



Streaming & Entertainment Accounts After a Death

Cancel the charges, save the memories, and sign out the living-room devices

————— **An Extended Guide · No. 1808** —————

Tech Made Simple. Service Made Personal.

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THE 60-SECOND VERSION

1. The Whole Plan on One Page

If you read only one page, read this. Here is the whole job as a short checklist.

After a death, streaming and entertainment accounts keep charging and keep running. Netflix, Disney+, Spotify, a game console, the apps on the TV — each needs attention. The job is to find every service, cancel the ones that charge, save any playlists or memories you can, and sign the deceased's account out of the living-room devices that are still logged in.

- 1 Find every service from the card statement, the phone, and the apps on the TV.
- 2 Cancel each one in the right place — the app store, or the company directly.
- 3 Sort out family and shared plans, so others on them are not cut off by surprise.
- 4 Save what you can — download playlists and any data the service lets you keep.
- 5 Understand that purchased movies, music, and books usually cannot be transferred.
- 6 Sign the account out of Roku, Fire TV, smart TVs, and game consoles.

GOOD TO KNOW

You do not have to do this in one sitting. Cancelling the services that charge stops the bleeding; saving memories and signing out devices can follow at a gentle pace. There is no wrong order.

The rest of this guide walks through each service and each device slowly. Take it one page at a time. None of this is urgent, and none of it has to happen all at once.

WHAT THIS IS

2. The Many Faces of Entertainment Accounts

Entertainment accounts are more varied than they first seem. There are the monthly streaming services for video and music, the one-time purchases of movies and books that sit in a digital library, the game consoles with their own stores and saved games, and the physical devices in the living room that stay signed in long after the person is gone.

Each kind is handled a little differently. A subscription can be cancelled to stop a charge. A purchased library often cannot be moved to another person. A console holds both subscriptions and purchases. And the devices simply need the account signed out. Knowing which is which makes the whole job clearer.

- Subscriptions: video and music services that charge every month or year.

- Purchases: movies, music, books, and games bought once and kept in a library.
- Consoles: Xbox, PlayStation, and Nintendo, with their own stores and saves.
- Devices: Roku, Fire TV, smart TVs, and sticks that stay logged in.

TIP

It helps to make four simple lists as you go: subscriptions to cancel, purchases to note, consoles to handle, and devices to sign out. A clear map turns a scattered job into a short checklist.

PROFILES VS ACCOUNTS

3. Profiles Are Not the Same as Accounts

One idea clears up more confusion than any other: the difference between a profile and an account. Many services let several people share one account, each with their own profile — their own name, their own list of shows, their own recommendations. But only one account, with one login and one payment card, sits underneath them all.

This matters because cancelling the account stops everyone's access, while deleting a single profile only removes that one person's corner of it. A family may want to keep the account running for others while gently removing the deceased's profile, or they may want to close the whole thing. Knowing the difference lets you choose on purpose.

- A profile is one person's space inside a shared account.
- An account is the whole thing — the login and the payment behind it.
- Deleting a profile removes one person; cancelling the account stops everyone.
- Who pays and who owns the login is what defines the account.

GOOD TO KNOW

Before you cancel anything, ask who else uses the account. A grandchild watching cartoons on their own profile is relying on an account that may be paid by the person who passed. A moment's thought spares a surprise.

FIRST STEPS

4. Before You Cancel Anything

A little preparation makes the whole job smoother. You do not need everything at once, but a few things ready in advance save a lot of back-and-forth, and a short pause to think prevents cancelling something a family member still relies on.

- A notebook or document to serve as your list of services and devices.
- The last two or three months of bank and credit-card statements.
- Access to the person's main email and their phone, if you have it.
- A list of who else shares the family plans, so no one is cut off by surprise.
- A copy of the death certificate — some services ask, many do not.

WATCH OUT

Do not simply close the person's email or shut off the phone as a first move. Many entertainment accounts send confirmation codes and cancellation notices there, and you will want those while you work through the list.

If you are helping rather than acting as the executor, it is worth a quick word with whoever is settling the estate, especially before cancelling anything that holds value or that others depend on.

FIND THEM ALL

5. Finding Every Service

Before you can cancel, you have to find. Entertainment services hide in several places, and the surest approach is to check all of them, because a service billed one way for one person is billed another way for the next. Three sources together catch almost everything.

- 1 Read the card and bank statements, circling every repeating entertainment charge.
- 2 Check the phone's subscription list — Settings on an iPhone, the Play Store on Android.
- 3 Open the apps on the TV and streaming sticks to see what is signed in.
- 4 Search the email for 'receipt,' 'renewal,' and 'your subscription.'
- 5 Add each one you find to your master list.

