

Lost or replaced phone: what happens, and what to do

Scribeln keeps notes only on the doctor's phone, never on our servers. This sheet explains what protects them if a phone is lost or stolen, and how to carry on with a new phone.

WHAT PROTECTS THE NOTES ON A LOST PHONE

- ✓ **Every note is encrypted** with AES-256. The key is held in the phone's secure hardware.
- ✓ **Scribeln opens only with your PIN, fingerprint or face**, and locks itself after 5 minutes by default.
- ✓ **Guessing the PIN is slowed down**. After 5 wrong tries, each further try is blocked for 30 seconds, doubling every time up to 30 minutes. Failed tries are recorded in the audit log.
- ✓ **Five wrong recovery codes erase everything**. If someone tries the "Forgot PIN?" recovery code 5 times wrongly, all Scribeln data on that phone is erased.
- ✓ **There is no recording to find**. Consultation audio is never saved.

WHAT TO DO, STEP BY STEP

1 Lock or erase the lost phone remotely.

On iPhone use Find My (icloud.com/find); on Android use Find My Device (google.com/android/find). Erasing the phone also removes Scribeln and its notes.

2 Install Scribeln on your new phone and sign in

with your account email; we send you a code. Your account keeps your most recently used phones and drops the oldest automatically, so the lost phone never blocks you.

3 Restore your notes from a backup file.

In Scribeln: Settings → Backup & restore → Choose backup file. Pick the file from your Google Drive, iCloud Drive or Files and enter its passphrase. Restoring adds notes; nothing already on the new phone is deleted.

4 Set up your PIN again

and keep the new recovery code somewhere safe.

5 If you think someone may have seen patient records,

tell your hospital's or clinic's data protection contact. Write to us if you need help with any of these steps.

BEFORE IT HAPPENS

Make a backup file now (Pro)

Settings → Backup & restore → Create backup file. Choose a passphrase of at least 10 characters (not your PIN) and save the file to your Google Drive, iCloud Drive or Files. The Backup screen shows when your last backup is over 30 days old.

If there is no backup

The notes cannot be recovered by anyone, including us, because they were never on our servers. Signed PDFs you already printed, shared or saved elsewhere are not affected.