



Securing Your UP Mail Account if Your Device is Lost

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In case you lose your phone or device with your UP Mail signed in, make sure to act quickly to prevent unauthorized access.

Immediate Actions

- ✔ Change your UP Mail password right away from another device.
- ✔ Enable Multi-Factor Authentication (MFA) if you haven't already. This adds an extra layer of protection beyond your password.
- ✔ Check your account activity in Google Account → Security → "Your devices." Remove or sign out from the lost device.

🔍 For more information, check our FAQ page at: itdc.up.edu.ph/faqs/secure-up-mail-if-device-is-lost

If you spot any suspicious activity or unknown logins in your UP accounts, kindly report it immediately:

- File a ticket at the **UP System ICT Support**: ictsupport.up.edu.ph
- Contact your **local IT Office in your CU/campus**: itdc.up.edu.ph/contact-us#cu-it-support

The infographic features a blue background with a yellow banner at the top left that says "UP Users!". Below this is a white box with a red border containing the text "Secure your UP Mail if your device is lost". The main heading is "Immediate Actions" in large, bold, white letters. There are three action items, each with an icon and text: 1. A laptop icon with the text "Change your UP Mail password right away from another device. Start protecting and recovering your account." 2. A fingerprint icon with the text "Enable Multi-Factor Authentication (MFA) if you haven't already. This adds an extra layer of protection beyond your password." 3. A person icon with the text "Check your account activity in Google Account → Security → 'Your devices.' Remove or sign out from the lost device." At the bottom left, there is a yellow box with the text "For more information, check our FAQ page at: itdc.up.edu.ph/faqs/secure-up-mail-if-device-is-lost". At the bottom right, there is a QR code. At the very bottom, a red banner contains the text "For technical assistance: UP System ICT Support: ictsupport.up.edu.ph". Logos for the University of the Philippines and upitdc are in the top right corner.

To assist us in improving our IT advisories, we request your kind participation and a little bit of your time by answering this short survey form (link): <https://bit.ly/up-itdc-survey-it-advisories>

Thank you very much.