**THE MOST IMPORTANT APP YOU WILL EVER DOWNLOAD**

**Male speaker**: Welcome to The Chalene Show. Chalene is a New York Times Bestselling Author, celebrity fitness trainer, and obsessed with helping you live your dream life.

**Chalene Johnson**: Now, if you’re new to my show, you may not know that in June of this year, I was hacked. I was hacked on Twitter. They moved over to Instagram. I lost control of my Instagram account, one of my Instagram accounts, my biggest Instagram account. It had devastating effects on our business. It was a saga, to say the least.

I shared that story almost in real time on my show, both Build Your Tribe and The Chalene Show. And that’s why I thought it was appropriate to include this episode on both shows.

Now, if you didn’t catch those episodes, I’m going to encourage you to do so because first I tell the story of how it happened and how I handled it, and everything that happened. And let me tell you, it’s drama. It is like reality TV. You will feel like you are there with me.

So go download those episodes. It’s part 1, 2, 3, 4 and I think we might have even done a fifth episode. Each one of them kind of walks you through the steps of how you can protect and how you need to protect yourself and how everything has changed in the last two years. And our habits are super outdated, like crazy outdated and people don’t know. And this is kind of a PSA.

It’s like, this happened to me because I’m a blabbermouth and, you know, they hacked the wrong girl. They hacked the girl who is going to tell everybody else how to protect themselves. So nanner nanner. Oh, I should have not said that. Do not poke the bear.

Okay, but seriously though, go back and listen to those episodes. The first one starts with the title ‘Passwords Will Not Protect You’, and all of which could have been avoided if I had just followed some really simple steps. If you take nothing away from this podcast, if you end it right here, can I just ask you to remember this one thing? Like just this one thing and I would feel like, okay, mission accomplished.

It’s this. Passwords do not protect you. It doesn’t matter how cockamamie, crazy, ridiculously hard your password is or how often you change it. That does not protect you. Encrypting your passwords and answering your security questions, the questions that you answer to get your password sent to you, that’s what matters. And if you’re answering those questions honestly, um, you’re at risk. Big risk.

I was hacked not because they got in using my passwords. I was hacked because they were able to guess my security answers. The astronomical cost of that hack on my time, my energy, my focus, and loss of income and revenue, I can’t even describe to you. And it all could’ve been avoided if I had just followed a few simple steps.

One of which is to use a very secure password management application like 1Password. Now the reason why I’ve brought 1Password to you today is not because this is an infomercial for them, but because the things we discuss in this particular episode, if you’re using someone other than 1Password, you better make sure that they’re doing what 1Password is doing because in my own research and in speaking with countless experts to make sure I was as safe as possible, 1Password is at the very top.

This episode is to simplify what can seem like a very complicated process of using a password protection or password management application. The only thing I want you to know is that this isn’t about passwords. Now, we talk about password management but your security is so much more than passwords, okay? Are we clear?

Now, I thought I knew a lot about 1Password. I mean, I had every single one of my employees, every one of our consultants, everyone in my family, everyone is on 1Password. I believe in it. I think it’s an amazing program and app, I should say. And no, I am not an affiliate. They don’t even offer an affiliate program.

So why am I bringing this to you? Because I share my answers and I am pushy. I’m pushy and passionate when I know it’s something you need. You need this. I have no interest. I have no investments in any password management programs but I have an investment in you. And I get way too many messages on Facebook, Twitter, email, people calling me, people have my phone number text, “Can you help this person? Can you help that person?”

And you know what I say to them? You should have followed the steps when you heard them on my show. Because I talked to so many people who are like, “Oh, man, I listened to those episodes but I didn’t follow through on every single step.” Just as a reminder, all of those tips, the free download for the checklist that my friend Darren created is at beyondthepassword.com. So, yo, go download that, listen to this episode because my lifers are brilliant. You’re so smart.

Okay, off to the interview with Aleen from AgileBits, the creators of 1Password.

And how do I say your name?

**Aleen Simms:** Aleen.

**Chalene Johnson:** Aleen. You know what’s so great about that?

**Aleen Simms:** It rhymes with your name?

**Chalene Johnson:** Exactly. Right. And so does everyone mispronounce it?

**Aleen Simms:** Oh, yes.

**Chalene Johnson:** What do they call you?

**Aleen Simms:** I get a lot of Allen. I get a lot of Aileen. I get a lot of Arleen, even though there’s not an R in there.

**Chalene Johnson:** Hey, you know what, girlfriend, enough with the Rs. Like if I get called Charlene one more time…

**Aleen Simms:** Charlene. That’s…

**Chalene Johnson:** Right? And your official title.

**Aleen Simms:** Wordsmith.

**Chalene Johnson:** Word - what the what?

**Aleen Simms:** We make our own titles. I am definitely a geek. So I am a technical writer. I’m a geek. I live in Phoenix, Arizona with my husband and two cats.

