



Tech Savvy Seniors

MANAGING DIGITAL ASSETS

INTERMEDIATE GUIDE

TOPIC: MANAGING DIGITAL ASSETS FOR END OF LIFE

WHAT ARE DIGITAL ASSETS?

A digital asset is any information about you, or what belongs to you, that's stored on a phone, computer or online. Digital assets are important and potentially very valuable, but what happens to them when you're no longer around?

This topic will show how to make digital assets part of your end-of-life planning.

Your digital assets may include:

- Your passwords to important websites, such as your bank or superannuation fund.
- Material that you've posted on social media, such as Facebook
- Your emails.
- Photos and videos which may have been uploaded to the cloud.

WHO IS THIS WORKSHOP FOR?

You will almost certainly have important digital assets, including online accounts or memberships and files stored on a smartphone, computer, tablet or other digital device, as well as in the cloud. So, it's very likely that this workshop is for you. Indeed, it's for very nearly everyone.

WHAT YOU'LL NEED FOR THIS WORKSHOP

- A laptop, smartphone or tablet with internet access.
- Your passwords and other logon information for your online activities, such as Facebook and MyGov.
- In particular, you'll be doing some activities with your Opal or Gold Opal online account, so bring your card and logon information for that.



WHAT YOU'LL LEARN

In this workshop you'll learn what digital assets are and how to manage them. That will include how to keep them secure, to minimise the chance they'll be stolen or misused, and how make sure they're handled properly after you're gone. You'll also learn to how to start a Last Will and Testament online.

TIMETABLE

This workshop is divided into eight sections with a break in the middle. Feel free to ask questions and seek assistance with the material.

Subject: What is a digital asset? Duration: 15 minutes

Subject: Why have a digital asset plan in place? Duration: 10 minutes

Subject: How to manage your digital assets. Duration: 15 minutes

Subject: How to keep your digital assets secure. Duration: 15 minutes

Break. Duration: 10 minutes

Subject: Storing your digital assets. Duration: 15 minutes

Subject: How to start your Will online. Duration: 15 minutes

Subject: Recap. Duration: 5 minutes

Total. Duration: 90 minutes

SUBJECT: WHAT IS A DIGITAL ASSET?

Time: 5 minutes.

WHAT IS A DIGITAL ASSET?

We've touched briefly on what digital assets are, now let's see how many digital assets you have.

An asset is anything of value. A digital asset is any valuable thing stored on a computer, or on your phone or on the internet. The value can be financial or personal. Photos of your grandkids at important points in their lives might be worth more than money to you.

Those digital assets can be anything from emails to your Facebook posts. They can be photos stored in your phone or in the cloud. They can be passwords to financially valuable things, such as your bank accounts or pension account.



What matters is that these things have value, and if they were lost, you would miss them.

EXAMPLES OF DIGITAL ASSETS

Here are some examples of digital assets. You will most likely have one or more of these.

- The contents of online accounts and services such as email, Facebook, Skype, WhatsApp, Instagram or Twitter. There are many communication platforms beyond these, such as SMS on your phone and Facebook Messenger. All these contain personal information.
- Personal material (including photos) stored in the cloud, which is another term for online storage. Photos and other information may be saved automatically to cloud storage, without you even being aware of it. Sometimes, your information is uploaded to the cloud and will no longer be available on your phone or computer. Common examples of online storage clouds include:
 - iCloud: for iPhones and iPads and Mac computers
 - Google Drive: for many types of Android phones
 - OneDrive: comes with most modern Windows computers.

Logon information and passwords for online facilities such as bank accounts, government and transport services, including Opal and Gold Opal. Those logon details protect the security of the money in your accounts and, almost as importantly, you must have a way of retrieving those logon details if you lose them.

IDENTIFYING YOUR DIGITAL ASSETS

What types of digital assets might you own?

- Can you name a couple of digital assets you think you have?
- What kind of information is contained in your assets?
- Are the digital assets valuable, and why?

SUBJECT: WHY HAVE A DIGITAL ASSET PLAN IN PLACE?

Time: 10 minutes.

WHAT IS A DIGITAL ASSET PLAN?

You now know that you have some digital assets, and in the next section you'll see how to find out what all of them are. One of the things you will need to do is make a plan for your assets for when you've passed away. That's what we call a digital asset plan.



