

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 page: "Check iPhone Camera Settings" - Sets High Quality Pictures & Videos
- Follow attached page: "Initial Dropbox Account Creation & Setup"
- Follow attached page: "Check Dropbox App Settings" - Check Occasionally
- Follow attached page: "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 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	<i>outlook.com - main email account</i>		Notes: <i>Recovery Phone: (253) 555-5555</i> (Your Cell Phone Number)	
Username	<i>example@outlook.com</i>			
Password	<i>MR*****75##</i>			
Associated Email	<i>Recovery Email: spouse@outlook.com</i>			
Security Question	<i>Favorite Movie</i>	Answer	<i>Casablanca</i>	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.

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Usernames and Passwords

Wireless	Wireless		Notes:
Network Name			
Password			

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Online Backup	Online Backup: Backblaze.com		Notes: Backblaze.com 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 / Windows 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			
Windows PIN	PIN:		

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.

applied.apple.com	Apple ID / iTunes / App Store / iCloud		Notes: You should be using your main email address as your Apple ID. <u>Go to iCloud.com to find a lost device.</u>
Email Address			
Password			
Recovery Email			
Recovery Phone			
Security Question 1		Answer	iPhone Passcode / PIN:
Security Question 2		Answer	iPad Passcode / PIN:
Security Question 3		Answer	<input type="checkbox"/> Two Factor Authentication Enabled

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

Site	Main Email Account		Notes:
Email Address			
Password			
Recovery Email			
Security Question		Answer	PIN:

Site	Dropbox.com		Notes:
Email Address			
Password			
Security Question		Answer	PIN:

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Usernames and Passwords

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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Usernames and Passwords

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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Usernames and Passwords

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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Usernames and Passwords

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

Site				Notes:
Username				
Password				
Associated Email				
Security Question		Answer		PIN:

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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 Secure Backup Service: visit rowleyservices.com/support for a free trial
- Follow “Check iPhone Camera Settings” – Ensures 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.

ON YOUR MOBILE 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.

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 remove 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 when they were taken, and not by some random number.

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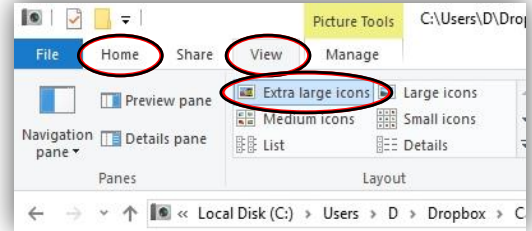
Organizing Pictures

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, then 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).



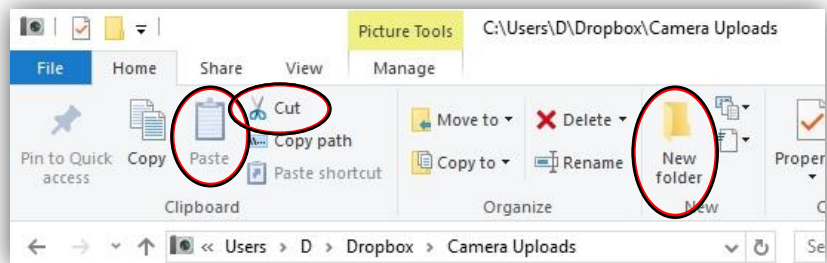
- Click ONCE on the first picture (of that subject / group of pictures).
- HOLD the SHIFT key
- Click ONCE on the LAST picture (of that subject / group of pictures).
- Choose CUT
- Let go of the “SHIFT” key

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 Birthday Party at Chambers Bay
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:

Use dashes and spaces correctly: Wrong: 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 you Dropbox allowing you to organize your photos later.

Find the photos:

Open Dropbox on your computer.

Open the "Camera Uploads" folder.

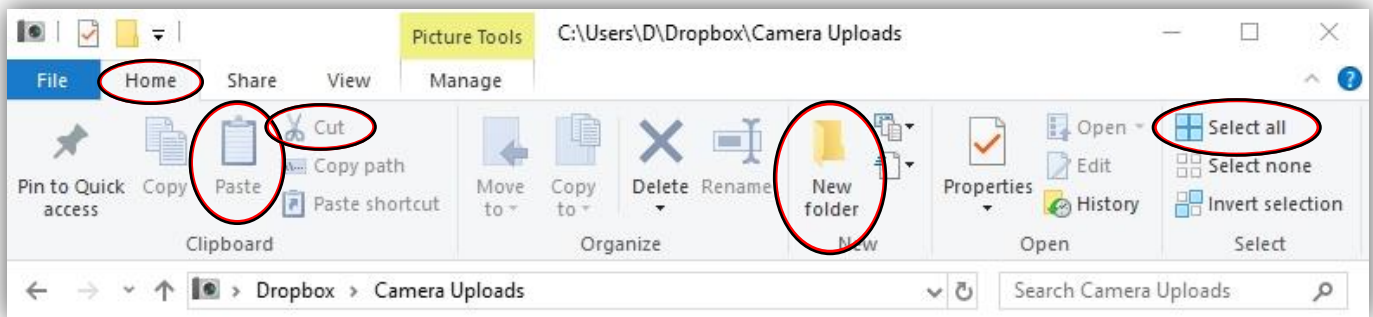
You will see your photos.

