

Find iPhone

using iCloud



A Quick Guide

- for fairly new iOS devices

Introductory Level

Designed for iPad. Applicable to other devices.

August 2018

Lost iPhone - How to Find it

Ever Lost an iPhone?

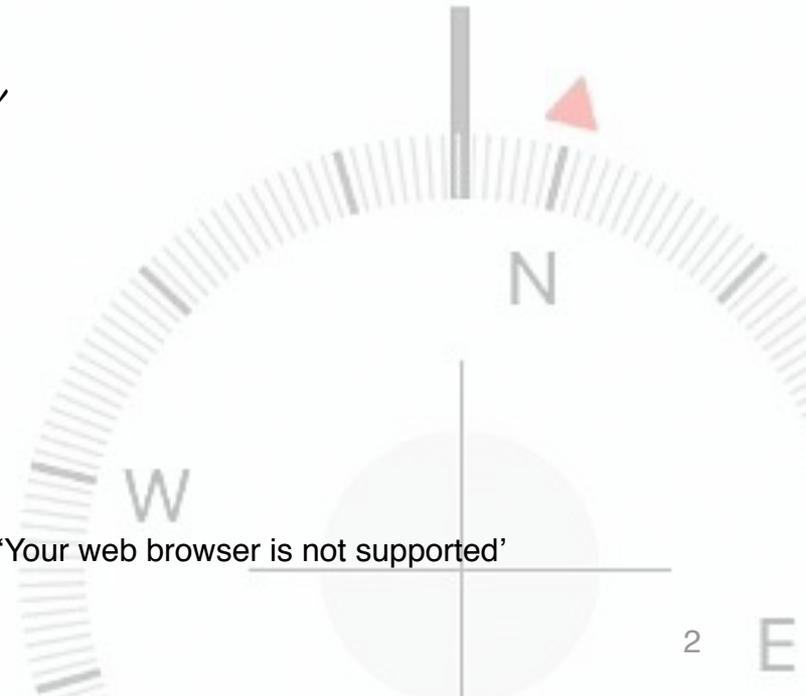
If you are ever in the situation where you need to locate your iPhone remotely, for whatever reason, the current technology may make it fairly easy to find. Providing you have '**Location Services**' and '**Find My iPhone**' turned on, the **Apple iCloud** servers may have enough tracking information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

All you need to do is log in 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 My iPhone' when logged into iCloud in a web browser.