**Chalene Johnson:** Okay, well, I just have to say that it is so nice to have you and I’ve been dying to bring somebody who could talk to us about - like some of the stuff that’s overwhelming to people is the fact that we’re not great at technology and I think that’s the number one reason why people don’t take the steps that they need to take.

And the reason why I wanted to have someone from AgileBits or 1Password, if you will, is because I did my research and then I relied on experts who had done their research. And everyone kind of agrees the gold standard is 1Password.

Now, I know you work there but can you tell me first and foremost, just toot your own horn, why do you think 1Password is superior over the competition?

**Aleen Simms:** Well, we do put a lot of time and thought into our development process. We put a lot of consideration into everything we do in the app. We have a team of designers working for us. So it looks pretty in addition to, you know, having good functionality, in addition to being easy to use.

And, you know, some differentiators are that we charge a one-time fee for the app whereas some other companies have kind of a subscription model where you pay per month or annually. But we charge a fee. That’s what you pay for the product and you can use it for as long as you want. You know, we…

**Chalene Johnson:** Oh, I didn’t know that. It wasn’t an annual fee?

**Aleen Simms:** It’s not an annual fee. It’s a one-time fee.

**Chalene Johnson:** Dude, I did not know that. You just dropped a huge bomb on me…

**Aleen Simms:** Good.

**Chalene Johnson:** …in the first, like, four minutes.

**Aleen Simms:** Yeah. So it’s a one-time thing. And, you know, we do have paid upgrades because development is expensive, so we do need to kind of help pay everybody. So we’re on 1Password 5 now. When or if 1Password 6 comes in the future, that might be another fee. But you can still continue to use 1Password 5, you know, for as long as it’ll work on your computer. You don’t have to upgrade.

We have amazing customer support. And I don’t say that lightly but we really try to go above and beyond for all of our customers. Our biggest team is our customer support team and we’re always, always working to get - goodness forbid if there’s an issue at some point along the way, we’re always there to help you out.

So it’s never like - you’re never going to have an email unanswered.

**Chalene Johnson:** That’s awesome.

**Aleen Simms:** Yeah.

**Chalene Johnson:** That’s huge because it’s something that makes people very nervous, as I’m sure you know. And I did my best before we started to kind of describe what 1Password does. But as the expert, can you boil it down for us in layman’s term? Like if I need to explain this to my mom, how would I explain to her or someone else who, you know, just doesn’t exactly understand this yet, how do you explain what 1Password does?

**Aleen Simms:** So 1Password is a place where you can keep all of your little bits and bobs of information safe and secure. I think in a sentence that’s it. There’s a little bit more complexity…

**Chalene Johnson:** Wow, that was concise. That was concise, girl. That was good.

**Aleen Simms:** I’m a writer.

**Chalene Johnson:** You’ve done this before. Really.

**Aleen Simms:** So there are some complexity to it. It’s also - you know, you can store your usernames, passwords, and websites. And with browser extensions on your computer or with the extension on 1Password for iOS or the custom keyboard on Android, you can fill in usernames and passwords. So you don’t ever have to remember that stuff anymore. So that frees up a whole lot of mental space.

But we can also keep track of your credit cards. So…

**Chalene Johnson:** Well, that’s what I wanted to get to.

**Aleen Simms:** Yeah.

**Chalene Johnson:** So can I rapid fire you on some of this stuff?

**Aleen Simms:** Sure, absolutely.

**Chalene Johnson:** Okay. Because I just want to hit you up with the same questions I had and that I’m constantly getting from my audience.

**Aleen Simms:** Okay.

**Chalene Johnson:** The first of which is the obvious one. Like, “Well, wait a second. If I’m putting everything of value into one app, right, how dangerous is that? Like aren’t I making this like super easy for somebody who can hack into this thing to have access to my world?”

**Aleen Simms:** So you asked about what differentiates us from other password management services earlier and this is actually one of the big ones. We are an app, not a service. 1Password, we don’t have any of your information. And we talk about your one password, your master password protects everything with 256 - or with AES256 bit encryption. And so basically…

**Chalene Johnson:** What the what?

**Aleen Simms:** Right. So basically what it means is that your 1Password data, we call it your vault or vaults, you can have more than one, is only on the devices where you put it. It’s not on our servers. We don’t have access to it. And it is only - it is protected by your master password which is hopefully something that only you know.

So even if someone gets a hold of your phone or your computer, they can’t get at your data because, one, it’s encrypted with really secure encryption. And, two, you’re the only one who knows the password to get into that.

**Chalene Johnson:** Okay. So then the obvious next questions is, what if I lost my master password?

**Aleen Simms:** Don’t lose your master password. That’s the thing. We do not have a way to recover your master password. We built…

**Chalene Johnson:** So then what - so if I’ve just downloaded 1Password and I’ve started storing all of my pertinent information and I’ve created a, quote, “master password” that gets me into 1Password, then what should I do just assuming that I might lose it? So what precautions do you suggest?

