Password & Tutorials Packet

☐ Print, staple, and use this Password & Tutorials Packet
☐ Sign up for Secure Backup Service: visit rowleyservices.com for a free trial & setup info
☐ Follow attached: "Check iPhone Camera Settings" - Sets High Quality Pictures & Videos
☐ Follow attached: "Initial Dropbox Account Creation & Setup"
☐ Follow attached: "Check Dropbox App Settings" - Check Occasionally
☐ Follow attached: "Pictures to PC (Using Dropbox)"

Password Help

Make your password at least **10 characters long**.
Use at least **2 uppercase letters**.
Use at least **2 lowercase letters**.
Use at least **2 numbers**.
Use at least **2 special character** (## is recommended).
Don't use stars / asterisks / ***** as your special characters.

Password Example: MRainier75##

By using a word and keeping the special characters at the end of the password, you can write down your passwords, and "hide" certain characters of your written password by using stars (***). You will know that the stars are for hiding the characters, and not part of your actual password.

In this example, the password MRainier75## is partially hidden by stars.

EXAMPLE: Always use a pencil. Don't write in cursive or all capital letters.

Site	*outlook.com - main email account*			Notes: *Recovery Phone: (253) 555-5555* (Your Cell Phone Number)
Username	*example@outlook.com*			
Password	*MR******75##*			
Associated Email	*Recovery Email: spouse@outlook.com*			
Security Question	*Favorite Movie*	Answer	*Casablanca*	PIN:

Keep your email address password different from all other passwords.

If you use the same email address (username) and password on different sites and one of those sites get compromised or hacked, then the hackers have your email address and email password. Hackers then use the stolen password to access your email account (along with any other site with where you use the same password), steal your list of contacts, and send out spam to your friends. Your friends will think that YOU sent the spam.

Usernames and Passwords

Wireless	Wireless	IP:
Network Name		Admin Username:
Password		Admin Password:
Notes:		

Always use a pencil. Don't write in cursive or all capital letters.

Online Backup	Online Backup: Backblaze.com	Backblaze is an online backup service for less than $4 a month. It is worth every penny! **Call Derek for restore help.**
Email		
Password		
Key		

Computer	Computer Login		Windows XP, Vista, 7 have local accounts only. If you have windows 8, or 10, you may be using a "Microsoft Account" which is an email address that is associated with Microsoft.
Username			
Password		PIN:	

Computer	Microsoft Account / Office / Computer		Windows XP, Vista, 7 have local accounts only. If you have windows 8, or 10, you may be using a "Microsoft Account" which is an email address that is associated with Microsoft.
Username			
Password			
Recovery Phone		PIN:	☐ Two Factor Authentication Enabled

Do NOT share your Apple ID Account with other family members or your children.
Each spouse and child should have their own Apple ID Account.
Do NOT create an @icloud.com email address. Use your outlook.com or gmail.com address instead.

appleid.apple.com	Apple ID / iTunes / App Store / iCloud			You should be using your main email address as your Apple ID. **Go to iCloud.com to find a lost device.**
Email Address				
Password				
Recovery Email				Voicemail PIN:
Recovery Phone				iPhone Passcode / PIN:
Security Question 1		Answer		iPad Passcode / PIN:
Security Question 2		Answer		Keychain PIN:
Security Question 3		Answer		☐ Two Factor Authentication Enabled

Always use a pencil. Don't write in cursive or all capital letters.

Site	Google / Gmail / Chrome Sync / Android		Notes:
Email Address			
Password			Phone PIN:
Recovery Email			Chrome Passphrase:
Recovery Phones			☐ Two Factor Authentication Enabled

Usernames and Passwords

Wireless	Wireless	IP:
Network Name		Admin Username:
Password		Admin Password:
Notes:		

Always use a pencil. Don't write in cursive or all capital letters.

