

Estate Planning with Digital Assets

Guide to "Online Tools"

1. **Google: Inactive Account Manager:** <https://www.google.com/settings/account/inactive>
 - If you use any google products, I strongly recommend that you utilize the Inactive Account Manager. Popular Google accounts include Gmail, Google+, Blogger, Google Photos, and Google Drive.
 - The account manager allows you to decide and set the following information:
 - Timeout period: You set a period of inactivity, after which your account will "time out". You can select an inactive period of 3 to 18 months, after which your account is timed out.
 - "Alert me" function allows you to give your cell phone number and email address, to send an inactive alert to you one month before the time out occurs.
 - List up to 10 trusted contacts who can receive your google account data, only upon a time out.
 - Optional setting to direct your google accounts to be deleted after all of the above occurs.
2. **Facebook: Legacy Contact.** This is a person you authorize to manage your memorialized Facebook account after death.
 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**
3. Popular accounts that do not allow access after death, but may provide ability to closed deceased person's account:
 - Twitter
 - Ebay
 - Apple (icloud, itunes, etc.)
 - Pinterest
 - Instagram – does allow for memorialization of an account after death.
 - PayPal
 - Amazon – must contact customer support
4. Bitcoin – transferring bitcoin may require setting up a special account to allow family members to gain access after death.

How to Access Online Accounts of Decedent

Google

<https://support.google.com/accounts/troubleshooter/6357590?hl=en>

Submit a request regarding a deceased user's account

People expect Google to keep their information safe, even in the event of their death.

Make plans for your account

Inactive Account Manager is the best way for you to let us know who should have access to your information, and whether you want your account to be deleted. [Click here](#) to set up Inactive Account Manager for your account.

Make a request for a deceased person's account

We recognize that many people pass away without leaving clear instructions about how to manage their online accounts. We can work with immediate family members and representatives to close the account of a deceased person where appropriate. In certain circumstances we may provide content from a deceased user's account. In all of these cases, our primary responsibility is to keep people's information secure, safe, and private. We cannot provide passwords or other login details. Any decision to satisfy a request about a deceased user will be made only after a careful review.

What would you like to do?

Close the account of a deceased user

Submit a request for funds from a deceased user's account

Obtain data from a deceased user's account

Facebook

<https://www.facebook.com/help/103897939701143>

What will happen to my Facebook account if I pass away?

You can tell us in advance whether you'd like to have your account memorialized or permanently deleted from Facebook.

Memorialized Accounts

Memorialized accounts are a place for friends and family to gather and share memories after a person has passed away. Memorialized accounts have the following key features:

- The word **Remembering** will be shown next to the person's name on their profile
- Depending on the privacy settings of the account, friends can share memories on the memorialized Timeline

- Content the person shared (ex: photos, posts) stays on Facebook and is visible to the audience it was shared with
- Memorialized profiles don't appear in public spaces such as in suggestions for People You May Know, ads or birthday reminders
- No one can log into a memorialized account
- Memorialized accounts that don't have a [legacy contact](#) can't be changed
- Pages with a sole admin whose account was memorialized will be removed from Facebook if we receive a valid request

Shutterfly

https://support.shutterfly.com/app/answers/detail/a_id/1495/kw/I%20cannot%20access%20my%20account

Deceased User Accounts

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Can I access the account of a deceased family member?

Shutterfly is concerned with the security privacy of all our user accounts. (See our [Privacy Policy](#)). We do understand that in certain cases, relatives or agents of deceased persons may wish to access that person's account. Our policy is to allow this only pursuant to a valid third party court order, or appropriate legal process that ensures a level of security and privacy of the account. This process includes some basic information verification. For security reasons, we cannot honor requests that do not have this level of proper authority.

