

Managing Social Media After a Death



**607 N McCarty Ave
Eagle Lake, TX 77434**

**(979) 234-2011
eaglelakefuneral.com**

Millions of individuals regularly share their life experiences, ideas, and aspirations on various social media platforms. While Facebook remains highly popular, other platforms also boast millions of daily users. It's common for people, including your loved ones, to maintain multiple accounts across platforms like Facebook, Instagram, X (Twitter), LinkedIn, and others. Even if your loved one hasn't been active on these platforms in the months or years leading up to their passing, their accounts may still hold significant personal information accumulated over their lifetime.



What happens to all that information?

Experts suggest that certain aspects of one's social media presence might endure indefinitely, presenting varying implications for each individual. However, when families are tasked with determining the fate of their loved one's digital legacy, decisive action becomes necessary.

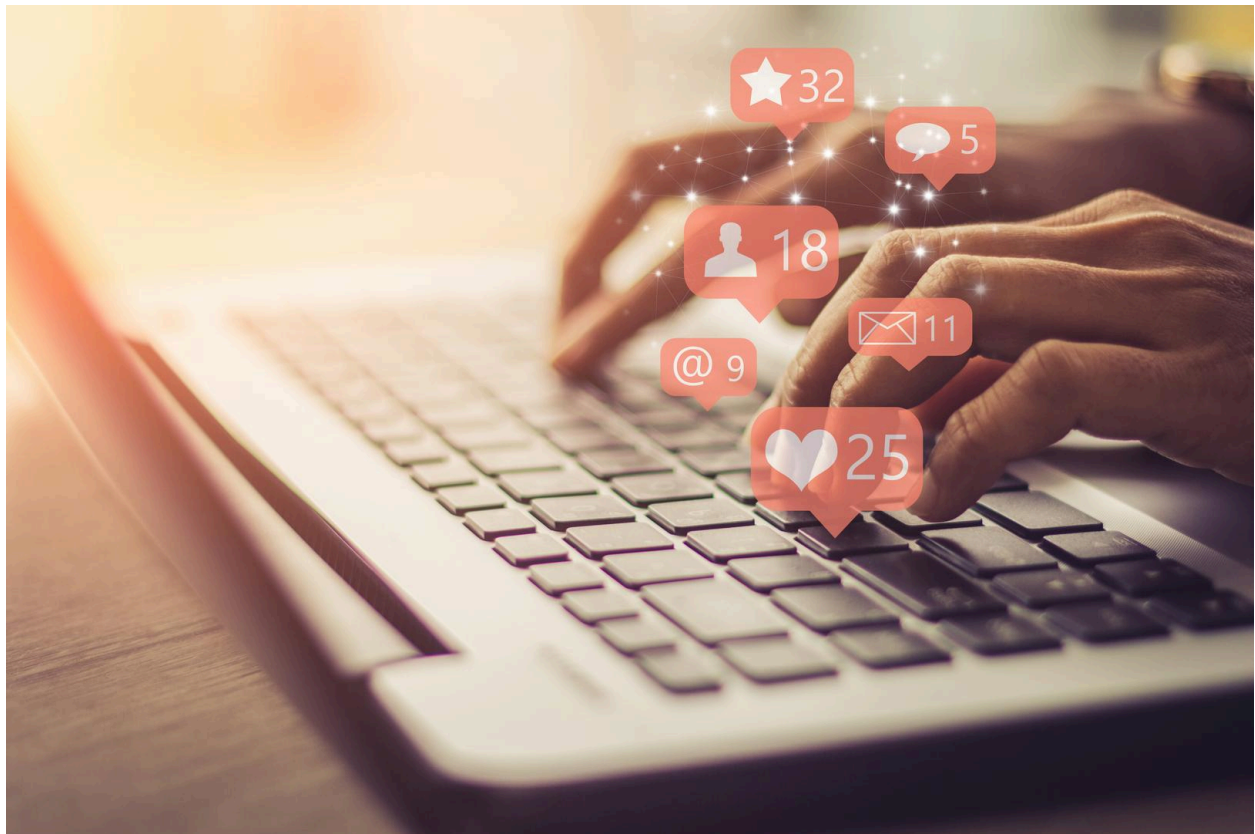
Today, managing a deceased individual's online presence is integral to finalizing their affairs, alongside settling bills and expressing gratitude to mourners. If you're tasked with handling your loved one's affairs, you and your family must deliberate on the fate of their social media accounts.

