AUSTRALIAN EDITION · PRINTABLE TEMPLATES

Their Digital Life

What to do with a loved one's phone, computer, email and photos after they're gone



Gareth Llewellyn

Their Digital Life

Printable checklists, forms and letters

What to Do With a Loved One's Phone, Computer, Email and Photos After They're Gone

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What to Do With a Loved One's Phone, Computer, Email and Photos After They're Gone

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These templates come from the book *Their Digital Life*. They are general information, not legal advice. Template E must be checked by an Australian estate lawyer before you use it.

Updates and printable templates: theirdigitallife.com

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Start here: what do you have?

Every family starts in a different place. This page helps you find yours. Answer the eight questions, then follow the path that fits. You don't need to read the whole book.

Tick yes or no for each question.

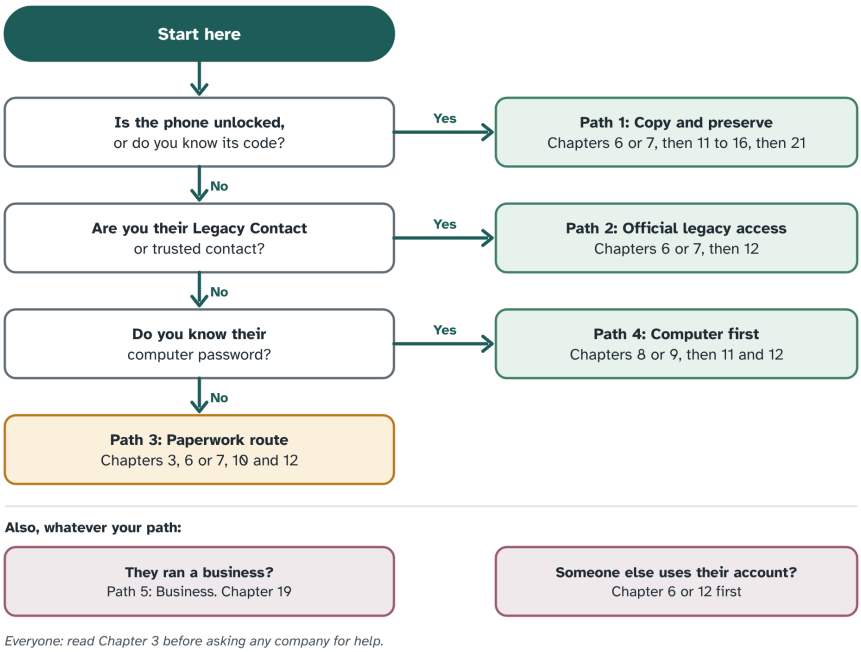
1. Do you know the code to unlock their phone?	☐ Yes	☐ No
2. Is any phone, tablet or computer still unlocked and switched on right now?	☐ Yes	☐ No
3. Do you know the password to log in to their computer?	☐ Yes	☐ No
4. Were you set up as their Legacy Contact (Apple), trusted contact (Google) or emergency contact (in a password manager)?	☐ Yes	☐ No
5. Is their main email already open on one of their own devices?	☐ Yes	☐ No
6. Is their mobile number still active, with the SIM card in the phone?	☐ Yes	☐ No
7. Did they run a business?	☐ Yes	☐ No
8. Does anyone else use their Apple or Google account? For example, a partner whose photos or iPad are signed in as them.	☐ Yes	☐ No

What your answers mean

- **Yes to 1** (you know the phone code): Path 1.
- **Yes to 2** (a device is unlocked now): stop and go back to step 3 of Chapter 1 first. It's the most time-sensitive thing in this book.
- **Yes to 3** (you know the computer password): Path 4.
- **Yes to 4** (you're their Legacy Contact, trusted contact or emergency contact): Path 2.
- **Yes to 5** (their email is open on their own device): read Chapter 11 soon, before anything is closed or frozen.
- **No to 6** (the number isn't active): go to Chapter 14 soon. A cancelled number can sometimes be saved if you act quickly.
- **Yes to 7** (they ran a business): Path 5.