If you are an immediate family member (or executor of the estate), please contact us regarding the deceased user's account by sending us the required information by either Fax or physical mail as detailed below:

Please include the following:

- Your full name and contact information, including a verifiable email address.
- The email address associated with the Shutterfly account of the individual who has passed away.
- A copy of the death certificate of the deceased.
- A copy of the document that gives you Power of Attorney over the estate of the deceased.
- If you are the parent of the individual and the individual was under the age of 18, the Power of Attorney is not required; please instead send a copy of the Birth Certificate.

Please mail to:

Shutterfly, Inc.
Attn: Customer Support
2800 Bridge Parkway
Redwood City, CA 94065

Alternately, you can fax it to 650-362-9308, Attn: Customer Service.

We usually process these requests within a few days of receipt, but it can take up to 30 days. If the access is needed sooner, you can contact Shutterfly Customer Service by email after you have confirmed that we have received your information.

Twitter

<https://support.twitter.com/articles/87894>

Contacting Twitter about a deceased or incapacitated user

Deceased User

In the event of the death of a Twitter user, we can work with a person authorized to act on behalf of the estate, or with a verified immediate family member of the deceased to have an account deactivated.

Use [this form](#) to request the removal of a deceased user's account. After you submit your request, we will email you with instructions for providing more details, including information about the deceased, a copy of your ID, and a copy of the deceased's death certificate. This is a necessary step to prevent false and/or unauthorized reports. Be assured that this information will remain confidential and will be deleted once we've reviewed it.

Note: We are unable to provide account access to anyone regardless of their relationship to the deceased. For information about media on Twitter concerning a deceased family member, please read [this article](#).

Incapacitated User

In the event a Twitter user is incapacitated, due to medical or other reasons, we can work with a person authorized to act on the behalf of the user to have an account deactivated.

Use [this form](#) to request the removal of an incapacitated user's account. After you submit your request, we will email you with instructions for providing more details, including information about the user, a copy of your ID, a copy of the account holder's ID, and a copy of a Power of Attorney authorizing you to act on the account holder's behalf. This is a necessary step to prevent false and/or unauthorized reports. Be assured that this information will remain confidential and will be deleted once we've reviewed it.

Ebay

<http://pages.ebay.com/help/account/closing-account.html>

Closing your account

In this article	
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[Is there anything we can do to help?](#)

[Closing your eBay account](#)

[Closing your seller account](#)

[Closing your PayPal account](#)

[Closing your eBay Store](#)

Pinterest

<https://help.pinterest.com/en/articles/reactivate-or-deactivate-account#Web>

We can deactivate a deceased person's account if a family member gets in touch with us. Once we've deactivated the account, it won't be accessible anymore.

Because we want to respect the privacy of people on Pinterest, we can't give out any personal or login information.

If you'd like us to deactivate a deceased person's account, please email care@pinterest.com with:

1. Your full name
2. The full name and email address on this person's account
3. A link to their Pinterest account (ex: pinterest.com/USERNAME). If you don't know this, try searching for it on <https://pinterest.com/all/>
4. Documentation of their passing (ex: death certificate, obituary, news article)
5. Your relationship to the person with documentation to verify it, like:
 - Birth or marriage certificate
 - Public mention of relation
 - Family tree
 - Family/household records
 - Notarized proof of relation
 - If your name is included in the obituary, that's sufficient

We're so very sorry to hear about the loss of your loved one.

Instagram

<https://help.instagram.com/264154560391256/>

How do I report a deceased person's account on Instagram?

If you see an account on Instagram that belongs to someone who's passed away, you can report it to us for memorialization. If you're an immediate family member of that person, you can request the account be removed from Instagram.

Memorializing the account:

We'll [memorialize the Instagram account](#) of a deceased person when we receive a valid request. We try to prevent references to memorialized accounts from appearing on Instagram in ways that may be upsetting to the person's friends and family, and we also take measures to protect the privacy of the deceased person by securing the account.

To report an account to be memorialized, please [contact us](#). We require proof of death, such as a link to an obituary or news article, to memorialize an account.

