

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: “iPhone users that use a Windows PC”
- 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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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!

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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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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 spouse or 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 contact you and return a lost device.

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".

- | | |
|--------------------------------------------------------------|---------------------------------------------------------------------------|
| <input type="checkbox"/> Use iCloud Backup | <input type="checkbox"/> Enable "Erase Data" |
| <input type="checkbox"/> Use Dropbox (Camera Upload feature) | <input type="checkbox"/> Enable "Find my iPhone" and "Send Last Location" |
| <input type="checkbox"/> Use a passcode lock | <input type="checkbox"/> 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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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 attached: “iPhone users that use a Windows PC”
- 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.

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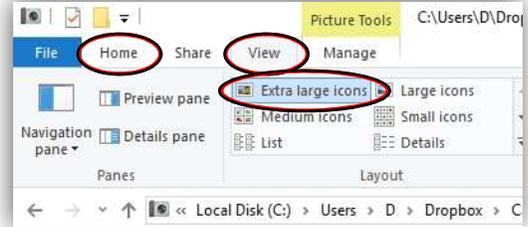
Organizing Pictures

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).

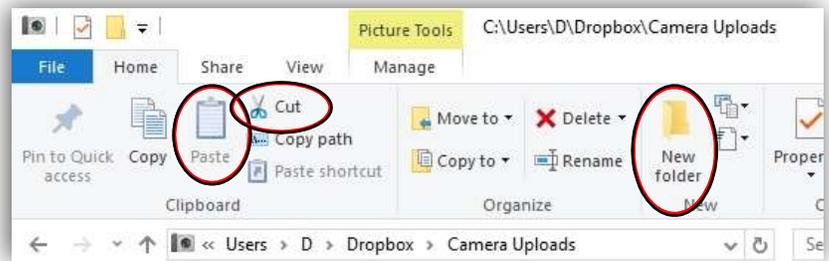


- Click ONCE on the first picture (of that subject / group of pictures).
- HOLD the SHIFT key
- Click ONCE on the LAST picture (of that subject / group of pictures).
- Choose CUT
- Let go of the “SHIFT” key

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.

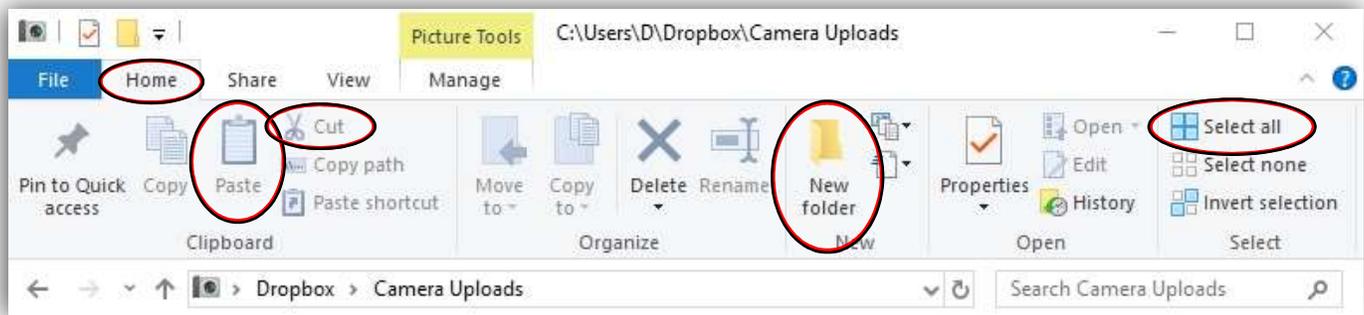
You will see your photos.

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 (Apple Devices)