GOOD TO KNOW

The apps already installed on the living-room TV and streaming stick are a wonderful clue. Each one that opens to the person's account is a service to handle — both a subscription to review and a device to sign out later.

Yearly subscriptions are the sneakiest, because they only appear once in twelve months of statements. If you can see a full year of charges, do, so an annual renewal does not surprise the family down the road.

FAMILY PLANS

6. Family Plans and Who's Left On Them

Many services offer family or shared plans — one subscription that covers several people, often across a household or even an extended family. When the person who paid for the plan passes away, everyone else on it can suddenly lose access, which turns a small cancellation into a surprise for several relatives.

- A family music or video plan may cover children, grandchildren, or siblings.
- The plan usually ends for everyone when the paying account is cancelled.
- Someone else may need to start their own plan to keep listening or watching.
- A family can move the plan's ownership in some services, if another member takes it over.

GOOD TO KNOW

Before cancelling a family plan, let the others on it know, so they can set up their own before the music stops. On some services, a family member can take over as the new plan organizer rather than everyone losing access at once.

The kind thing is simply to ask who is on each shared plan before you end it. A short heads-up lets each person land softly, rather than finding their shows or playlists gone without warning.

NETFLIX

7. Netflix

Netflix is one of the simplest to handle. It is a single account with up to several profiles inside it, billed directly by Netflix. Cancelling is done from the account page, and it stops the charge while usually letting viewing continue until the end of the paid period.

- 1 Sign in at the Netflix website, or open the app, and go to Account.
- 2 Look for the membership or cancel-membership option.
- 3 Choose to cancel and confirm.
- 4 Note the date access ends — it usually runs to the end of the paid month.
- 5 Record it on your list.

GOOD TO KNOW

When you cancel Netflix, it keeps working until the end of the period already paid for, and you are not charged again. If the family wants to finish a series, there is no harm in letting the paid time run out first.

If others share the account on their own profiles, remember that cancelling ends it for all of them. If the family wants to keep Netflix for the household, you can instead update the payment card to a survivor rather than cancelling outright.

DISNEY & HULU

8. Disney+, Hulu, and ESPN

Disney+, Hulu, and ESPN are often bundled together, and that bundle is worth understanding before you cancel, because one login may cover all three. Depending on how the person signed up, billing may run through Disney directly or through the phone's app store.

- Check whether the services are bundled under one subscription or billed separately.
- Find whether billing is through Disney or Hulu directly, or through the app store.
- Cancel in the account settings if billed directly, or in the app store if not.
- Note that cancelling a bundle ends all the services inside it.

TIP

If a bundle is billed through the phone's app store, it must be cancelled there, not on the Disney or Hulu website. Check the phone's subscription list first, and cancel wherever the billing actually lives.

As with Netflix, these usually run until the end of the paid period, so there is no rush and no penalty. If the household wants to keep one of them, handle the payment method rather than cancelling the whole thing.

PRIME VIDEO

9. Prime Video and Amazon

Prime Video is tangled up with Amazon, because it usually comes as part of an Amazon Prime membership rather than as a standalone subscription. Stopping Prime Video often means dealing with the whole Prime membership, and the Amazon account behind it holds purchases of its own.

- Prime Video is usually part of an Amazon Prime membership, not a separate service.
- Cancelling Prime ends the free shipping and Prime Video together.
- The person may also have bought or rented movies that sit in their Amazon library.
- Those purchased movies are generally tied to the account and do not transfer.

GOOD TO KNOW

Because Prime Video rides on the Amazon account, our companion guide on closing an Amazon account covers the whole picture — Prime, Kindle books, purchased movies, and gift-card balances — in one place.

There are also standalone channels people add through Prime Video, like extra movie channels, each with its own small charge. Check the Prime Video channel subscriptions as well as the main Prime membership, so none is left running.

THE REST OF VIDEO

10. Max, Paramount+, Peacock, and More

Beyond the big names, people often collect several more video services — Max, Paramount+, Peacock, Apple TV, and smaller niche ones for a hobby or a sport. They all work the same way: a subscription that renews on its own, cancelled either in the app store or on the company's website.

- Each is cancelled where it is billed — app store or the company directly.
- Many were started during a free trial that quietly became a paid plan.
- Niche services — a sport, a faith channel, a hobby — are easy to overlook.
- A service bought through Amazon as a 'channel' is cancelled through Amazon.