- **Yes to 8** (someone else uses their account): read "If someone else shares their Apple Account" in Chapter 6, or the shared-account part of Chapter 12, before you ask for any account to be closed or handed over. A partner can lose their own photos and apps.
- **No to 1, 3 and 4:** Path 3.

Now find your path.



Find your path

Your situation	What's realistic	Go to
The phone is unlocked, or you know the code	Nearly everything. You can save photos and messages, find their accounts and receive login codes. Act before anything changes.	**Path 1: Copy and preserve.** Chapters 6 or 7, then 11 to 16, then 21
You know the phone code but not their Apple or Google password	Good. You can copy what's on the phone, and it can receive the login codes companies send during their official processes. Don't use it to reset their passwords (Chapter 3).	**Path 1**, plus Chapters 11 and 14
No phone code, but you're their Legacy Contact or trusted contact	Their online copies (photos, files, email) through the official process. What's only on the phone may be lost.	**Path 2: Official legacy access.** Chapters 6 or 7, then 12

Your situation	What's realistic	Go to
No phone code, and no legacy setup	What's only on the phone is usually lost. Online copies may be possible with paperwork. Look for other copies too: shared albums, family phones, old computers.	**Path 3: Paperwork route.** Chapters 3, 6 or 7, 10 and 12
You know the computer password, but the phone is locked	The computer may hold backups, synced photos, saved passwords and email that is still signed in.	**Path 4: Computer first.** Chapters 8 or 9, then 11 and 12
They ran a business	Admin access, website names, accounting and client data come first.	**Path 5: Business.** Chapter 19
Someone else uses their account	That person's own photos, apps and devices may be tied to the account. Move them first.	Chapter 6 or 12, before anything else in Part D

More than one row may fit. Start with the row nearest the top. Everyone should read Chapter 3 (who can do what) before asking any company for help.

What every chapter labels for you

The device chapters (6 to 9) each start with two parts: "If you know the code" and "If you don't". Skip the part that doesn't apply. Every chapter marks each step as one of these:

- **Possible** you can do this yourself today.
- **Possible with paperwork** the company will help once you send documents.
- **Possible with help** a professional or tech helper can often do it.
- **Usually not possible** the honest answer, so you don't waste your energy.

If the death is expected, a child has died, or something else makes your situation unusual, read **Special situations** just after Start here, near the front of the book.

TEMPLATE A

First-48-hours checklist

Do these in the first two days. Everything else can wait. See Chapter 1 for the reasons.

Devices

- [ ] Find every phone, tablet, computer and smartwatch. Put them in one safe place.
- [ ] Plug in phones and tablets so they stay charged. Don't switch them off.
- [ ] If a phone is unlocked right now, stop it locking: change Auto-Lock or screen timeout to the longest setting. Turn off Low Power Mode.
- [ ] Don't try to guess any passcode. After 10 wrong tries, an iPhone locks and usually has to be erased.
- [ ] Don't erase, reset, sell or give away any device. Don't use Erase in Find My.
- [ ] Don't take devices to a repair shop yet.
- [ ] Don't use the person's face or finger to unlock a device.

Accounts

- [ ] Don't cancel the mobile number. Keep paying, or recharge a prepaid phone. Prepaid numbers are lost after about 4 to 6 months without a recharge (Vodafone 120 days, Optus 186 days, Telstra 6 months).
- [ ] Record any voicemail messages that matter. Phone companies keep them only a few days (Telstra as little as 3 days on prepaid, Vodafone 7 days).
- [ ] Don't close their email account. If they had Outlook or Hotmail, note that Microsoft freezes it after 1 year without use.
- [ ] Don't post on their social media or report the death to social media yet.
- [ ] Don't cancel their bank cards before talking to the executor about bills that must keep being paid.

Paper and people

- [ ] Look for a notebook, address book or letter with passcodes or wishes.
- [ ] Find the will, if there is one. Note who the executor is.
- [ ] Write down who has which device and when you collected it.
- [ ] Ask one calm, tech-confident person to be the "tech helper".
- [ ] If the police or coroner have their phone, ask when it will be returned. Don't try their accounts meanwhile.