Online Backup	Online Backup: Backblaze.com	Backblaze is an online backup service for less than $4 a month. It is worth every penny! **Call Derek for restore help.**
Email		
Password		
Key		

Computer	Computer Login		Windows XP, Vista, 7 have local accounts only. If you have windows 8, or 10, you may be using a "Microsoft Account" which is an email address that is associated with Microsoft.
Username			
Password		PIN:	

Computer	Microsoft Account / Office / Computer		Windows XP, Vista, 7 have local accounts only. If you have windows 8, or 10, you may be using a "Microsoft Account" which is an email address that is associated with Microsoft.
Username			
Password			
Recovery Phone		PIN:	☐ Two Factor Authentication Enabled

Do NOT share your Apple ID Account with other family members or your children.
Each spouse and child should have their own Apple ID Account.
Do NOT create an @icloud.com email address. Use your outlook.com or gmail.com address instead.

appleid.apple.com	Apple ID / iTunes / App Store / iCloud			You should be using your main email address as your Apple ID. **Go to iCloud.com to find a lost device.**
Email Address				
Password				
Recovery Email				Voicemail PIN:
Recovery Phone				iPhone Passcode / PIN:
Security Question 1		Answer		iPad Passcode / PIN:
Security Question 2		Answer		Keychain PIN:
Security Question 3		Answer		☐ Two Factor Authentication Enabled

Always use a pencil. Don't write in cursive or all capital letters.

Site	Google / Gmail / Chrome Sync / Android		Notes:
Email Address			
Password			Phone PIN:
Recovery Email			Chrome Passphrase:
Recovery Phones			☐ Two Factor Authentication Enabled

Usernames and Passwords

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Username				
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Security Question		Answer		PIN:

Always use a pencil. Don't write in cursive or all capital letters.

Site				Notes:
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Site:	**Apple ID** - See "Apple ID" on First Page
UN:	See "Apple ID" on Previous Page
PW:	See "Apple ID" on Previous Page
Notes:	

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Site:	**Android Phone** – See "Google" on First Page
UN:	See "Google" on First Page
PW:	See "Google" on First Page
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Usernames and Passwords

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Site:	**Apple ID** - See "Apple ID" on First Page
UN:	See "Apple ID" on Previous Page
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Site:	**Android Phone** – See "Google" on First Page
UN:	See "Google" on First Page
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Usernames and Passwords

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Usernames and Passwords

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Usernames and Passwords

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Security Question		Answer		Voicemail PIN:

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Usernames and Passwords

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Security Question		Answer		Voicemail PIN:

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Usernames and Passwords

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Usernames and Passwords

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Usernames and Passwords

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Usernames and Passwords

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Usernames and Passwords

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Associated Email				
Security Question		Answer		PIN:

Site:	**Google / Gmail** – See "Google" on First Page
UN:	See "Google" on First Page
PW:	See "Google" on First Page
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Usernames and Passwords

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Site				Notes:
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Site:	**Google / Gmail** – See "Google" on First Page
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Usernames and Passwords

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Usernames and Passwords

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Usernames and Passwords

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Security Question		Answer		PIN:

Site:	**iTunes & iCloud** – See "Apple ID"
UN:	See "Apple ID" on First Page
PW:	See "Apple ID" on First Page
Notes:	

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Usernames and Passwords

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Site				Notes:
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Site:	**iTunes & iCloud** – See "Apple ID"
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Usernames and Passwords

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Site:	**Microsoft Account** – See First Page
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Site:	**Microsoft Account** – See First Page
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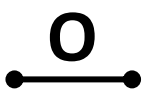
Usernames and Passwords



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Security Question		Answer		PIN:

Site:	**Office & One Drive** - See "Microsoft Account"
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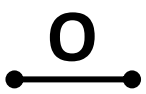
Usernames and Passwords



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Site:	**Office & One Drive** - See "Microsoft Account"
UN:	See "Microsoft Account" on First Page
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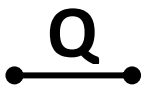
Usernames and Passwords



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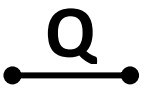

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Pictures to PC (Using Dropbox)

Dropbox is used to get your photos from your phone to your computer wirelessly, so you can easily organize them.

Before continuing, make sure you have followed each of the listed directions (Attached):

- ☐ Print, staple, and use the password packet: visit rowleyservices.com/support
- ☐ Sign up for Backup Service: visit rowleyservices.com/support for a free trial
- ☐ Follow "Check iPhone Camera Settings" – Set High Quality Pictures & Videos
- ☐ Follow "Initial Dropbox Account Creation & Setup"
- ☐ Follow "Check Dropbox App Settings" – Check Occasionally

Make sure your mobile device is connected to your home Wi-Fi. Never use a cable to transfer photos!

ON YOUR APPLE DEVICE: Open the **Dropbox app**. Click on the **PHOTOS** tab at the bottom. You will see the upload progress at the top. – Keep the app open if you have a lot of pictures.

