ITDC Advisory/Reminder

Securing Your UP Mail Account if Your Device is Lost



Dear UP Community,

Kindly be reminded that in case you lose your phone or device with your UP Mail signed in, you should 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, you can check our FAQ:
🔎 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 to the local IT Office in your CU/campus.
🔗 https://itdc.up.edu.ph/contact-us/campus-local-it-offices