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

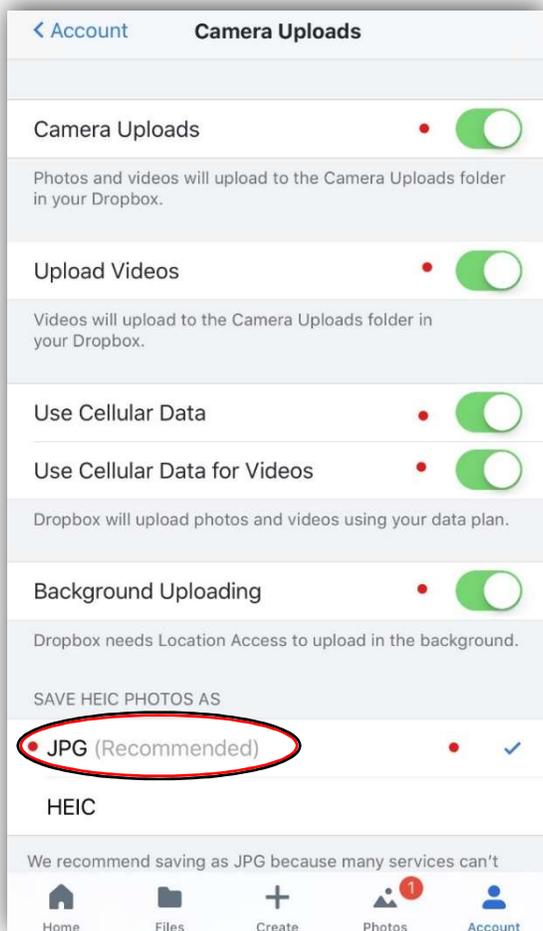
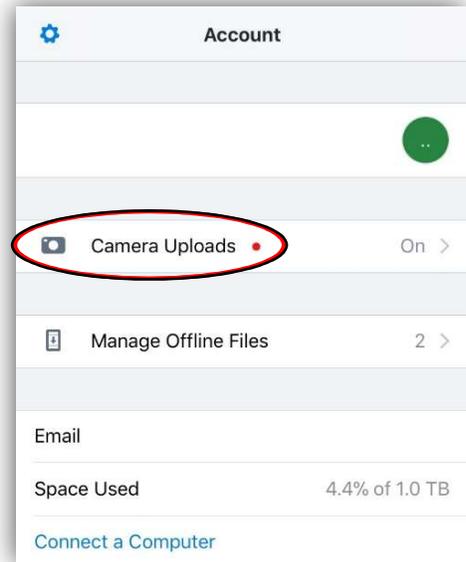
Tap the **“Account”** button – Bottom Right.



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

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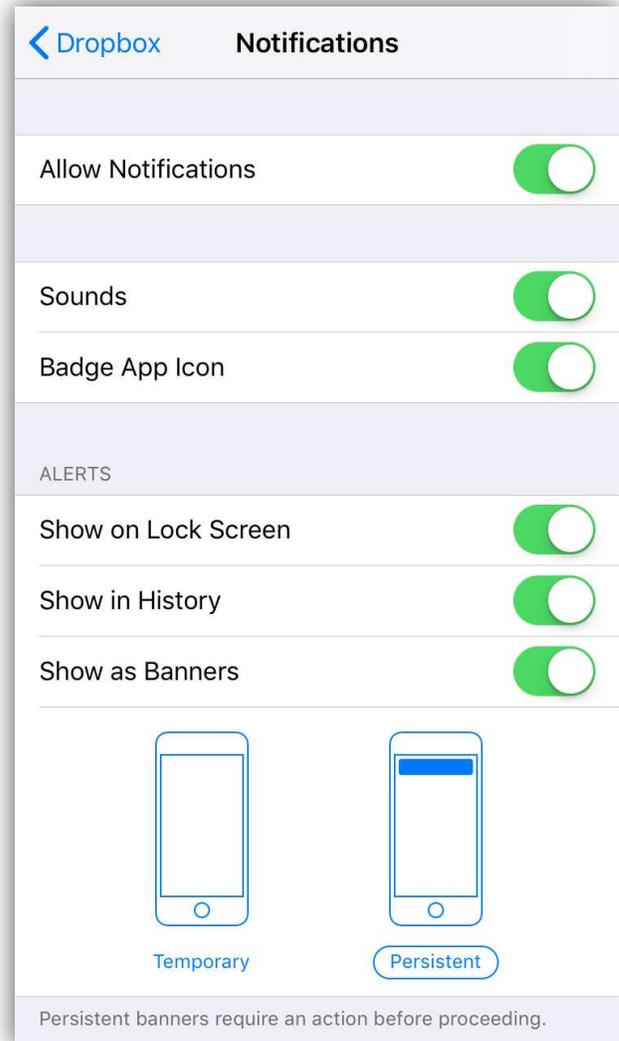
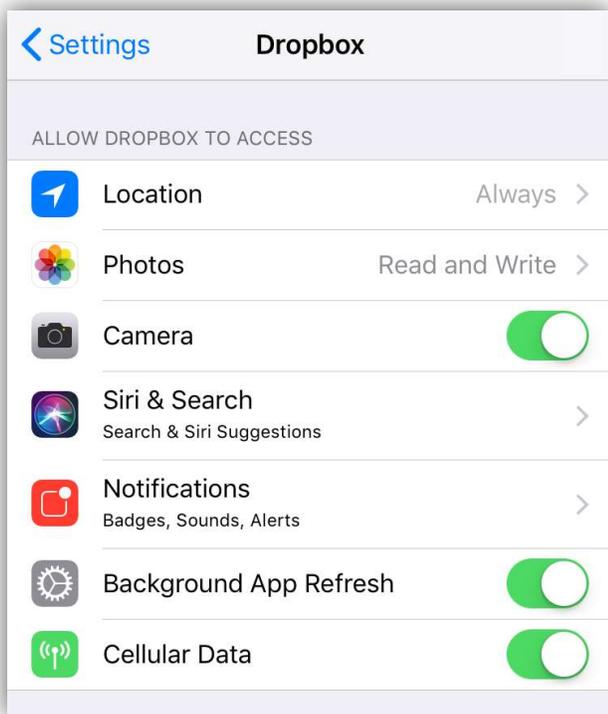
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Ensure Dropbox Permissions (Apple Device Only)

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.