If left unattended, the account will remain active and might appear in suggested friend lists. Moreover, its dormancy could render it susceptible to hacking attempts due to the absence of monitoring activity.

The two main options are:

1. Delete the account, optionally saving some or all of the content.
2. Preserve the account, either keeping it public or making it private (note: not all platforms offer this option).

Many families prefer to preserve their loved one's social media content rather than deleting it. Most platforms offer options for doing so, but each has its own rules regarding handling accounts after death.



Social Media Etiquette

Don't Rush to Post

Social media provides a quick way to communicate with many people, but in the event of a death, prioritize informing immediate family and close friends personally before

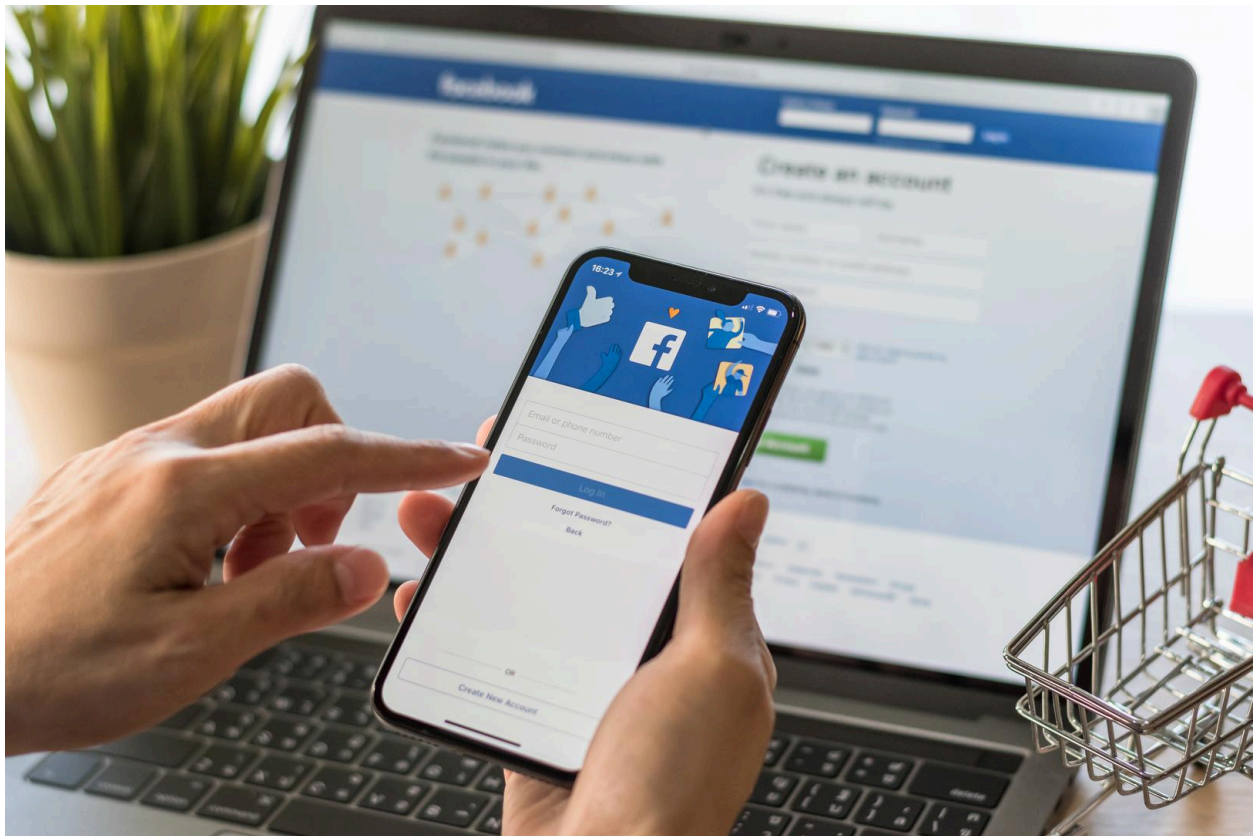
sharing anything online. This ensures they aren't surprised or hurt by seeing the news online. Wait at least a day or two before posting any updates on social media.