DO NOT DO ANYTHING ELSE IN THE DROPBOX APP – DO NOT DELETE PHOTOS or even browse through them.

Let Dropbox upload the photos and videos from your phone. This happens **automatically** and takes longer for videos.

Once the uploading has completed, you can then go to your computer and open the Dropbox folder. **Never use a cable to transfer photos!**

ON YOUR COMPUTER: Open Dropbox then "Camera Uploads".

Treat the "Camera Uploads" folder like your camera's memory card and CUT the pictures from the event you want to organize. Follow the **"Organizing Pictures"** tutorial.

After you have followed the "**Organizing Pictures"** tutorial, you should have an empty "Camera Uploads" folder on your computer. Once this computer folder is empty, and you are sure you have run Dropbox again to upload any remaining photos or videos, you can DELETE the pictures from your PHOTOS app on your iPhone (not from Dropbox). Your Phone / Camera will eventually run out of space if you don't delete pictures from it.

Take the time to organize your photos now, while you can easily label them, because trying to sort them later is always much more difficult and extremely time consuming.

Why is using Dropbox so great (instead of using a cable to import or copying / pasting from the phone itself)? Using Dropbox is great because it gets your pictures (and videos) to your PC or MAC wirelessly from anywhere. Dropbox renames your Pictures with the date and time taken, so when multiple people take pictures at an event with iPhones, or Androids, they can all be placed in the same shared folder and they are automatically organized by date and time taken, and not by some random number.

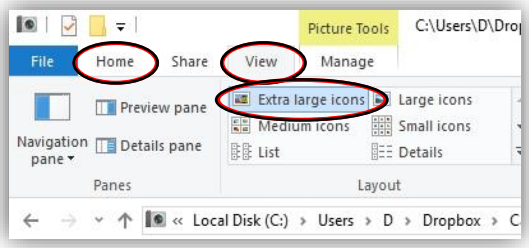
Derek Rowley – (253) 564-7777 – Computer Repair & Tutoring

Updated: 8 September 2018 Visit RowleyServices.com for an updated copy. Password & Tutorials Packet

Organizing Pictures

Open the Pictures or "Camera Uploads" Folder. You will now see several folders, each containing pictures.

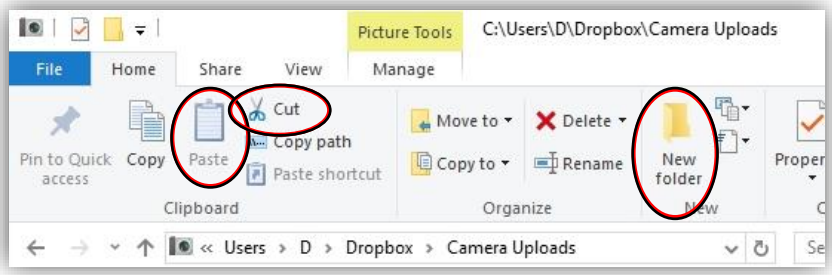
Open a folder and decide which pictures (from ONE event) from that folder to separate out and put into a new folder. Once you have decided which pictures to pull out and organize first, follow instructions below.



Change the **View** to **Extra Large Icons** if needed (Click the View tab then "Extra Large Icons", then click the **Home** tab).

To find the date of the picture, click ONCE on the picture, place mouse over picture and hold mouse still).

- Click ONCE on the first picture (of that subject / group of pictures).
- HOLD the SHIFT key
- Click ONCE on the LAST picture (of that subject / group of pictures).
- Choose CUT
- Let go of the "SHIFT" key



Open the **Pictures** folder (left side)

Create a **New Folder**, (click the "New Folder" icon on the menu bar)

Start typing the **DATE** and **Name** (subject) of the new folder.

When finished naming, press the **ENTER key on keyboard**

Example: 2014-08-25 Camping – Mount Rainier - Trip
Example: 2015-01-30 Melissa Anderson – 35th Birthday Party at Chambers Bay Golf Course
YYYY-MM-DD Subject – Key Words

Use 2 digits for both month and year: 2014-1-1 New Year's Day SHOULD BE: 2014-**01-01** New Year's Day
If you don't know the specific day or month, use XX to fill in the space: 2015-12-XX Skiing at Crystal Mountain
Don't use nicknames and don't abbreviate words, names, locations, etc. This will make searching impossible.
Don't hyphenate two separate words or phrases together:
Incorrect: 2011-01-15 Hiking-Mount Rainier Correct: 2011-01-15 Hiking - Mount Rainier

Open (Double Click) the new folder you just created. – Your new folder should be empty.

