

# Password & Tutorials Packet

- Print, staple, and use this Password & Tutorials Packet
- Sign up for Secure Backup Service: visit [rowleyservices.com](http://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	<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 multiple 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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## 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.**

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

**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. – Call for setup help.

## Data & Automatic Online Backup

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.

Sign up for **Backblaze – Online Backup** – Visit [RowleyServices.com/Support](http://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).

Use **Dropbox** to get your phone pictures to your computer. See box below to turn off iCloud Photos first. Then visit [RowleyServices.com/Support](http://RowleyServices.com/Support) for more info on how to use Dropbox (or call for help).

Do not use Apple iCloud to store your photos. 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 "High Resolution Photos". 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** 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". – If you have questions about this process, please call.

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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](http://rowleyservices.com/support)
- Sign up for Backup Service: visit [rowleyservices.com/support](http://rowleyservices.com/support) for a free trial
- Follow “Initial Dropbox Account Creation & Setup”
- Follow attached page: “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 ANDROID DEVICE:** Open the Dropbox app. Click on the **Menu Button** tab at the top left. Tap the “**Photos**”. 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.

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# Organizing Pictures

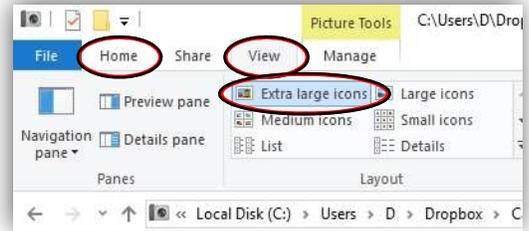
Open the Pictures or “Camera Uploads” Folder. You will now see several folders, each containing pictures.

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, 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).

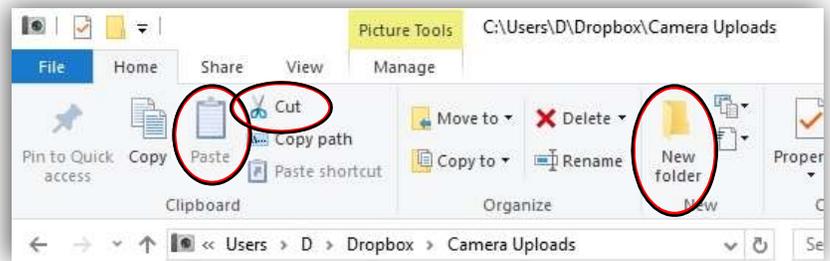
- Click ONCE on the first picture (of that subject / group of pictures).
- HOLD the SHIFT key
- Click ONCE on the LAST picture (of that subject / group of pictures).
- Choose CUT
- Let go of the “SHIFT” key



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.

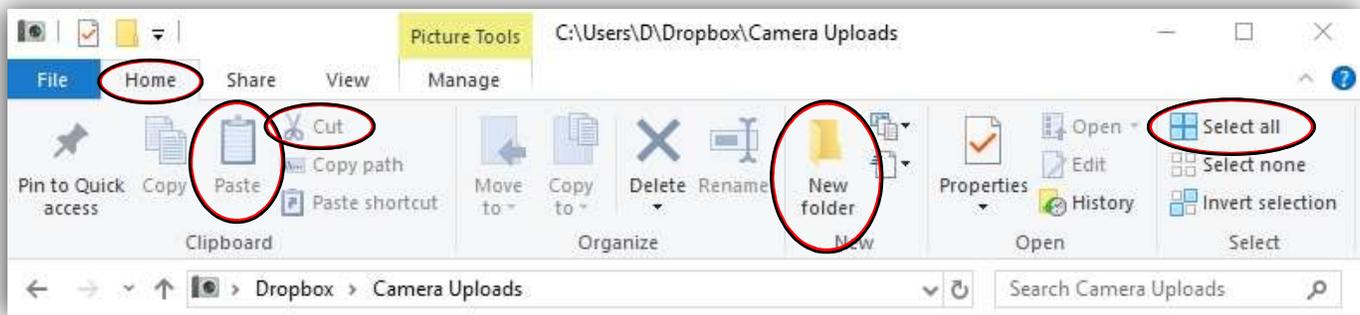
You will see your photos.

## 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 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".

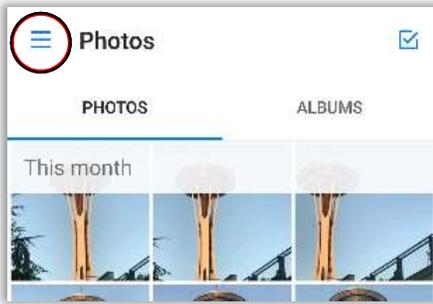
Use the **PASTE** button on the menu bar at the top (Top Left).

**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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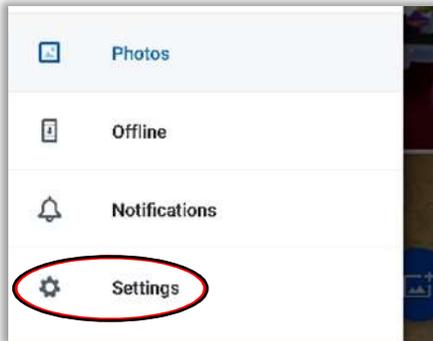
## Check Dropbox App Settings (Android Devices)



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

Enable **“Camera Uploads”**: tap the **menu icon** (top left).