Post the Important Details

If you choose to post, it's a useful method to inform acquaintances, colleagues, and friends about the passing. Keep your posts concise, mentioning details such as the funeral date and time, any final wishes or messages from the deceased, or a link to the funeral home website.

Stay on Topic

Keep your posts respectful and tasteful. Avoid discussing family disputes or making comments that could upset others. Focus on celebrating the life of your loved one, prioritizing respect for the deceased.



Memorializing Your Loved One's Facebook Account

Memorialized accounts serve as online spaces for friends and family to gather and share memories following a person's passing. This process also enhances account security by preventing unauthorized access.

When converting an Active Facebook account to a Memorial Account, the following changes occur:

- The profile displays "Remembering" next to the loved one's name.
- Depending on chosen privacy settings, extended family and friends can share memories on the memorialized timeline.
- Content shared by the loved one remains visible to the original audience.
- The memorialized profile is excluded from public spaces like "Suggestions for People You May Know" and birthday reminders.
- No one can log into a memorialized account, and those without an assigned legacy contact cannot be altered.



It's crucial to determine if your loved one designated you or someone else as their "Legacy Contact." Doing so unlocks additional memorialization options. Those who arrange this in advance can greatly ease the burden on their loved ones and ensure a more comprehensive celebration of their life for everyone involved.

What is a “Legacy Contact” for Facebook?

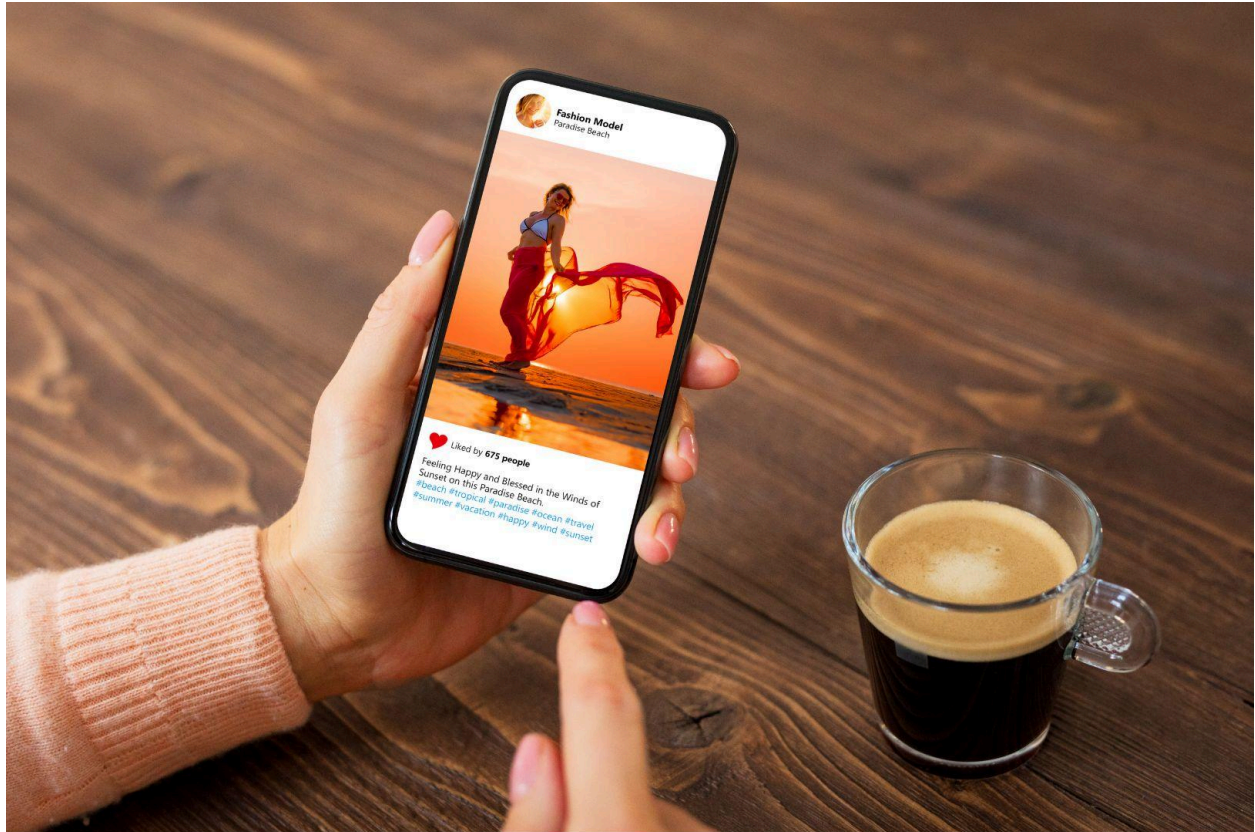
A Facebook "legacy contact" is a person chosen by an account holder to manage their account after it's memorialized following their passing. As a legacy contact, you and others you select will have the authority to make various decisions regarding the account.



