

Find My iPhone / iPad



A Quick Guide - iOS 13
Introductory Level

iPaddlers

Designed for iPad. Relevant to other Apple devices.

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GUARDRAIL
Tutorials

Lost iPhone - How to Find it

iOS 13 / iPadOS 13



Find My

Ever Lost an iPhone or iPad?

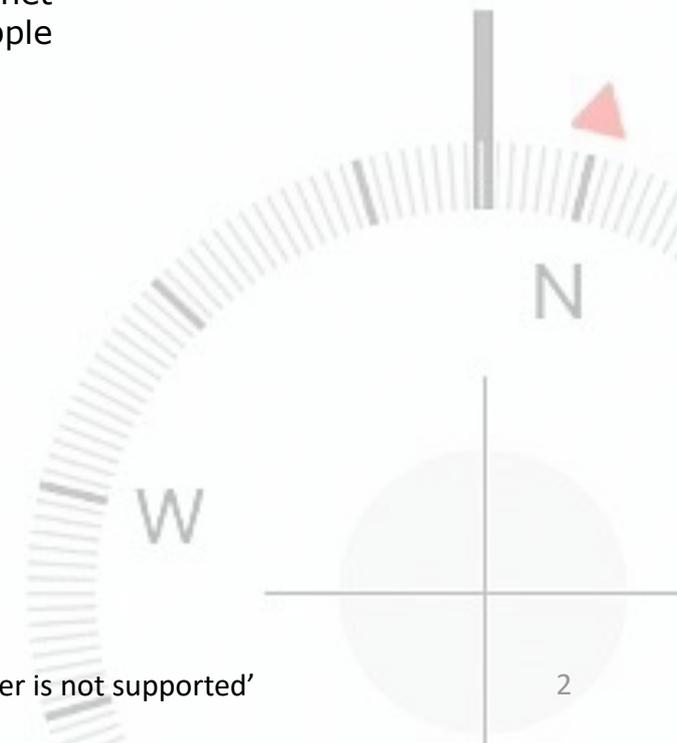
If you are ever in the situation where you need to locate your iPhone remotely, for whatever reason, the current technology helps you to find it. Providing you have '**Location Services**' and '**Find My**' turned on, the **Apple iCloud** servers may have enough tracking information to accurately pin point the location of the device on a map.

To find a lost iPhone (or iPad), all you need to do is login to your **iCloud** account on any desktop computer that has an internet connection (Apple Mac, Windows or Linux), or from another Apple mobile (iOS) device*. Click on the '**Find iPhone**' icon.



Find iPhone

The text displayed underneath the icon may be 'Find iPhone' when logged into iCloud in a web browser.

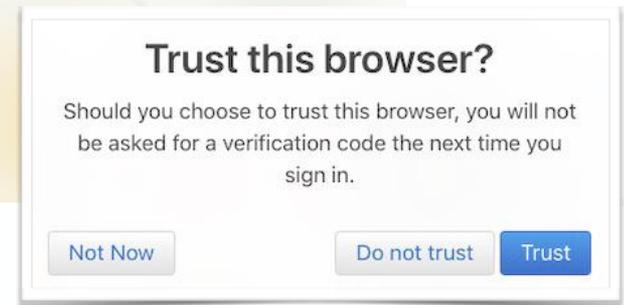
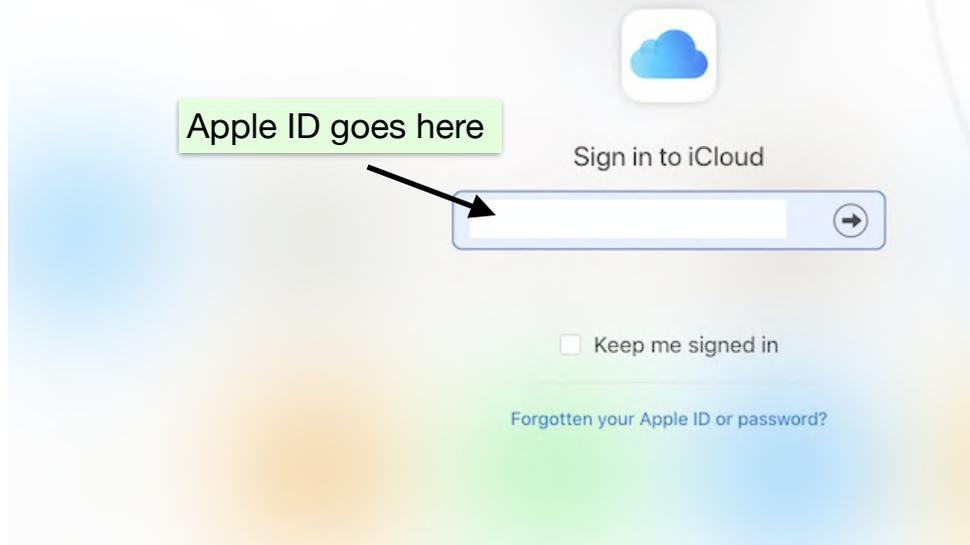


