

## Tech Survival Checklist

This document covers things you should have in place for your tech. If you do, your chances of losing anything valuable are greatly reduced. It will also reduce issues and delays when you need technical assistance. If you are not good at remembering passwords, write them down and hide them somewhere safe. It is better to do this than lose them. If you need help with any of the items below, ask your local tech for advice.

### 1. **Quality Anti-Virus**

Good quality anti-virus is essential on both computers and Android smartphones and tablets. iPhones and iPads do not need them due to Apple's rigid control over their software ecosystem. Paid anti-virus is almost always better than free, but if you cannot afford a paid system, then a free one is better than nothing. Picking the right system is important, so make sure you ask for advice. Some are better than others, and some can do more harm than good.

### 2. **Backup**

If there is anything on your computer, smartphone or tablet you do not want to lose, you need to back it up. Backup involves making a second copy of data somewhere other than your device so you do not lose it if something goes wrong. It is possible to implement some form of automatic backup system in most cases.

### 3. **Your Apple ID / Google ID and Password**

If you have an Apple iPhone or iPad, you most likely have an Apple ID. Similarly, if you have an Android smartphone or tablet, you most likely have a Google ID. Both consist of an email address and password. If you do not have one, you need to get one. These uniquely identify the device as belonging to you and aid with things like backup. If you lose this information and need to reset your device due to software problems or lost PIN codes, then you run a risk of not being able to get back into it. If you are not sure if you have one, or if you do but have lost it, then make sure you ask a tech for help. Never share an Apple ID or Google ID with someone else.

### 4. **Your Email Address and Password**

Even if you get your email app to remember your password so you never have to key it in, never lose sight of the fact that every email address has a password. If you need to replace your computer's hard drive or reset your phone, for example, then the password will need to be entered again. If you do not have it then it will be a potentially long wait on hold with your Internet provider to get it reset. In the case of web-based email like Gmail, if you lose the password and you do not have your mobile phone number on the account, you may lose access to the email account permanently.

### 5. **Your ADSL Username and Password**

If you are still on older style ADSL broadband Internet, you may have a unique username and password. If you cannot find this, call your Internet provider to confirm.

### 6. **Your Wifi Security Key**

This is usually on the back or bottom of your Modem / Router (the device that connects you to the Internet). Sometimes it may be on a card provided with it. It may be referred to as a Passcode, Passkey, or Password. If someone setup your router for you, they may have changed the security key. As with other passwords, it is case sensitive.

### 7. **Product Keys, Account Logins and Installation Media for Purchased Apps**

If you ever need to reinstall your Computer's operation system due to a hard drive failure, bad virus attack or other software issue, any apps you may have installed will need to be reinstalled from wherever you got them from. Free apps such as iTunes or Adobe Reader are easily downloaded again. Apps you may have paid for, such as Microsoft Office or MYOB, will need to be reinstalled from their original installation media (usually a downloaded setup file or an installation disc) and usually require either a product key or an account login. Make sure you do not lose these.