TEMPLATE B

Device and account inventory

Make one row per device or account. Most people have dozens of accounts, so photocopy this page, or print extra copies from theirdigitallife.com/templates, before you start. Keep this list somewhere safe, because it shows where everything is. **Never write passwords on it.**

Devices

Device	Make and model	Where it is now	Passcode known? (Yes/No)	Linked to their account?	Saved?	Decision	Done (date)
e.g. iPhone	*iPhone 13*	*Kitchen drawer, charging*	*No*	*Yes (Apple)*	*Not yet*	*Legacy Contact request*	

Accounts

Company or service	Type (email, photos, social, money, subscription, other)	Username or email	Has money, photos or records?	Costs money? How much?	Deadline	Decision (memorialise, delete, leave, claim, cancel)	Request sent (date, reference)	Done (date)
e.g. Facebook	*Social*	*name@example.com*	*Photos*	*No*		*Memorialise*		
e.g. Qantas	*Points*	*FF number*	*80,000 points*	*No*	*12 months from death*	*Claim*		
e.g. Outlook	*Email*	*name@outlook.com*	*Emails*	*No*	*Frozen 1 year after last use*	*Leave, then decide*		

Devices (continued)

Device	Make and model	Where it is now	Passcode known? (Yes/No)	Linked to their account?	Saved?	Decision	Done (date)

Accounts (continued)

Company or service	Type (email, photos, social, money, subscription, other)	Username or email	Has money, photos or records?	Costs money? How much?	Deadline	Decision (memorialise, delete, leave, claim, cancel)	Request sent (date, reference)	Done (date)

Accounts (continued)

Company or service	Type (email, photos, social, money, subscription, other)	Username or email	Has money, photos or records?	Costs money? How much?	Deadline	Decision (memorialise, delete, leave, claim, cancel)	Request sent (date, reference)	Done (date)

TEMPLATE C

Provider quick-reference table

This table sums up the official processes in this book. Always check the company's page before you start, because processes change.

Provider	What's possible	What you need	Where to start	Last verified
Apple (Legacy Contact)	Access to most iCloud data, not passwords or purchases. Access lasts 3 years from approval, then the account is deleted	Access key and death certificate	digital-legacy.apple.com (theirdigitallife.com/go/a135) (Chapter 6)	November 2026
Apple (no Legacy Contact)	Some help with data or Activation Lock (ask for these before any closure); account deletion	Death certificate and proof of authority (alternative documents to a court order accepted in Australia)	Apple Support at getsupport.apple.com (theirdigitallife.com/go/a136), or call 1300 321 456; deletion at digital-legacy-account.apple.com (theirdigitallife.com/go/a137) (Chapter 6)	November 2026
Google (incl. Gmail, YouTube)	Close account; ask for funds; ask for data (case by case)	Death certificate, your ID; for data, possibly a court order	Google: Submit a request regarding a deceased user's account (theirdigitallife.com/go/a17) (Chapter 11)	November 2026
Google (their plan)	Data shared with trusted contacts after inactivity	Set up by them before death	Inactive Account Manager (theirdigitallife.com/go/a22)	November 2026
Google Workspace (business)	Recover admin access by proving control of the domain	Authority over the business; access to the domain's settings	Recovering administrator access (theirdigitallife.com/go/a127) (Chapter 19)	November 2026