Click **PASTE** (on the top menu bar – Left Side).

Go back to the **Pictures or Camera Uploads** folder to find more pictures to sort, repeat from above.

When you have an empty folder, Right Click on the Empty folder icon, then click Delete
To rename a folder, Right Click on the folder icon to rename and click Rename.

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What to Do When Dropbox is Full

If your Dropbox is full, then you probably haven't been organizing your new / recent photos. This is something that you should do at least twice a month. This tutorial is for simply clearing out your Dropbox allowing you to organize your photos later.

Find the photos:

Open Dropbox on your computer.

Open the "Camera Uploads" folder.

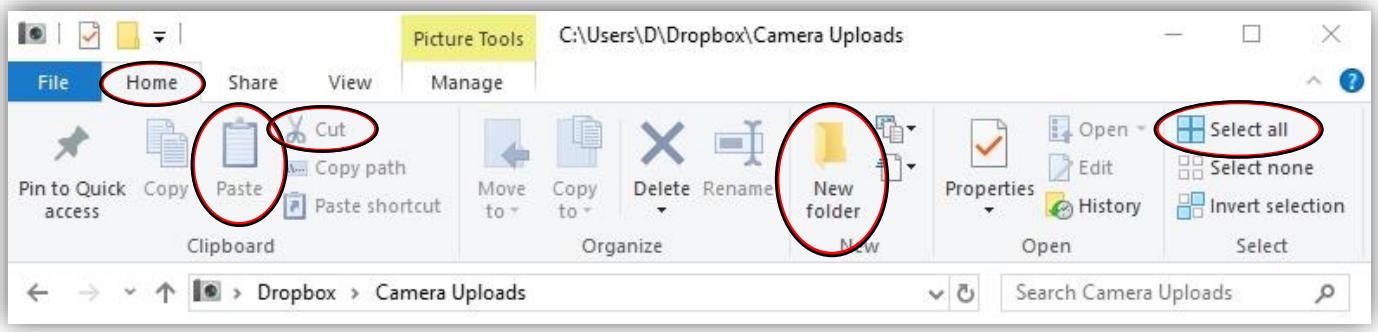
You will see your photos.

Select all photos and cut:

Click on ONE photo ONE TIME to highlight a single photo.

On the top Menu Bar, under the HOME tab, click "**Select All**" (top right).

Once you see that ALL the photos have been highlighted, you can press the **CUT** button on the top Menu Bar (top left). This will "**CUT**" the photos, but they will still be visible in the "Camera Uploads" folder until you **PASTE** them.



Where to paste the photos:

On the left-hand side, open the "Pictures" folder.

Create a new folder called 000 – Dropbox to SORT.

To create a new folder, click "New Folder" on the home tab / menu at the top.

Start tying the name and the old "New Folder" name will be overwritten.

Hit the enter key on the keyboard when done.

Open the newly created folder "000 – Dropbox to SORT".

Use the **PASTE** button on the menu bar at the top (Top Left).

Now that Dropbox is empty, your phone will be able to automatically upload the photos to your computer. After following the steps above, you may need to wait 5 - 10 minutes before the Dropbox servers recognize that your account isn't full. If your Dropbox PHONE app still thinks your account is full: close Dropbox (on your phone), and then open it again. If that doesn't work, call Derek (253) 564-7777.

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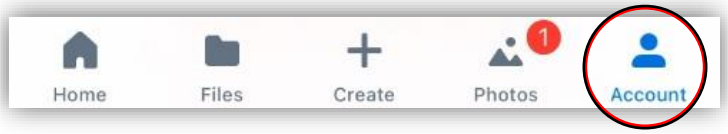
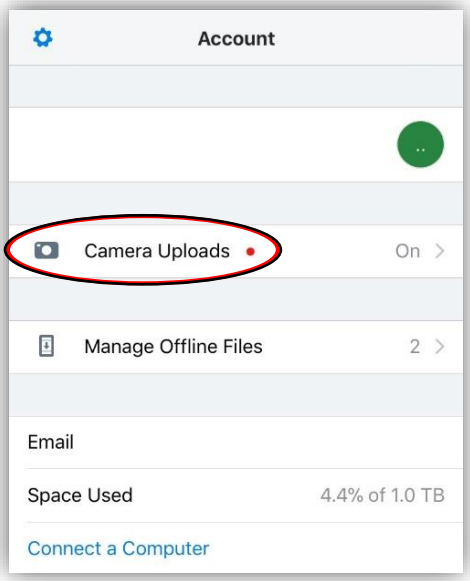
Check Dropbox App Settings (Apple Devices)

Open the **Dropbox** App on your iPhone.

