

**Digital Estate After Death**

ESTEVAN MONTAÑO

---

---

---

---

---

---

---

---

**Questions to Ask**

- Does someone know where I keep my data and purchased items from the Internet?
- What can I do now to help those I love retrieve my information, data, and other items I either paid for or saved somewhere?
- Who will be my point person to retrieve my information?
- Are there tools to help me with this?
- Do I want to leave some type of digital legacy?

---

---

---

---

---

---

---

---

**Categories**

- Social Media – Facebook, LinkedIn, Instagram, etc.
- Purchased Items – eBooks, music, movies, etc.
- Personal Data – Financial, email, photos, etc.
- Legacy- What do I want to leave behind?

---

---

---

---

---

---

---

---

### Social Media

- Don't give your account passwords to others
- Some social media companies allow you to set up a legacy contact
- Others will require proof of death to deactivate the account

---

---

---

---

---

---

---

---

### Facebook – Legacy Feature

- You have two options with Facebook upon death
- Appoint a legacy contact to memorialize or deactivate your account
- A legacy contact is someone you choose to look after your account after death.

---

---

---

---

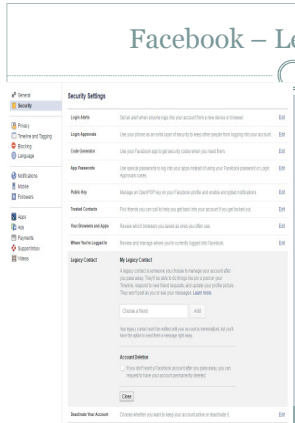
---

---


---

---

### Facebook – Legacy Contact



The screenshot shows the Facebook Security Settings page. The 'Legacy Contact' section is highlighted, showing options to 'Add' or 'Remove' a legacy contact. The 'Add' button is selected. Below the screenshot, there are instructions on how to add a legacy contact and a link for more information.

- **To add a legacy contact**
  1. Click  in the top right of Facebook and select Settings
  2. In the left menu, click Security
  3. Click Legacy Contact
  4. Type in a friend's name and click Add
  5. To let your friend know they're now your legacy contact, click Send
- **You may choose to delete your account**

For more information:  
<https://www.facebook.com/help/1568019990880948>

---

---

---

---

---

---

---

---

### Facebook – Legacy Contact

- **Legacy contacts can:**
  - Write a final message on your behalf to your profile
  - Respond to new friend requests
  - Update profile picture and cover photo
  - Download photos and videos
  - Change profile and contact information
- **Legacy contact cannot:**
  - Log into your account
  - Remove or change past posts, photos and shared content from on timeline
  - Read messages you've sent to other friends
  - Remove any friends

---

---

---

---

---

---

---

---

### Facebook – Memorialization

- **Memorialization does:**
  - Adds the word “Memorial” or “Remembering”
  - Friends can share memories on the timeline
  - Content stays visible to audience it was shared
  - Stays on Facebook until profile is deleted
- **Memorialization does not:**
  - Cannot be logged into
  - Memorialized accounts without a legacy contact CANNOT be changed
  - Legacy contacts cannot post as you
  - Don't appear in public spaces
  - Immediate family members can override legacy contact to close account

---

---

---

---

---

---

---

---

### Facebook - Memorialization

- **To request memorialization of a profile:**  
<https://www.facebook.com/help/150486848354038> then click “Contact Us”

**Memorialization Request**

After someone has passed away, we'll memorialize their account if a family member or friend submits a request. Learn about what happens when an account is memorialized. If you'd like a loved one's account to be memorialized, please use the form to let us know.

Who passed away?

If you can't find who you're looking for, try our special request form.

When did they pass away?

If you don't know the exact date, please approximate.



---

---

---

---

---

---

---

---

### Twitter – Account Deactivation

- Twitter, at this point, does not have a memorialization of deceased users
- Go to: <https://support.twitter.com/forms/privacy>
- Fill out the form and Twitter will require
  - Mail or fax death certificate to 415-865-5405
  - Username of account
  - Copy of requester's driver's license or other government ID
  - Verify relationship to deceased
- Family members can save a backup of deceased's Tweets

---

---

---

---

---

---

---

---

### LinkedIn – Account Deactivation

- LinkedIn only allows profiles to be deleted
- Go to: <https://www.linkedin.com/help/linkedin/ask/ts-rdmlp>
- Anyone can request to delete an account
- Fill out the form and provide a death certificate, obituary, news article or Internet link

For more information:  
<https://www.linkedin.com/help/linkedin/answer/2842?lang=en>

---

---

---

---

---

---

---

---

### Google – Inactive Account Manager

- The Inactive Account Manager (IAM) sets up rules how you want to control your content after death
- This includes all your Google accounts such as YouTube, Gmail, Calendar, etc.
- The IAM allows users to share information and download some information. If there's a period of inactivity, from 3-18 months, Google will try to contact the account holder and trusted contact.

---

---

---

---

---

---

---

---



### Microsoft Next of Kin

- Microsoft will only delete accounts
- Microsoft accounts delete after 270 days
- The deceased's next of kin, estate benefactor or power of attorney will receive a DVD of all email content if requested with six months(not available for OneDrive or other MS services)
- You will need to send a copy of the death certificate, proof of power of attorney, and address to [msrecord@microsoft.com](mailto:msrecord@microsoft.com).

---

---

---

---

---

---

---

---

### Other Social Media Websites

- Instagram: <https://help.instagram.com/264154560391256/>
- Pinterest: <https://help.pinterest.com/en/articles/reactivate-or-deactivate-account#Web>
- Flickr: <https://help.yahoo.com/kb/SLN9112.html>
- Snapchat: No legacy option; just delete accounts

---

---

---

---

---

---

---

---

### Purchased Items

- When purchasing digital items online, be sure to read the fine print!