WATCH OUT

Watch for free trials that turned into charges. A service someone signed up for and never used still charges the card, and cancelling it is pure savings for the estate.

The method is the same for all of them, so once you have cancelled one or two, the rest follow the same rhythm. Work down your list, cancel each in the right place, and tick it off as you go.

SPOTIFY

11. Spotify

Spotify is the most common music service, and it is straightforward to cancel from the account page on its website. If the person had a family plan, remember that others may be relying on it. There is also a thoughtful step many families appreciate — saving the playlists before the account closes.

- 1 Sign in at the Spotify website and open the account page.

- 2 Look for the subscription or plan section.
- 3 Choose to cancel; the account drops to the free version rather than vanishing.
- 4 Before cancelling a family plan, warn the others on it.
- 5 Consider saving the playlists first, as the next pages describe.

GOOD TO KNOW

Cancelling a paid Spotify plan usually drops it to the free, ad-supported version rather than deleting it outright. The playlists often remain for a while, which gives the family time to save any they treasure.

A loved one's playlists can be a surprisingly moving keepsake — the music they chose, in the order they chose it. Before the account lapses entirely, it is worth capturing those, which we cover in the chapter on saving playlists and data.

APPLE SERVICES

12. Apple Music, Apple TV, and Apple One

Apple bundles its entertainment in a few ways — Apple Music, Apple TV, Apple Arcade for games, and an Apple One bundle that combines several. These are billed through the Apple account, so they live in the Subscriptions list on the person's iPhone or iPad rather than on a separate website.

- 1 Unlock the iPhone or iPad and open Settings.
- 2 Tap the person's name at the top, then tap Subscriptions.
- 3 Find Apple Music, Apple TV, Apple Arcade, or an Apple One bundle.
- 4 Tap the subscription, then choose Cancel Subscription and confirm.
- 5 Note that an Apple One bundle cancels all its services together.

WATCH OUT

Apple services can only be cancelled through the Apple account, in the Subscriptions list on the device. Calling the individual service will not stop a charge that Apple is handling. Always check the phone's list.

Music and shows streamed through Apple stop when the subscription ends, but any movies, music, or books the person bought outright are a separate matter, tied to their Apple account, which the next pages explain.

YOUTUBE

13. YouTube Premium and YouTube TV

YouTube has two paid services that are easy to confuse. YouTube Premium removes ads and allows background play, while YouTube TV is a full live-television service with many channels and a larger monthly cost. They are separate subscriptions, and a person may have one, both, or neither.

- YouTube Premium: ad-free YouTube, often billed through the phone's app store.
- YouTube TV: a live-TV service billed directly by Google, usually the pricier one.
- Each is cancelled where it is billed — app store or the Google account.
- A YouTube TV family group may include others who will lose access.

GOOD TO KNOW

YouTube TV is a full cable-replacement service and often one of the larger entertainment charges, so it is worth finding and handling early. YouTube Premium is smaller but easy to forget.

Check the phone's subscription list and the Google account to see which the person had. Cancel each in the place it is billed, and note whether anyone else was sharing a YouTube TV family group before you end it.

CABLE APPS

14. Cable Logins and TV-Everywhere Apps

Many apps on the TV do not charge on their own — they unlock with a cable or satellite login instead. This is sometimes called TV Everywhere: the person signs into an app like a channel's own app using their cable provider's username. These do not need cancelling, but they do need signing out, and the cable account itself is a separate matter.

- A channel app may be unlocked by a cable or satellite login, not a separate charge.
- These apps do not bill separately, so there is nothing to cancel in them.
- They should still be signed out of the living-room devices.
- The cable or satellite account itself is handled with that provider directly.

GOOD TO KNOW

If the person had cable or satellite television, that account is cancelled or transferred with the provider, much like a utility. Many apps on the TV simply ride on that one login, so handling the provider account settles several apps at once.

Make a note of which apps unlock with the cable login versus which charge on their own. The cable-linked ones need no cancellation, only a sign-out — a simpler task you will handle when you reach the devices.

LIVE-TV STREAMING

15. Sling, Fubo, and Other Live-TV Services

Some people replaced cable entirely with a live-television streaming service — Sling, Fubo, DirecTV Stream, or similar. These behave like cable but arrive over the internet, and they tend to be among the larger monthly entertainment charges, so they are worth finding and handling promptly.

- These stream live channels over the internet instead of through a cable box.
- They are usually billed directly by the service, not through an app store.
- Cancel on the service's website under the account or subscription section.
- They often run until the end of the paid period, like other streaming.