Tap the "**Account**" button – Bottom Right.

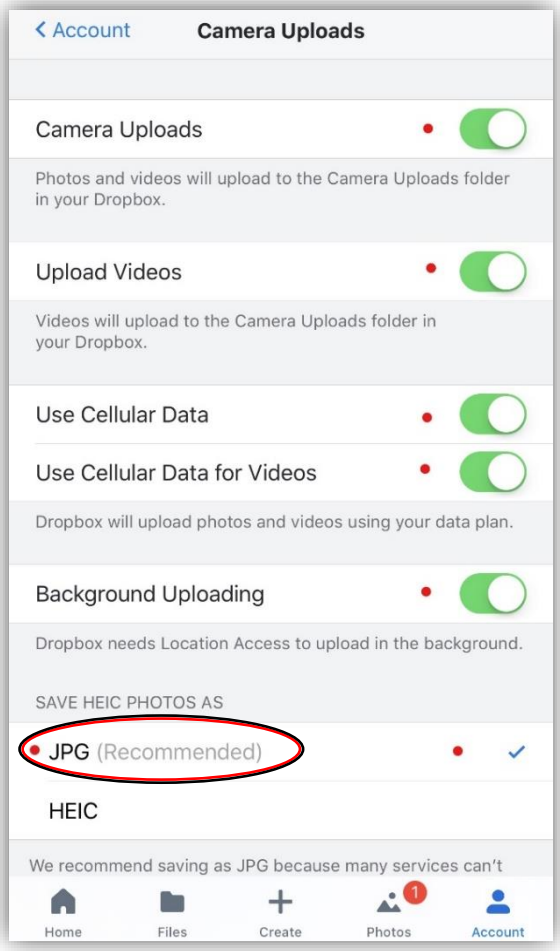


Tap "**Camera Uploads**"



When enabling Camera Uploads you must tap **Enable** or **ALWAYS ALLOW** to all requests for Notifications, Location, Background Uploading, etc.

Do not deny anything or it won't work.



Enable "**Camera Uploads**".

Enable "**Upload Videos**".

Enable "**Background Uploading**".

Ensure that "**JPG (Recommended)"** is checked.

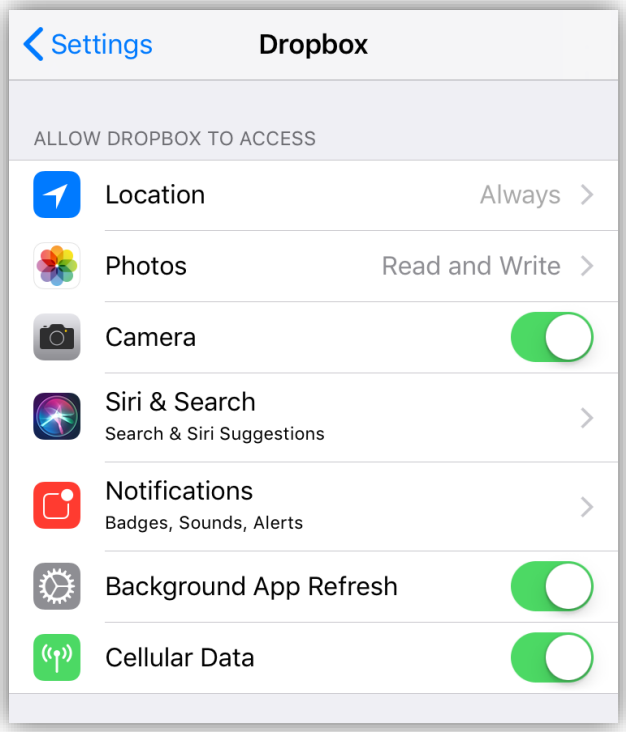
If you are a T-Mobile user or if you have an unlimited data plan, enable "**Use Cellular Data"**, you will then have the option to enable "**Use Cellular Data for Videos**".

