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How to Manage Email Addresses and Social Media Accounts





Conversion of Account to Memorial Account:

https://fr-ca.facebook.com/help/contact/651319028315841?locale2=fr_CA

Memorial profile allow friends and family to come together and share memories after a person's death. The main features of memorial profiles are:

- The phrase '**In Memory of**' is displayed next to the person's name on their profile.
- Depending on the profile's privacy settings, friends can share their memories on the memorial timeline.
- Content shared by the person (e.g. photos or posts) remains on Facebook and is visible to people it was shared with.
- Memorial profiles do not appear in "People You May Know" suggestions, birthday reminders, or ads.
- No one can log into a memorial profile account.
- Memorial profiles without a legacy contact cannot be modified.
- Pages managed by a single administrator whose profile has been converted to a memorial profile will be removed from Facebook after receiving a valid request.
- Keep in mind that even under these circumstances, we are not allowed to provide login information for another user's account. Meta policies prohibit anyone from logging into someone else's account under any circumstances.

Account Deletion: <https://www.facebook.com/help/contact/228813257197480>

To help you delete your loved one's Facebook account, you must provide a document confirming that you are a close family member or executor of the account holder's estate, along with proof of death.

Submit a document proving your authority:

- Power of Attorney mandate
- Birth certificate (if the deceased was a minor)
- Will
- Estate letter

Submit a document proving your loved one's death:

- Obituary
- Memorial card



Transformation of an Account into a Memorial Account:

Memorial accounts are a space to remember a person's life after their death. Here are the main features of memorial accounts on Instagram:

- No one can log into a memorial account.
- The phrase '**Remembering**' is displayed next to the person's name on their profile.
- Posts shared by the deceased person, including photos and videos, remain on Instagram and are visible to the audience with whom they were shared.
- Memorial accounts do not appear in certain areas on Instagram, such as the Explore section.
- Once the account is transformed into a memorial account, no one can change the posts or information on it. This means that no modifications are made to the following:
 - Photos or videos added by the person to their profile.
 - Comments they shared on their profile.
 - Privacy settings of their profile.
 - The current profile photo, followers, or people the user followed.
- Keep in mind that we cannot provide login information for a memorial account. Our rules always prohibit anyone from logging into another person's account.
- We try to prevent any references to the memorial account from appearing on Instagram that might upset the family and friends of the deceased person. We also take steps to protect the privacy of their data by securing the account.

To report an account to be transformed into a memorial account, please [contact us](#). To transform an account into a memorial account, we require proof of death, such as a link to an obituary or news article.

Account Deletion:

Verified immediate family members can request the removal of their loved one's Instagram account. When you send us a deletion request, we require proof that you are indeed an immediate family member of the deceased, such as:

- The deceased's birth certificate.
- The deceased's death certificate.
- Legal proof that you are the lawful representative of the deceased or their estate.

To request the deletion of an account, please [fill out this form](#).

TIKTOK



No Commemoration, No Account Deletion Request

Unlike Facebook and Instagram, TikTok does not offer commemoration accounts or account deletion requests by a close family member. Only the creator or someone with their access codes can request the deletion of the account.

Additionally, TikTok has not added a 'Memorialization title' or equivalent next to the name when the person has died, which is why it is not possible to transform the account into a commemoration account.

On TikTok, the only way to inform the community that the account creator has died is to post a message on their account or update their bio. Furthermore, if an account remains inactive for 180 days or more, the username may be reset and replaced by a random numeric username.

TWITTER



Account Deletion:

In the event of a user's death, Twitter works with a person authorized to act on behalf of the estate or with someone who can prove they are a close family member to deactivate the deceased's account.

Request the deletion of a deceased user's account: <https://help.twitter.com/en/forms/account-access/deactivate-or-close-account/deactivate-account-for-deceased>

Once the request is received, we will email you instructions on how to provide more details about the deceased person, as well as a copy of your ID and a copy of the death certificate. This precaution is necessary to prevent false and/or unauthorized reports. We guarantee that this information will remain confidential and will be deleted after verification.

Note: *Twitter does not provide account login information, regardless of the requester's relationship to the deceased.*

PINTEREST



Account Deletion:

Pinterest is able to delete the account of a deceased person. Once the account is deleted, it will no longer be accessible. To do so, please contact them by email at care@pinterest.com.

Additionally, out of respect for the privacy of Pinterest community members, no login information or personal details will be disclosed.

Canceling a YouTube Premium Subscription:

If your loved one had a YouTube Premium account, you need to cancel it to avoid additional charges. If you already have access to their YouTube account (username and password), you can cancel the YouTube Premium subscription yourself. Here's how to do it, depending on your device:

- **For Androids:** Click on the profile picture > "Paid memberships" > Select the subscription to cancel > "Continue to cancel" > Select the reason for cancellation > "Next" > "Yes, cancel ».
- **For computers:** Go to youtube.com/paid_memberships > "Manage subscription" > "Deactivate" > "Continue to cancel" > Select the reason for cancellation > "Next" > "Yes, cancel ».
- **For iPhones and iPads:** Click on the profile picture > "Paid memberships" > Select the subscription to cancel > "Manage Apple subscriptions" > Select the relevant subscription > « Cancel".

We also recommend that, in addition to cancelling the YouTube Premium subscription, you delete the YouTube account.

