

iPhone users that use a Windows PC.

Apple Photos in the Cloud: Apple recently started moving photos and videos taken with an iPhone to iCloud (Apple's online storage / cloud). **In the process they have automatically enabled settings that reduce the quality of the photos and videos stored on your iPhone.** Here's how it works: You take a picture; your iPhone saves a copy of the photo or video at a much lower resolution to help save space on your phone. Apple sends the full quality picture or video to their servers. Because the image or video on your phone is low quality, anything that you then do with that photo or video will always be at a reduced quality, unless you change the setting (more info below).

Apple's goal is to get you to use their paid iCloud service, which isn't necessarily bad, but I don't recommend it for multiple reasons. Mostly because of the simple fact that I've seen many people lose thousands of photos, usually not noticing until months or years later, when it's too late to even attempt any type of recovery. Accounts also get hacked. Not only is this a privacy issue, but you also risk getting locked out of your own account, once again, losing your family memories that you trusted to the "cloud" (a server that you have absolutely no control over).

Google Photos and Amazon Photos Users: While these are great services, they often do not save your full quality photos or videos. Those services pull photos from your iPhone (or Android), and if your iPhone doesn't have the original photos to begin with, there is no way that Google or Amazon will have your original / high quality photos and videos.

1. iPhone users should change the settings so that pictures and videos are not resized. The steps are easy but depending on how many photos you take and when Apple changed the settings on your phone, you may not have enough free space on your phone for the original / high quality photos and videos (always pay the extra \$50 for the larger storage iPhone). **If you have questions about this process, please call.**
 - To check and change these settings, go to the iPhone "Settings" app. Click your name at the top. Tap "iCloud". If "Photos" is off, then don't do anything else. If "Photos" is on, then follow these steps: Tap "Photos" then tap "Download and Keep Originals". This will start the process of downloading your full quality photos back to your phone. This process can take anywhere from a few minutes to a few hours depending on the number of photos, the speed of your phone, and the speed of your Wi-Fi connection.
 - Open the "Photos" app. Tap the "Photos" tab at the bottom left. Scroll to the very bottom then scroll some more. At the **very very very** bottom of the photos, you should see the number of photos and videos along with the download process if it is still downloading the original high-quality photos from iCloud. Original photos will only download over Wi-Fi, so make sure you are connected to Wi-Fi.
 - Once you have checked that all photos have downloaded at the very bottom of the Photos app, you can go back to the "Settings" app and turn off "iCloud Photo Library".
2. Sign up for **Backblaze – Online Backup** – Visit RowleyServices.com/Support for a free one-month trial. Online Backup is cheaper than attempting to restore your data from a failed hard drive. Online backup is \$95 for TWO years, which is about \$3.84 a month (well worth it).
3. Use Dropbox to get your photos to your computer. Make sure you follow the "Initial Dropbox Account Creation & Setup" instructions (last page of the password packet). My favorite feature of Dropbox is that all your photos and videos will be automatically named with the date and time they were taken. No more "IMG_6896.jpg".
4. Keep all your data on your main computer (Documents, Pictures, Music, etc). MOVING your data to an external hard drive is NOT a backup. With all your data on your computer use online backup. If you already have an external drive, call me and I can help set it up to AUTOMATICALLY backup everything to a different drive. Manual backups (copy and paste) are NOT recommended.
5. Use 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. Backup happens when you are on Wi-Fi and your iPhone is plugged in. If you receive a message saying that your iCloud Storage is full, PAY THE \$1 a month (\$12 a year) to have your entire iPhone backed up. IT'S WORTH IT!
6. Follow Attached: "Check Camera Settings (Apple Devices Only)"

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Recommendations

***** Take Pictures of any Error Messages. *****

***** If you get a virus, leave your computer ON and call me, DO NOT RESTART YOUR COMPUTER. *****

Call me before purchasing a new Phone or Computer. I will help you find the best deal.

Stop taking vertical videos. Your viewing experience on your TV, computer, and any slideshow will be better.

Use **Chrome** as your browser. Stop using Internet Explorer. Chrome is recommended over both Edge and Fire Fox because of better compatibility and easier profile synchronization.

Call if you need help getting your favorites / bookmarks, passwords, etc. into Chrome.

Use **Chrome Sync** to sync your bookmarks to your google account. If you are already a Google / Gmail user, then use the account you already have. Do not use your work Google Account. Do not create a new Gmail address for your Chrome Sync, instead you can sign in with your main email address or you can use the Gmail account that you use for your Android Phone (See "Android / Google Phone Users" below or call me for help).

Accounts

Do not write your passwords on this page

Google Account used for Chrome Sync: _____@_____

Generally, this should be your main email account.

Android / Google Phone Users: Figure out what specific email address you are using as your google account on your phone. This account is often different from your personal email account. This account often has all your phone contacts synced to it. On your Android device go to "Settings", then "Accounts" or "Cloud and Accounts", then click "Google". If the Google Account is different than your main Google / Gmail account, then write down this new account on the next line as a secondary Google Account Used for Android Phone.

Android Google Account used for your Android Phone: _____@_____

Apple iPhone & iPad Users: Open "Settings" then tap your name. Write down the email address listed below your name. This is your Apple ID: _____@_____

Two Step Authentication: Email Accounts, Google / Gmail, Apple ID, etc. should have two-step authentication enabled. Make sure you have at least TWO phone numbers associated with each account. With Google you will need to add then verify each additional number. Call for setup help.

Location Services (Apple Devices):

Many iPhone users have inadvertently turned off location services for some apps, specifically the camera app. When taking pictures, your iPhone will tag your photos with the location. This is a great feature that can be used to easily find photos later. To check and enable this setting: go to "Settings", then scroll down a little to "Privacy" (bottom of the third block), then tap "Location Services". Most of the apps should be set to "While Using", including the "Camera" and "Photos" apps. Dropbox, Maps, Google Maps should be set to "Always".

How to find photos by location (Apple Devices):

Example: You are at your friend's house and want to show photos from your family reunion that were taken at the local park several months ago.

Open the "Photos" app. Tap "Albums" at the bottom. Scroll down and click "Places" (notice the map with an image on top). You will see a map of the US. Tap the GPS icon (bottom left arrow). The map will zoom in on your current location. You can then use your finger to move the map to where you took the photos. Your photos will be grouped based on the location. You can zoom in or out. If you zoom in, you can see specific photos taken at location. As you zoom out, you can see all photos taken in that area / neighborhood.

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