**Aleen Simms:** So we have - well, we don’t actually have. We endorse a product called the 1Password Emergency Kit. It’s not a paid product. It’s actually just a PDF. We link to it from our blog. You can go, you can download it, and you can fill it out. Put it in a safety deposit box, somewhere really secure. And that serves two purposes.

One, it does include a field for your master password. We encourage you to write down your master password and keep it somewhere really safe. What the emergency kit enables you to do is, one, if something happens to you and your spouse or partner needs to, I don’t know, pay bills that you’re only responsible for and they need that login information or they need some credit card information or whatever, they can go to the safety deposit box, pull that out and they’ve got all of the information they need.

It also helps you. We actually had someone write in the other day who had had a health event and suffered from memory loss and could not remember their own master password. And they had that emergency kit filled out, so they were able to access their information.

**Chalene Johnson:** That’s like super buttoned up, I have to say. I have mine written down on a piece of paper and I know that Darren Natoni right now is like, “What? No.” But you know what, I have a big house and there’s - you’ll never find it. And you wouldn’t even know what it meant anyways.

**Aleen Simms:** Right.

**Chalene Johnson:** That’s because it doesn’t say 1Password master - like you wouldn’t even know what it meant. But I know where it is and it’s on a Post-it note. And so that’s my recommendation to people. Just don’t label it 1Password, and know where you stuck it.

**Aleen Simms:** Yeah. Just make sure it’s somewhere really safe, you know. Don’t put it underneath your keyboard or your mouse or on your computer monitor, you know.

**Chalene Johnson:** Right.

**Aleen Simms:** Put it in another room. Put it, you know, with your jewelry or somewhere really safe.

**Chalene Johnson:** Okay, cool. Okay, so now, I want people to understand this because I have so many lifers right now - listen, you better be hanging your head in shame right now if this is you - who listened to all those episodes and they were like, “Wow, that is crazy. I do not want that to happen to me.” And then they didn’t do anything about it.

They changed a few passwords, they got some type of a, you know, app or something else to store their changed passwords. But they really didn’t follow through on the steps that I think are most critical which is to change your security answers.

**Aleen Simms:** Yeah. Actually, 1Password is excellent for security answers because, you know, in today’s society, we kind of live - we live really publicly. We have Facebook accounts and Twitter accounts and blogs and Instagram accounts and all of this fun social media that really helps us connect to other people, which I absolutely love. I’m an advocate for social media. I met my best friend and the bridesmaid at my wedding on Twitter. Like I love social media. It’s amazing.

But it also - we’re living our lives out loud and we put all sorts of information out there. So if you’re filling in your security answers honestly, it might not be that hard for people to go through all of that information you’re putting out there and find the answers to your security question.

So what we actually recommend is that you use a password manager and you randomly generate gibberish to fill in for those answers.

**Chalene Johnson:** Now, 1Password does that for you?

**Aleen Simms:** Well, we can generate the passwords. We can’t fill in. But we do have what are called custom fields or what we call custom fields. So you can create your login item, is what we call it, with your username and your password and the website that those credentials are for. And you can add a custom field with your security questions.

So you’d have - the way I do it is I have one security question per field. So I have the label as ‘What is your favorite pet’s name?’ and then I randomly generated a pronounceable password. And it might be, I don’t know, flyfalldice3. Just completely random, doesn’t make sense to anybody, but that keeps me secure. And the nice thing is I can copy that little password that I generated and I can paste it when the site asks me for an answer. And I don’t ever have to remember it.

**Chalene Johnson:** And that’s the key. And so if I can just like make this super, super duper simple for people is the reason why I was hacked was not because of my passwords. The reason why I was hacked is because they were able to answer my security questions. All they had to do is call a few reputable sources and say lost password, answer a few security questions.

Now, if I - and back then, before 1Password, I was using honest answers. I was giving the actual name of my first pet. I was listing the city that I was born in. And that’s all easy to access.

**Aleen Simms:** Yeah.

**Chalene Johnson:** You don’t have to be famous for people to access this. Listen, Aleen, if I wanted to know everything about you, I can pay - and you know this. I can pay $9 and buy your life’s history.

**Aleen Simms:** Right.

**Chalene Johnson:** And so people are like, “Oh, well, I don’t share anything on social media.” I’m like, that’s not the point.

**Aleen Simms:** Right.

**Chalene Johnson:** The point is you are alive and people can get at you because everything you’ve ever done can be sold in a report. And I’ve paid for every service to have everything wiped, but it’s still out there.

**Aleen Simms:** Absolutely.

**Chalene Johnson:** And that’s how they got in is because I had answered my security questions correctly. Now, the only way - trust me, I can’t even remember both of my kids’ middle names half the time. So the only way I can keep track of all of this is if I have it in one place with one master password.