DO YOU NEED A DIGITAL ASSET PLAN?

Everyone needs a digital asset plan. It's important to plan ahead so that your loved ones can handle your digital assets effectively after you've gone. It will lighten their burden to know what you want, and a good plan will include all the details they need. To help with developing your digital asset plan, consider these scenarios:

- Do you want your family and friends to have access to your emails after you are gone? Are there things in there that you might want to keep private?
- Do you want to share your photos with family or friends? Are there important photos in the cloud that will eventually disappear?
- What about your Facebook account? Would you want it removed or left as a memorial?
- Many digital assets will be of sentimental value only, but those can be just as important to you. A box of old-fashioned photos can be kept and passed down for decades or centuries. But how long will Instagram hold open your account if you haven't posted on it. One year? Ten?
- It is important that your executor knows about assets such as bank accounts and pension funds that you operate online. If your executor doesn't know about them, they may go undiscovered. Even things like a frequent flyer account may have financial value and might be able to be passed on after your death.

Regardless of whether a digital asset has financial or sentimental value or both, you should consider them when making your planning ahead documents, such as a Will, so that the things you care about can be looked after. Later in this course, we will be using a tool that enables you to start the process of giving your instructions to have your Will professionally drafted.

SUBJECT: HOW TO MANAGE YOUR DIGITAL ASSETS

Time: 15 minutes.

WHAT DOES IT MEAN TO MANAGE YOUR DIGITAL ASSETS?

You manage your digital assets by:

- Determining what they are
- Keeping them in order
- Working out what to do with them.



HOW TO EFFECTIVELY MANAGE YOUR DIGITAL ASSETS

To effectively manage your digital assets, first you need to identify them all. You can start by making a list, either with pen and paper or on a computer.

What websites do you visit? In particular, record those you contribute to, such as Facebook. What's the password and logon ID (often your email address) that you use for each one. What government services do you use? Do you access them using the internet? And how about your bank accounts?

That list is the start of a full record of your digital assets. It is important to have this record completed and available to your attorney so that, if you become ill or lose your capacity, your attorney can manage your affairs effectively. This information should also be available to the executor named in your Will so they can finalise your affairs after your death.

For each asset, the record you've made should:

- Show the website or online resource containing the asset
- Describe what the asset is
- Record all the information needed to logon and access the record. In particular, the password.

TIPS FOR MANAGING YOUR DIGITAL ASSETS

- Few of us can remember all our digital assets all at once. So, start the list, but keep it handy. As you remember or use assets that may have slipped your mind, you can add new records to the list.
- Keep your account settings up to date in your records. If you change a password, note that in your records. And don't forget to add any new digital assets you create. If you decide to start using Instagram, for example, add it to your list at the same time as you sign up.
- Make your records clear. An important part of managing your digital assets is making sure someone can settle your affairs after you've passed away. To do that, they need to understand your records.

REVIEWING A DIGITAL ASSET

Let's do some practical work on a digital asset many of us have: our Opal or Gold Opal travel card. If you're not aware of what that is, the Opal Card allows you to use NSW public transport.

You top up the card with money, automatically or manually, and then tap onto and off public transport services. The amount you spend daily and weekly is capped. There are special Concession, Child/Youth and Gold Opal cards with lower caps. Many holders of Seniors



Cards, Pensioner Concession Cards and War Widow/er Cards are eligible to obtain a Gold Opal card.

Your Opal Card is a digital asset. It has financial value. For most people that will only be a few tens of dollars, but that can be an important amount. If you've setup automatic top-up, your credit or debit card details will be associated with your Opal card, and that can have a great deal more value attached.

You manage your Opal card online, either through the NSW Government's Opal website, or using the Opal Travel app on your smartphone.

You can see how to use the App to load up your Opal Card in the *Introduction to Transport Apps* workshop. What we're going to do is use the Opal website to check and possibly update your billing, password and language settings, and to see how the account can be deactivated if necessary.

