

FAQ's

What is My Digital Data?

My Digital Data is a downloadable application that helps individuals and families organize important personal, property, pet, estate, insurance, financial, business and medical information so it can be found when needed.

How much does it cost?

My Digital Data is \$49 as a one-time software purchase. There is no monthly subscription fee.

Can I try it before buying?

Yes. MyDigitalData.org provides a full interactive demo populated with completely fictitious sample information. You can open sections, add information, edit records, delete records and view the application before purchasing.

Does the demo save my personal information?

The public demo is intended only for experimentation with fictitious information. Do not enter sensitive real-world personal information into the public demo. The demo resets automatically each day.

Where is my information stored after I purchase My Digital Data?

The purchased application is designed to keep your My Digital Data records on your own device and in backup locations you choose. Your personal records are not required to be uploaded to our cloud.

Does any information leave my computer?

Your My Digital Data records, photos and documents are not required to be sent to us. Normal website, payment, download and support transactions are separate. If you voluntarily email, copy or otherwise share an encrypted backup, that copy will travel through the service or device you choose.

Can I back up my information?

Yes. Backup and Restore are core My Digital Data functions. You can create an encrypted backup on a thumb drive, external drive or other location you control.

Should I keep more than one backup?

Yes. We recommend keeping at least one additional protected backup at a separate physical location so a fire, flood, theft or other event at your home does not destroy both your computer and your only backup.

Can I move my information to another computer?

Yes, provided My Digital Data is installed on the destination computer and the backup format is supported. Use Backup on the original computer and Restore on the destination computer.

Can I give a backup to a family member?

Yes. You control your backup file and may give an encrypted copy to someone you trust. If you send it by email or another online service, that transfer uses the third-party service you select.

What is the initial password?

The initial password is mydigitaldata. After signing in, you should go to Security and change it to a password you will remember.

What happens if I forget my password?

Password recovery behavior will depend on the final security design. Because My Digital Data is intended to protect highly sensitive local information, support may not be able to recover an encryption password without an approved recovery mechanism. Keep your password and recovery information in a secure place.

Can I store photos and documents?

Yes. Applicable sections allow photos/documents to be associated with records. Stored images can be opened in an enlarged viewer.

What happens if I buy a new computer?

Use a current encrypted backup to move your information. If you need the installer again, contact Support so the original purchase can be verified and a replacement download can be issued.

How long is my initial download link available?

The initial purchase download link is available for 24 hours and is intended for one successful download.

Can I get a refund?

No. My Digital Data is a downloadable digital software product and the full interactive demo is available before purchase. All sales are final after purchase/download except where a refund is required by applicable law.

Does My Digital Data replace an attorney, accountant, doctor or insurance professional?

No. My Digital Data is an information organization tool. It does not provide legal, financial, medical, tax, insurance or other professional advice.

Does My Digital Data guarantee my information can never be lost?

No storage system can eliminate every risk. Customers are responsible for maintaining current backups and protecting their devices, passwords and backup media.