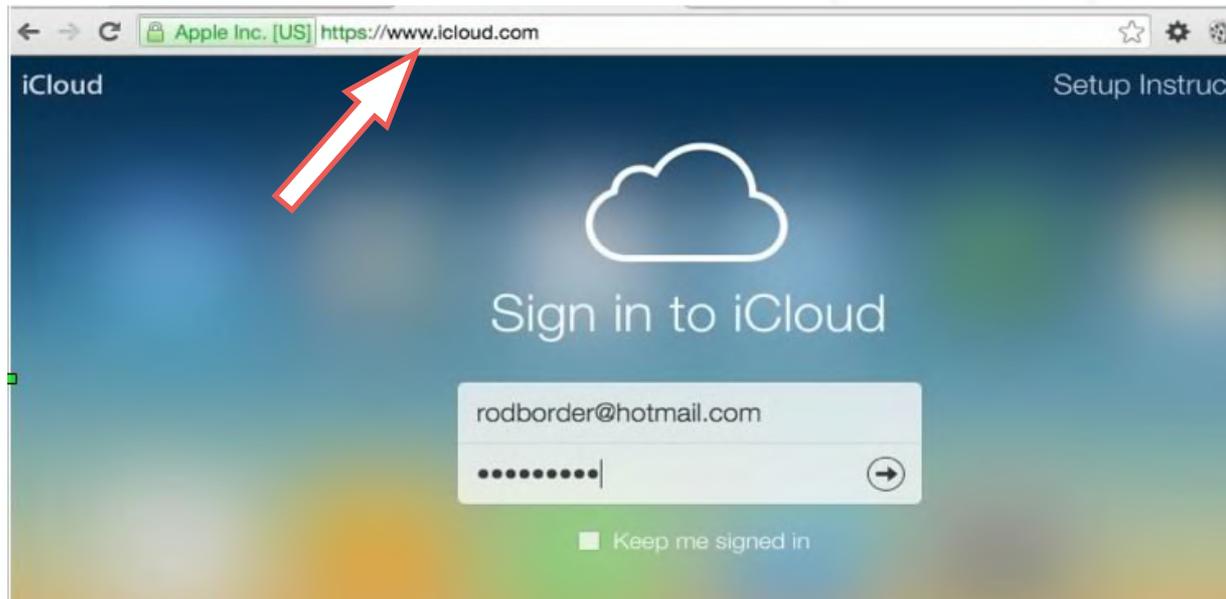


* On an Android device you may get a message something like: 'Your web browser is not supported'

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:

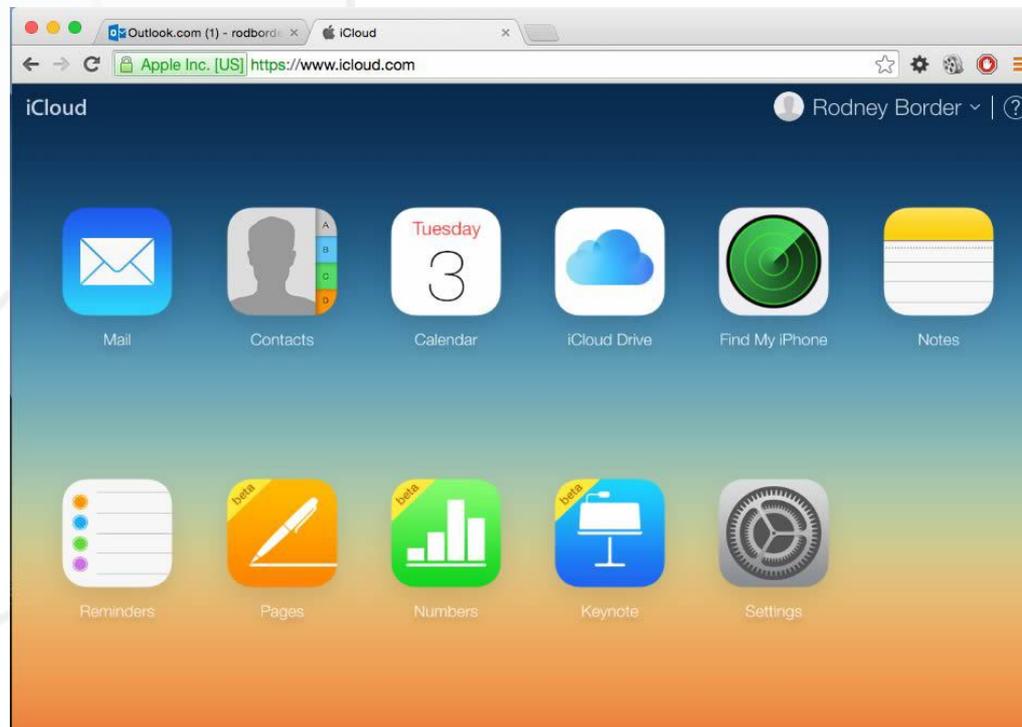
- **AppleID** (the email address Apple uses to identify you)
- **Password** (the current password specific to your AppleID)

Then click the arrow for next.

