

Oops, I Dropped

▶ My Smartphone!

No matter how careful we are, accidents can happen at any time. Since many of us carry our smartphones in our hands, pockets or purses, it only takes a second for them to fall to the floor and sustain damage. It's also easy to lose them. But, there may be hope. Here's what to do if you drop or lose your phone:

▶ I BROKE MY SCREEN!

If you shatter your screen, you may need to get a new phone. However, if you're brave and handy with a screwdriver, you may be able to replace your screen relatively cheaply, or hire a professional to do it for you. But, be aware that if you crack your screen or try to repair it yourself, you may void your phone's warranty.

▶ MY PHONE TOOK A SWIM!

Put it in a bag of rice immediately and take it to the phone store ASAP. Whatever you do, **do not** try to dry it with a hairdryer, or place it in the oven or microwave. This will do more harm than good.

▶ I LOST MY PHONE!

If you can't remember where you put your phone, call it and follow the ringing sound. If you have an iPhone or iPad, use the **Find my iPhone®** app to locate your device. For Android users, free apps such as **Lookout®** and **Webroot SecureAnywhere Mobile®** help to locate your phone and can wipe it clean of data. If your phone has been lost or stolen, call your carrier right away and tell them to disable it to prevent thieves from gaining access to your information. Also, file a police report, which may be required by your carrier.

