Cemetery.com

Virtual Gatherings User Guide

For assistance please call 877.788.6572 or email service@cemetery.com

How to Login to Your Account and Schedule a Virtual Gathering

Welcome to Virtual Gatherings. Thank you for letting us help you honor and celebrate your loved ones.

For the next 30 days you will be able to host an unlimited number of virtual funerals, memorial services and more for up to 300 participants. During this time, you are able to access recordings of your gatherings and guest lists of all that attended.

Log In to Your Virtual Gatherings Account

Locate the "Welcome to Virtual Gatherings" email you received and click the button "Login to Gatherings Account" or go to **www.cemetery.com/gatherings/** to login to your account with the email address and password you used when you purchased Virtual Gatherings.
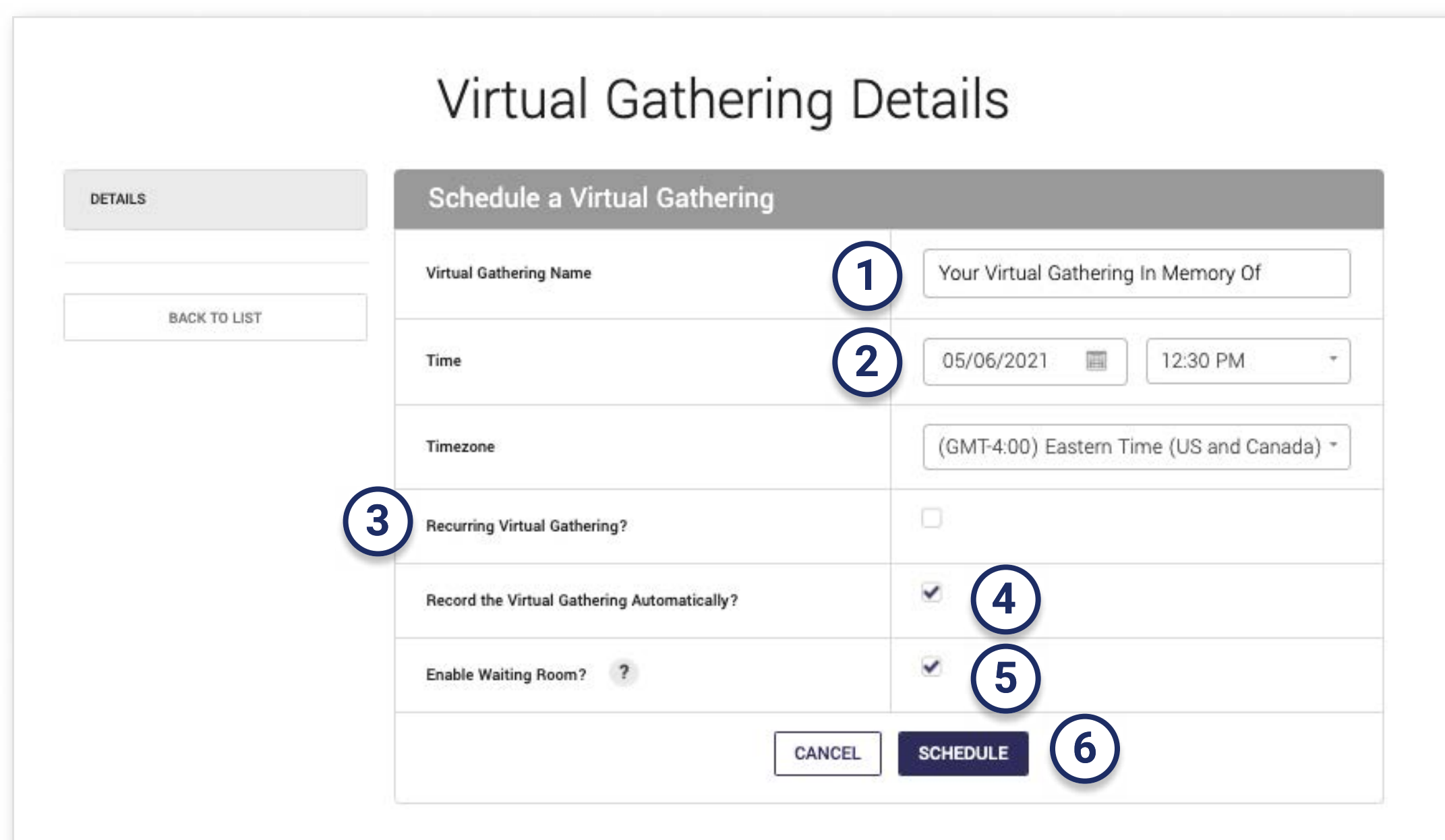
Get Started

After login you are taken to a screen titled Virtual Gatherings with a **GET STARTED** button. Click this to schedule a Gathering.