As a legacy contact, you will have the following abilities:

- Write pinned posts for the loved one's profile, such as final messages, favorite poems, or music.
- Access all of the person's posts, regardless of privacy settings.
- Manage who can view and post tributes, and create a dedicated tribute area.
- Remove inappropriate tribute posts.
- Control visibility of posts where the deceased is tagged.
- Untag the deceased from posts by others.
- Handle new friend requests.
- Update profile picture and cover photo.
- Request account removal.

- Disable post and tag review for the tribute section, if timeline review was enabled.
- Download copies of shared content from Facebook.



Memorializing Your Loved One's Instagram Account

When converting an Active Instagram account to a Memorial Account, the following changes occur:

- No one can log into the memorialized account.
- The profile of a memorialized account remains unchanged.
- Posts shared by the deceased, including photos and videos, remain visible to their original audience.
- Memorialized accounts are not displayed in public spaces such as the Explore section.

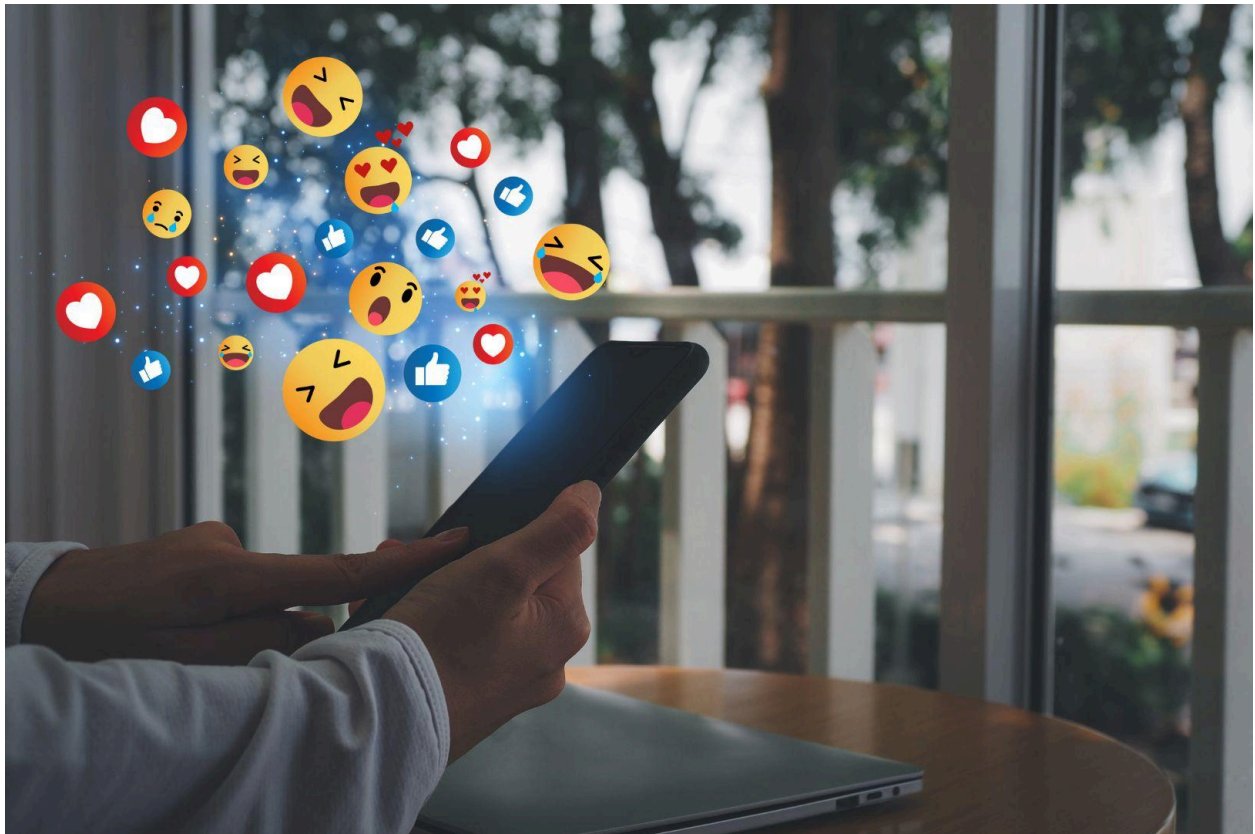
Once an account has been memorialized, no changes can be made to any existing posts or information, including:

- Photos or videos added to the profile.

- Comments on posts shared by the person.
- Privacy settings of the profile.
- The current profile photo, followers, or people followed by the person.

How to memorialize an Instagram account:

To memorialize an account, contact Instagram and provide proof of death, such as an obituary or news article link. Although you can't log in, you can preserve and view the page.



If Your Decision Is to Delete

In some cases, you may opt to delete the accounts. Be aware that these processes can take days or weeks, and accounts might not be promptly deleted. Once deleted, access to the account is lost, so ensure to save any desired information, such as posts or pictures, beforehand.

If the deceased provided instructions to delete the account or specific parts beforehand, the deletion process is usually straightforward. You'll need the Username and Password to log in if this is the case.

Closing Your Loved One's Facebook Account

- Log in to the Facebook account.
- Click the account menu at the top right.
- Select "Settings."
- Navigate to "Security" in the left column.
- Choose "Deactivate Account" and follow the prompted steps to confirm.

Closing Your Loved One's Instagram Account

- Log in to Instagram.
- Visit the "Delete Your Account" page.
- Enter the password when prompted.
- Select the reason for deletion.
- You may need to re-enter the password.
- Click "Permanently Delete Account."



Closing Your Loved One's X (Twitter) Account

- Log in to the X account.
- Navigate to account settings and scroll to the bottom of the page.
- Select "Deactivate account."

- Confirm by clicking "okay."
- Enter the password again to finalize the process.
- Note that account deletion may take up to 30 days and content may still appear in search engines even after deletion is completed.

Closing Your Loved One's LinkedIn Account

- Log in to the LinkedIn account.
- Hover over the profile picture.
- Click "Privacy and Settings" in the menu.
- Re-enter the password when prompted, then click "Account."
- Choose "Close Account" from the options.
- Confirm the deletion when prompted.



If you wish to delete your loved one's social media pages but lack account access granted by the deceased, you'll need to submit a special request to each platform for approval. This process typically requires proper documentation, primarily the Death Certificate. While platforms may have varied requirements, they all offer assistance to families dealing with this issue. Additionally, during these requests, you can ask for help in downloading and archiving account information.

Facebook

To delete a Facebook page:

- Click the flower or star icon in the right-hand corner of the page.
- Select "Help."
- Choose "Visit the Help Center."
- Type "deceased user delete" in the search box.
- Select "Memorialize" or "Remove Account."

Facebook will prompt you to complete an online form and provide proof of death, like a death certificate. Alternatively, you can initiate the account deletion process by filling out this form: <https://www.facebook.com/help/contact/228813257197480>.