Provider	What's possible	What you need	Where to start	Last verified
Microsoft (Outlook, Hotmail, OneDrive, Xbox)	No family closure form; the account closes by itself. Email and OneDrive frozen after 1 year without use, deleted "shortly after". Data only with a subpoena or court order	A subpoena or court order served on Microsoft's registered agent	Microsoft: When someone has died (theirdigitallife.com/go/a19) (Chapter 11)	November 2026
Yahoo	US accounts only: closure, or content with a US court order	US death certificate; US court order for content	Yahoo help (theirdigitallife.com/go/a82) (Chapter 11)	November 2026
Telstra Mail (BigPond)	Keep it by transferring to a new account. Suspended after 180 days unused	Bereavement request	Telstra bereavement support (theirdigitallife.com/go/a4) (Chapter 11)	November 2026
WhatsApp	Export chats from an unlocked phone. Accounts deleted after 120 days without use	The unlocked phone	WhatsApp: Export chat history (theirdigitallife.com/go/a89) (Chapter 13)	November 2026
Samsung	Smart Switch backup to a Windows computer or Mac, if you know the code	The unlocked phone	Samsung: Back up with Smart Switch PC (theirdigitallife.com/go/a155) (Chapter 7)	November 2026
Facebook	Memorialise; remove; content only with a court order	Proof of death; for removal, death certificate or proof of authority	Memorialisation request (theirdigitallife.com/go/a103) (Chapter 16)	November 2026
Instagram	Memorialise; remove	Proof of death; for removal, birth or death certificate or proof of authority	Instagram help (theirdigitallife.com/go/a106) (Chapter 16)	November 2026
X	Deactivate only	Death certificate, your ID	X help (theirdigitallife.com/go/a107) (Chapter 16)	November 2026
LinkedIn	Memorialise; close	For closure, Grant of Probate or Letters of Administration	LinkedIn help (theirdigitallife.com/go/a108) (Chapter 16)	November 2026

Provider	What's possible	What you need	Where to start	Last verified
TikTok	News reports describe legacy settings; no official family page found	Ask through the app or TikTok support	TikTok Support (theirdigitallife.com/go/a109) (Chapter 16)	November 2026
Discord	Deletion only; no access or data	Death certificate or coroner's report, proof of relationship, your photo ID	Discord help (theirdigitallife.com/go/a110) (Chapter 16)	November 2026
Snapchat	No access; requests only from a verified email linked to the account	Access to their email	Snapchat help (theirdigitallife.com/go/a111) (Chapter 16)	November 2026
Dropbox	Access with a court order	Court order and documents	Dropbox help (theirdigitallife.com/go/a85) (Chapter 12)	November 2026
Bitwarden	Emergency access, if they set it up	Your own Bitwarden account	Bitwarden: Emergency access (theirdigitallife.com/go/a95) (Chapter 15)	November 2026
1Password	Emergency Kit; family organiser recovery	Kit, or organiser access	1Password: Recovery (theirdigitallife.com/go/a98) (Chapter 15)	November 2026
LastPass	Emergency access, if they set it up	Your own LastPass account	LastPass: Emergency access (theirdigitallife.com/go/a99) (Chapter 15)	November 2026
Keeper	Read-only emergency access, if they set it up	Your own Keeper account	Keeper: Emergency access (theirdigitallife.com/go/a100) (Chapter 15)	November 2026
Proton	Emergency access on paid plans, if they set it up	Your own Proton account	Proton: Emergency access (theirdigitallife.com/go/a101) (Chapter 15)	November 2026
Telstra	Transfer or cancel; voicemail greeting copy (ask first)	Death certificate, proof of authority	Telstra bereavement support (theirdigitallife.com/go/a4), 1800 775 932, say "Bereavement" (Chapter 14)	November 2026
Optus	Transfer (credit check, 100 ID points) or cancel	Bereavement Form and documents	Optus Bereavement Form (theirdigitallife.com/go/a5) (Chapter 14)	November 2026
Vodafone	Transfer (credit check) or cancel; greeting copy	Documents, or ADNS	Vodafone bereavement (theirdigitallife.com/go/a6), 1300 650 410 (Chapter 14)	November 2026