Please keep in mind that we can't provide login information for a memorialized account. It's always against our policies for someone to log into another person's account.

Removing the account:

Verified immediate family members may request the removal of a loved one's account from Instagram. When you submit a request for removal, we require proof that you're an immediate family member of the deceased person, such as:

- The deceased person's birth certificate
- The deceased person's death certificate
- Proof of authority under local law that you are the lawful representative of the deceased person, or his/her estate

To request that an account be removed, please [fill out this form](#).

What happens when a deceased person's account is memorialized?

Here are some of the key features of memorialized accounts:

- Instagram doesn't allow anyone to log into a memorialized account.
- Memorialized accounts can't be changed in any way. This includes changes to likes, followers, tags, posts and comments.
- Anyone can send a photo or video using Instagram Direct to the deceased person.
- Posts the deceased person shared (ex: photos, videos) stay on Instagram and are visible to the audience they were shared with.
- Memorialized accounts don't appear in public spaces like in [Search & Explore](#).

PayPal

<https://www.paypal.com/us/selfhelp/article/How-do-I-close-the-PayPal-account-of-a-relative-FAQ1694>

[How do I close the PayPal account of a relative?](#)

Only the account owner can close their account, unless the owner is deceased.

To close the account of a person who is deceased, please collect the documents below and fax them to us:

- A cover sheet from the executor (or a person who is duly appointed or authorized to administer the estate of the deceased customer) identifying the account by the primary email address, stating that the account holder is deceased and that the executor wishes to have the PayPal account closed.
- A copy of the death certificate for the account holder.
- A copy of a government issued photo ID (such as a driver's license, passport or state-issued ID) of the executor of the estate.
- Legal documentation or a copy of the will that identifies the executor of the estate.

Note: If this PayPal account has a balance, we will also require a letter that specifies what to do with the money that remains in the account.

Please fax the documents to 1-303-395-2815 and our Compliance department will review for account closure.

Once all necessary documentation has been received and reviewed, the account will be closed within 1-2 business days.

We can disburse any money that remains in the account in one of the following ways:

- In the United States, the executor will request a check in the name of the deceased account holder. PayPal will send the check to the primary mailing address of the deceased account holder or to the executor's address. This is the preferred method for exiting funds from a deceased customer's account.
- Alternatively, the balance in the deceased customer's PayPal account may be transferred to the bank account on the customer's PayPal account. An executor will have access to the deceased customer's bank account.

Yahoo

<https://help.yahoo.com/kb/SLN2021.html>

Options available when a Yahoo Account owner passes away

We know that dealing with the loss of a relative is very difficult. To protect the privacy of your loved one, it is our policy to honor the initial agreement that they made with us, even in the event of their passing.

In these cases, Yahoo has a process in place to request that your loved one's account be closed, billing and premium services suspended, and any contents permanently deleted for privacy.

Unfortunately, Yahoo cannot provide passwords or allow access to the deceased's account, including account content such as email. At the time of registration, all account holders agree to the Yahoo [Terms](#) (TOS). Pursuant to the Terms, neither the Yahoo account nor any of the content therein are transferable, even when the account owner is deceased.

Requesting to close the account

To process this kind of request, Yahoo requires specific documentation:

- A letter containing your request and stating the Yahoo ID of the deceased
- A copy of a document appointing the requesting party as the personal representative or executor of the estate of the deceased
- A copy of the death certificate of the Yahoo account holder

Sending options

Please send the requested information to Yahoo at the following address:

Concierge Executive Escalations

Yahoo Inc.
5250 NE Elam Young Parkway
Hillsboro, OR 97124

Again, we extend our condolences to you and your family.

Online Tools

Google

About Inactive Account Manager

Inactive Account Manager is a way for users to share parts of their account data or notify someone if they've been inactive for a certain period of time. To set up Inactive Account Manager, go to www.google.com/settings/account/inactive and click **Setup**.