iCloud - Your Account

iCloud Services - such as Find My iPhone

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

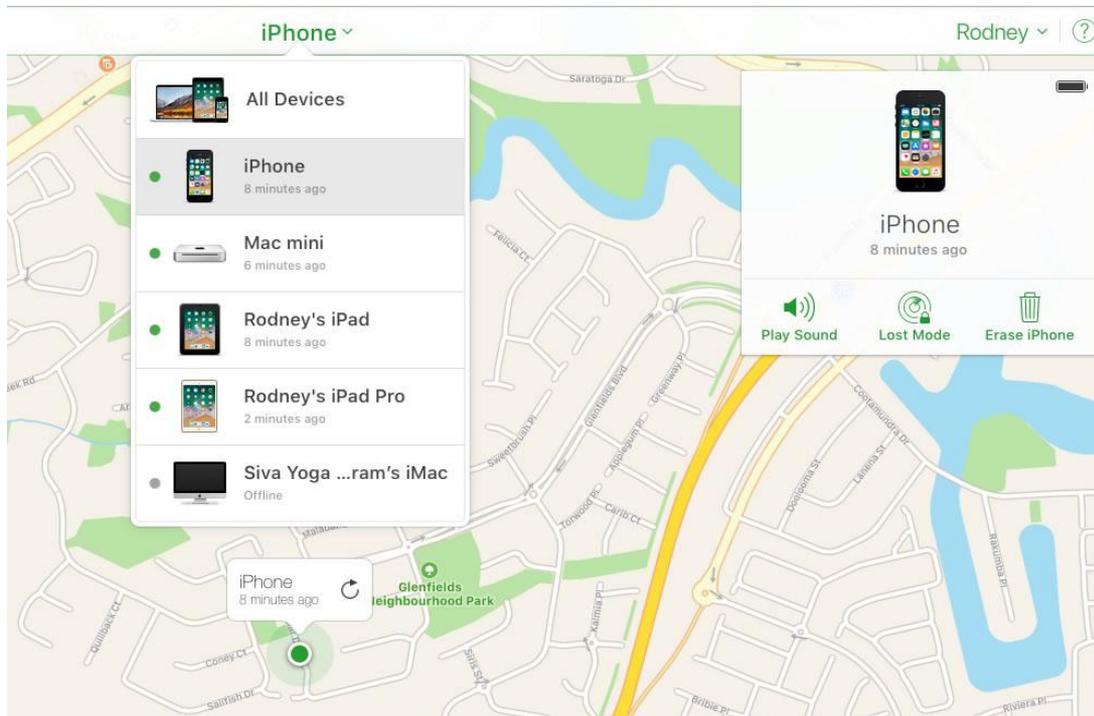


Apart from your personal file storage, you will notice the **Find My iPhone** icon. Click on this to open the service.

Find My iPhone - Options

Map View

You will see the '**Find My iPhone**' icon. Click on this to open the app and be presented with a screen showing the known locations of any 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, 'iPhone' is showing because it has been selected). If the device is '**online**', its location can be shown on the map.



Notice for whichever device is selected, there are three other options such as:

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



Find My iPhone - Options

(continued)

Additional Options if iPhone is Lost

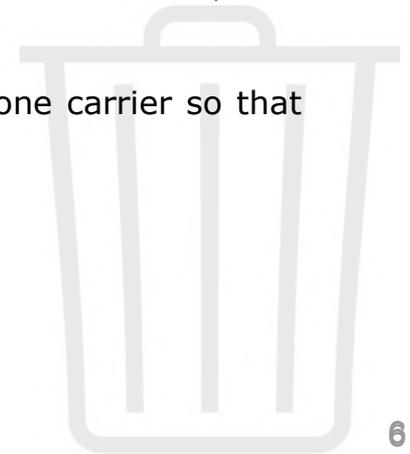
Play Sound is useful if you have lost your phone nearby. By pressing 'Play Sound' a very audible sound will be played on the device making it easy to locate.

The second, **Lost Mode**, is if you wish to put 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 can 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 My 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.