1. First, use the browser on your computer to go <https://www.opal.com.au>.
2. In the top right corner, you'll see two boxes in the section Log in to my Opal account. Enter your username and password into the boxes.
3. If you have successfully entered your username and password, this would be the ideal time to record those details on your digital assets list. Even if you've already done that, check to make sure they're accurately recorded.
4. When you click Log in, a new page will open with a summary of your Opal Card. It will show an overview of your card. If you have more than one card you can choose the one you're using from the drop-down list, which is next to the picture of an Opal Card.
5. Notice the statement at the bottom of the page: "Our website uses secure encryption technology to protect your personal information." That can help give you confidence that your information will be safe.
6. Just above the picture of an Opal card is a set of six tabs. Click on any of them to open up additional options and information. For example, the Opal activity tab shows the last few trips that you've taken.
7. The Auto top up/top up tab lets you make payments, or have money taken automatically from your credit or debit card when required.
8. Click on the Notifications tab. Do you think any of those options would be useful to you?
9. Most important is the My details tab. That is where your name and contact information is held, along with your password, your security question and your PIN. You can also add your credit/debit card details here.
10. If you'd prefer to use a different language, you can click on one of the languages near the top of the screen. These will not show the website in the indicated language, but they will provide access to documents in that language and provide contact information for interpreter services.
11. Finally, if you need to deactivate an Opal account, click on the Opal account enquiries tab and fill in the form, asking for your account to be deactivated.



SUBJECT: HOW TO KEEP YOUR DIGITAL ASSETS SECURE

Time: 15 minutes.

WHY IT'S IMPORTANT TO KEEP YOUR DIGITAL ASSETS SECURE

Your digital assets are valuable. Some, such as your bank accounts, are valuable in financial terms. Others possess sentimental value. So, it's worth taking a little bit of trouble to keep them secure.

That means protecting them from identify theft (where someone can pretend to be you), the loss of money, and the loss of sentimental material, such as digital photos, especially when you're gone.

IDENTIFY YOUR DIGITAL ASSETS

As we suggested in the last section, it's vital that you make a list of places you 'exist' online. Make a list of usernames and passwords. Note the kind of assets stored in each of those places.

A potential problem with a list of this kind is that it could be abused, should it fall into the wrong hands. So, consider storing usernames in a different place to passwords for security and make it known to trusted individuals where both of those lists are.

WHAT IT MEANS TO KEEP YOUR DIGITAL ASSETS SECURE

Keeping your digital assets secure serves two major purposes. The first is to make sure that the digital assets important to you aren't lost or misused.

The second is to make sure that after you have passed away, those digital assets can be properly dealt with. That might mean closing accounts, especially those which may store credit card and personal details.

HOW TO SECURE YOUR DIGITAL ASSETS

To keep your digital assets secure in the first sense, you should practise good internet "hygiene". This includes:

- Use good passwords and keep them hidden
- Don't open attachments in emails unless you are absolutely certain they are safe. And remember, it's hard to be absolutely certain that they *are* safe
- Don't enter passwords when connected to the internet using free public Wi-Fi.



The other sense of keeping your digital assets secure is mostly managed through your Will. Give authorisation in your Will for someone to deal with your digital assets and leave instructions how you would like your digital assets managed (or removed) after you have passed away.

Do not include usernames, passwords or other access information in your Will. Your Will may be seen by a number of people after your death including people who are not beneficiaries of your Will.

TIP

Be aware of the terms and conditions of different online products and services you use. It's possible, for example, that you may be breaching terms and conditions by making a written record of access details and the executor/beneficiaries may be breaching the terms and conditions by accessing the accounts after death. This all depends on terms and conditions of different online services and products.

For instance, when you first signed up for Facebook, or your Opal Travel card, you will have ticked a box accepting the terms and conditions. You probably did not read them (because they are several pages long and difficult to understand) but you should, because they may contain terms you don't want to agree to.

For example, signing up for free email services often allows the email provider to scan the contents of your emails. Often this is so that it can serve advertisements targeted at you and your interests.

If a product or service does have onerous terms and conditions, it's best not to use it. If, however, you use a service because your friends use it, you could explain to them the dangers with the service, and all move together to a competing service.

UPDATING SECURITY SETTINGS

Even if you have good security in place for your digital assets, you may still find yourself without your password to an important site. For example, you may not have your records to hand, but need to log onto your Opal Travel account to check your balance.

Most websites provide an ability to reset your password if you've lost it, or simply don't have it with you. Let's see how you do that with Opal Travel. We'll also see how you can update your account security settings.