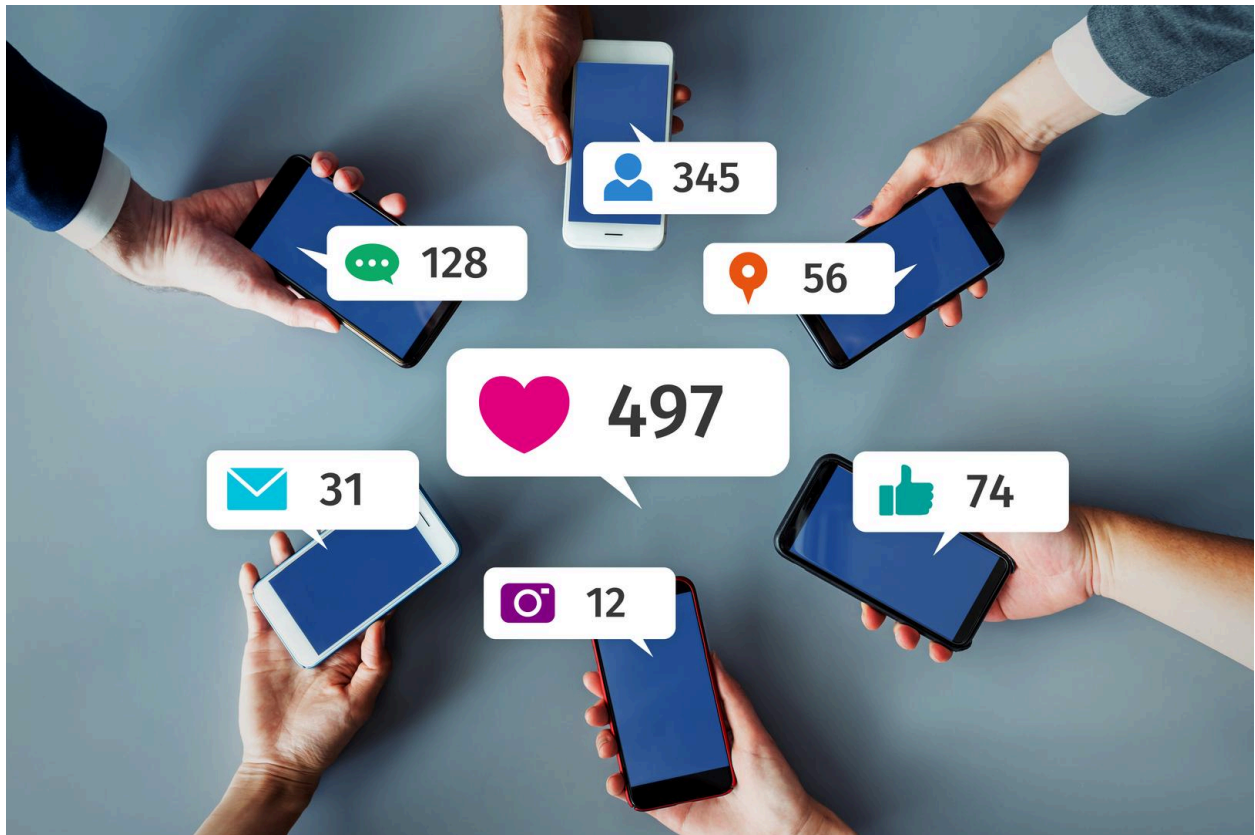


X (Twitter)

X collaborates with either an authorized representative of the deceased's estate or a verified immediate family member to deactivate an account. To initiate deactivation, request account removal through X. They will then email instructions for providing further details, such as a copy of your ID and the death certificate.

Instagram

To deactivate an Instagram account, you need to prove that you're an immediate family member or authorized to act on behalf of the deceased's estate. Documentation like the birth or death certificate can be provided. Then, fill out the form available at: <https://help.instagram.com/contact/1474899482730688>.



LinkedIn

To delete a LinkedIn account, you will need:

- The member's name.
- The URL to their LinkedIn profile.
- Your relationship to them.
- Member's email address.
- Date of their passing.
- Link to the obituary.
- Company they most recently worked at.

Once you have the necessary documentation, begin the process by completing the form available at: <https://www.linkedin.com/help/linkedin/ask/ts-rdmlp>. Following form submission, a LinkedIn representative will contact you to deactivate the account.

Ask the Director for Help

If handling this process seems overwhelming, your funeral director can assist. With extensive experience in such matters, they can guide you through decision-making. Additionally, many funeral homes provide special online memorials, often incorporating content from social media sites. These memorials have become a customary part of funerals, enabling distant family and friends to participate remotely.