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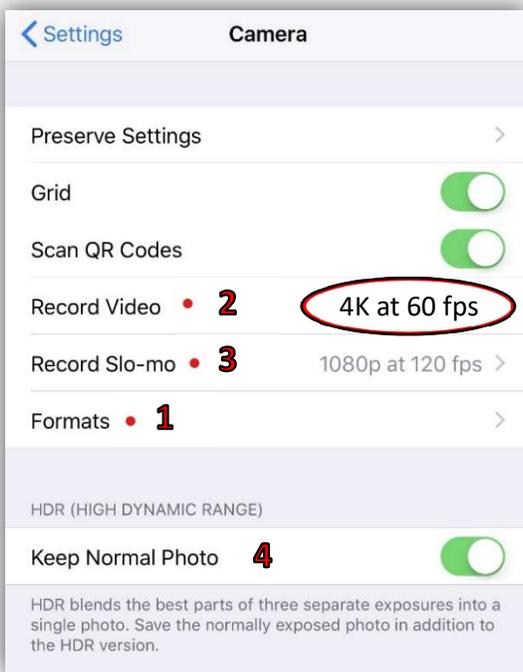
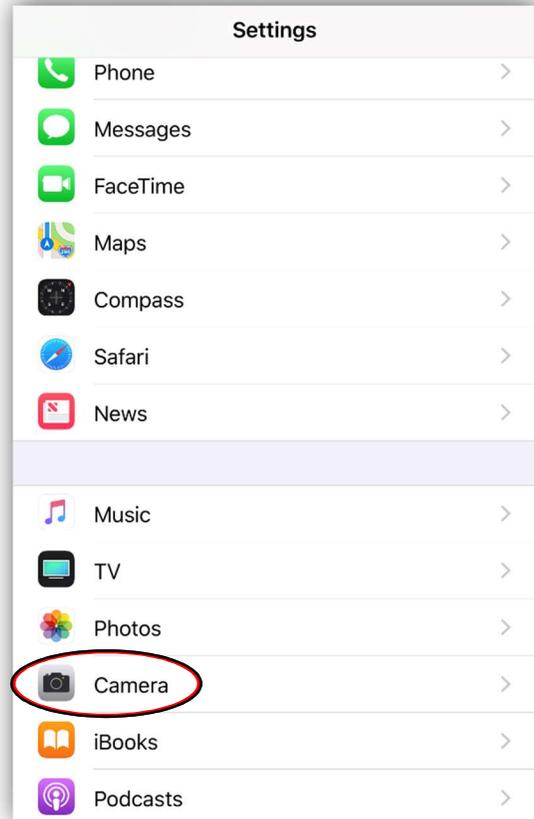
Check Camera Settings (Apple Devices Only)

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**” (newer iPhones only), 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”.

4. Tap “Keep Normal Photo”.

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

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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.

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

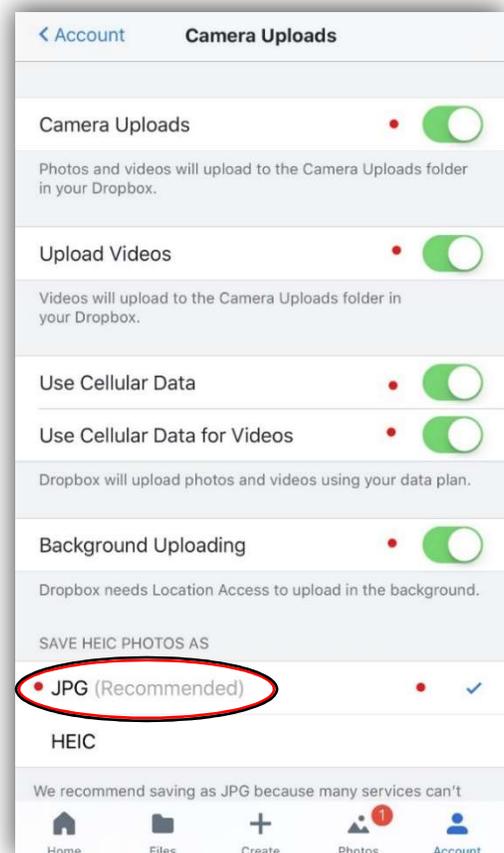
- On your iPhone** go to the App Store and find Dropbox, install. Carefully follow the directions below.
- "Sign in"** to Dropbox on your phone - Pay attention and **DON'T** tap the "Sign Up" link. Don't "Sign in using google"
- You do not need to pay for Dropbox. Continue with Basic.
- Do not** "Choose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