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 typing 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

Open the **Dropbox** App on your iPhone

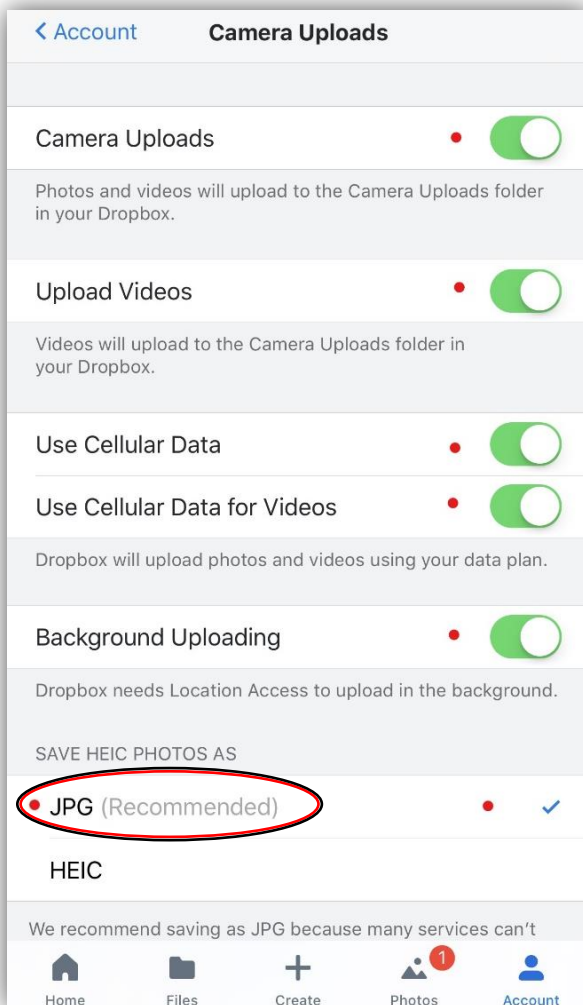
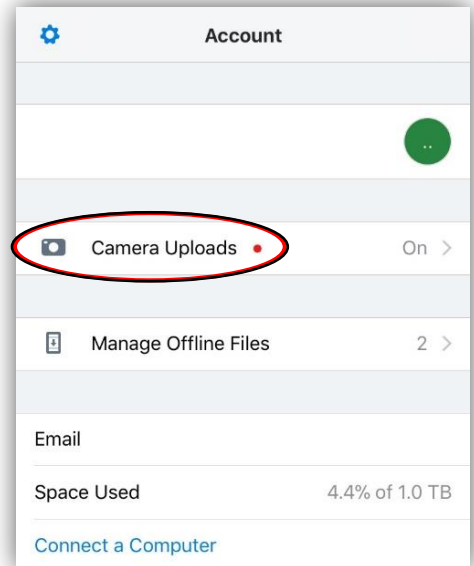
Tap the **“Account”** button – Bottom Right



Tap **“Camera Uploads”**

When enabling Camera uploads you must ENABLE or ALLOW 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”**.

