

1. Is the information on the website relevant to where I live?

PlanYourLifespan.org links to information and resources for those who reside in the United States. Enter your zip code in fields such as the Medicare.gov Nursing Home Compare tool as well as to search for your nearest Area Agency on Aging, where available.

2. How long will this website be supported?

Northwestern University has funds set aside to maintain and support the website. To ensure that you and loved ones can access information you enter on the website, especially in the case of a crisis, we recommend that you either email yourself and others your summary plan which includes your responses and/or print them out. Otherwise, others may not be able to access your information without your passcode or log-in information.

3. What if I don't have a computer?

If you do not have access to a computer, you can access this website on a smart phone or tablet. Others who do not have a computer have accessed it from library computers and/or have friends or family who can provide access to a computer.

If you service a community with limited internet and computer access, please see our paper-based version and print out as needed in the Printables section the toolkit. Please note: the file is very large; we recommend printing the smaller sub-sections. Additionally, PlanYourLifespan.org is best viewed online as the functionality of the links to resources, information, and the sharing of your plans is not available in the paper format.

4. Is this website really free?

Yes. There is no cost associated with using PlanYourLifespan.org. Anyone can use it, free of charge. We do not sell your data and have no advertising on the website.

5. How secure is this website?

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We're using Amazon Web Services for the server and the database, which means much of the infrastructural security is managed by AWS - a detailed look at their security practices can be found here: https://d0.awsstatic.com/whitepapers/Security/AWS_Security_Whitepaper.pdf

We use password-less authentication. Relying a secondary system - an email account or a phone - reduces the likelihood of an account being compromised. As the name implies, passwordless authentication is authentication that does not require the user to enter a password. Instead, users simply enter an email or phone number, and the system sends them a one-time passcode or link that grants them access to the system. Besides the convenience factor, there is also the added security benefit of going passwordless. The reliance of a secondary system, such as an email account or SMS—capable phone, enhances application security and makes it harder for malicious users to compromise an account. (Source:

<https://aws.amazon.com/blogs/startups/increase-engagement-and-enhance-security-with-passwordless-authentication/>)

6. What data do you collect?

We collect information related to website access using Google Analytics. We monitor how many individuals access the website, unique IP addresses, and geographic location tied to the IP addresses. We do this to measure where and how PlanYourLifespan.org is being disseminated. This information is not linked to usernames or emails. We also collect information from the optional survey at the end of the website in order to get user feedback.

7. What do you do with the information we enter into the site?

We do not access the information that is entered on the website planning pages. The optional survey responses at the end of the website do get accessed in order to obtain user feedback and find ways to improve the site.