Provider	What's possible	What you need	Where to start	Last verified
PayPal	Close and pay out to the estate	Death certificate, Grant of Probate or Letters of Administration, executor ID	PayPal AU help (theirdigitallife.com/go/a120) (Chapter 18)	November 2026
Qantas Frequent Flyer	Points to an eligible family member, within 12 months	Documented proof of death, proof of executor status	Qantas help (theirdigitallife.com/go/a32) (Chapter 18)	November 2026
Velocity	Points to a member, within 12 months, if they left instructions. Phone 13 18 75	Velocity number, death certificate	Velocity help (theirdigitallife.com/go/a121) (Chapter 18)	November 2026
Banks, utilities, phone companies	Notify many at once. Phone companies reply within about 10 days	Death registered with BDM	Australian Death Notification Service (theirdigitallife.com/go/a41) (Chapter 4)	November 2026
ATO	Executor notifies the death; 3-year tax summary	ID, death certificate, probate or will, at Australia Post within 30 days	ATO: Notify us of a death (theirdigitallife.com/go/a45) (Chapter 4)	November 2026
Unclaimed money	Free search for lost bank accounts, shares and insurance	Their name	Moneysmart: Find unclaimed money (theirdigitallife.com/go/a124) (Chapter 18)	November 2026
Amazon (incl. Kindle, Prime, Audible)	Stop subscriptions and deliveries; close the account. Kindle and other purchases can't be moved	Death certificate and the account's email or phone; to close, also proof of authority and your photo ID	Amazon help: Bereavement support (Chapter 17)	November 2026
Banks (CommBank, ANZ and others)	Statements, list of regular payments, funeral invoice paid, accounts closed to the estate. Online banking stops	Death certificate, will; probate above the bank's limit (CommBank: over $100,000)	CommBank 1800 686 153; ANZ 1800 237 170; or ADNS (Chapter 18)	November 2026
Phone or internet complaints	Free help if a phone or internet company won't help	Your reference numbers and notes	Telecommunications Industry Ombudsman, 1800 062 058 (Chapter 14)	November 2026

TEMPLATE D

Letter templates

Use these when a company has no online form, or asks for a letter. Fill in the parts in [square brackets]. Attach copies, never originals, of documents. Keep a copy of everything you send.

Before you write: what to say on the phone

Most families phone before they write. This short script works for most companies. Fill in the parts in square brackets.

> "Hello. I'm calling because [their full name] has died. They had an account with you: [account number, email or phone number]. I'm [the executor / administrator / their next of kin]. I'd like to [close the account / transfer it into my name / ask for a copy of their data / stop a subscription]. Could you tell me what documents you need, and how to send them? Could I have a reference number, and your name, please?"

Before you hang up, write down the date, the person's name, the reference number and what they asked for (Template B or Template I).

D1. Request for data or a copy of content

[Your name]
[Your address]
[Your email and phone]
[Date]

[Company name]
[Address or email from the company's help page]

Re: Request for a copy of the account data of [their full name], deceased

Account: [email address, username or account number]
Date of death: [date]

I am the [executor / administrator] of the estate of [their full name], who died on [date].

I ask for a copy of the following data held in this account: [for example, photos and videos]. I ask for it for the purposes of administering the estate and for the family.

I attach:

- a certified copy of the death certificate
- a certified copy of the [Grant of Probate / Letters of Administration / will]
- a copy of my photo ID

Please tell me if you need anything else, or if your process requires a court order.

Yours sincerely,
[Signature]
[Your name]

D2. Account closure

Re: Closure of the account of [their full name], deceased

Account: [account details]
Date of death: [date]

I am the [executor / administrator / next of kin] of [their full name], who died on [date]. Please close this account.

Please also:

- stop all charges from the date of death
- refund any charges made after [date of death] to [the estate account / the original card]
- pay any credit or balance to the estate
- confirm the closure to me in writing

I attach [the death certificate and proof of my authority].

Yours sincerely,
[Signature]
[Your name]

D3. Memorialisation request

Re: Request to memorialise the account of [their full name]

Profile link: [link]
Date of death: [date]

I am [your relationship to them, for example their daughter]. [Their full name] died on [date]. I ask that the account be memorialised.

Proof of death: [link to an online obituary or funeral notice, or attached death certificate].

Thank you for your help.

[Your name]

D4. Telco: transfer of a mobile number

Re: Transfer of mobile service [number] — account holder deceased

Account number: [number]
Account holder: [their full name]
Date of death: [date]

I am the [executor / administrator / next of kin] of [their full name]. Please:

- keep the service active while the estate is being settled, and not cancel it
- transfer the service and number into the name of [new owner's name]
- provide a copy of the voicemail greeting before any change is made, if available
- add a note to the account so the number cannot be moved without my authority

I attach [the death certificate, proof of my authority, and the new owner's ID if required].