TIP

Because a live-TV streaming service can be one of the bigger charges, it is a good one to cancel early for quick relief to the estate, unless a surviving household member wants to keep it.

If the survivor wants to keep watching live television, it may be simpler to move the service into their own name and payment rather than cancelling and starting over. Ask the service how they handle a change of account holder.

XBOX

16. Xbox and Microsoft Gaming

If the person played on an Xbox, their games and subscriptions live in a Microsoft account. There may be a recurring subscription for online play and a library of games to understand. Microsoft is generally unable to give account details to anyone else, so what you can do depends on whether you know the login.

- An Xbox subscription for online play and a game library renews on its own.
- Cancel the subscription in the Microsoft account under services and subscriptions.
- Purchased and downloaded games are generally tied to that Microsoft account.
- Microsoft usually will not release account details to someone who is not the holder.

GOOD TO KNOW

If you know the Microsoft account login, you can cancel the subscription and see the games. If you do not, Microsoft generally cannot hand it over, and the account will eventually close on its own after a long period of inactivity.

The console itself is a physical device the family keeps, but the games attached to the account are a separate, licensed matter. The chapter on purchased game libraries explains what can and cannot carry on.

PLAYSTATION

17. PlayStation

A PlayStation works much like an Xbox: the games and the online subscription live in a Sony account tied to the person. There may be a recurring subscription for online play and extra games, and a library of purchases on the account and the console.

- A PlayStation subscription for online play and monthly games renews automatically.
- Cancel it in the account's subscription settings, on the console or the website.
- Downloaded and purchased games are tied to the Sony account.
- As with Xbox, the account itself is not simply transferable to another person.

TIP

If a grandchild or relative plays on the same console under the person's account, they may lose access to the purchased games when the subscription ends or the account closes. Check who plays before cancelling.

If you can sign into the console, you can cancel the recurring charge and see what is there. If the account is locked and you do not have the login, the subscription will stop charging once the payment card is closed through the estate.

NINTENDO

18. Nintendo Switch

Nintendo's Switch uses a Nintendo account, which may carry a small online subscription and a library of downloaded games. Families with children often have a Nintendo setup, sometimes with the grandparent as the account holder and grandchildren playing underneath.

- A Nintendo online subscription renews on its own and can be cancelled in the account.

- Downloaded games are tied to the Nintendo account that bought them.
- A family group may link children's accounts under the main one.
- Turning off the automatic renewal stops the subscription from charging again.

GOOD TO KNOW

On a Nintendo family setup, children's accounts may be linked under the adult's. Before changing anything, check whether a child relies on games bought through the account, so their play is not interrupted without warning.

As with the other consoles, the Switch itself is a device the family keeps. It is the account and its subscription that need attention — turn off the auto-renewal to stop the charge, and understand that the purchased games stay with that account.

GAME LIBRARIES

19. Purchased Game Libraries

This is the hard truth families often meet with games: a library of purchased, downloaded games is generally licensed to one account, not owned like a boxed disc. That means it usually cannot be transferred to another person's account, even within the family. It is the same pattern as purchased movies and books.

- Downloaded games are tied to the account that bought them.
- They generally cannot be moved to a relative's separate account.
- They remain playable on that account while it stays open and signed in.
- Closing the account or losing the login can end access to the library.

WATCH OUT

If a family member — often a grandchild — plays these games, think carefully before closing the account, because the library usually cannot move to their own. Keeping the account signed in on the console may let the games stay playable.

There is no way around the licensing, but there is room for kindness. If the games matter to someone in the family, the gentlest path is often to leave the account signed in on the console rather than closing it, so the play can continue a while longer.

PURCHASED VIDEO

20. Movies and Shows They Bought

Separate from streaming subscriptions are the movies and TV shows a person bought outright over the years — through Amazon, Apple, Google, or a cable service's store. Families are often surprised to learn these usually cannot be handed down, because they are licensed to the person's account rather than owned like a DVD.

- Purchased digital movies are tied to the account that bought them.
- They generally do not transfer to another person's account.
- They stay watchable on that account's devices while it remains open.
- Closing the account ends access to the purchased video library.

GOOD TO KNOW

This is why a shelf of DVDs can be handed down but a digital movie library usually cannot. The physical disc is owned; the digital purchase is a license to that one account. It is worth knowing before closing anything.

If there is a cherished digital film collection, there is no harm in keeping the account open and signed in on a device so the family can still enjoy it. Weigh any small ongoing cost against the value of the memories.

