

Digital accounts to close or memorialise after a death

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Keep with the death certificate

Tick what applies. You do not need to find everything before you start, and you never need a password. Save photos and messages before closing anything, and close the email account last.

Before you close anything

- ☐ Keep the phone charged; do not wipe it
- ☐ Keep the mobile number live for a few months (security codes)
- ☐ Save photos, messages and tributes first
- ☐ Check for a legacy contact (Facebook, Instagram, Apple) or Google's Inactive Account Manager

Social media

- ☐ **Facebook** memorialise or remove
- ☐ **Instagram** separate request, even if linked
- ☐ **Threads** follows Instagram
- ☐ **X (Twitter)** deactivation only
- ☐ **TikTok** save the videos first
- ☐ **LinkedIn** memorialise or close
- ☐ **Snapchat, Pinterest, Reddit, YouTube channel** support request
- ☐ Dating apps, forums, gaming communities

Email and the accounts that unlock everything

- ☐ **Email** Gmail, Outlook/Hotmail, Yahoo, BT/Sky/Virgin/TalkTalk: close last
- ☐ **Google Account** Gmail, Photos, Drive, YouTube, Android
- ☐ **Apple Account** iCloud, backups, Activation Lock
- ☐ **Microsoft account** Outlook, OneDrive, Xbox, 365
- ☐ **Password manager** 1Password, LastPass, Bitwarden, browser

Messaging

- ☐ **WhatsApp** export chats; deleted after 120 days idle
- ☐ **Messenger** handled with Facebook
- ☐ Signal, Telegram, iMessage

Money and shopping

- ☐ **PayPal** balance is part of the estate
- ☐ **Amazon** Prime, Kindle, Audible, Alexa, gift balance
- ☐ eBay, Etsy, Vinted, Depop open sales, fees, balances
- ☐ Apple and Google app subscriptions
- ☐ Banking, savings, investment and crypto apps via bereavement teams
- ☐ Loyalty points Nectar, Clubcard, Avios, hotels

Subscriptions that keep charging

- ☐ Netflix, Disney+, Prime Video, NOW, Apple TV+
- ☐ Spotify, Apple Music, Audible, YouTube Premium
- ☐ iCloud+, Google One, Dropbox, OneDrive
- ☐ Microsoft 365, antivirus, VPN, fitness and dating apps
- ☐ Ring, Nest, Hive, alarm monitoring
- ☐ Newspapers, magazines, recipe boxes, delivery passes

Phone, broadband and TV

- ☐ Mobile contract bereavement team; keep SIM live until done
- ☐ Broadband and landline and the email that came with it
- ☐ Sky, Virgin, BT TV, TV licence

Devices, work and public accounts

- ☐ Phone, tablet, laptop, smartwatch, memory cards, drives
- ☐ Smart speakers and doorbells that still record
- ☐ PlayStation, Xbox, Nintendo, Steam
- ☐ Website or domain name expires, then someone else can register it
- ☐ Blog, YouTube channel, podcast, Patreon, Substack, Etsy shop
- ☐ Professional memberships, portfolio sites

The order to do it in

1. Stop the money: bank, PayPal, mobile contract, anything charging a relative's card
2. Secure what is public: memorialise or remove the social media profiles
3. Save what matters: photos, chats, devices
4. Close the rest, email last

The two documents you will need again and again: the death certificate, and a birth or marriage certificate or the grant of probate that shows you can act. Nobody should ever ask for a password.