And so I hope that you’re all - and listen, this isn’t an infomercial for 1Password. But this is a passionate push for you to take this very seriously because if I get one more phone call or one more desperate email or one more desperate text message from people like, “Help, my friend, this happened to him.” And I’m like, “Did they listen to my episode? Did they follow through on the steps?” And the answer is always, “Well, they changed their passwords.”

**Aleen Simms:** Isn’t that heartbreaking? It’s just absolutely heartbreaking.

**Chalene Johnson:** I’m not heartbroken, I’m frustrated.

**Aleen Simms:** Oh, I just - we get tickets - you know, we have people who write to us and they’re like, “You know, I wasn’t using your product or I wasn’t using any kind of management tool and everything got hacked,” and I just - it always breaks my heart.

**Chalene Johnson:** Yeah.

**Aleen Simms:** Like it’s just…

**Chalene Johnson:** Because it’s avoidable.

**Aleen Simms:** Yeah, it’s avoidable and it’s hard to recover from. You know this, right?

**Chalene Johnson:** It’s so - oh, my gosh, it cost us a fortune. It cost me - I mean, I didn’t sleep or eat for days.

**Aleen Simms:** Right.

**Chalene Johnson:** I was just - it was horrendous.

**Aleen Simms:** Yeah. And it’s just that sympathetic part is just like, oh, my gosh, you know, you’ve got to switch all - you need new credit card numbers. You need to freeze your bank accounts until you get credit card numbers. You know, you have all of these usernames and passwords and you’ve got to go change them all.

And it’s just there is a lot of work that you have to do. And it’s just completely demoralizing and it is completely preventable, you know, if you use…

**Chalene Johnson:** All of the steps…

**Aleen Simms:** …use the product to help you out, yeah.

**Chalene Johnson:** Yeah, and then really understand how to use it.

**Aleen Simms:** Yeah.

**Chalene Johnson:** So one of the things I wanted to mention is that many of the people who listen to The Chalene Show and also Build Your Tribe are - we like to call them SMART Success entrepreneurs. So they tend to outsource and, you know, rely on virtual consultants and staff members. And even, you know, a lot of us now are telecommuting. So we share Dropboxes and we share access to our social media.

And what I would love for you to talk about is, now if I had all of these secret codes and encrypted passwords, how do I safely share that with my virtual team?

**Aleen Simms:** Oh, this is the beautiful part of 1Password is that you can have multiple vaults. So you can have your bits of information in different places. Or, you know, you can keep…

**Chalene Johnson:** Your bits of information in different places. What does that mean, girlfriend?

**Aleen Simms:** You can keep them separate or you can keep them altogether. But here’s the thing. You can have - we call it your primary vault. This is usually for most people the vault where they put all of their private, you know, information where they use at home. But you can also share vaults with people through services like Dropbox. So you…

**Chalene Johnson:** So if I can do analogy…

**Aleen Simms:** Yup.

**Chalene Johnson:** My vault has everything ever, ever, ever. But then I have like a little subvault with certain passwords that I will share with my virtual staff. And then I have another little subvault that I just share with my kids.

**Aleen Simms:** Right. Yup, exactly.

**Chalene Johnson:** Okay.

**Aleen Simms:** Exactly. Yeah, so you have your vault with everything in it. And then you have a, I don’t know, a team vault. And that has your Instagram, Twitter, Facebook accounts. And then you have your family vault which has the Netflix password or, you know, that kind of thing in it.

**Chalene Johnson:** And I know that people are already like, “What? But this is - I’m so confused.”

**Aleen Simms:** Yeah.

**Chalene Johnson:** Don’t be confused. Here’s what - let me just break this down for you. When you open up the app, it’s just like a filename. We call them vaults but it’s like, oh, okay, everything in this particular filename, they will only see stuff that they should see. So I’m only sharing things with them that they should be seeing.

So I know vault sounds so complicated sometimes.

**Aleen Simms:** Well, think about it in the physical space. Think about it as a piece of paper instead of a vault.

**Chalene Johnson:** Okay.

**Aleen Simms:** So you have three pieces of paper. And on one piece of paper, you write down all of your information. Don’t actually do this. This is just an analogy. But like on one piece of paper, you write down - your primary piece of paper, you write down everything. And you say, “Okay, well, my team needs to know my social media credentials, my user names and passwords for all these different places.

So I’m going to put those on this team sheet of paper and then I can hand that to them, but they won’t have access to this first one. And my kids don’t need access to either one of those things. I’m going to have this third piece of paper. And that’s where I’m going to write down the things that they need access to. I don’t know, Netflix, a Disney online account, you Comcast credentials or, you know, whatever that happens to be, so that those are separate. And you can think about it that way.