* On an Android device you may get a message something like: 'Your web browser is not supported'

iCloud - Login

Using a Desktop Computer

The process will be a little different on a desktop computer compared to an Apple mobile device. On a desktop computer you will need to open a web browser (any browser will do, such as **Safari**, **Firefox**, **Chrome** or **Edge/IE**). In the address bar at the top of the browser, type the website address **icloud.com**. Once you connect to the iCloud website, you will be presented with a login screen:



Enter the correct login details for your **Apple iCloud** account:

- **AppleID** (the email address Apple uses to identify you)
- Click arrow for next screen (or press Enter/Return)
- **Password** (the current password specific to your AppleID)
- At popup asking '**Trust this Browser**' - click '**Trust**'

iCloud - Your Account

iCloud Services - such as 'Find iPhone'

Once authenticated and logged in, you will be presented with an **iCloud Home** screen (see screen shot), with a greeting which pertains to your individual iCloud account:

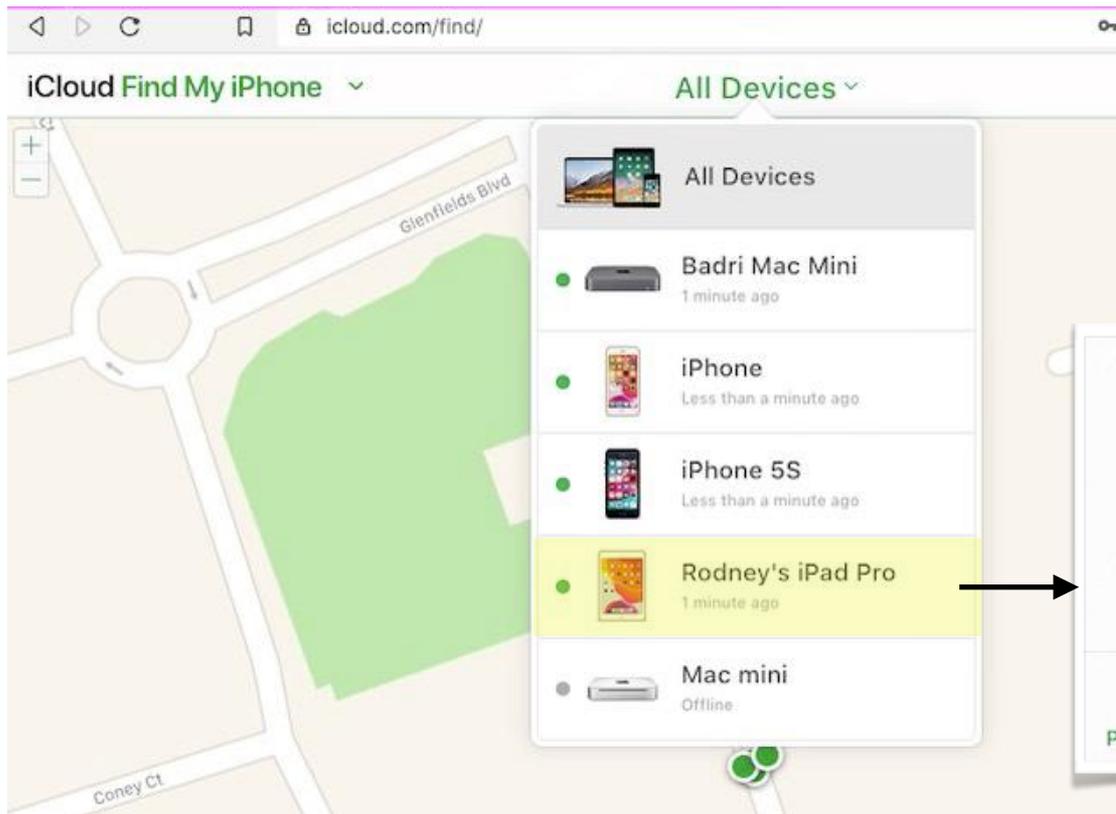


Apart from your personal file storage, you will notice the **Find iPhone** icon (yes, it's the older icon). Click on this to open the service.