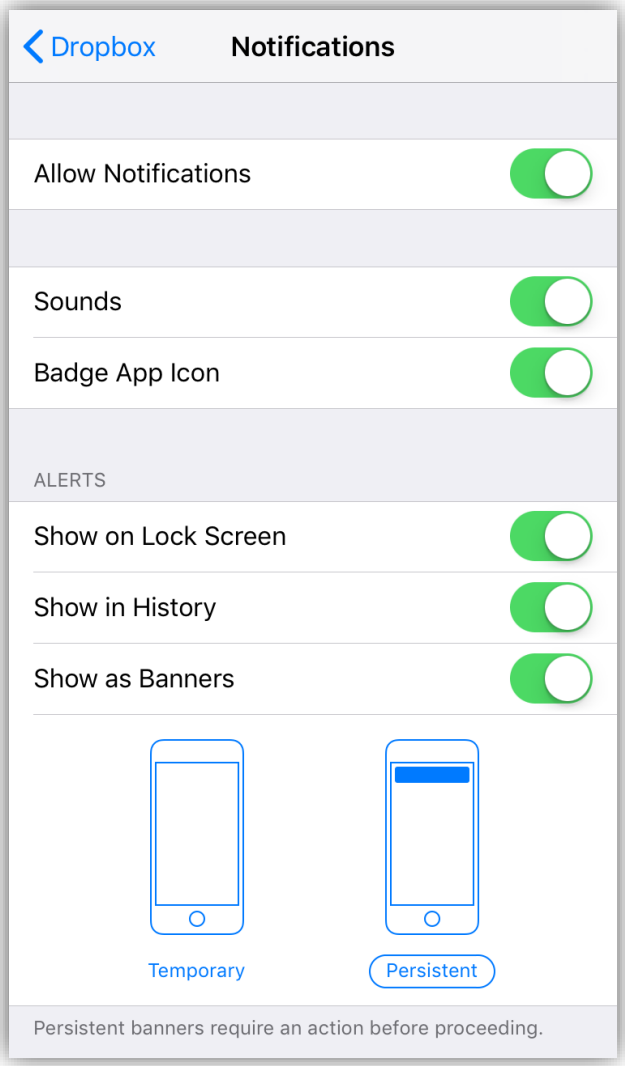
Make sure you are connected to Wi-Fi. Tap "Photos" tab at the bottom when done

Ensure Dropbox Permissions (Apple Device Only)

If Dropbox is not uploading photos, or if for any reason you have denied Dropbox access to your photos, location, or background app refresh; follow these steps to ensure that all the settings are correct:

1. On iPhone, open the **Settings** App.
2. Scroll down to **Dropbox.**
3. Ensure that ALL settings match the LEFT screenshot below.
4. Tap the "**Notifications**" icon to see the Notifications settings (right screenshot).
5. Ensure that the notifications are ON and match the RIGHT screenshot below.
6. When done tap the back arrow (top left) several times to return to the settings page.