PURCHASED MUSIC

21. Music and Audiobooks They Owned

Purchased music and audiobooks follow the same rule as movies: a download bought through Apple, Amazon, or another store is generally licensed to one account and does not transfer. But there is often a kinder path with music, because many tracks can be saved as files or were ripped from CDs the person owned.

- Purchased downloads are tied to the account that bought them.
- Audiobook credits on a service like Audible may still be unused — check before closing.
- Music the person ripped from their own CDs is theirs as plain files to keep.
- A streaming library of 'saved' songs ends when that subscription ends.

TIP

Before closing an audiobook account, check for unused credits. The family may wish to spend them on a title or two, since those credits usually vanish when the plan ends.

Where music exists as actual files on a computer — ripped from CDs or downloaded and stored — those can simply be copied to a hard drive and kept forever. It is the account-locked, streaming, and licensed music that has limits.

PURCHASED BOOKS

22. E-Books They Bought

Digital books are among the most-asked-about libraries, because people build up years of Kindle or Apple Books reading. The pattern is the same once more: the books are generally licensed to the person's account and do not transfer, even though a shelf of paper books could simply be inherited.

- Kindle and Apple Books purchases are tied to the person's account.
- They usually cannot be moved to a relative's separate account.
- They stay readable on that account's devices while it remains open.
- Closing the account ends access to the digital book library.

WATCH OUT

If the family cherishes a digital book collection, think twice before closing the account, since the books usually cannot move elsewhere. There is no harm in keeping the account open a while to keep reading them.

Our companion guide on closing an Amazon account goes deeper on the Kindle library specifically. The short version is the same everywhere: enjoy the books on the existing account, and do not expect to transfer them to a new one.

SAVE WHAT YOU CAN

23. Downloading Playlists and Data

Not everything is lost. Many services let you download a copy of the person's data before the account closes — their playlists, their listening history, their watch list, even the music files in some cases. Capturing these can turn a cold cancellation into a gentle keepsake.

- 1 On a music service, write down or screenshot the names of treasured playlists.
- 2 Look in the account settings for a 'download your data' or 'export' option.
- 3 For Apple or Google, their data-export tools can gather a copy of much of it.
- 4 Save whatever you capture to a computer and a second backup, like a hard drive.
- 5 Do this before cancelling, while the account is still fully active.

GOOD TO KNOW

A loved one's playlists — the songs they chose, in their own order — can be one of the most touching things to keep. Even just a written list of their favorite music is a small treasure worth capturing before the account lapses.

Take the memories first, then cancel. The charge can always be stopped a day later, but a playlist or a watch history, once the account is gone, may not come back. When in doubt, save it before you close it.

WHERE IT'S BILLED

24. App Store or the Company Directly

Every subscription is cancelled in one of two places, and knowing which is the key to actually stopping the charge. Either the phone's app store is billing on the company's behalf, or the company is billing directly. Getting this right saves real frustration, because cancelling in the wrong place does not stop the charge.

- Billed through the app store: cancel in the iPhone or Android subscriptions list.
- Billed by the company directly: cancel on the company's own website.
- A clue: if the charge shows as Apple or Google on the statement, it is the app store.
- Another clue: if the charge shows the company's own name, cancel with the company.

TIP

When in doubt, check the phone's subscription list first. If the service is there, cancel it there. If it is not, it is billed directly, and you cancel it on the company's website.

The same service can be billed either way for different people, depending on how they first signed up. That is why both the statement and the phone's list are worth checking — together they point you to exactly the right place.

CANCEL TO STOP CHARGES

25. Cancelling to Stop the Charges

With your list in hand and the billing location known for each service, cancelling is the straightforward part. The rhythm is the same for every service, and once you have done two or three it becomes routine. The goal is simply to stop each recurring charge cleanly.

- 1 On an iPhone, open Settings, tap the person's name, then Subscriptions, and cancel each.

- 2 On Android — a Samsung, a Pixel, or another maker — open the Play Store, tap the profile, then Payments and subscriptions.
- 3 For directly billed services, sign in on the company's website and cancel under account settings.
- 4 Confirm each cancellation and note the date access ends.
- 5 Tick each one off your list as you go.

GOOD TO KNOW

On a Samsung phone, there may also be a separate Galaxy Store with its own subscriptions, so it is worth a look there too. On a Pixel, everything billed through the phone runs through Google Play.

If a charge keeps appearing after you cancelled it, the usual cause is cancelling in the wrong place. Go back to the phone's subscription list first — a stubborn charge is almost always an app-store subscription that was never cancelled in the app store.