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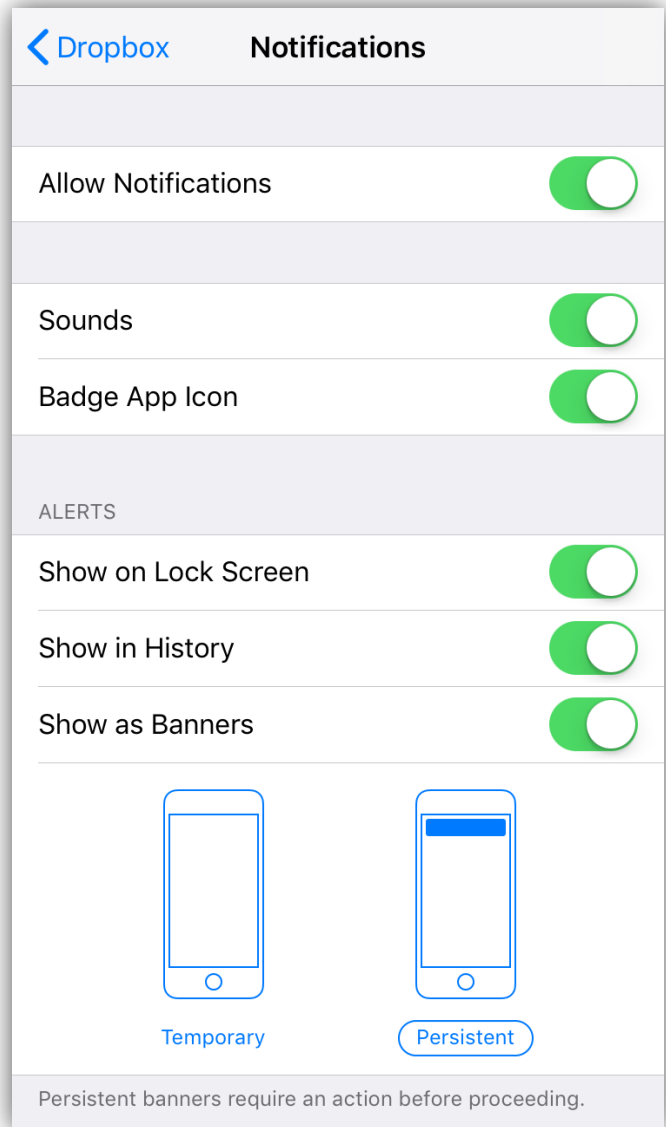
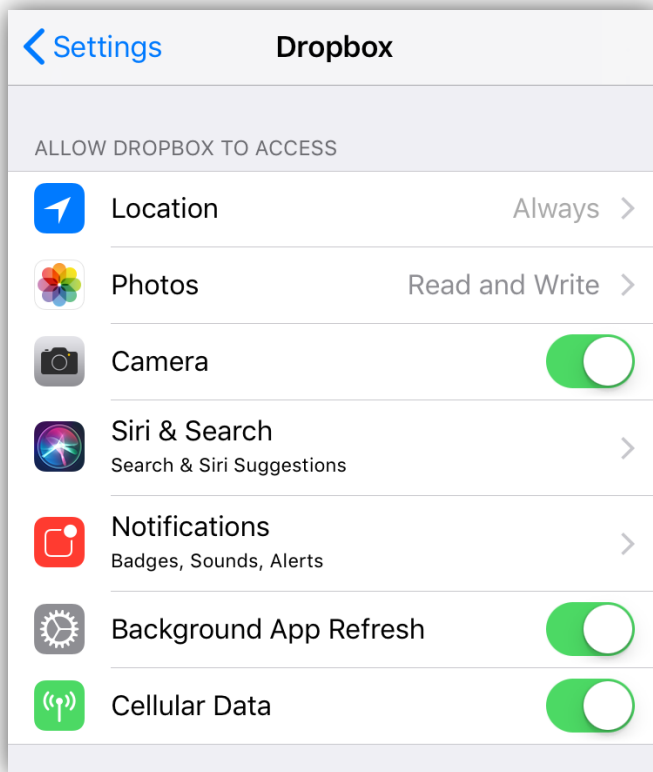
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Ensure Dropbox Permissions (Apple Devices Only)

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 screenshots below.
4. Ensure that the notifications are ON and match the screenshot below.



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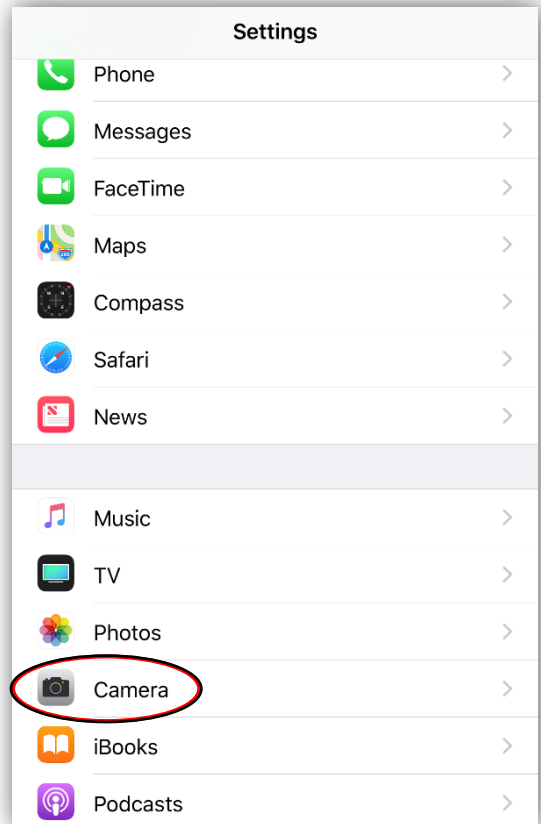
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Check iPhone Camera Settings