Find My iPhone - Options

Find iPhone - Map View

You will be presented with a screen showing the known locations of your listed devices under your Apple iCloud account. You can select a specific device from the '**All Devices**' dropdown list near the top of the screen (in the screen shot below, 'Rodney's iPad Pro' is showing because it has been selected). If the device is '**online**', its location can be shown on the map (according to GPS location coordinates).



For the selected device, there are three options such as:

- **Play Sound**
- **Lost Mode**
- **Erase iPad/iPhone**



Find My iPhone - Options

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Additional Options if iPhone is Lost

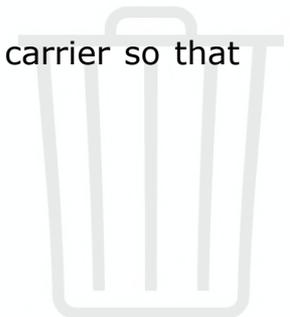
Play Sound is useful if you have lost your phone nearby. By pressing 'Play Sound' a very audible sound will be played on the device making it easy to locate. This is also very useful if you have somebody looking for the phone, on your behalf, in the vicinity of where it was lost.

The second, **Lost Mode**, (you guessed it) puts the phone into 'lost mode', allowing you to remotely lock the device with a passcode, display a custom message on the screen (such as contact details), keep track of the device, and suspend any payment capabilities the device may have.

The third option is to **Erase iPhone**. This is a last resort. It deletes all private data and prevents tracking. Somebody who finds an iPhone in this state cannot turn it on and start using it as their own.

Note: The option to '**Erase iPhone**' is something you should also do if you are relinquishing ownership of the device, such as selling or giving it away. Also, one should not accept a device unless this process has been completed ie 'Erase iPhone' has been activated, and 'Find iPhone' has been turned off.

If an iPhone is lost or stolen, it may also help to contact your mobile phone carrier so that they can disable your account and prevent unauthorised usage.



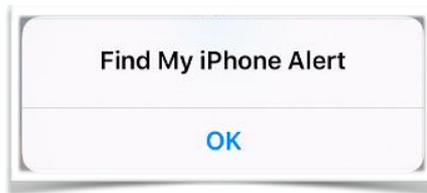
Find My iPhone - Options

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Lost iPhone - Actions

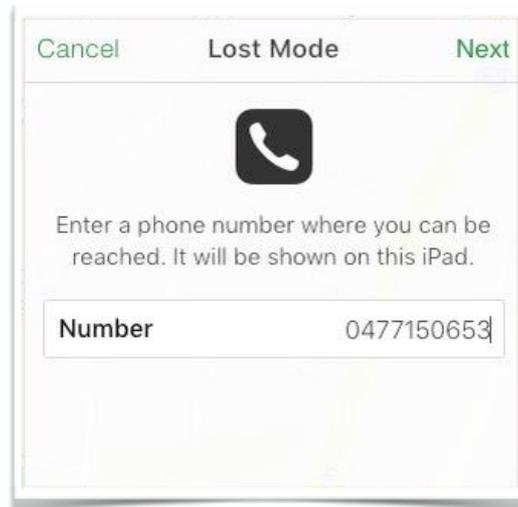
As each of the three actions are activated, the following popup screens are displayed.

An alert message will pop up on the screen of the lost device.



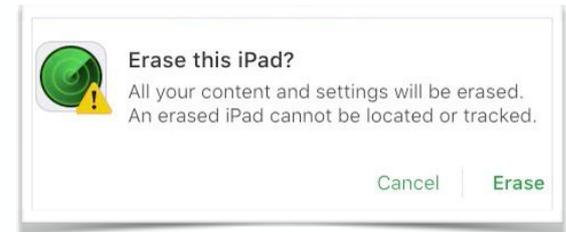
Soon after, a very sharp, easy to hear sound will be played on the lost device to help locate it (if it is nearby of course).

Provide contact details to show on the device's Lock Screen



Continued on the next slide.

All private data can be erased remotely. Tracking can also be prevented.



This alert is displayed on the computer, or other device, that is logged into iCloud whilst using **Find iPhone**.