ROKU

26. Signing Out of a Roku

Once the subscriptions are handled, the living-room devices still hold the person's logins. A Roku is a common one — a small box or stick that runs the TV apps. It keeps the person signed into each app until someone signs out, so both the device and the apps on it need attention.

- 1 Turn on the TV and open the Roku home screen.
- 2 In each streaming app, look in its settings for a sign-out or log-out option.
- 3 To reset the whole device for a new owner, use the Roku system settings to sign out or factory reset.
- 4 If the family keeps the Roku, add their own accounts after signing the old ones out.
- 5 Remove the Roku account itself at the Roku website if no longer needed.

TIP

A factory reset wipes the Roku back to how it came from the store, signing out every app at once. It is the cleanest way to hand the device to a new owner or to prepare it to be given away.

Signing out matters for privacy and to stop any lingering access to the accounts. Even a cancelled subscription may leave a profile visible until the device is signed out, so it is worth the few minutes per device.

FIRE TV

27. Signing Out of a Fire TV

Amazon's Fire TV — a stick or a box, and the smart-TV versions that use it — stays signed into the person's Amazon account and the apps on it. Because it is tied to the Amazon account, signing it out connects to the wider job of handling that account.

- 1 Open the Fire TV settings from the home screen.
- 2 Look under the account or profile settings to deregister the device from the Amazon account.
- 3 Sign out of individual streaming apps in each app's own settings.
- 4 To reset for a new owner, use the option to reset to factory defaults.
- 5 Confirm the device no longer shows the person's account.

GOOD TO KNOW

Deregistering a Fire TV from the Amazon account signs it out of Amazon's own services at once. The other apps on it — the ones from other companies — are signed out separately within each app, or cleared by a factory reset.

Because a Fire TV leans on the Amazon account, it ties into the larger task of closing or keeping that account. Our companion guide on Amazon covers the account side; here, the job is simply to sign the device out or reset it.

SMART TVS & STICKS

28. Smart TVs, Apple TV, and Chromecast

Beyond dedicated boxes, the television itself is often smart, with apps built in, and there may be an Apple TV box or a Chromecast as well. Each of these keeps the person signed into the apps and services on it, and each needs signing out or resetting in its own way.

- A smart TV — a Samsung, an LG, a Sony, or another — has apps you sign out of in the TV's settings.
- An Apple TV box is signed out through its settings or signed into a new Apple account.
- A Chromecast relies on the phone casting to it, so signing out the phone's apps covers much of it.
- A factory reset on any of them clears every app at once for a new owner.

TIP

If the family is keeping the television, a factory reset of the smart-TV apps, followed by signing in their own accounts, is the tidiest fresh start. Look for 'reset' or 'factory data reset' in the TV's settings menu.

The menus differ from one maker to the next, so if a setting is named slightly differently on a particular television, look for anything with the words 'account,' 'sign out,' or 'reset.' The idea is the same on all of them.

SIGN OUT EVERYWHERE

29. Signing Out Everywhere and Passwords

Many services offer a single button that signs out of every device at once — a 'sign out of all devices' option in the account settings. This is a powerful tidy-up, especially when you are not sure how many televisions, phones, and computers a service is signed into around the family.

- 1 In each service's account settings, look for 'sign out of all devices' or 'manage devices.'
- 2 Use it to clear the account from every screen in one step.
- 3 For an account the family is keeping, change the password afterward.
- 4 Review the list of registered or trusted devices and remove any you do not recognize.
- 5 Note which services you have fully signed out on your list.

GOOD TO KNOW

Signing out of all devices is also a quiet protection. It stops any old login — on a device sold, lost, or given away — from still reaching the account. It is a good habit even for accounts the family keeps.

Between cancelling the charges and signing out the devices, you cover both halves of the job: the money stops, and the accounts are no longer open on screens around the house. That is a complete, tidy close.

STAY SAFE

30. Scams and Fake 'Account' Emails

Streaming services are a favorite disguise for scammers, who send emails claiming an account is 'on hold' or a payment 'failed,' hoping someone will enter a card number on a fake page. A grieving family sorting through accounts is an easy target, so a little caution goes a long way.

- A real service will not ask for your full card number by email to 'reactivate.'
- Do not click links in unexpected 'payment failed' or 'account suspended' emails.
- Go to the service by typing its address yourself, not through an email link.
- No legitimate refund needs your bank login or a code read over the phone.

WATCH OUT

If an email says a streaming account is suspended and pushes you to click a link and enter card details, treat it as a scam. Open the service directly in your browser instead, and check the account there.