---

---

---

---

---

---

---

---

Apple – iCloud/iTunes

- You cannot pass on purchased items from iTunes
- In other words, your content goes with the deceased
- Purchased content remains locked with the account
- Apple has, however, released content in specific situations; email [iTunesStoreSupport@apple.com](mailto:iTunesStoreSupport@apple.com)
- They will need proof of death, account information, and at times, a court order

For more information:  
<http://www.macworld.co.uk/how-to/apple/access-itunes-account-music-apps-after-death-3507265/>

---

---

---

---

---

---

---

---

Google – Play Purchases

- Google has allowed passing on purchased content in two methods:
  - Family plans – mobile downloads
  - Beneficiary trusts (technically not violating third-party transfers in terms of service)
- Everything else falls under the Inactive Account Manager agreement

---

---

---

---

---

---

---

---

Amazon – Kindle / Barnes & Noble

- You cannot pass on purchased eBooks
- In other words, your content goes with the deceased
- Purchased content remains locked with the account
- Amazon:  
<https://www.amazon.com/gp/help/contact-us/general-questions.html?skip=true>
- Barnes and Noble:  
<https://help.barnesandnoble.com/>

---

---

---

---

---

---

---

---

### Financial Information

- Getting into a family member’s online financial account after death can be difficult.
- Investment Accounts Vs. Bank Accounts
- **“Beneficiaries** We don’t currently have a feature to name a beneficiary for automatic transfer on death. In the event of a death, we will work with the executor of the estate to collect proper documentation and dissolve the account appropriately.”

---

---

---

---

---

---

---

---

### Financial Information

- PayPal and EBay
- The executor of the estate must fax proof of death, PayPal email address, copy of government ID, and proof as executor of estate to 1-303-3952815
  - If funds are in the PayPal account they will either send a check in the name of the deceased or direct deposit into the account holder’s account. Don’t close account beforehand!
- Contact EBay directly to settle any pending sales or outstanding invoices. 1-866-961-9253
- Taxes, taxes, taxes ...

---

---

---

---

---

---

---

---

### Tips and Tricks

- Create a will and living revocable trust
- Create a “digital will” and attach it to your paper will
  - Your digital will is an addendum to your will that provides password and username information to paid content – password managers
  - Consider this with financial sites, such as eBay, PayPal, investment sites, etc.
  - A digital will can just be a sheet of paper with a list of all your digital accounts with username and passwords (or password recovery answers)

---

---

---

---

---

---

---

---



### Tips and Tricks

- When creating a digital will, consider using a password manager account with two step authentication for additional security
  - LastPass, LogMeOnce, KeePass, etc.
- Sample digital wills at your Library!
  - Gale Legal Forms: <https://eapl.org/resources>
  - Other samples at: [www.thedigitalbeyond.com](http://www.thedigitalbeyond.com)
  - Other helpful resources: <https://www.everplans.com/articles/a-helpful-overview-of-all-your-digital-property-and-digital-assets>

---

---

---

---

---

---

---

---

### Tips and Tricks

- Don't forget your physical backups and storage!
  - Hard drives
  - Flash drives
  - Old computers
  - Work computers
  - SD/Micro SD Cards
  - Cell Phones

---

---

---

---

---

---

---

---

### Digital Legacy

- There are several different ways to leave a digital legacy from leaving genealogy information to digital reality after death
- [www.money.cnn.com/mostly-human/dead-irl/](http://www.money.cnn.com/mostly-human/dead-irl/)
- What do you want to leave behind?
- Is there a message to leave behind for loved ones?
- In a more concrete sense - digital tombstone

---

---

---

---

---

---

---

---

**Digital Legacy**

---

- **The Library subscribes to several databases that pertain to genealogy.**
  - Genealogy research is a great way to leave a legacy for family members
  - Several people will try DNA finder services for the family
  - 23andme: <https://www.23andme.com/dna-ancestry/>
  - Family TreeDNA: <https://www.familytreedna.com/>
  - Before submitting DNA samples to any of these services, read their privacy and terms of services policies. They keep your information in a database that is searchable and expands content for future research.

---

---

---

---

---

---

---

---

**Digital Legacy**

---

- **Future Messages & Time Capsules**
  - Many people will leave messages for loved ones to be opened at a future date
  - [www.thrumyeyes.org](http://www.thrumyeyes.org) will allow you to record a message set to be opened at a later date for a loved one
  - [www.mytimecapsule.net](http://www.mytimecapsule.net) allows to create content (at a low cost) to be opened at a future date.
  - Blogs are also a great way to save information from your life – just read the service fine print. WordPress with the Digital Deads Man Switch (DDSM) plug-in. It will send a text to an email of your choice account information so information is not lost.

---

---

---

---

---

---

---

---

**Digital Legacy**

---

- **Bots**
  - This idea is still in development, but you can start with SafeBeyond. <https://www.safebeyond.com/>
  - Send text messages and social media posts after death
  - These services are becoming more customizable

---

---

---

---

---

---

---

---

Resources

- Everplans: <https://www.everplans.com/>
- AARP: <http://www.aarp.org/home-family/personal-technology/info-09-2012/what-happens-to-your-ebooks-when-you-die.html>
- The Digital Beyond: <http://www.thedigitalbeyond.com/online-services-list/>
- <http://mashable.com/2010/10/11/social-media-after-death/#T2.pH293jgqN>

---

---

---

---

---

---

---

---

• Thank you!

---

---

---

---

---

---

---

---