1. First, use the browser on your computer to go <https://www.opal.com.au>
2. In the top right corner, you'll see the Log in to my Opal account section. Normally you'd enter your username and password into the boxes.
3. But you don't have your password, so instead click on the line which says, Forgot your username or password?



4. That will open a new page that gives you a choice whether to use your Opal card number or your Opal account details to start the process.
5. Since you're likely to have your Opal card with you, let's use its number. Click the little circle next to Your opal card number only and then click the Enter button. That will open a new page where you will need to enter the 16-digit Opal card number, plus the 4-digit security card which is also printed on your Opal card. Then click the I'm not a robot box and click Enter.
6. On the next page, choose whether you want to receive an email or an SMS message. If you have your phone handy, SMS is usually the fastest way to receive these kinds of messages (emails can get caught in Spam folders, or just take a while to get to you). Choose SMS and click the Confirm button. Then click it on the next page as well.
7. Within seconds your phone will receive an SMS with a website link.
8. Tap on the link and enter a new password twice. The password must have at least one capital letter, one lowercase letter and one number. When you've entered it, tap Confirm.
9. A new page will appear on your phone saying that your password has been reset. You can then use the new password to log in in the usual way.
10. Since you will now have a different password for your Opal Travel account, you should update your records as soon as possible.
11. Now log in as you did in the last section, but this time using your new password. Click on the My details tab. This contains your details personal information.
12. Click on Edit under Security details and you'll see that you can update those settings. For example, you might want to update the security question. You use the security question answer if you want to reset your password using your Account ID rather than your card number.

SUBJECT: STORING YOUR DIGITAL ASSETS

Time: 15 minutes.

WHAT DOES STORING DIGITAL ASSETS MEAN?

Storing your digital assets can be a bit tricky. For one thing, there are many different kinds and most of them are already stored somewhere. For example, the photos you took with your phone might also be in the cloud (or online storage).

In general, though, you store digital assets by putting them in a safe place and creating a backup of them when possible to another safe place.

A safe place is generally one that will maintain your digital assets for years at least and is secure from anyone trying to misuse your digital assets.



HOW TO STORE YOUR DIGITAL ASSETS

Some digital assets are very safe in their main storage. Cloud services from the big companies, like Microsoft (One Drive), Apple (iCloud), Google and Dropbox maintain their own backup and safety protocols to ensure your photos and other assets are safe.

But you should manage the safety of other digital assets, like your passwords and personal (digital) documents. Some of the more common storage options include:

- a safety deposit box in a bank
- a safe or other secure place at home
- with a trusted family member or friend
- a paid service or online business, including your legal representative.

One specific place to store some important legal documents is Will Safe, operated by the NSW Trustee & Guardian. This can secure your Will, Power of Attorney, and Enduring Guardian documents so that they are available when required. Visit the website here:

<http://www.tag.nsw.gov.au>

We'll look at creating a Will with the NSW Trustee & Guardian later in the Workshop.

TIPS FOR STORING DIGITAL ASSETS

You should let trusted people know where you've stored your digital assets. If you've passed away, having a list of all your important digital assets won't help your family if it's in a safety deposit box, and no-one knows about it or which bank it's in. Likewise, trusted people need to have the combination to a safe which contains those things.

If you have digital photographs, videos and other important documents on your computer, make sure they are backed up. One way to do that is to use one of the large cloud services mentioned previously, although that may involve a fee.

Occasionally, you may want to reconsider how things are stored, since technology may change from time to time. Storage media from not very long ago, like floppy discs and Zip Drives, can be very difficult to use now. Increasingly, computers do not include drives for reading CD-R and DVD-R discs.

Do not rely on USB sticks to store important material. While some USB sticks are of high quality, many aren't and will just fail after a while for no apparent reason. It can be difficult to tell the difference between high quality and low-quality USB sticks, so they're best avoided.

If you have large volumes of data – photos for example use a lot of space – a USB backup hard disk drive can be an economical way of storing it. They are portable, so after everything has been copied to one, it can be put in a safety deposit box or a safe. Many can also be locked with a password.



Some things, such as your Opal Card, are in frequent use so you can't store them away. Nonetheless, it can be a good idea to photocopy or photograph the back of your Opal card, and store that copy away. Then if you lose the card, you'll still have the number to use to make enquiries.

