How to make your family love LastPass

Don’t panic! Here’s a guide to getting them on board with a password manager.

1. Understand the psychology before you have a conversation.
   No one likes to hear they’re doing something wrong. You know a password manager is best, but your family doesn’t (yet) see it that way. So first, take a step back and understand where they’re coming from, so you can be helpful and empathetic when you start the conversation.

2. Listen to their concerns.
   Change is scary. And when it comes to technology, we want things to be as easy as possible. Listen to your family and ask open questions. Let them voice their concerns, write everything down and don’t respond right away. Just listen and think through what they’re sharing.

3. Explain the end game.
   Millions of people around the world have discovered the benefits of a password manager. Hearing other people’s experiences and enthusiasm for a password manager may inspire your family to take the leap, too.

4. Give them some educational materials.
   Have you shown your family how a password manager actually works? Give them a hands-on demo. Show them how you log in to your account, how it saves and fills your passwords and how you generate new passwords quickly. Once they see the password manager in action, the benefits will be more real.

5. Share a password manager actually works.
   If your family is struggling to get started, set aside time to walk them through setting up their account, downloading the app and adding sites. Answer their questions – and be patient!

6. Volunteer to set it up for them.
   Just start with account setup and saving passwords. Once they’ve mastered saving and filling passwords, show them how to generate new passwords. Run the Security Challenge so they can see where they’re starting. Then, help them start replacing old passwords with new ones.

7. Make it a challenge.
   Who doesn’t love a little healthy competition? Make it a family contest to see who can get their Security Challenge score the highest. Or, aim for most improved! Offer a fun family reward like a trip to the movies or a special treat. Then set the date, and see how everyone does.

8. Start with the basics.
   They don’t have to take your word for it! Password managers are strongly recommended by industry experts and tech enthusiasts. Share relevant articles that they’ll trust. Recommend podcasts like Graham Cluley’s Smashing Security. Explain cool features like Face ID support for iOS and the new Android O autofill app.

   Sometimes, we just need a helping hand. If your family is struggling to get started, set aside time to walk them through setting up their account, downloading the app and adding sites. Answer their questions – and be patient!

    When you respond to their concerns, make it personal. Share stories about how your password manager made your life easier, saved you time and helped you avoid problems. Avoid using scare tactics – just be realistic about the benefits they can expect!

So, you’re an avid LastPass user. Your passwords are completely unique and you turn on multi-factor authentication everywhere. Clearly, the fire of online security is burning bright in your heart. You know it only takes a few simple steps to help protect your personal information and hard-earned money.