This vault, this piece of paper is separate from this other piece of paper and I keep different types of information in it based on who needs access to what things.

**Chalene Johnson**: That’s so good. Okay. So now I’ve just changed my password or I’ve just - I’m on my phone and I saw this really cool thing on Instagram and I’m going to that website and I want to buy it. And to buy it, I’ve got to open up an account and create a password, et cetera. And so I save that on my - it automatically saves it for me on 1Password, right?

**Aleen Simms:** If you have the browser extension, yeah.

**Chalene Johnson:** Okay. Now if I - I have the browser extension, so it automatically saves that for me in my app. I don’t even have to think about the next time I open up my phone and open up 1Password. I’ll see that it’s already been saved for me. But now, I’m home. And I’m on my laptop computer and I want to go to that store again, how do I get that information from my phone where it’s stored on 1Password to my computer, my desktop, my laptop?

**Aleen Simms:** You sync it. So we have several sync methods you can use right now - iCloud if you are in the Apple ecosystem, if you use Macs, iPhones, iPad touches and iPads. We also use Dropbox sync and that syncs across everything.

**Chalene Johnson:** So what do you mean by that? What do you - so when I - does that mean I need to install - and actually, you know I know the answer here, but I’m…

**Aleen Simms:** I do, yes.

**Chalene Johnson:** So if I buy 1Password, when I pay that onetime fee, does that cover all of my devices?

**Aleen Simms:** Okay. So 1Password is licensed per platform per person.

**Chalene Johnson:** Per platform?

**Aleen Simms:** And businesses are separate. So per platform means, so we have 1Password for Android, iOS, Mac and Windows. So each of those is a platform. So if you buy 1Password for Mac, you can use it on all of your Macs. And it’s actually, again, per family. So you and up to five other people in your households can use that same license on all over Mac.

**Chalene Johnson:** That’s just stupid. That is just stupid, people. Come on now. Come on now. Like that is crazy to me.

**Aleen Simms:** Yeah.

**Chalene Johnson:** That is such a deal.

**Aleen Simms:** Right. And it applies for all of our products. They are per platform - Windows, Android, Mac, iOS per person or per family, excuse me. So you buy the one license…

**Chalene Johnson:** And it’s a lifetime license?

**Aleen Simms:** For the version you’re on, yeah. So 1Password 5, you buy it today, you can use 1Password 5 until it doesn’t…

**Chalene Johnson:** Have you ever seen that furniture commercial where they’re like, “You’re killing me, Larry.” Like I need to talk to your CFO because I mean that’s a beautiful thing. And it’s definitely to the benefit of the consumer because that’s amazing.

**Aleen Simms:** Yeah, and like I said, it’s a good product with excellent support. We really…

**Chalene Johnson:** No doubt.

**Aleen Simms:** We really stand behind it.

**Chalene Johnson:** My favorite thing is when the lock unlocks, she’ll like, “Score. I just feel like a ninja,” even though it’s my master password. Every time, I’m like, “I’m a ninja.”

**Aleen Simms:** And if you’re like me, you don’t type it accurately all that often. Yeah, it just feels…

**Chalene Johnson:** These long bon qui qui acrylic nails just don’t make for accurate typing, you’re right.

**Aleen Simms:** Yeah, yes. So it usually takes me two or three times to type my password incorrectly even though I’ve been using it for a while. So that’s an added bonus.

**Chalene Johnson:** Okay. So once we’ve got that done and I have installed on each of my devices, it doesn’t install itself. You have to install in each of your devices. And then what you’re saying is once you’ve done that, then you will need a secondary way to make sure everything is talking to everything.

In other words, if I have it synced to either Dropbox or iCloud, then when I am shopping on my phone I saved the password, it’s telling 1Password on my desktop, here’s the updated information.

**Aleen Simms:** Yeah, basically.

**Chalene Johnson:** Okay, good. And then the next question might be, which is better? iCloud or Dropbox to sync these files?

**Aleen Simms:** I wouldn’t say one is better. It’s just what you’re more comfortable with. The caveat with…

**Chalene Johnson:** Which one is safer maybe?

**Aleen Simms:** Well, also a question. Hang on just a second. So, first of all, which one is better? iCloud, you have to use only Apple devices. iCloud sync is not available on Windows or Android at this time. So there is that. Also, because of the way Apple has allowed us to access iCloud, we can only sell that version on the Mac app store.

So if you buy 1Password for Mac from the AgileBits store. So you use your web browsers, Safari, Firefox, Chrome, whatever, and you go to agilebits.com and buy it from the store, that version cannot sync with iCloud. So that’s just one thing to take note.

**Chalene Johnson:** Good to know.

**Aleen Simms:** Dropbox is cross platform. All four of our platforms can sync with one another via Dropbox. So if you want to use a Mac and a Windows computer or a Windows computer and Android phone, use Dropbox. Or you can also use Wi-Fi sync. There’s some intricacies with that. But for the most part, just use Dropbox.