Make sure you are using JPG's and 4K Video on your iPhone



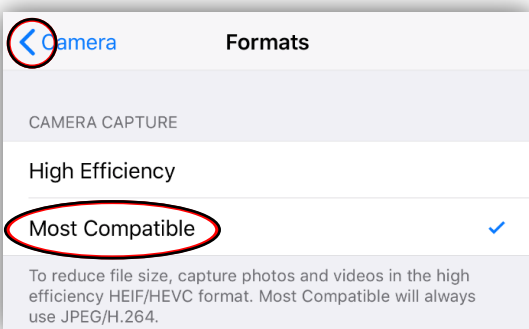
On iPhone, Open the **Settings** App
Scroll down to **Camera**



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

Set "Record Slow-mo" to "**1080p at 240 fps**"
Older iPhones may only support "1080p at 120 fps"

Tap "**Formats**"



Change "Camera Capture" to "**Most Compatible**"

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

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Directions to create a persistent shared Dropbox folder

These directions create a shared folder that you will see in your Dropbox folder and that your friend and family will see once they accept / add the folder to their Dropbox.

Open your Dropbox folder on your desktop computer (not the website).

Read and understand the next two steps BEFORE completing either step:

Create a “new folder” in Dropbox called “Shared-FirstName-FriendsName”

For example, if your name is Jane and your friends name is Bob: **Shared-Jane-Bob**

Make sure that you name the folder correctly the FIRST time before hitting enter as Dropbox will share the folder NAMED with whatever folder name was first used. This means that anyone receiving the shared folder will see the folder as it was first named – Which is often confusing to the user.

If you made a mistake while naming the folder, delete the empty folder and start a “New Folder” again. – Name the folder correctly without mistakes before hitting enter.

It's very important to name the folders with “Shared” at the beginning so that you and your friends / family don't forget and accidently delete files in the shared folder.

Once the folder is named, you can right click on the folder and share with the Dropbox “Share” button.

Type your friends or family members email address (hopefully an email address where they already have a Dropbox account).

Your friend / family member will need to click the Dropbox icon in the system tray (bottom right hand corner of the screen by the clock), and then click “Add Folder to Dropbox”.

They can then save files to or copy files to the Dropbox folder from within any windows program.

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Apple Devices - 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. (free email at 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. Enabling the feature "Erase Data" that will wipe your iPhone / iPad after 10 failed unlock attempts. If this feature is not enabled, anyone can guess your password within an hour or so.

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

Write / tape your home phone number and / or your spouse's phone number on the outside of your devices. Not everyone is bad, having your phone number will allow people to try contact you and give you your device back.

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](https://www.icloud.com) to access the "Find my iPhone" page and attempt to locate your device.

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.

Use "Lost Mode" to try to find it IF it is not showing up on the map.

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Initial Dropbox Account Creation & Setup

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 and 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. **YOU MUST ALLOW 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 are a T-Mobile user 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).

- Make sure you are on Wi-Fi.

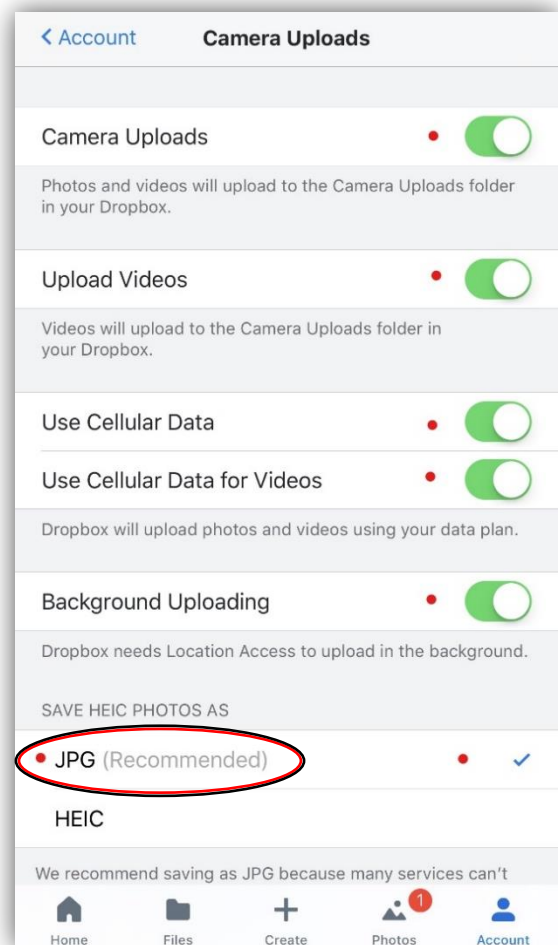
- Your pictures and videos will now sync to your computer wirelessly.

- 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. ONLY EDIT / SORT PHOTOS ON YOUR COMPUTER.**

- 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 the printed Password & Tutorials Packet / PDF.

- If your Dropbox is full, visit rowleyservices.com/support (or see attached directions).



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