Yours sincerely,
[Signature]
[Your name and phone number]

TEMPLATE E

Executor's letter of authority

IMPORTANT

This is a simple example letter, not a legal document. It doesn't replace a Grant of Probate or Letters of Administration, and many companies will still ask for those. If you're unsure whether it suits your situation, ask your state's Public Trustee, Legal Aid office or a community legal centre (Template H).

Letter of authority

I, [executor's full name], of [address], am the [executor named in the will dated [date] / administrator appointed by the Supreme Court of [state] on [date]] of the estate of [their full name], late of [address], who died on [date].

I authorise [helper's full name], of [address], to act on my behalf to:

- [contact [company names] about the deceased's accounts]
- [lodge memorialisation, closure or data requests]
- [collect copies of data on my behalf]

This authority does not allow [helper's name] to sign in to any account as the deceased, to move money, or to make decisions about the estate without my written approval.

This authority ends on [date], or earlier if I cancel it in writing.

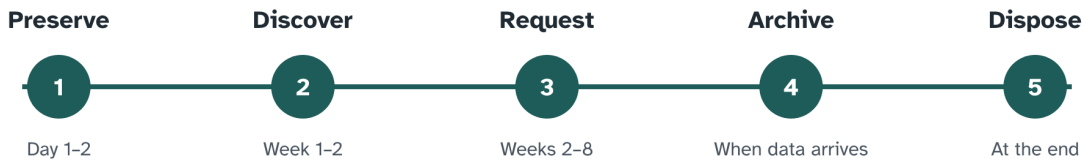
Signed: _____
Date: _____
[Executor's full name]

Witness: _____
Name: _____

TEMPLATE F

Tech helper runbook

For the family member or friend who's good with computers. Work through this with the executor.



Tech helper runbook at a glance

Day 1–2: Preserve

1. Collect all devices. Label each with a number. Record make, model and serial number in Template B.
2. Keep phones and tablets powered on and charging. Don't power cycle. Recent iPhones restart themselves after about 72 hours locked, which makes them harder to work with.
3. If a device is unlocked, extend auto-lock or screen timeout. Turn off Low Power Mode on iPhone (it forces a 30-second auto-lock).
4. Don't attempt passcodes. Don't connect devices to unfamiliar computers or tools.
5. Keep the mobile number active (Chapter 14).
6. Record any carrier voicemail messages that matter. They expire within days (Chapter 13).
7. Ask for the voicemail greeting copy before any transfer or cancellation.

Week 1–2: Discover

1. With the executor, check for written passcodes, a password manager Emergency Kit, or legacy contact access keys.
2. List accounts from paper records, bank statements, and any device you can lawfully open.

3. List authenticator apps and the services in them.
4. Note deadlines (Chapter 2 has the full table): carrier voicemail (days); Services Australia (28 days, if they got a payment); WhatsApp (120 days); prepaid numbers (Vodafone 120 days, Optus 186 days, Telstra 6 months); Telstra Mail (180 days); iCloud backup (may be deleted 180 days after the last backup); Samsung Cloud free plan (deleted after 12 months unused); Dropbox Basic (may be closed after 12 months inactive); ATO notification (take the form to Australia Post within 30 days); Microsoft email and OneDrive (frozen after 1 year); points (12 months); Google (2 years); Apple Legacy Contact access (3 years from approval).

Weeks 2–8: Request

1. Lodge official requests using Template C and Template D. Record dates and reference numbers.
2. Apple: Legacy Contact (access key + death certificate; download everything within 3 years) or deletion. An approved Legacy Contact request removes Activation Lock automatically. With a deletion, ask Apple to remove it from each device (Chapter 6). Move anyone sharing the Apple Account to their own account first.
3. Google, Microsoft, Meta and others: follow Chapters 7, 8, 11, 12 and 16.
4. Business systems: check domain expiry and admin access first (Chapter 19).