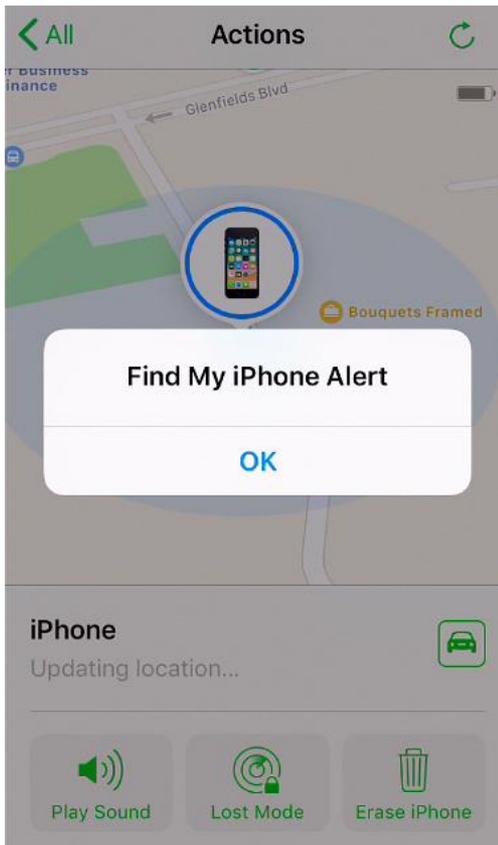


Find My iPhone - Options

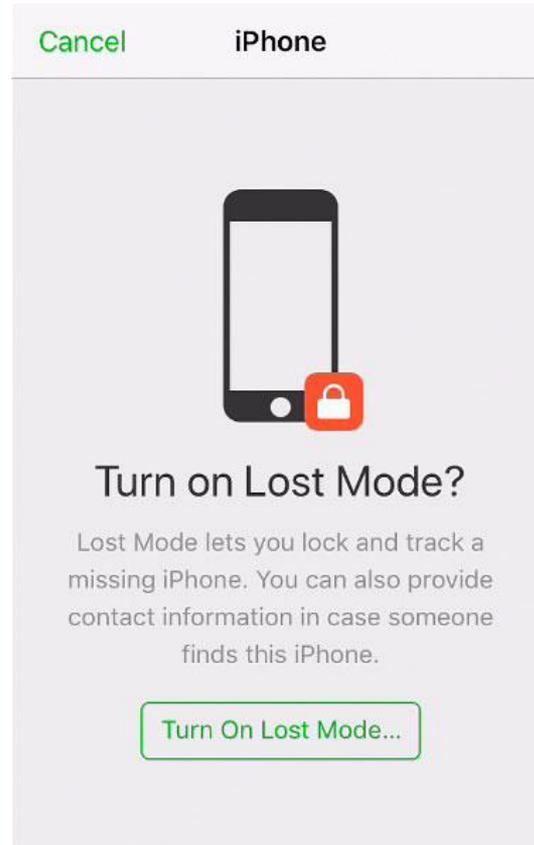
(continued)

Lost iPhone - Actions

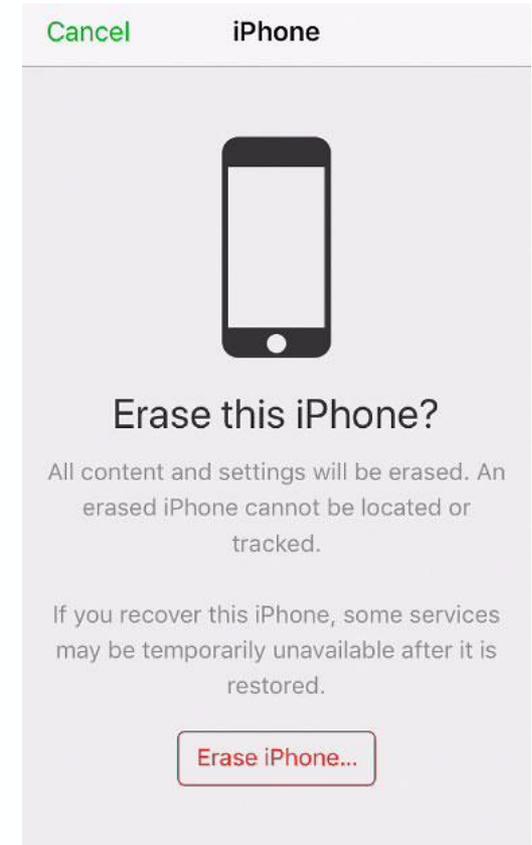
As each of the three actions are activated, the following alert screens pop up.