As for what’s more secure, remember, your data in 1Password is encrypted with that 256 or with the AES256 bit encryption, which means that it is safe in there. It’s safe in your Dropbox account. It’s not accessible to anybody who does not know your master password.

**Chalene Johnson:** That is such a feeling of relief, I must say. Now, for those who are like, “Wait a second. Do I have to sync -?” It all happens seamlessly. It all happens in the background. You just have to connect the dots. You need to use Dropbox or iCloud, whichever you’re most comfortable with. Can I put you on the spot and ask you a personal opinion?

**Aleen Simms:** Sure.

**Chalene Johnson:** Okay. Are you ready for this?

**Aleen Simms:** I’ll try.

**Chalene Johnson:** Listen, your day is spent in security. Are you an Android user or an iPhone? I mean, an Android user or an iPhone user?

**Aleen Simms:** I’m firmly in the Apple ecosystem, so I use Macs, I use iPads, I use iPhones.

**Chalene Johnson:** Do you believe that there is greater risk of compromise on Android devices?

**Aleen Simms:** That’s a really tough question.

**Chalene Johnson:** At the risk of **[inaudible 0:27:26]** now.

**Aleen Simms:** You know, I’m pretty agnostic. I prefer the way iOS devices work.

**Chalene Johnson:** Oh, come on.

**Aleen Simms:** I do.

**Chalene Johnson:** Listen, I want to know. Which one, honestly, you’re talking to just me. No one is listening. Which one do you think is safer?

**Aleen Simms:** You know, Android does have vulnerabilities. Android is often lauded and praised for being open and iOS on Apple and iPad is often criticized for being so closed. But what that openness means if that it’s accessible to people who want to do malicious things. That doesn’t meant that it can’t happen on iOS.

**Chalene Johnson:** Sure.

**Aleen Simms:** There are vulnerabilities that pop up from time to time. You know, everything is programmed by people and people are fallible. That’s just unfortunately how we are.

**Chalene Johnson:** Yeah.

**Aleen Simms:** So it’s just - it kind of depends. Android does seem to have vulnerabilities more frequently than iOS does. And that’s part of why I personally it. But I have many people who work at AgileBits prefer Android.

**Chalene Johnson:** Okay. Well, there you go. That’s an honest answer. I just want your honesty. People can do what they want to do.

Okay. Now, this is for people who already have the app because most of my listeners, you know, they’re great. They do follow through and understand that this is something that’s really important. It’s not about being famous. It’s not about having a bunch of followers. It’s not even about putting your information out in social media. It’s just about operating smart on the internet and in the environment in which we live.

And so many of them are using the app. And I get some of the same questions, which relate to, how to use it the right way. So I open up the 1Password app, do I then have to - if I’m going let’s say on Instagram or in Facebook, do I stay within the app and go on these sites? Or do I go into the app for Instagram or the app for Facebook? And then I guess that’s the question.

**Aleen Simms:** I don’t think that there’s necessarily a right way to do it. I personally have the Instagram app and the Facebook app. We do have the built-in browser in 1Password where you can go and you can log in to these services. That’s not how I choose to use it.

**Chalene Johnson:** Okay.

**Aleen Simms:** 1Browser is great, but I just I like having separate apps.

**Chalene Johnson:** Yeah.

**Aleen Simms:** So it’s entirely up to you how you want to use it. And I think that’s the beauty of 1Password is that the way I use it and the way my coworkers use it is completely different because it’s such a flexible thing that we can do - we can use it in the way that makes sense to each of us.

**Chalene Johnson:** So I think a lot of people know that the most common way use this is to store passwords, to store and to create generated answers to security questions that are not the real answers. I think a lot of people know that it’s a great way to store account information, et cetera.

But what are some ways we might not be thinking or some things that we can safely store and secure in 1Password that are different from just passwords and answers to security questions?

**Aleen Simms:** Oh gosh, everything.

**Chalene Johnson:** Oh, this is exciting. Okay, I got my notepad.

**Aleen Simms:** I’ll tell you, I am a contracted employee with AgileBits and, you know, therefore, I have a contract. So I have the PDF of my contract stored in 1Password. I do that with the secure notes that’s labeled AgileBits contract. And I added it as an attachment on my Mac.

