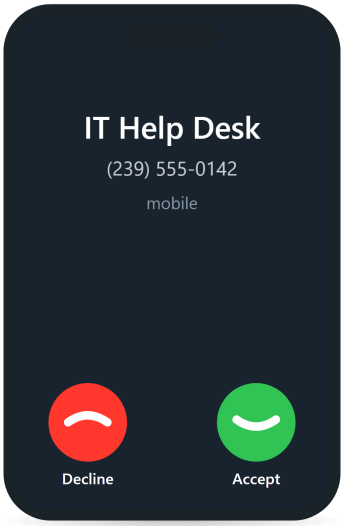
STEP 1

! Report it immediately

Call your I.T. provider or manager right away, even if you think it'll turn up.

WHAT TO DO

Every minute it stays online is a minute it can still be located, locked, or wiped.



Every minute counts

STEP 2

! Lock or wipe it remotely

Business laptops managed with tools like Microsoft Intune can be located, locked, or wiped from anywhere.

WHAT TO DO

A full wipe erases everything on it; it's for when the device truly isn't coming back.



Locate, lock, or wipe it, remotely

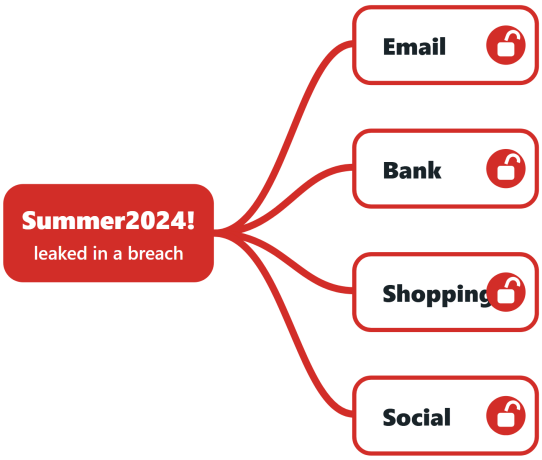
STEP 3

! Change what it could reach

Reset passwords for anything that was logged in or saved on it, especially email and company accounts.

WHAT TO DO

If the drive wasn't encrypted, assume anything stored on it could be read.



Reset anything it could reach

A few tips

- [ ] Encrypt company laptops ahead of time
  BitLocker on Windows, FileVault on a Mac, turned on before it's ever lost
- [ ] Know your device-management options
  Tools like Microsoft Intune can locate, lock, or wipe a managed laptop remotely
- [ ] Document what happened
  What was on it, when it went missing, and what you did; it matters for insurance and compliance

Recap: lost or stolen laptop

- [ ] Report it immediately; every minute online is a minute you can still act
- [ ] Lock, locate, or wipe it remotely if your business has that set up
- [ ] Change passwords for anything it could reach, especially email
- [ ] Document what happened, for insurance and compliance

A device that's still online can often be located, locked, or wiped remotely; one that's been powered off can't, so report it the moment you notice, not after you've searched everywhere.

Just lost a work laptop, or want a plan ready?

Call 239-513-1960

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