PASSWORD PROTECTION AND TWO-STEP AUTHENTICATION

A username and password are the first line of protection for your online accounts. The username is most often your email address, and important notices, including password recovery details, will be sent to your email. Anyone looking after your digital assets will therefore need access your emails, so be sure they know your account's username and password.

You can add an extra layer of security to many online accounts with two-step authentication. This requires you to enter a unique code which is sent as an SMS to your mobile phone. Once you've confirmed your username and password and entered the code, you will be able to access your account.

Anyone looking after your digital assets should know if you have two-step authentication set up and have access to your mobile phone. If you have set up passcode to unlock your mobile, they will need to know this too.

CYBER SECURITY

As we've stressed, the safety of your digital assets depends on taking reasonable care with cyber security. That is, you need to keep your passwords secure. This is a big subject, but here are a few tips that can help.

- Use passwords that are strong. That is, passwords that can't be easily guessed. Do not use the names or birthdays of friends or family. Each password should have at least one each of a capital letter, a lowercase letter, a number and preferably another character such as a tilde (~) or a carat (^).
- The same password should not be used for multiple sites.
- If you have trouble remembering all your passwords, you can download password manager, such as LastPass, Dashlane or Keeper, to your device. These applications create extremely strong passwords for all your important websites and resources. All you have to remember is a single master password to give you access to the manager. Many password managers offer free and paid versions.
- Do not ever use your passwords to log onto a website using a free public Wi-Fi connection to the Internet. These are not secure, and your logon details may be at risk.



WHY SAVE YOUR FACEBOOK ACCOUNT?

It may be surprising, but did you know that you can actually download all your Facebook data to your own computer? That can be a good way of saving your memories from years past. If you ever decide to close down your Facebook account, you can still keep all those memories.

Tell us, would you want your Facebook presence to remain available after you've passed away? Would you like your family to be reminded of you from time to time? Or would you rather have it removed? What do you think?

LET'S DOWNLOAD YOUR FACEBOOK PAGE

Let's see how to download your Facebook data to your own computer.

1. Use a web browser to go to www.facebook.com. If you aren't already logged in, then enter your details to log in.
2. On your Facebook home page, look for a small downwards pointing arrow at the top right.
3. Click on it and you'll see a menu of options. Near the bottom of the list is Settings. Click on it.
4. The Settings page will open and you will see a bunch of options listed on the left side of the page. Click on Your Facebook information. A new page will appear in which you can manage your information in several different ways.
5. The second item on the list is Download your information. Click on View next to that. That will take you to a page where you specify what you'd like to download. The initial settings when it opens up is that everything will be included in the download.
6. To do a full download, just leave everything ticked. You can choose a narrower time period by specifying a range of dates. Leave the format as HTML (that's the format that web browsers use). If you leave the Media quality as High, then you should get the best quality photos and videos.
7. It takes time for Facebook to generate a file for you to download. Facebook will send you an email to let you know when it's ready to download. If you click on Available Files on the same page, you'll see a message that your download file is Pending.
8. In our test of a Facebook profile covering several years of someone who is not a heavy Facebook user, it only took a couple of minutes for the file to be generated.
9. When it is ready, click on the Available files link in the email, and your browser will open up Facebook at the Available Files page. You will see a Download button next to file. Before you click on it, check the number in the brackets on the description of the file. On our test it was 90 MB. That is, 90 megabytes. A heavy Facebook user might have a much larger file.
10. Make sure you have space on your computer for the file, enough time to download such a large file, and that you're not using expensive data (such as 4G).



11. When you click on the file, you will have to enter your Facebook password to download it.

The download file used the .ZIP format to save space. When the download is complete, double-click on it (this should open it on both Mac and Windows computers). Then you can copy all the contents to a regular folder. When it's in a regular folder, double click on the file index.html. That will open up in your web browser, and you can click on all the links in it to see what's in your download.

ADDING A FACEBOOK LEGACY CONTACT

Did you know you can nominate someone as a Legacy contact for your Facebook account? Facebook describes this person as:

“...someone you choose to manage your account after you pass away. They'll be able to do things like pin a post on your timeline, respond to new friend requests and update your profile picture. They won't post as you or see your messages.”

Let's see how to add a Legacy Contact.