Play Sound

on the lost device



Lost Mode

on the controlling device

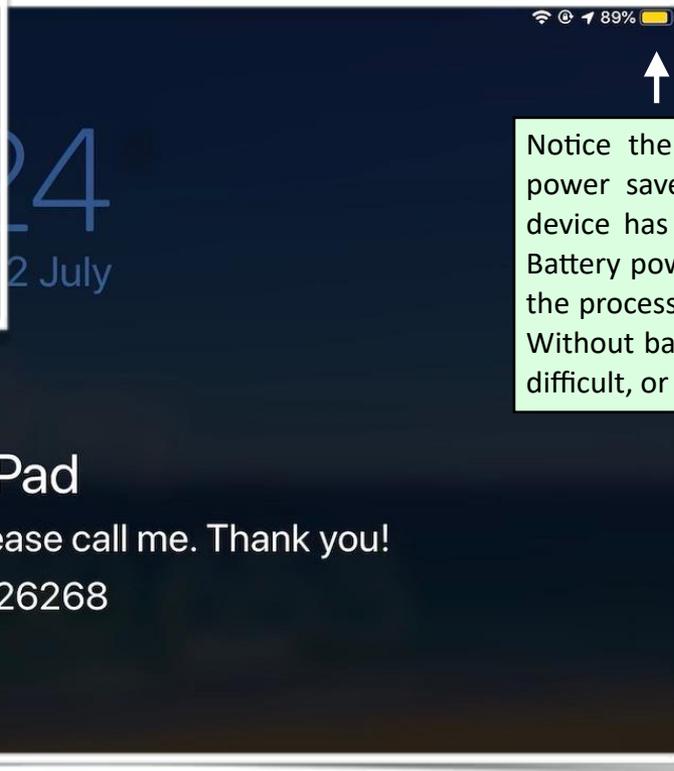
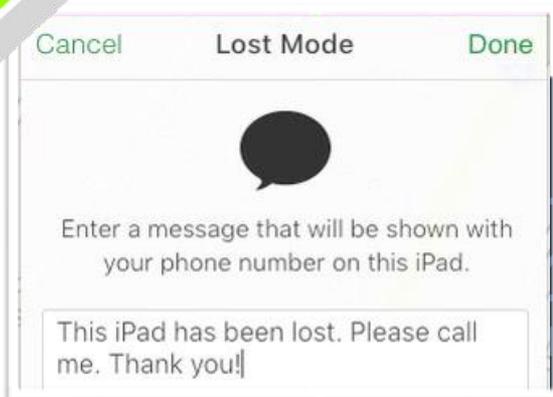


Erase iPhone

on the controlling device

Find My iPhone - Options

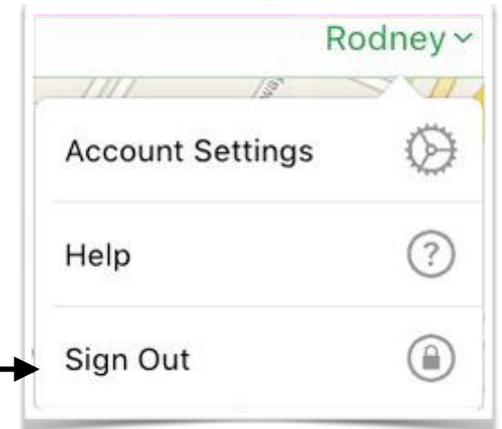
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Notice the battery icon displays the power save mode (yellow) once the device has been put into Lost Mode. Battery power is critically important in the process of locating the lost device. Without battery power, it may be very difficult, or impossible, to find it.

Once in Lost Mode, you are able to remotely display a message on the **Lock Screen** of the lost device, providing information to any person who may have found it.

You may want to log out of your iCloud account once finished. Click on your name to access the dropdown options.

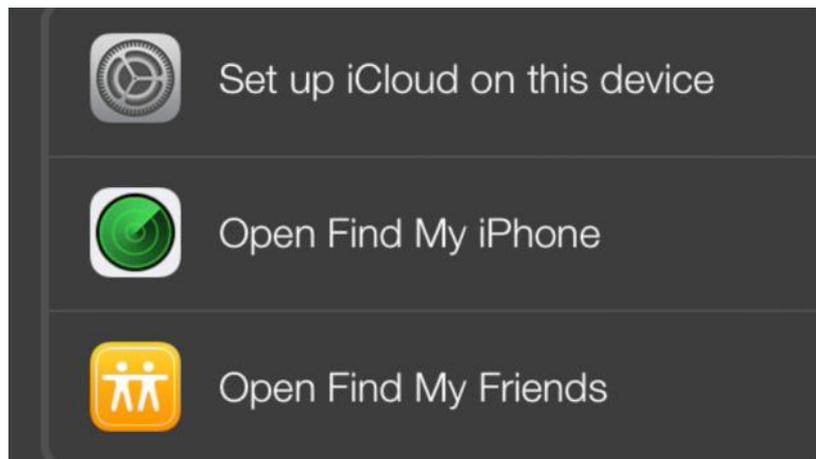


iCloud - iPhone, iPad or iPod

On iOS Devices - iCloud Landing Page

As stated before, the process of trying to locate a lost iPhone is different on an Apple mobile device (or **iOS** device such as **iPhone**, **iPad**, **iPod** Touch). You simply click on the '**Find iPhone**' icon on the Home Screen of your device. It will take you to the same place – **iCloud**. You may not even need to log in because often the device is already logged in to iCloud (if so, hopefully the device is locked with a Passcode).

