

Record Book – Contact details

How to use this record

Use this record sheet to fill in your contact details, passwords and related information. That means **emergency contact numbers** for your bank, phone company etc. Remember that you may not be able to look them up on the Internet if your connection is down! Don't wait until you have lost your bank card to write down the number on the back.

Also record the contact information for yourself that you have given each organisation. That way, if you change a phone number or email address, you know whom to inform. *Make sure you still have access to all such addresses/numbers*, even if now unused, as you may be unable to recover or amend an important account without them.

If you lose access to an email account because you have forgotten the password or it has been taken over by criminals, the company may ask you for other personal details you have given them, such as which country you were in when you opened the account, when that was, previously used passwords, your birth date and so on. Use the spaces on the following pages to record these things too. If you need more rows or records, copy and paste them in or print out a new blank sheet.

When you change a password, do not obliterate the previous one. Instead, copy and paste the record (or just the relevant rows) and enter the new password with the date you changed it. Put a line through the old one without making it illegible. Companies may ask for such information if you ever need to recover your account.

Bear in mind that if you are in hospital or unable to act yourself, *someone else* may need this information, including your executors.

Start by filling in the next page with your handwriting samples. This is a) to get you to consider how to distinguish easily confused groups of characters and b) to help someone else read it. So put a 'top' on your 1s so they aren't like Is and 1s, and a bar on your 7s and capital Zs so they don't look like ones and twos. A slash through a zero distinguishes it from O (or just avoid it altogether).

Write passwords with separate characters, spaced evenly because spaces *can* be used in passwords – even if you never do (wisely) someone else may not know that. Keep all the lines of a character joined up. You don't want B to be confused with 13!

Better still, copy and paste the information into this document and print it out in case you can't use your computer. When you save it, also **encrypt it** (see my website) to keep it safe.

Hide the sheets in a different room from your computer and *make sure members of your family* know where they are.

My handwriting

If you are going to fill in this record by hand, please give examples of the commonly confused character groups below. When entering passwords etc, use the forms below consistently!

You might avoid using certain characters at all. For example, the slash (/) is clear when printed, but can just look like a wonky ℓ or I in handwriting. Don't end a password with a dot or comma, as someone else may not realise they are part of it.

Passwords are **case sensitive**, that is, the difference between little letters (lower case) and capitals (upper case) matters. Space characters evenly and don't use spaces in passwords.

Fill in the boxes with the style you will use in this record

Character	Mine	Examples	Character	Mine	Examples
Zero		Ø	Upper Case C		C
Capital O		O	Upper case G		G
Upper Case D		D D	Number 5		5
Number 1		1	Capital S		S
Lower case L		ℓ	Number 6		6
Capital I		I	Lower case B		b
Number 2		2	Number 7		7 7
Capital Z		Z Z	Number 8		8
Number 4		4 4	Capital B		B B
Capital H		H	Number 9		9 9
Lower case H		h	Lower case G		g
Upper case F		F	Lower case Q		q q
Lower case F		f, f	Ampersand		&, &

I will underline all Capital Letters (please tick)

Other easily confused characters: h L | c e | i 1 | Y J | = : | - _ | u y |

Useful characters: Forward slash / (think ½), backslash \, hash #, caret ^, ampersand &, tilde ~.

Banks and Building Societies

Bank name:			
Customer service phone number			
Fraud / Lost or stolen card phone			
Website Login	User name:		
	Password:		Date changed:
	Memorable word/PIN:		Date changed:
	Telephone banking code:		Date changed:
Extra contact details I have given them	Birth date:		
	Email address:		
	Email address:		
	Phone number:		
	Phone number:		
Account name:			
Account number:			
Card number:	Do not record CVV!		
Account name:			
Account number:			
Card number:	Do not record CVV!		

Bank name:			
Customer service phone number			
Fraud / Lost or stolen card phone			
Website Login	User name:		
	Password:		Date changed:
	Memorable word/PIN:		Date changed:
	Telephone banking code:		Date changed:
Extra contact details I have given them	Birth date:		
	Email address:		
	Email address:		
	Phone number:		
	Phone number:		
	Phone number:		
Account name:			
Account number:			
Card number:	Do not record CVV!		
Account name:			
Account number:			
Card number:	Do not record CVV!		