**Chalene Johnson:** Dude, I didn’t even know you can do that.

**Aleen Simms:** Yeah, yeah.

**Chalene Johnson:** Oh my God, you just blew my mind again.

**Aleen Simms:** So right now, our mobile support for attachments…

**Chalene Johnson:** Like every contract that I have could be in 1Password?

**Aleen Simms:** Exactly, yeah. And that way…

**Chalene Johnson:** Oh my, I got to go. I got to go.

**Aleen Simms:** And that way, it’s protected with the encryption. So that’s why I really love using it like that. You do have to do that from a computer at this point. We’re looking at adding the ability to create attachments on our mobile platforms. But that’s not quite there yet. But as long as you’re sitting at a computer, you can throw an attachment in and there you go. You know where it is. You know it’s encrypted. You need it’s…

**Chalene Johnson:** What about secret photos?

**Aleen Simms:** I guess if you want to do that. Yeah, you could. Yeah, so you can do that.

**Chalene Johnson:** I wasn’t going there, Aleen.

**Aleen Simms:** Well, we’ve so many celebrity photo leaks lately, you know.

**Chalene Johnson:** It’s true.

**Aleen Simms:** Another thing is, like I have my known traveler number for the TSA in there, so that when I travel and I’m filling out forms - filling out - buying my plane ticket, there we go, I can just copy and paste my known traveler number. I never forget to do it because it’s so easy to do. I don’t have to dig the card out and then…

**Chalene Johnson:** So you could literally like take a picture of your driver’s license, I mean just - I don’t know. You could lose it at some point.

**Aleen Simms:** Right.

**Chalene Johnson:** And not that it’s going to count as ID, but at least it’s helpful. And how about credit cards?

**Aleen Simms:** Passports?

**Chalene Johnson:** Passports, great.

**Aleen Simms:** So here is the coolest in my opinion, the coolest thing about 1Password is how easy it makes it to fill in addresses and credit card numbers.

**Chalene Johnson:** Dude, that, amen. Because listen, I’m a power shopper.

**Aleen Simms:** So let me talk about credit cards a little bit. You know, we talked about earlier how you have to, again, heaven forbid something happens to your credit card information. But if someone gets their hands on your card, you leave your purse behind at a restaurant, it has your credit card in it. How do you know what number to call?

**Chalene Johnson:** That’s true.

**Aleen Simms:** How do you know, you know…

**Chalene Johnson:** Or what your number was?

**Aleen Simms:** Right, exactly. So that’s one of the things that 1Password does. You sit down with your credit cards. You can do this over a series of days. You don’t have to do all of this at once. I know it sounds really overwhelming. But you get your credit card out, you enter in the number, your expiration date, the little three or four-digit code for it. But you also enter in the phone number in case it gets lost or stolen. You enter in like all of that important information associated with that credit card.

In that way, if something happens to it, you say, “Okay, I can pull up this side of 1Password. And I can call. And it’s so much easier than panicking. You know, you know exactly where everything is.

**Chalene Johnson:** I’m glad that you said, this is not something you have to do in one day because when I first got the app, Darren Natoni who’s my security guru, who really just is like 1Password is the only way to go. He was showing me his. He literally flew out to Southern California. And he and his wife stayed here for three days helping us wipe every - because we really got hacked - wiped every single device, every computer, every everything. And it took forever.

And as we were kind of rebuilding slowly, he was showing me his 1Password and I’m like, “That is like my 1Password dream list.” Like his entire, like everything is there. And I was like, “That’s my goal is to every day, to put things in one place.” Like it’s such peace of mind when you know where to find things.

And the way you have it organized where there are these different categories and the little icons. It’s just so visually appealing, I have to tell you that I get excited every time I add something.

**Aleen Simms:** That’s really good to hear. I’ll pass that on to our design team. They’ll be glad to hear it.

**Chalene Johnson:** I love it. I’m a little bit of OCD, so it needs to like look organized too.

**Aleen Simms:** Yeah.

**Chalene Johnson:** And it really does.

**Aleen Simms:** Yeah. That’s something that Dan and Matt, our designers, and they’re both amazing. And they really sweat the details.

**Chalene Johnson:** Let’s give it up for Dan and Matt.

**Aleen Simms:** Yeah.

**Chalene Johnson:** Good job. You guys did a good job.

**Aleen Simms:** They are great. Yeah. So take it - so I have been a 1Password since, I looked this up actually. My first item was created in 2010. And then there was a three-year gap. And then I started using it again in 2013.

And I’ll tell you what happened. I got really, really overwhelmed. This is long before I started working at AgileBits. So I started there last year. But I’ve been a user since 2013. And I got overwhelmed. I was like, I have all of this information at the time I worked in the healthcare industry. I had to have a password for everything. And it was too much to enter in. I just froze.

And what I wish someone had told me was, you don’t have to do it all at once. Just do two items a day. Add two log ins a day. Or with the browser extension like you were talking about, how it saves things automatically makes it really easy to save things as you log in the websites. And then one weekend, you enter in two credit cards and maybe you put your passport information in there.

And so you don’t have to take it on all at once.

**Chalene Johnson:** Great tip.

**Aleen Simms:** It’s okay to become more secure by pieces.

**Chalene Johnson:** Such a great tip. It’s just like cleaning a house, you know, you don’t have to clean the house in one hour.