Play Sound
on the lost device



Lost Mode
on the controlling device



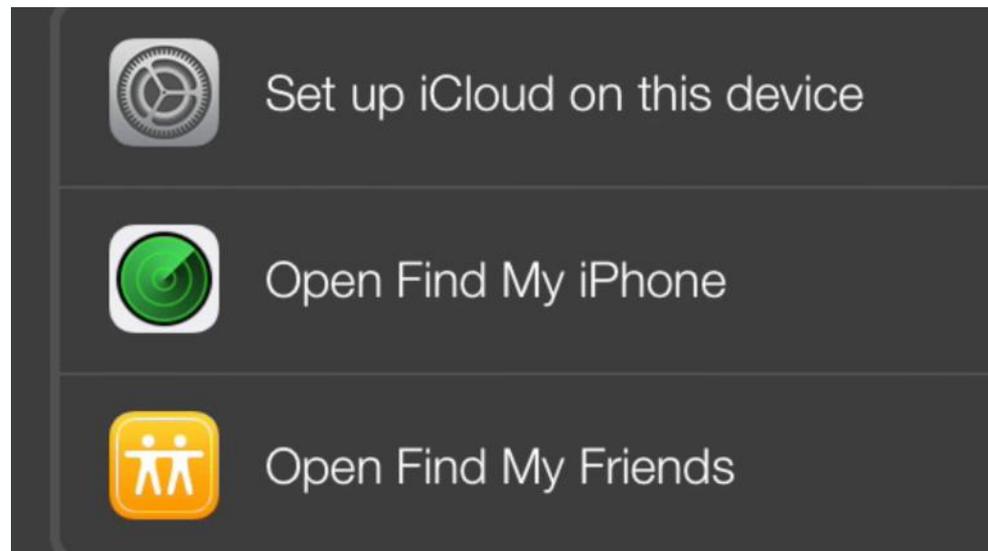
Erase iPhone
on the controlling device

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 permanently logged in to iCloud (if so, hopefully the device is locked with a Passcode).

If you go to **icloud.com** in a browser on your iOS device, 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).



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 iPhone**.

A reliable internet connection is also required. The lost device needs iCloud to have 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 webpage '**If your iPhone, iPad, or iPod Touch is lost or stolen**' at:

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

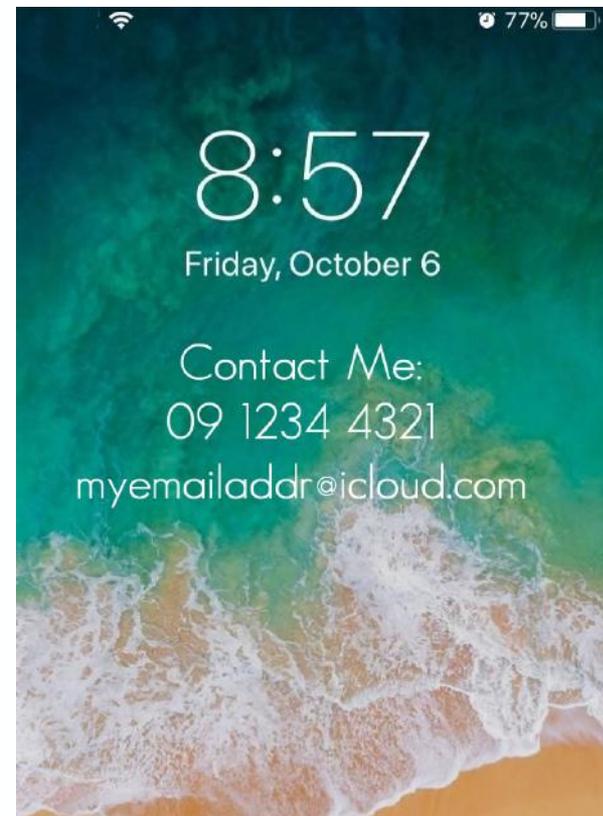


Lost iPhone - How to Find the Owner

A Last Resort

One last thing that should be mentioned is **Activation Lock**. This is enabled automatically when you activate **'Find My iPhone'**. 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 iPhone' 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).



Summary

- 'Find My iPhone' can be accessed from the 'Find iPhone' app icon on newer iOS devices
- On desktop computers, it can be accessed by logging into your iCloud account
- 'Find My iPhone' works from your Apple iCloud account (AppleID/password required)
- 'Find My iPhone' will open in a 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 iPhone' need to be turned on in Settings
- **Activation Lock** is enabled automatically when you activate 'Find My iPhone'.