When in doubt, slow down. Nothing about cancelling a streaming service is ever a true emergency. A scammer's whole game is to rush you; taking your time is itself a form of protection.

PRIVACY & MEMORIES

31. Privacy and Keeping the Memories

Working through someone's entertainment accounts is a quiet window into who they were — the shows they loved, the music they played, the games they enjoyed with grandchildren. It is worth handling both with care for their privacy and with an eye for the memories worth keeping.

- Do this work on a device you trust, and do not share logins by email or text.
- Capture the keepsakes — playlists, favorite films, a saved game — before closing.
- Sign out the devices so the accounts are not left open on screens around the house.
- Shred any printed notes with logins once you are finished.

GOOD TO KNOW

The gentlest keepsakes are often the simplest — a written list of a loved one's favorite songs, or a note of the series they were partway through. These cost nothing and mean a great deal later.

You are acting as a careful steward of someone's enjoyment and their privacy. Treating both gently is a last kindness, and it leaves the family with the warm parts rather than only the chores.

COMMON WORRIES

32. Common Worries, Answered

People tend to worry about the same few things when they start on entertainment accounts. Here are plain answers to the questions that come up most.

- Will cancelling cost anything? No — stopping a subscription is free, and most run until the paid period ends.
- Can I keep the purchased movies or books? Usually not on a new account; enjoy them on the existing one while it stays open.
- Will the grandchildren lose their games? Possibly — check who shares each account before closing it.
- Do I need a death certificate? Most streaming services do not ask; some may. Have a copy ready, just in case.

GOOD TO KNOW

There is no wrong way to start. Cancelling even one or two of the biggest charges today eases the pressure, and the devices and memories can follow at your own pace.

If a worry is holding you back, that is normal. The answer is almost always simpler than the fear, and you can always call and talk it through before you begin.

FOR COUPLES

33. Shared Plans and the Surviving Partner

When a couple shared their entertainment, many services may be joint or on a family plan, and the surviving partner may still want to keep watching and listening. The goal shifts from cancelling everything to sorting what stays, what transfers, and what ends.

- Decide together which services the survivor still wants to keep.
- Move a kept service into the survivor's own name and payment method.
- Cancel the ones no one will use, and warn any family on shared plans.
- Update the payment card on anything that stays, so it does not lapse.

GOOD TO KNOW

A family streaming or music plan may have grandchildren or siblings attached. Before cancelling, check who is relying on it, so the change is not a surprise and others can set up their own in time.

For couples, this is also a good moment to make sure the survivor knows the logins and payment details for the services they are keeping. A short afternoon of sorting now prevents locked-out frustration later.

A SIMPLE START

34. If You Only Do Three Things

Perhaps the whole list feels like a lot. That is understandable. If you do nothing else, do these three small things, and you will have done the most important part.

- 1 Pull the most recent card statement and cancel the biggest entertainment charges.
- 2 Warn anyone on a shared family plan before it ends.
- 3 Save one keepsake — a favorite playlist or the name of a loved series — before closing anything.

That alone stops most of the charges and keeps a little of the warmth. Everything else — the console libraries, the device sign-outs, the full data exports — makes it more complete, but those three steps are the heart of it.

WATCH OUT

Done is better than perfect. A short list you actually finish beats an elaborate plan you never start. Cancel the biggest charge today, and let the rest follow at your own pace.

WHEN TO ASK

35. You Don't Have to Do It Alone

This is tender work, and the tangle of services, logins, and devices can be fiddly even for the patient. There is no shame in asking for help with the technical parts — finding where a charge is billed, getting into the TV's settings, or signing out a stubborn device.

- If you cannot find where a service is billed, a helper can trace it quickly.
- If the TV or console settings are confusing, someone can sit with you and sort them.
- If a charge keeps coming after you cancel, a second set of eyes often spots why.
- If it simply feels overwhelming, company makes it lighter.

GOOD TO KNOW

Helping families sort through a loved one's streaming, music, and game accounts — cancelling what charges, saving the memories, and signing out the devices — is exactly the kind of thing I do. No question is too small.

Whether you do it yourself or with a hand, the important thing is that it gets done gently and completely. You are allowed to lean on help.

FINISH THE JOB

36. Finish the Job Soon

You now know the whole plan: find every service, cancel what charges in the right place, save the playlists and memories you can, and sign the account out of the televisions, sticks, and consoles. The best time to begin is soon, while the statements are fresh and the logins are still reachable. Start with one page of charges and work down at your own pace.