How do we detect activity?

We look at several signals to understand whether you are still using your Google Account. These include your last sign-ins, your recent activity in [My Activity](#), usage of Gmail (e.g., the Gmail app on your phone), and Android check-ins.

What happens when your account gets deleted?

Deleting your Google Account will affect all products associated with that account (e.g., Blogger, AdSense, Gmail), and affect each product differently. You can review the data associated with your account on the Google Dashboard. If you use Gmail with your account, you'll no longer be able to access that email. You'll also be *unable to reuse your Gmail username*.

Why do I need to provide a phone number for a trusted contact?

We'll use the phone number for the sole purpose of ensuring that only the trusted contact can actually download your data. Verifying the identity using a mobile phone number prevents data access from unauthorized people who might get hold of the email we send to your trusted contact.

What will trusted contacts receive?

Contacts will only receive notification once your account has been inactive for the specified amount of time -- they will not receive any notification during setup. If you chose to only notify your contacts of your inactive account, they'll receive an email with a subject line and content that you wrote during setup. We'll add a footer to that email, explaining that you've instructed Google to send an email on your behalf after you've stopped using your account. This footer might say something like this:

John Doe (john.doe@gmail.com) instructed Google to send you this mail automatically after John stopped using his account.

Sincerely,

The Google Accounts Team

If you chose to share data with your trusted contact, the email will additionally contain a list of the data you have chosen to share with them, and a link they can follow to download the data. An example of such message could be:

John Doe (john.doe@gmail.com) instructed Google to send you this mail automatically after John stopped using his account.

John Doe has given you access to the following account data:

- +1s
- Blogger
- Drive
- Mail
- YouTube

[Download John's data here.](#)

Sincerely,
The Google Accounts Team

Facebook

Adding a Legacy Contact

[What is a legacy contact on Facebook?](#)

A legacy contact is someone you choose to look after your account if it's [memorialized](#). Once your account is memorialized, your legacy contact will have the option to do things like:

- Write a pinned post for your profile (ex: to share a final message on your behalf or provide information about a memorial service)
- Respond to new friend requests (ex: old friends or family members who weren't yet on Facebook)
- Update your profile picture and cover photo

You also have the option to allow your legacy contact to [download a copy](#) of what you've shared on Facebook, and we may add additional capabilities for legacy contacts in the future.

Your legacy contact can't:

- Log into your account
- Remove or change past posts, photos and other things shared on your Timeline
- Read your messages
- Remove any of your friends

Learn more about [memorialization](#) and how to [add a legacy contact](#) to your account.

If you're a legacy contact, learn how to [manage a memorialized profile](#).

Note: You must be 18 or older to select a legacy contact.

[How do I add, change or remove my legacy contact on Facebook?](#)

You can add, change or remove your legacy contact in your account's [Security Settings](#) at any time.

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**

To change or remove a legacy contact, follow steps 1–3 above, then click **Remove**. From there, you can add a new legacy contact if you'd like.

If your account is memorialized, your legacy contact will be notified. Learn more about [what a legacy contact can do](#).

What data can a legacy contact download from Facebook?

In your legacy settings, you can allow a legacy contact to download an archive of information you've shared after your account is [memorialized](#). In that download, a legacy contact will receive:

- Photos and videos you uploaded
- Wall posts
- Profile and contact info
- Events
- Friends list

A legacy contact will not receive:

- Messages
- Ads you clicked
- Pokes
- Security and settings info
- Photos you automatically synced but didn't post

Facebook may provide access to this type of information in response to a valid will or other legal consent document expressing clear consent.

Deleting Your Account

You can choose to have your account [permanently deleted](#) should you pass away. To do this:

1. From the top right of Facebook, click ▼ and select **Settings**
2. From the left menu, click **Security**
3. Click **Legacy Contact**
4. Click **Request account deletion** and follow the on-screen instructions