If you have the login information:

To delete the YouTube account, which is linked to the Google account, you can use Google Takeout to back up and export the data before initiating the account deletion procedure. When you check the two boxes at the bottom of the page before clicking "Delete account," both the Google account and the YouTube account will be deleted.

If you do not have the login information:

You can still contact Google directly by sending them an email explaining that you wish to close the account of your deceased loved one. Be sure to attach a copy of your ID and the death certificate to your email.

As the rightful heir, you can also request that the account data of the deceased be returned to you.

Google's contact details are as follow: support-eu@google.com

LinkedIn



If you have authorization to act on behalf of a deceased member, you can request to close their account.

If you do not have authorization to act on behalf of a deceased member, you can still report their death and we will convert the profile into a memorial account.

Contact us to:

- **Close the account:** <https://www.linkedin.com/help/linkedin/ask/ts-rmdmlp>
- **Report a member's death:** <https://www.linkedin.com/help/linkedin/ask/TS-RDMLP>

You will need the following information to submit your request:

- The member's full name;
- The link or URL to their LinkedIn profile;
- Your relationship to the member;
- The member's email address;
- The date of their death;
- A link to an obituary notice.

To request account closure, you will also need a copy of the member's death certificate and **one** of the following official documents indicating that you have the authorization to perform this action on behalf of the deceased member:

- Administration letters;
- Testamentary letters;
- Representation letters;
- Any other court order designating the requester as the authorized representative of the deceased member's estate.

Snapchat



Snapchat's privacy policy does not allow us to grant access to the account. Protecting the privacy of Snapchatters is important to us. Therefore, we only accept requests from a verified email address associated with the Snapchatter's account.

If you wish to delete the account, please follow the steps below to delete the account in question:

1. Log in to the account at accounts.snapchat.com.
2. Click on '**Delete My Account**'
3. Follow the instructions to submit the request.

iCloud



To delete an iCloud account, you must in actuality request the deletion of the deceased person's Apple account, as iCloud is an Apple service. To do this, you will need your own Apple ID, the deceased person's Apple ID, and documents proving the death.

In the event of death, Apple will not be able to know if the deceased had wanted their information shared with anyone or who they would want it shared with. This is why Apple offers a digital legacy portal that allows you to request the deletion of a deceased person's Apple account. Once the Apple ID is deleted, activation lock is disabled, allowing access to Apple devices associated with that account.

Apple requires legal documents before proceeding with the deletion of a deceased person's information stored in iCloud and allowing access to associated devices. The required documents vary by country and region. The specific list of documents you need can be found on the digital legacy portal.

Digital legacy portal: <https://digital-legacy.apple.com/>

Yahoo!



To protect the privacy of your loved one, Yahoo has a policy of honoring the initial agreement that this person made with us, even in the event of death. In such cases, Yahoo has implemented a process to request the closure of the deceased person's account, the termination of premium and paid services, and the deletion of content for privacy reasons.

Unfortunately, Yahoo is unable to provide passwords or authorize access to the deceased person's account, including account content such as email. At the time of registration, all account holders agree to Yahoo's Terms of Service.

In accordance with the Terms of Service (updated), neither the Yahoo account nor its content can be transferred, even in the event of the account owner's death.

To process such a request, their legal department requires specific documents:

- A letter containing your request and indicating the deceased's Yahoo username;
- A copy of a document naming the requesting party or the executor of the deceased's estate;
- A copy of the deceased Yahoo account holder's death certificate.

For assistance with account closure, please contact customer service:

https://io.help.yahoo.com/contact/index?page=home&locale=fr_CA&y=PROD_ACCT

Microsoft, One Drive, MSN et Outlook



For privacy and other legal reasons, we are generally unable to provide information to non-account holders. Below are more specific details on the actions that can be taken in the event of a death.

You do not need to contact us to inform us of a person's death or incapacity.

If you know the account credentials, you can close the account yourself. If you do not know the account credentials, the account will be automatically closed after two (2) years of inactivity.

If you have access to the account: <https://support.microsoft.com/en-us/account-billing/how-to-close-your-microsoft-account-c1b2d13f-4de6-6e1b-4a31-d9d668849979>

Read 'How to close your Microsoft account' and follow the steps to close the account. Once you have closed your Microsoft account, you may reopen it within 60 days. We retain your data during this period so that you do not lose anything if you change your mind. However, once these 60 days have passed, we permanently delete the account and its data.

If you do not have access to the account:

Make sure that all Microsoft subscriptions are canceled. You can stop Microsoft subscriptions by closing the customer's bank account or credit card, revoking authorizations, or notifying the bank. Outlook.com and OneDrive accounts are frozen after one (1) year, and all emails and files stored on OneDrive are deleted shortly thereafter. Microsoft accounts expire after two (2) years of inactivity.

Google



Submitting a request regarding a deceased user's account

We are aware that many people pass away without leaving clear instructions about managing their online accounts. If this is the case, we can work with the immediate family and legal representatives of the deceased user to close their account. In certain circumstances, we may restore content from the account. Our primary responsibility is to ensure the security and privacy of our users' information, no matter what. We cannot provide passwords or other login information. Any decision to fulfill such a request will only be made after careful review.

To submit a request: [Google Support](#)

The following documents will be required:

- Identification card or driver's license;
- Death certificate.

If the documents are not in English, please provide a certified translation done by a professional translator.