When data arrives: Archive

1. Copy everything to one external drive. Verify files open.
2. Make three copies on two kinds of storage, one off-site (Chapter 21).
3. Encrypt any drive with private documents.

At the end: Dispose

1. Confirm with the executor that nothing more is needed from each device.
2. Sign out and erase, or confirm Activation Lock or device protection has been removed (Chapter 22).
3. Recycle phones through MobileMuster. Keep records for the executor.

Never

- guess passcodes, use unlock tools, or jailbreak or root a device
- sign in to their accounts as them
- use their face or finger to unlock a device
- move money from their accounts
- delete anything before it's been saved and the executor agrees

TEMPLATE G

Glossary

Access key: a code Apple gives when someone picks a Legacy Contact. The Legacy Contact needs it to ask for access.

Activation Lock: an Apple feature that keeps a device linked to its owner's Apple Account, even after it's erased.

ADNS (Australian Death Notification Service): a free government service that tells many banks, phone companies and utilities about a death at once.

Administrator: the person a court appoints to look after an estate when there's no will.

Authenticator app: an app that shows sign-in codes that change every 30 seconds.

Auto-Lock: the iPhone setting for how soon the screen locks.

Backup: a copy of a device's data, kept somewhere else.

BDM: the Registry of Births, Deaths and Marriages in each state and territory.

Cloud: storage on a company's computers, reached over the internet, such as iCloud or Google Drive.

Death certificate: the official record of a death, issued by BDM.

Device protection (Android): also called Factory Reset Protection. A reset phone needs the previous Google Account before it can be used.

Direct debit: a company taking money straight from a bank account on a regular date.

Domain name: a website address, such as example.com.au.

Eject: telling a computer you're about to unplug a drive, so nothing is lost.

Emergency access: a password manager feature that lets a chosen person open the vault after a waiting time.

Emergency Kit: a printed page from 1Password with the details needed to open an account.

Encrypted backup: a backup locked with a password.

Encryption: scrambling data so only someone with the key can read it.

Estate: everything a person owned when they died.

Executor: the person named in a will to look after the estate.

FileVault: the Mac feature that encrypts its storage.

Find My: Apple's app for locating, and erasing, a lost device.

Google Takeout: Google's tool for downloading a copy of an account's data.

Grant of Probate: a court document confirming the executor can act under the will.

Inactive Account Manager: a Google setting that shares data with chosen people if an account isn't used for a while.

Legacy contact: a person chosen to look after an account after death. Apple and Facebook both use this term, in different ways.

Letters of Administration: a court document appointing an administrator when there's no valid will.

Licence (digital purchases): permission to use music, films, books, games or apps. It usually can't be passed on.

Memorialise: turn a social media profile into a memorial that nobody can sign in to.

Next of kin: the closest family member, such as a partner or child.

Passkey: a newer way to sign in without a password.

Password manager: an app that stores passwords behind one main password.

Power of attorney: authority to act for someone while they're alive. It stops when they die.

Prepaid: a phone service paid in advance with recharges.

Public Trustee: a government body that helps with wills and estates.

QR code: a square barcode a phone camera can read.

Quarantine (phone numbers): a waiting period after a number is cancelled, before it can go to someone else.

Recovery key (BitLocker, FileVault): a long code that unlocks an encrypted computer's storage.

Recovery phrase: a list of 12 or 24 words that unlocks a cryptocurrency wallet.

SIM card / eSIM: the card or built-in chip that links a phone to a mobile number.

Smart Switch: Samsung's free program for backing up and moving phone data.

Sole trader: someone who runs a business in their own name, not through a company.

Statutory Certificate: a document a Public Trustee can issue to show it manages an estate.

Subpoena: a court document ordering someone to hand over information.

Super administrator: the main manager of a Google Workspace business account.

Sync: keeping copies on a device and online matched automatically.

Tech helper: the family member or friend who handles the technical steps.

Terabyte: a measure of storage. One holds roughly 250,000 phone photos.

Transfer of ownership: moving a phone number or account into someone else's name.