Password Manager

Program Name		
Website		
Customer service phone number		
User name / email address		
Master password:		Date Changed:
Memorable word/PIN/code:		Date Changed:

Telecoms

Landline phone company		
My phone number:		
Customer service phone number		
Report faults:		
Website Login	User name:	
	Password:	
	Date changed:	
	Memorable word/PIN/code:	
	Date changed:	
Extra contact details I have given them	Birth date:	
	Email address:	
	Email address:	
	Phone number:	
	Phone number:	

If your **broadband (Internet) provider (ISP)** is not your landline provider, print an extra sheet and record their details too.

Mobile phone company 1		
Whose phone?		Phone number:
Customer service phone number		
Report faults:		
Website Login		
User name:		
Password:		Date Changed:
Memorable word/PIN/code/Security question & answer:		

Mobile phone company 2		
Whose phone?		Phone number:
Customer service phone number		
Report faults:		
Website Login		
User name:		
Password:		Date Changed:
Memorable word/PIN/code/Security question & answer:		

Email Addresses

Email address		
Customer service phone number		
Password:		Date Changed:
Memorable word/PIN/code:		Date Changed:
2FA ¹ Recovery code		Append extra sheet if more than one
Extra details I have given them	Birth date:	
	Alt email address:	
	Alt email address:	
	Phone number:	
	Phone number:	

Email address		
Customer service phone number		
Password:		Date Changed:
Password:		Date Changed:
Memorable word/PIN/code:		Date Changed:
2FA ¹ Recovery code		Append extra sheet if more than one
Extra details I have given them	Birth date:	
	Alt email address:	
	Alt email address:	
	Phone number:	
	Phone number:	

1 Two factor authentication / Two step verification

Email address		
Customer service phone number		
Password:		Date Changed:
Password:		Date Changed:
Memorable word/PIN/code:		Date Changed:
2FA ² Recovery code		Append extra sheet if more than one
Extra details I have given them	Birth date:	
	Alt email address:	
	Alt email address:	
	Phone number:	
	Phone number:	

Email address		
Customer service phone number		
Password:		Date Changed:
Password:		Date Changed:
Memorable word/PIN/code:		Date Changed:
2FA ¹ Recovery code		Append extra sheet if more than one
Extra details I have given them	Birth date:	
	Alt email address:	
	Alt email address:	
	Phone number:	
	Phone number:	

2 Two factor authentication / Two step verification

Health Services

My name		
My NHS Number		Date of Birth:
Help – NHS	Online: 111.nhs.uk	Phone: 111
Doctor's Name		Phone:
Doctor's/Health Centre's address		

NHS Account	
Registered email address	
Registered mobile phone (required)	

Patient Access	https://account.patientaccess.com/Account/Login	
User number		
Password		Date Changed:
Memorable Word		Date Changed:

Hospital	Name:	
Address		
Phone number		

Pharmacy	Name:	
Address		
Phone number		

Pharmacy	Name:	
Address		
Phone number		

Websites

Company		
Web address		
Customer service phone number		
Username or email address		
Password:		Date Changed:
Password:		Date Changed:
Memorable word/PIN/code:		Date Changed:
2FA ³ Recovery code		Append extra sheet if more than one
Extra details I have given them	Alt email address:	
	Alt email address:	
	Phone number:	
	Phone number:	
Company		
Web address		
Customer service phone number		
Username or email address		
Password:		Date Changed:
Password:		Date Changed:
Memorable word/PIN/code:		Date Changed:
2FA Recovery code		Append extra sheet if more than one

3 Two factor authentication / Two step verification

Company:		<i>Continued</i>
Extra details I have given them	Alt email address:	
	Alt email address:	
	Phone number:	
	Phone number:	

Company		
Web address		
Customer service phone number		
Username or email address		
Password:		Date Changed:
Password:		Date Changed:
Memorable word/PIN/code:		Date Changed:
2FA ⁴ Recovery code		Append extra sheet if more than one
Extra details I have given them	Alt email address:	
	Alt email address:	
	Phone number:	
	Phone number:	

Add extra sheets as needed.

Print and store this record safely! **If you filled in details in this document, save it to encrypted storage, or memory stick that you keep locked up.** See <https://goggleboxtech.uk/security>

⁴ Two factor authentication / Two step verification