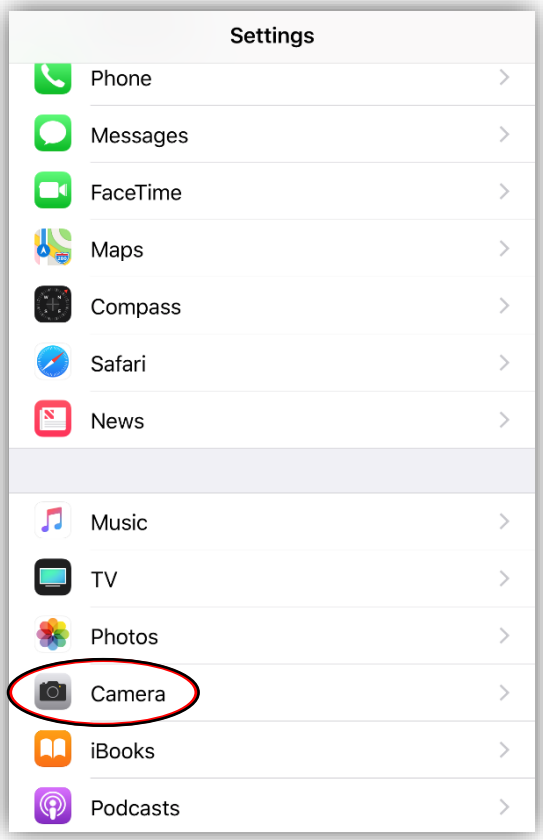


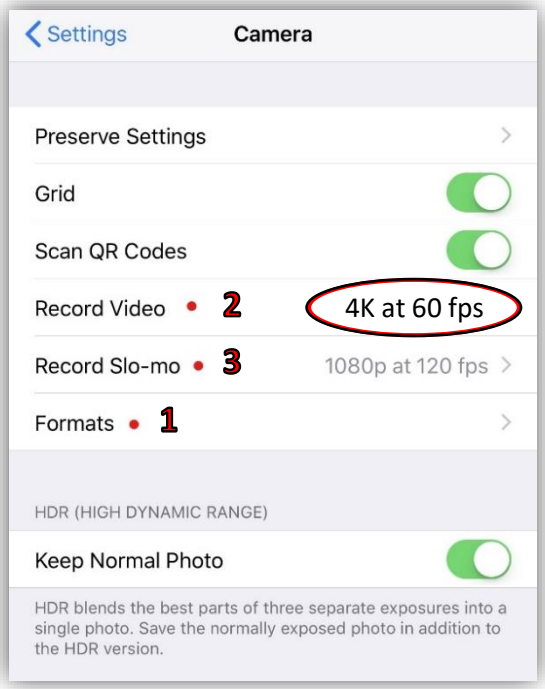
Check Camera Settings (Apple Devices Only)

Make sure you are using JPGs and 4K Video on your iPhone

On iPhone, Open the **Settings** App.

Scroll down to **Camera.**





1. Tap "**Formats**" (<u>newer iPhones only</u>), Change "Camera Capture" to "**Most Compatible**".

2. Set "Record Video" to "**4K at 60 fps**". Some iPhones may only support "4K at 30".

3. Set "Record Slow-mo" to "**1080p at 240**" Some iPhones may only support "1080p at 120".

Tap the back button (top left) several times to get back to the main settings page.

iPhone Settings – iCloud Backup - Common Mistakes

An Apple ID Account is your login information for all things Apple related. It is used to log into iCloud, iTunes, FaceTime, and iMessage, and many other Apple Services.

Make sure you are the only one using your Apple ID, and that your spouse and children have their own Apple ID / iCloud Accounts. Sharing an Apple ID account will create many unforeseen problems as an Apple ID is designed for ONE PERSON. – This also means that your child will need their own email address. (outlook.com or gmail.com)

Always use a passcode lock. Apple has a feature called "Find my iPhone". This feature works great if your device is lost or stolen, but it is almost useless if you don't have a passcode lock on the main screen of your device. Open Settings, tap “Face ID and Passcode” or “Touch ID and Passcode”, type in your passcode, or create one if you don’t have one yet. Write down your device passcode on the password sheet. Scroll to the very bottom and turn on the “Erase Data” feature that will wipe your iPhone / iPad after 10 failed unlock attempts (a good thing).

Write / tape your home phone number and / or your spouse’s cell phone number on the outside (back) of your devices. Having your phone number visible will allow people to try to contact you and give you your device back.

Make sure you are using iCloud Backup. To Set and Check iCloud Backup open Settings, tap your name at the top, tap iCloud, tap iCloud Backup, enable iCloud Backup. Remember to check your iCloud Backup setting occasionally. The last backup date will appear when checking the settings page. Make sure the last backup is within the last 24 hours.

DON’T MAKE THESE MISTAKES:

Find my iPhone works by sending a ping to devices connected to your iCloud / Apple Account. If you are not signed in on your device, your device cannot be found. If your device becomes disconnected from your Apple account, disconnected from your service provider (ATT, Verizon, T-Mobile, and Sprint) or physically powered off, you will not be able to find your device. Do not disconnect / stop service on your device if it becomes lost or stolen. Do not call your carrier such as AT&T, T-Mobile, Verizon, or Sprint.

Often people lose their iPhone then attempt to use "Find My iPhone" from a computer or a friend’s phone. Many do not remember their Apple ID password and reset it, so that they can gain access to the site to find their phone. Unfortunately, once your Apple ID password is reset, it will disconnect all devices from your Apple ID, and therefore the lost device cannot be found using "Find my iPhone".