Two-step login: a second check when signing in, usually a code sent by text or shown in an app. Also called two-factor authentication, or 2FA.

Vault: the locked, private store inside a password manager.

WHOIS: a free public record of who holds a website address.

TEMPLATE H

Where to get help

This book's website: theirdigitallife.com has the updates page, free printable copies of these templates, and a way to tell us about a step that has changed.

If you need to talk to someone now

- **Lifeline:** 13 11 14. Crisis support, 24 hours a day.
- **Griefline:** 1300 845 745. Free grief support, Monday to Friday 10am to 8pm (AEST/AEDT). Griefline is now part of SANE Australia.
- **StandBy (support after suicide):** 1300 727 247, 6am to 10pm, 7 days.
- **13YARN (Aboriginal and Torres Strait Islander crisis support):** 13 92 76, 24 hours.
- **Red Nose Grief and Loss (death of a baby or child):** 1300 308 307, 24 hours.
- **Open Arms (veterans and families):** 1800 011 046, 24 hours.
- **Beyond Blue:** 1300 22 4636.
- **MensLine Australia:** 1300 78 99 78.
- **Kids Helpline (ages 5 to 25):** 1800 55 1800.
- **Translating and Interpreting Service (TIS National):** 131 450, if you need an interpreter to call any service.
- In an emergency, call **000**.

Phone companies

- **Telstra bereavement:** 1800 775 932, say "Bereavement".
- **Telstra First Nations Connect:** 1800 444 403, 9am to 5pm Monday to Friday.

Government

- **Services Australia:** tell them within 28 days if the person got a payment, such as the Age Pension. You can call, use the Advice of death form, or visit a service centre. See Services Australia: Who to tell when someone dies (theirdigitallife.com/go/a30).
- **Australian Death Notification Service:** deathnotification.gov.au (theirdigitallife.com/go/a41). Free.
- **The ATO:** Notify us of a death (theirdigitallife.com/go/a45) (Chapter 4).
- **Unclaimed money:** Moneysmart: Find unclaimed money (theirdigitallife.com/go/a124).
- **Your state's Births, Deaths and Marriages registry:** for death certificates.

Estates and legal help

- **Public Trustee** in your state or territory (for example, NSW Trustee and Guardian, State Trustees Victoria, Public Trustee Queensland). They can help with wills and estates, sometimes for a fee.
- **Community legal centres** and your state's **Legal Aid** office give free or low-cost legal help. Phone and online advice is often free; help beyond that depends on your income and situation. Find your state's community legal centres through Community Legal Centres Australia (theirdigitallife.com/go/a144).
- **The Supreme Court's probate registry** in your state or territory can explain its forms and fees, but its staff can't give legal advice.
- **Your state's Law Society** runs a referral service if you want a private lawyer. Ask for a written quote first.
- NSW executors: NSW Government: Guide for executors (theirdigitallife.com/go/a35).

Complaints and scams

- **Telecommunications Industry Ombudsman (TIO):** 1800 062 058. For phone and internet complaints.
- **IDCARE:** 1800 595 160. Help if their identity has been stolen or misused.
- **Australian Cyber Security Centre:** 1300 CYBER1 (1300 292 371).
- **Scamwatch:** scamwatch.gov.au (theirdigitallife.com/go/a123). Report scams.

> **Sources:** Griefline: Contact us (theirdigitallife.com/go/a138). Services Australia: What to do when someone dies (theirdigitallife.com/go/a139). IDCARE: Get help (theirdigitallife.com/go/a76). **Last verified: November 2026.**

TEMPLATE I

Access log

Use this to record each time someone uses a device or account, or contacts a company. If anyone ever questions what was done, this protects you and the executor. Photocopy this page as needed, or print more from theirdigitallife.com/templates.

Date	Who	Device, account or company	What was done	Who agreed (executor)	Reference number	Next step
e.g. 3 March	*Sam (tech helper)*	*Dad's iPhone*	*Encrypted backup to Sam's laptop*	*Jo (executor)*		*Copy photos to the family drive*