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

- To add a legacy contact
  1. Click the gear icon 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 your legacy contact, click Send

- You may choose to delete your account

For more information:
https://www.facebook.com/help/1568013990080948
### Facebook – Legacy Contact

<table>
<thead>
<tr>
<th>Legacy contacts can:</th>
<th>Legacy contact cannot:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Write a final message on your behalf to your profile</td>
<td>Log into your account</td>
</tr>
<tr>
<td>Respond to new friend requests</td>
<td>Remove or change past posts, photos and shared content from on timeline</td>
</tr>
<tr>
<td>Update profile picture and cover photo</td>
<td>Read messages you’ve sent to other friends</td>
</tr>
<tr>
<td>Download photos and videos</td>
<td>Remove any friends</td>
</tr>
<tr>
<td>Change profile and contact information</td>
<td></td>
</tr>
</tbody>
</table>

### Facebook – Memorialization

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

### Facebook - Memorialization

**To request memorialization of a profile:**

[https://www.facebook.com/help/150486848354038](https://www.facebook.com/help/150486848354038) then click “Contact Us”
Twitter – Account Deactivation

- Twitter, at this point, does not have a memorialization of deceased users
- Go to: [https://support.twitter.com/forms/privacy](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-rdmhp](https://www.linkedin.com/help/linkedin/ask/ts-rdmhp)
- Anyone can request to delete an account
- Fill out the form and provide a death certificate, obituary, news article or Internet link

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.
To set up the Timeout period:
- Go to your Google Account settings → security → personal info & privacy or
  https://www.google.com/settings/account/inactive

You can also tell Google:
- To add trusted contacts (This will notify trusted contacts about inactivity)
- Delete your account after criteria is met
- If you are a Trusted Contact and need to submit a request about a deceased user’s account:
  https://support.google.com/accounts/contact/deceased?hl=en
- Google is actually really strict with dealing with deceased people’s accounts

Part 1
Mail or fax this information to:
Google Inc. Gmail User Support – Decedents’ Accounts
e/o Google Custodian of Records
1600 Amphitheatre Parkway
Mountain View, CA 94043
Fax: 650-396-4502
Phone: 650-253-0000

Part 2
Once Google confirms, they will require a Court Order to release Gmail content and other information they consider sensitive.
Microsoft Next of Kin

- Microsoft will only deletes 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.

Other Social Media Websites

- Instagram: [https://help.instagram.com/264104016080256/](https://help.instagram.com/264104016080256/)
- Flickr: [https://help.yahoo.com/kb/SLN9112.html](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
- 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-3507255/

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/
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.”

**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
  - 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
- What do you want to leave behind?
- Is there a message to leave behind for loved ones?
- In a more concrete sense - digital tombstone
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.

Many people will leave messages for loved ones to be opened at a future date.

- 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 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.

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/
- The Digital Beyond: http://www.thedigitalbeyond.com/online-services-list/

Thank you!