- ☐ Use iCloud Backup
- ☐ Use Dropbox (Camera Upload feature)
- ☐ Use a passcode lock
- ☐ Enable "Erase Data"
- ☐ Enable "Find my iPhone" and “Send Last Location”
- ☐ Know your Apple ID and Password

What to do when you lose your Apple device:

If you have followed all the above steps and lose your device, follow the steps below.

Use iCloud.com to access the “Find my iPhone” page and attempt to locate your device.

Use “**Lost Mode**” to try to find it if it is not showing up on the map.

Do not wipe your device unless you **know** it was stolen and it has been at least a few weeks and you **know** you will never get it back.

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Initial Dropbox Account Creation & Setup (Apple Devices)

Check off each item as you complete:

☐ Do you have a Dropbox account already? If not, click here to create a new account.

Visit rowleyservices.com/support Click the link to sign up and receive extra storage. (Or click the blue link above)

☐ Write your Dropbox account info on your printed password packet.

☐ **On your computer**, using Chrome, visit dropbox.com/install, download, install, then **sign in** on your computer.

☐ **On your iPhone** go to the app store and find Dropbox, install. Carefully follow the directions below.

☐ "**Sign in**" to Dropbox on your phone - Pay attention and **DON'T** tap the "Sign Up" link.

☐ **Do not** "Choose Photos" while installing the mobile app, tap "**Skip**" instead (top right).

Pay attention for the next few steps, you will need to enable a few settings and while doing so you will be asked to enable or disable certain features like notifications, locations, etc. **Click ALLOW ALWAYS or ENABLE each time it asks you during this setup process.** If you denied any settings, follow the "Ensure Dropbox Permissions" page (attached).

☐ Enable "**Camera Uploads**": tap the account icon (bottom right), then tap "**Camera Uploads**".

☐ Toggle ON "**Camera Uploads**". Toggle ON "**Upload Videos**", Toggle ON "**Background Uploading**".

If you have T-Mobile or if you have unlimited data, you can enable "**Use Cellular Data**" and "**Use Cellular Data for Videos**".

☐ Make sure **JPG (Recommended)** is selected (as pictured in the bottom right).

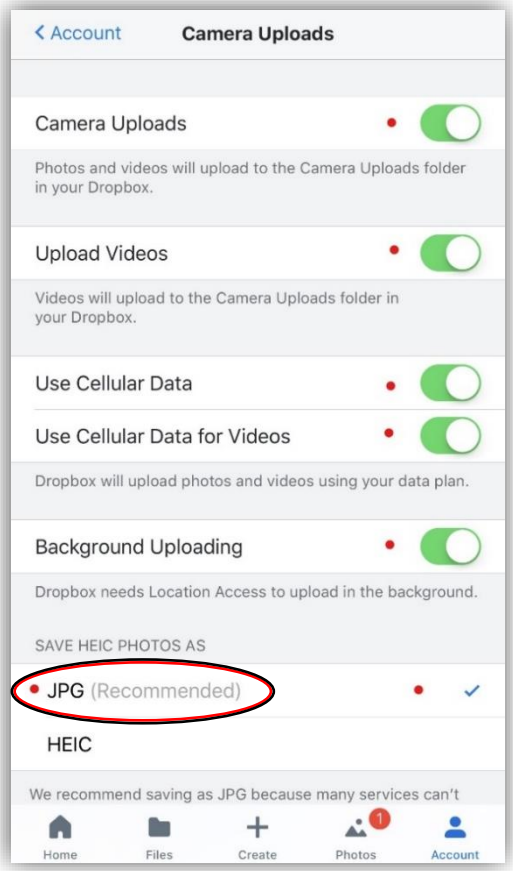
☐ Tap "**Photos**" button at the bottom to return to main screen.

☐ Make sure you are on Wi-Fi.

☐ Your pictures and videos will sync to your computer wirelessly.

☐ Open Dropbox on your phone occasionally (once a week) to make sure Camera Uploads is working. - **DO NOT DO ANYTHING ELSE with the Dropbox photos on your phone. EDIT & SORT PHOTOS ON YOUR COMPUTER ONLY**.

☐ ONCE AGAIN: Do not sort your pictures on your phone.

☐ **On your computer**: Open **Dropbox** then open the "**Camera Uploads**" folder and sort your pictures by using the "**Organizing Pictures**" tutorial page found in this printed Password & Tutorials Packet / PDF.

☐ If your Dropbox is full, follow attached directions: "What to Do When Dropbox is Full".