1. Log in to your Facebook account and select Settings, just as you did in the previous activity. Select General from the options on the left side of the page.
2. In the Manage account section on the main part of the page, click on Edit. You will have the option to:
 - Specify the Legacy Contact
 - Choose to have your account completely deleted
 - Deactivate your account.
3. Click in the box under Your legacy contact and start to type the name of the person you want to be your contact. You can only choose from people you are friends with on Facebook. As you type, a list will appear showing those who match what you've typed so far. Choose the one that you want, then click the Add button.
4. When you do that, Facebook will pop up a message, similar to an email, that will be sent to the person you've chosen. It explains that they've been chosen as a legacy contact. You can edit or add to the message. Do that if you wish and click the Send button.
5. If you change your mind at some point, you can remove the legacy contact in the same place.



SUBJECT: HOW TO START YOUR WILL ONLINE

Time: 15 minutes.

WHY A WILL?

A Will is a legal document that clearly sets out your wishes for the distribution of your assets after your death. Having a clear, legally valid and up-to-date Will is the best way to help ensure that your assets are protected and distributed according to your wishes.

In addition to real-world assets, you can use your Will to manage your digital assets when you're gone.

You do that in your Will by appointing a person to manage those assets and then ensuring you leave information for the appointed person to enable them to deal with your digital assets in accordance with your wishes. You can let them know about your wishes for each digital asset (or type of digital asset). You might ask for your Facebook account to be deleted or downloaded and deleted. (Remember, you can appoint a Legacy Contact in Facebook itself to manage that as well.)

Wills are legal documents. You should discuss with your legal advisor/NSW Trustee and Guardian what your wishes are and seek advice as to what information should be included in your Will regarding your digital assets and how best to ensure the person you appoint to manage your digital assets has all of the information they need.

Since others will see the Will after you're gone, care needs to be taken about what information is included in your Will. For example, access details for your digital assets should not be included in the Will due to the risk it would pose for unauthorised access to your digital assets.

GET STARTED WITH A FREE NSW GOVERNMENT TOOL

You can start the process of making a Will online by using the planning ahead portal on the NSW Trustee & Guardian website. The planning ahead portal is secure and the information that you enter is private and cannot be accessed by third parties. If you proceed to create a Will, the NSW Trustee & Guardian will store your Will safely for the time that it's needed.

Of course, you may have already made a Will, or have arrangements in place to make a Will through your legal representatives. In that case, review your Will, keeping in mind the matters covered in this course.



NOTE: This does not operate as instructions for, a draft of, or a final Will. You will need to make an appointment with a representative from the NSW Trustee & Guardian to take instructions from you and finalise your documents.

The planning ahead portal does not create a Will for you, but it can get you started. When you've completed the online process, you'll be contacted by staff of the NSW Trustee & Guardian for an appointment. It is there that their staff will help you draw up the formal Will. Note that Will preparation by the NSW Trustee & Guardian will cost \$330 but is free for those eligible for a full Centrelink Age Pension, or equivalent from the Department of Veterans' Affairs.

To start:

1. Go to the NSW Trustee & Guardian website at www.tag.nsw.gov.au and click on Wills near the top left.
2. Click the Start your Will online box. Read the information presented. Much of it repeats what we've said here. Then click on the Start here on your Planning Ahead documents button.
3. You will be presented a form asking for your identifying and contact information, along with a preferred appointment time and branch. Some of those items you select from drop-down lists. When you're finished, click on Submit.
4. The next page asks which document you wish to start: your Will, your Power of Attorney or your Enduring Guardian. Discounts apply for doing multiple forms. Click on Start your Will.
5. You will be presented with another form. On this form you will be listing your properties, bank accounts, life insurance and superannuation information, along with other assets. As you complete each page, click Next.
6. On the subsequent pages you nominate beneficiaries of your Will. Then the executor. You can also specify guardians for any children under 18 and make special provision for gifts, bequests and pets.
7. When you've completed all that you will receive an automated email. Then it's just a matter of waiting for the staff of the NSW Trustee & Guardian to contact you to make the time for your appointment. In our test, we received a telephone call less than 24 hours after completing the form.

SUMMARY

Time: 5 minutes.

Well done, you've finished the *Managing Digital Assets* workshop. By now you should have a good understanding of what your digital assets are and what you can do to help protect them.



RECAP

In this session, we've learnt a lot about digital assets, what they are and the importance of managing them. Let's just quickly remind ourselves of the main points.

