



FAQs

What is MyHeartwill?

MyHeartwill is a secure, online safebox, where you can store your letters, photographs, recordings, copies of memorabilia and your individual thoughts and memories. It's a way to store and pass on elements of your emotional life: your beliefs, your values and the ideas that have shaped you as a person - a sense of yourself. MyHeartwill is private and secure.

Why should I use MyHeartwill?

Unlike common sharing websites, MyHeartwill is designed to last for generations and is not open to public viewing. MyHeartwill is a place where your thoughts, your expressions of love and your memories are stored and protected. It's a place that can always be visited by those you nominate to access the site. MyHeartwill enables you to schedule dedicated messages for loved ones in the future, marking occasions and events that you may not be there to share. It is possible to create individual Heartwills for particular people and ensure that only they have access to it. Your loved ones will have access to your Heartwills when you have passed on.

How secure is MyHeartwill?

Your online safety, security and confidentiality is as important to us as it is to you. You can be assured that your personal information and precious memories are stored safely and securely with up-to-date security measures at one of the world's leading data security centre facilities, Media Temple, California, U.S.A. Your MyHeartwill account can only be edited by yourself or your chosen Guardian, and your Heartwills may only be viewed by those you or your Guardian have granted visitor status to. We do not store any credit card details, and choose to use DPS (Direct Payment Solutions) to process our online transactions. If you require any further information regarding the security of your account, please contact our Helpdesk.

How do I choose MyHeartwill Guardian?

We recommend your MyHeartwill Guardian be someone close to you with whom you share a long term relationship (eg. partner, family member, best friend). It should be someone you can trust to understand and oversee your wishes. For example, you might select the same person you have entrusted as the executor of your legal will. Ensure you have discussed your MyHeartwill wishes with your prospective Guardian before setting them up in your account as your nominated Guardian. They will be responsible for putting your valuable legacy into the right hands when it's needed. The Guardian you nominate will jointly administer your MyHeartwill account. If someone would like to access your Heartwills in years to come, your Guardian will also be responsible for granting or declining permission.

How many Visitors am I allowed?

There is no limit to the number of special people in your life who you can set up to view your Heartwills. Unlike common sharing websites we protect your security by only granting access to those specific visitors you nominate. Your nominated Guardian and any visitors you select will gain access by a secured password.

How do I keep MyHeartwill up to date?

You can log into your MyHeartwill account at any time to add, update or remove any of your items. Think of it as an ongoing project, like a scrapbook or photo album – you can add to it as you go.

What happens when I'm no longer here?

Your nominated Guardian will have access to your MyHeartwill account and be able to provide access to your loved ones in accordance with your wishes. Your Guardian will be responsible for your account from this point onward, and will be able to request assistance as part of your subscription with us if they need help.

Why did you set up MyHeartwill?

Jill and Emily Margo published the book *Living On* to help those with life-limiting illnesses to gain support and assistance in leaving behind messages for their loved ones. The book provides tips and advice on recording and storing various kinds of messages. As an extension of *Living On*, MyHeartwill has been developed to make it easy for anyone, at any time of their life, to create their own safe and secure place to leave their messages – and easily give the right people access as determined by you.

When should I begin MyHeartwill?

There is no “right time” to begin your Heartwill. Whether you are a young adult making a start in the world, a newlywed, an expectant parent or loving friend, you can begin at anytime. It might be an ongoing project you keep adding to over the years, or something you create in a weekend.

How much does it cost to use MyHeartwill?

You can set up your own secure account on MyHeartwill with a ten year subscription for US\$199. You or your Guardian will have the option to renew your membership thereafter.

What happens at the end of the 10 years?

You can renew your subscription for a further period. We anticipate the cost will be similar to the initial subscription with an inflation allowance.

What can I store in MyHeartwill?

Upload and store your treasured photos, videos, recordings, and stories – you can even scan copies of keepsakes and memorabilia to save for the years to come. You can set up messages (visual, audio or written) for delivery to your loved ones at a designated time in the future.

Currently accepted file formats are:

Images: .jpg and .gif (maximum file size 5MB)

Videos: .mov (maximum file size 20MB)

Audio: .mp3 (maximum file size 5MB)

What customer support do you have available for MyHeartwill?

If you need any further assistance please contact our online helpdesk, info@myheartwill.com, and we will respond to your query within 48 hours.

Can I invite friends and family to MyHeartwill?

When you have set up your Heartwills, you can invite your friends and family to have visitor access.

What happens if I want to discontinue using the service?

In accordance with our terms and conditions, your ten year membership fee for MyHeartwill is non refundable – but we can cancel and deactivate your account at your request. Please email our Helpdesk to request an account cancellation. At your ten-year renewal period you or your Guardian will have the option to renew or discontinue your MyHeartwill membership.