

## 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](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).
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!

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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](http://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](http://dropbox.com/install), download, install, then **sign in** on your computer.

## iPhone Dropbox App Install, Signing In, and Enabling Camera Uploads

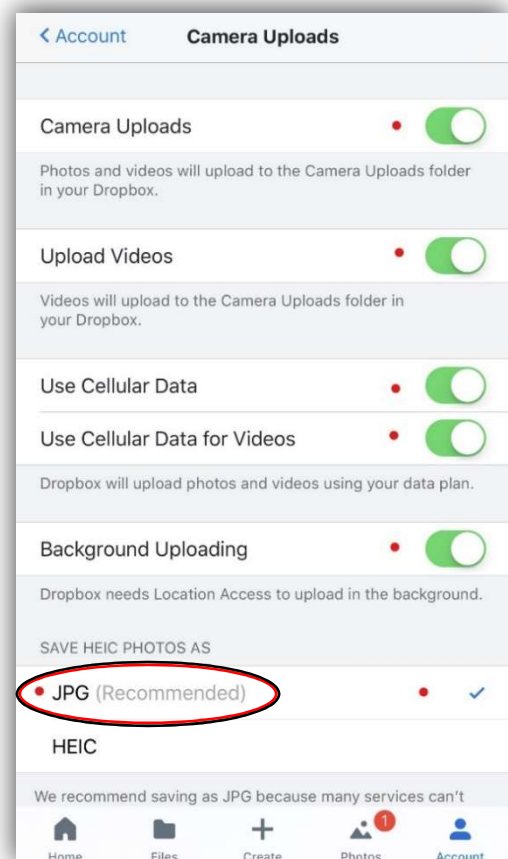
- On your iPhone** go to the App Store and find Dropbox, install. Carefully follow the directions below.
- "Sign in"** to Dropbox on your phone - Pay attention and **DON'T** tap the "Sign Up" link. Don't "Sign in using google"
- You do not need to pay for Dropbox. Continue with Basic.
- Do not** "Choose 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 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".



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