If you go to **icloud.com** in a browser on an older iOS device (prior to iOS 13), you will be presented with the following screen (below). If you click the '**Open Find My iPhone**' link it will also take you to your account on icloud.com where you will be presented with the location map (as described previously).



NOTE: Newer devices, with iOS 13, will show the normal browser screen (see Slide 4). You may already be logged in to iCloud, in which case you will not be presented with the login screen.

iPhone Settings - Important

Location Tracking

For all of this to work properly, as mentioned before:

- 'Location Services' needs to be turned on at **Settings** → **Privacy** → **Location Services**.
- 'Find My iPhone' also needs to be on in **Settings** → **iCloud** → **Find My**.

A reliable internet connection is also required. The lost device requires iCloud have access to current GPS coordinates for accurate tracking (not possible without Location Services and an internet connection).

Apart from being able to potentially find a lost iPhone (or iPad etc), there are the other previously mentioned options, such as:

- Erasing the device remotely and preventing unauthorised access to personal information, payment systems etc (however, this also means the phone cannot be tracked either)
- Using '**Family Sharing**' to find or track a family member's device.

For more in-depth information on this subject, please visit Apple's support webpage '**If your iPhone, iPad, or iPod Touch is lost or stolen**' at:

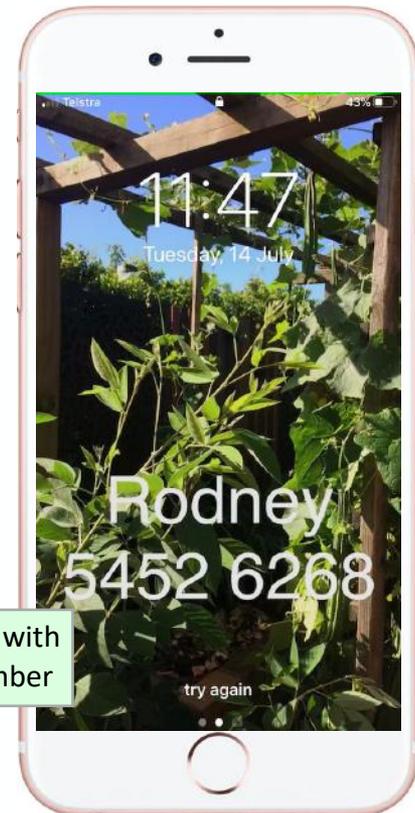
<https://support.apple.com/en-au/HT201472>

Lost iPhone - How to Find the Owner

A Last Resort

One last thing that should be mentioned is **Activation Lock**. This is enabled automatically when you activate '**Find My**'. Even if you have erased your device remotely, Activation Lock can deter anyone from trying to use your device without authorisation. It also prevents anyone from turning off 'Find My' on your device. Together with Lost Mode, it is almost senseless for anyone to try and steal your phone, because Lost Mode makes it clear that the phone still belongs to you and cannot be taken over without your password.

Just in case a device cannot be located remotely, it may be a good idea to have a contact phone number and/or email address on the 'Lock Screen'. This is done by creating an image (in any graphics app) with the contact information added to a layer over the image. This image is then used as the '**Lock Screen**' image which can be viewed by turning on the phone without unlocking it. Any well-meaning individual who finds a lost phone, can then contact the owner from the contact information displayed on the screen (providing it has battery power of course).



Lock Screen image with contact phone number

Summary

- **'Find My'** can be accessed from the **'Find My'** app icon on newer iOS devices (iOS 13 or later)
- On desktop computers, it can be accessed by logging into your **iCloud** account
- **'Find My'** works from your Apple iCloud account (AppleID/password required)
- **'Find My'** will open in 'map view' showing approximate known location
- GPS coordinates are the primary source of tracking information
- Various other options are available:
 - **Play Sound** - a sound will be played on the lost device
 - **Lost Mode** - tracking, custom Lock Screen message, payments suspension
 - **Erase iPhone** - deletes all private data and prevents tracking
- **'Location Services'** and **'Find My'** need to be turned on in **Settings**
- **Activation Lock** is enabled automatically when you activate 'Find My'.