- Your digital assets are things of value to you, whether financially or personally, and which are stored in your phone, computer or online.
- They can include things like passwords, which control access to other assets. And can also be photos held in the cloud, social media posts, and personal information and resources on banking or government service websites.
- A digital asset plan helps you keep those assets secure, and makes sure that they can be properly handled, even after you've passed away.
- Making a digital asset plan includes listing all digital assets, along with the details needed to access them.
- You should determine a safe place to keep things related to your digital assets and create a backup.
- Make sure your passwords are secure, and be careful to avoid using free public Wi-Fi, since your credentials could be stolen from that insecure channel.
- Finally, you should make a Will specifying what to do with your digital assets when you have gone.

GLOSSARY

Term: BACKUP. Explanation: A copy of important files made in case the originals are lost or damaged. A backup is best stored separately to the original files.

Term: BROWSER. Explanation: A program used for viewing web pages. Edge, Internet Explorer, Safari, Chrome and Firefox are examples of browsers.

Term: CLOUD. Explanation: A way of storing and accessing information over the internet, instead of on your computer or smartphone.

Term: DIGITAL ASSET. Explanation: Any information about you, or what belongs to you, that's stored on a phone, computer or online. Common digital assets photos, videos, documents, passwords and logins details to online accounts.

Term: DOWNLOAD. Explanation: To transfer information (data) from the internet to your computer.

Term: INTERNET. Explanation: A worldwide network that allows computers to exchange information with each other.



Term: KILOBYTE. A way to measure an amount of data transferred or stored (the same as your computer's hard disk or memory). 1GB=1000MB=1000000KB.

Term: TAB. Explanation: A web page that you have open in your browser. You can have multiple tabs open, each with a different web page.

Term: ONLINE. Explanation: Connected to the internet.

Term: PASSWORD MANAGER. Explanation: A software application that creates, stores and manages secure passwords for multiple online accounts. A single master password provides access to all stored passwords in the password manager.

Term: WEB PAGE. Explanation: A document on the internet.

Term: WEBSITE. Explanation: A collection of web pages about the same subject that are published by the same person or organisation.

Term: WILL. Explanation: A legal document that clearly sets out your wishes for the distribution of your assets after your death.

DISCLAIMER

The information contained in this publication and any accompanying materials is strictly for educational and informational purposes. The publication and any accompanying materials do not constitute the promotion, endorsement or approval of any product or service referred to, shown or demonstrated in the publication and any accompanying materials.

The publication and any accompanying materials are designed to be used as an initial reference only. They are not intended to be a comprehensive guide or to apply in all situations.

Reasonable endeavours have been made to ensure that information appearing in this publication and any accompanying materials was correct at the time of production. However, the authors, producers and presenters of this publication and any accompanying materials (the Relevant Persons)* make no representation or warranty as to the accuracy, reliability, completeness or currency of the information in this publication and any accompanying materials.

The information and any advice provided in this publication and any accompanying materials is provided solely on the basis that the audience will be responsible for making their own assessment of the matters discussed herein and are advised to verify all relevant representations, statements and information.

* The Relevant Persons:



- exclude, to the maximum extent permitted by law, all express or implied warranties of any kind in relation to any information in this publication and any accompanying materials;
- are under no obligation to update any information in this publication and any accompanying materials or correct any inaccuracy on this publication and any accompanying materials which may become apparent at a later time; and
- reserve the right, in their absolute discretion, to delete, alter or move the publication (and any accompanying materials) and any of the contents therein (including the terms and conditions of this disclaimer) at any time without notice.

* The Relevant Persons include any individual, company, partnership or government department involved in the making of the publication and their respective officers, employees and agents.

TRADEMARK NOTICE

All product names or websites referred to in this instructional publication may be the trademarks of third parties.

INTELLECTUAL PROPERTY NOTICE AND DISCLAIMER

Copyright© Telstra Corporation Limited (ABN 33 051 775 556). All rights reserved. Third party copyright and trademarks reproduced with consent by Telstra Corporation Limited (ABN 33 051 775 556). The material is protected by copyright under the laws of Australia and, through international treaties, other countries. No part of these materials may be released, distributed, reproduced, copied, stored, or transmitted in any form or by any means whether electronic, mechanical, recording or otherwise except for your own information, research or study.

October 2018 edition