



Reporting a Stolen or Lost Laptop or Portable Computing Device

If the lost or stolen computer device **CONTAINS OR IS BELIEVED TO CONTAIN HIGH RISK CONFIDENTIAL INFORMATION (HRCI)**, including passwords or login codes to permit access to HRCI:

- Report the loss to your local contact and to your manager.
- Managers must ensure that the loss is **REPORTED PROMPTLY** to the Office of the General Counsel at 617-495-3006 (Scott Fields) and Chief Information Security Officer Christian Hamer (Christian_hamer@harvard.edu). Note, reporting the theft, loss, or disappearance is required even if the computing device is password protected and/or employs encryption software.

If the lost or stolen device **DOES NOT CONTAIN HIGH RISK CONFIDENTIAL INFORMATION**:

- Report the loss to your local contact (e.g. Help Desk) and to your manager. In all cases, you must provide a brief description of how the device has been lost or stolen so that security remediation procedures can be initiated. It is likely that you will be asked for the following information:
 1. Network username and email address
 2. VPN accounts and any other account information
 3. Any special applications loaded on the device such as PGP.
 4. The type of data on the machine (e.g. HR personnel data, performance evaluations, or HUIDs).
 5. If the machine had been powered down.
 6. If the data was encrypted and if so, using what product or technology.
- If theft or loss occurred on campus, notify Harvard University Police: 617-495-1212 or 617-495-1215.
- If theft occurred off campus, file a police report in the city where the theft occurred.
- If you wish to apply for financial reimbursement to purchase a replacement device, report the loss to Harvard University Insurance Department by visiting their website at http://vpfweb.harvard.edu/rmas/4_insurance/policies.html



Harvard School and Center Contact Information

Harvard Business School

ithelp@hbs.edu

[request help online](#)

HBS Technology Support Services 617-495-6600

Harvard Divinity School

dls@harvard.edu

HUIT Help Desk 617-496-9111

Harvard Faculty of Arts and Sciences

FAS Help Desk 617-495-9000

Harvard Graduate School of Design

helpdesk@gsd.harvard.edu

security@gsd.harvard.edu

Harvard Graduate School of Education

helpdesk@gse.harvard.edu

GSE Help Desk 617-496-0628

Harvard Kennedy School

HKS Service Desk at 617-495-DESK

brian_conroy@harvard.edu

Harvard Law School

hls-help@law.harvard.edu

HLS Help Desk 617-495-0722

Harvard Medical School

it@hms.harvard.edu

HMS Help Desk 617-432-2000

Harvard School of Public Health

helpdesk@hsph.harvard.edu

HSPH Help Desk 617-432-4357

Harvard School of Engineering and Applied Sciences

security@seas.harvard.edu

SEAS Help Desk 617-496-3502

Central Administration, Radcliffe & Harvard Art Museums

dls@harvard.edu

HUIT Help Desk 617-495-8411