If any step gives you pause — a charge you cannot identify, a TV you cannot sign out, a console library you are unsure about — that is exactly the kind of thing I help neighbors with. There are no silly questions here, and nothing you are facing is unusual to me.

GOOD TO KNOW

You do not have to remember all of it. You just have to remember you can call. Friendly, in-home help, and I come to you — (330) 200-8042.

Handling these accounts gently stops the quiet charges and keeps the warm memories in the family. Take it one service at a time. Finish the job. Then set it down, knowing it is handled.

CHEAT SHEET

Everyday Cheat Sheet

Keep this page handy. It points you straight to what to do for each task. I want to... Do this

Find every service Check card statements, the phone's subscription list, and the apps on the TV Profiles vs accounts A profile is one person; cancelling the account stops everyone

Mind family plans Warn others on a shared plan before it ends, or hand over the organizer role Cancel in the right place App store if billed by Apple/Google; otherwise the company's website Purchases rarely transfer Movies, music, books, and games are licensed to one account Save the memories Download playlists and data before the account lapses Sign out the devices Roku, Fire TV, smart TVs, and consoles; a factory reset clears all at once Avoid a scam Never enter card details from a 'payment failed' email link Get help Call Bill: (330) 200-8042

AT A GLANCE

A Picture to Follow Along

Where Entertainment Lives

Streaming, music, and games hide across a few predictable places.

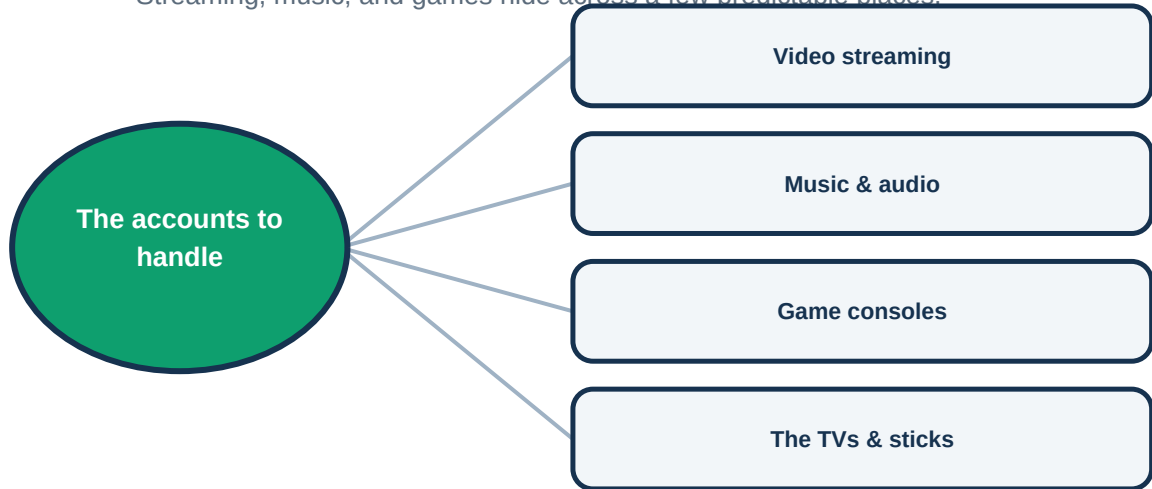


Illustration — a schematic. Set-up screens differ; each takes only a few minutes.

AT A GLANCE

A Second Look

Handle One Service, Step by Step

Find it, cancel it, save what you can, sign out the devices.

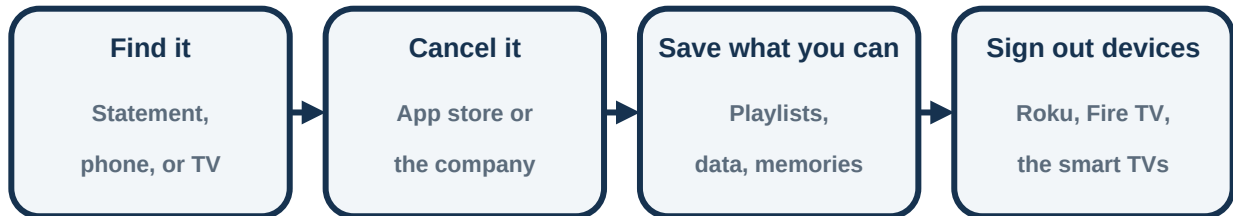


Illustration — a schematic. The order is a suggestion; do one box at a time.

A schematic of the plan — company steps vary; the order does not have to.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.