Tap **“Settings”**.



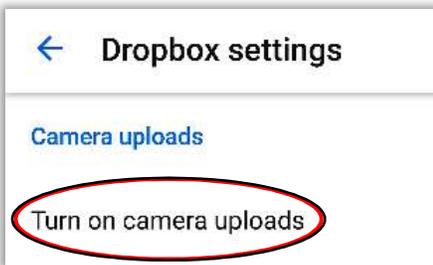
**When enabling Camera Uploads you must tap Enable or ALWAYS to all requests for Notifications, Location, Background Uploading, etc.**

**Do not deny anything or it won't work.**

Tap **“Turn on camera uploads”**.

Tap **“Photos and videos”**.

If you have T-Mobile or if you have unlimited data, you can enable **“Wi-Fi and data plan”**.



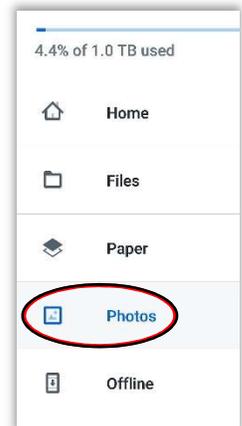
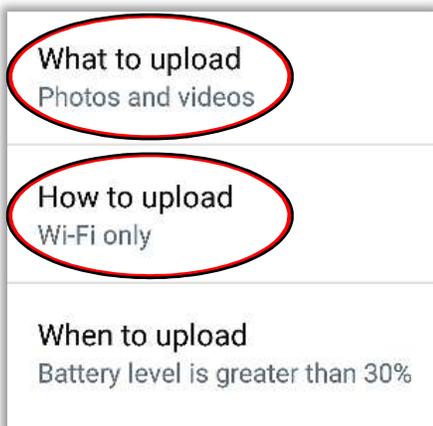
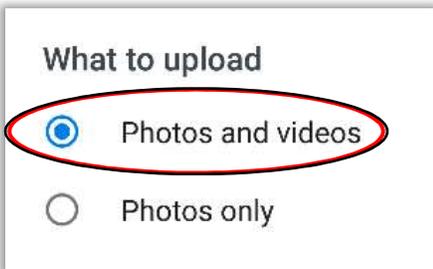
Ensure settings as shown, then tap the back-arrow button in the top left corner to exit the settings page.

Tap **“Photos”** in the menu list to return to main screen. (See image to the right).

Camera Upload progress will be shown at the top.

Make sure you are on Wi-Fi.

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



# Initial Dropbox Account Creation & Setup (Android Devices)

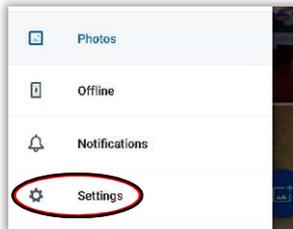
- Do you have a Dropbox account already? If not, [click here](#) to create a new account.
- Write your Dropbox account info on your printed password packet.
- On your computer**, using Chrome, visit [dropbox.com/install](https://dropbox.com/install), download, install, then **sign in** on your computer.
- On your Android Device** go to the Play 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.
- You do not need to pay for Dropbox. Continue with Basic.
- 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 media access, notifications, locations, etc.

**Click ALLOW or ENABLE each time it asks you during this setup process.**



- Enable "**Camera Uploads**": tap the **menu icon** (top left).



- Tap "**Settings**".

- Tap "**Turn on camera uploads**".

- Tap "**Photos and videos**".

- If you have T-Mobile or if you have unlimited data, you can enable "**Wi-Fi and data plan**".

- Ensure settings as shown, then tap the back-arrow button in the top left corner to exit the settings page.

- Tap "**Photos**" in the menu list to return to main screen.

- Camera Upload progress will be shown at the top.

- Make sure you are on Wi-Fi.

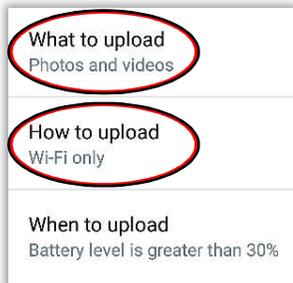
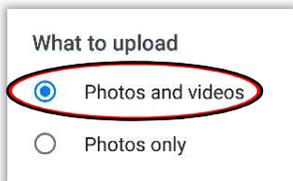
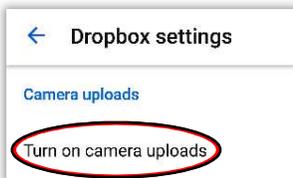
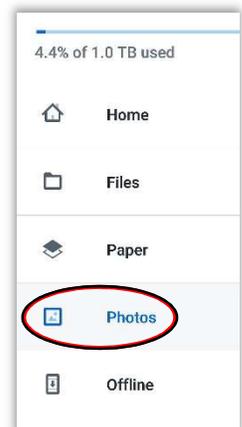
- Your pictures and videos will sync to your computer wirelessly.**

- 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.**

- 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".



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