**Aleen Simms:** Exactly.

**Chalene Johnson:** But you’ve got to decide that it’s important and, you know, what is really more important than securing every - I mean right now, it’s such a different time from when our parents grew up. And people are always worried about like, “Oh, your kids are going to get abducted,” or, “This is going to –“ I’m like, “Now, your life is going to get abducted if you don’t really learn that in the last - just the last couple of years, everything has changed.”

The habits we were practicing just a couple of years ago are obsolete. And we’ve got to - well, it’s not that big of a deal once you learn - just like when you first got a smartphone. And you’re like, I don’t want to do this. I just want to call people.

**Aleen Simms:** Right.

**Chalene Johnson:** And now it’s like a little tiny minicomputer. And we know how to do all these crazy things. So bite the bullet. It’s time. The time is now. Don’t go another day without taking these precautions. And listen, I have AgileBits to thank for - it did take some slowing down to get to understand how to use it. But as soon as I did, you have sped things up for me by 10x.

**Aleen Simms:** With a couple of clicks, I fill in my credit card details, I logged in. And I don’t have to think about it. I saved - like you said, it saved so much time to be able to do that just in the browser. You can do that on iOS. We have an extension. So if you’re shopping on your phone…

**Chalene Johnson:** You have to install the extension. You must do that. It’s a must.

**Aleen Simms:** That’s amazing.

**Chalene Johnson:** And what does this service priced at?

**Aleen Simms:** Regular price is in U.S. dollars, we are international. So it kinds of varies based on exchange rates and that kind of thing. But it’s $50 on Mac and Windows. And that’s $9.99 for Android and iOS. We do have sales from time to time. We do not announce…

**Chalene Johnson:** You understand that that is just silly? That is just silly.

**Aleen Simms:** Which part?

**Chalene Johnson:** The pricing. And that that’s a lifetime fee. That’s just silly.

**Aleen Simms:** Yeah.

**Chalene Johnson:** People, you don’t even understand like what an amazing service this is and that I did not know that until this interview that it was a lifetime…

**Aleen Simms:** Yeah.

**Chalene Johnson:** You might need to rethink that as a business, I got to tell you.

**Aleen Simms:** Well, like I said, we will…

**Chalene Johnson:** At the moment, it is. So jump onboard people.

**Aleen Simms:** Right.

**Chalene Johnson:** And this one’s really for my mom. When you get stuck and let’s just say that your daughter, Chalene, is not available to you 24/7 to be your tech support, where would you direct merge or anyone else for that matter, who is like I don’t understand what I’m doing or how this works, where are their tutorials so we can see?

**Aleen Simms:** So if you go to support.1password.com and that’s the number 1, we have a user guide that kind of for each platform. We have a user guide that will walk you through kind of the basic things, how do I set up a credit card item, how do I start syncing, how do I do whatever.

We also have a knowledge base. And that knowledge base is just basically - I mean you can browse through it if you want to. But just, there’s a big search box. You can’t really miss it. You just enter in the thing that you’re having trouble with. And it’s pretty likely that we’re going to have an article up there that will help you with the trouble that you’re experiencing.

If that doesn’t help, we have forums at discussions.agilebits.com and you can go there, you can ask your questions and an AgileBits team member will answer it.

**Chalene Johnson:** You have been awesome. Thank you so much, Aleen. Obviously, you’re very gifted at being able to break this down into layman’s terms. Please send my huge compliments back to everybody at AgileBits because I’m a huge 1Password fan. And I think what you guys are doing is remarkable.

**Aleen Simms:** Thank you. And I was sorry to hear what happened to you, but I’m really glad that 1Password is now helping make your life easier.

**Chalene Johnson:** You know it. And it’s always - there’s always a purpose behind. And I believe that’s why people have heard - you've heard this podcast today because you need to protect yourself. That would be the only reason why. So please make sure you take action today. Aleen, thank you so much.

**Aleen Simms:** Thank you.

**Chalene Johnson:** This episode of Build Your Tribe and the Chalene Show is brought to you by SMART Success. We open up SMART Success just once a year. SMART Success is for people who are interested in making sure they’re making smart decisions, reorganizing their life, their priorities, creating systems for all the things that we do so that you can have peace, so that you know your goals are aligned with your priorities so that you and your partner and the people who matter the most are on the same page. It’s a seminar that my husband and I do together. We only open it up once a year.

So if you want to make sure you get on that list, please be sure to go to smartsuccess.com. Oh, and as a friendly reminder, don’t forget to download Darren’s checklist. Yeah, that’s just my PSA. You do that by going to beyondthepassword.com.

As always, thank you so much for giving me this time. It is truly, truly an honor to be with you. Thank you so much for the reviews you’re left for both shows and most importantly, for your faith, your trust and your support. I love you, guys. You are the bomb.com.

**[END OF RECORDING]**