From here you can enter the Gathering Information as follows:

1. Name of the individual that you are gathering for
2. Date and Time of the gathering
3. Whether the memoiral event will be recurring (on multiple days; gatherings can be scheduled for up to 30 days)?
   Check Box if Yes.
4. Record the Virtual Gathering Automatically?
   Check Box if Yes
5. Enable Waiting Room? Check Box if Yes
6. Click **SCHEDULE**
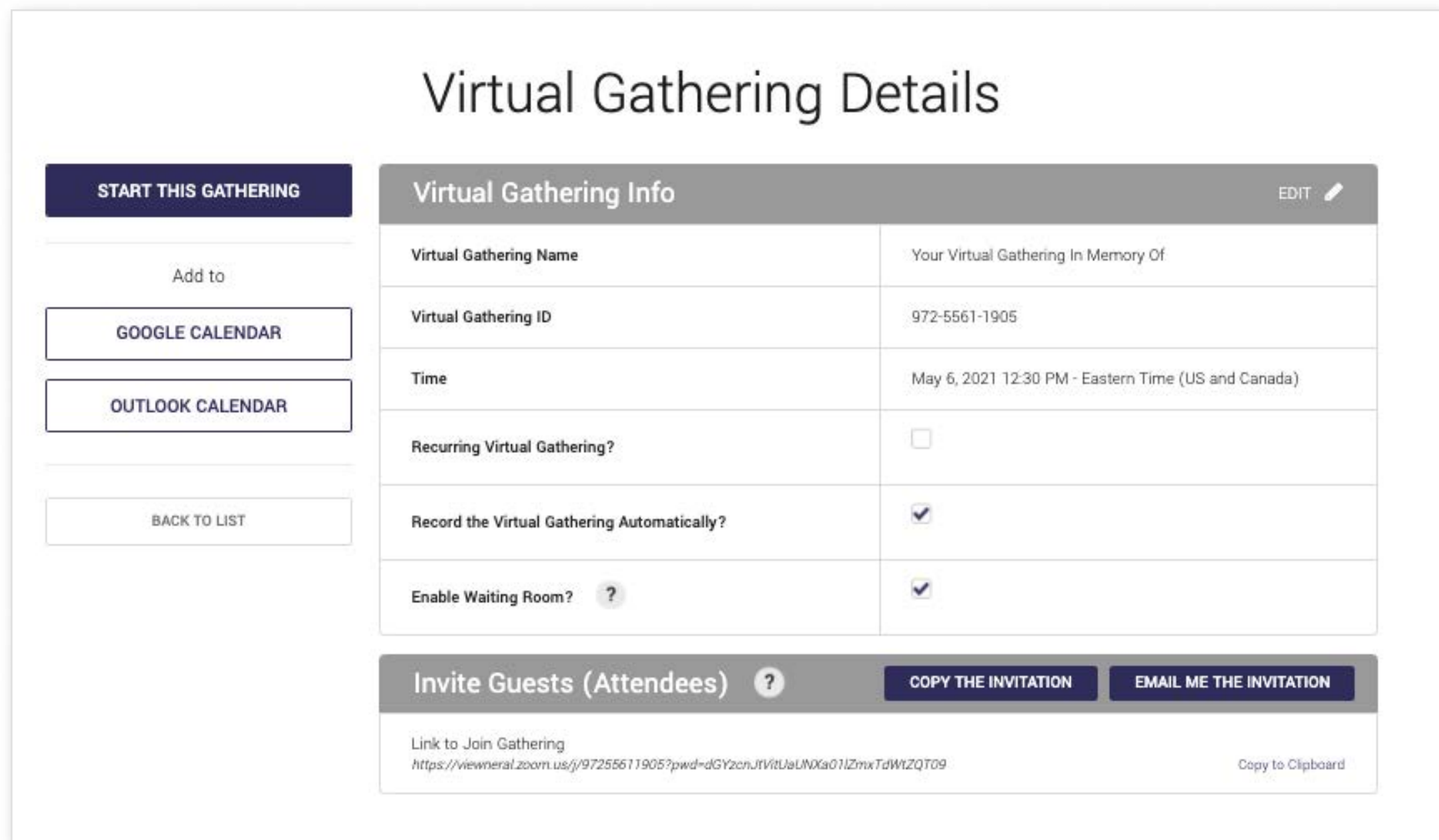
For memorial events with multiple days:
- select "Recurrence" as "Daily"
- select "Repeat Every" "1 Day"
- select an "End Date" or the number of "occurrences" after the first day of the memorial event.

How to Share the Virtual Gathering Access Link with Your Guests

After you schedule the Virtual Gathering you can review the details for accuracy. If the information is accurate, scroll to the **INVITE GUESTS (ATTENDEES)** section where you can:

- **EMAIL ME THE INVITATION**
  (to yourself), or
- **COPY THE INVITATION**
  which can then be pasted into your preferred mail program distributed to your guests.
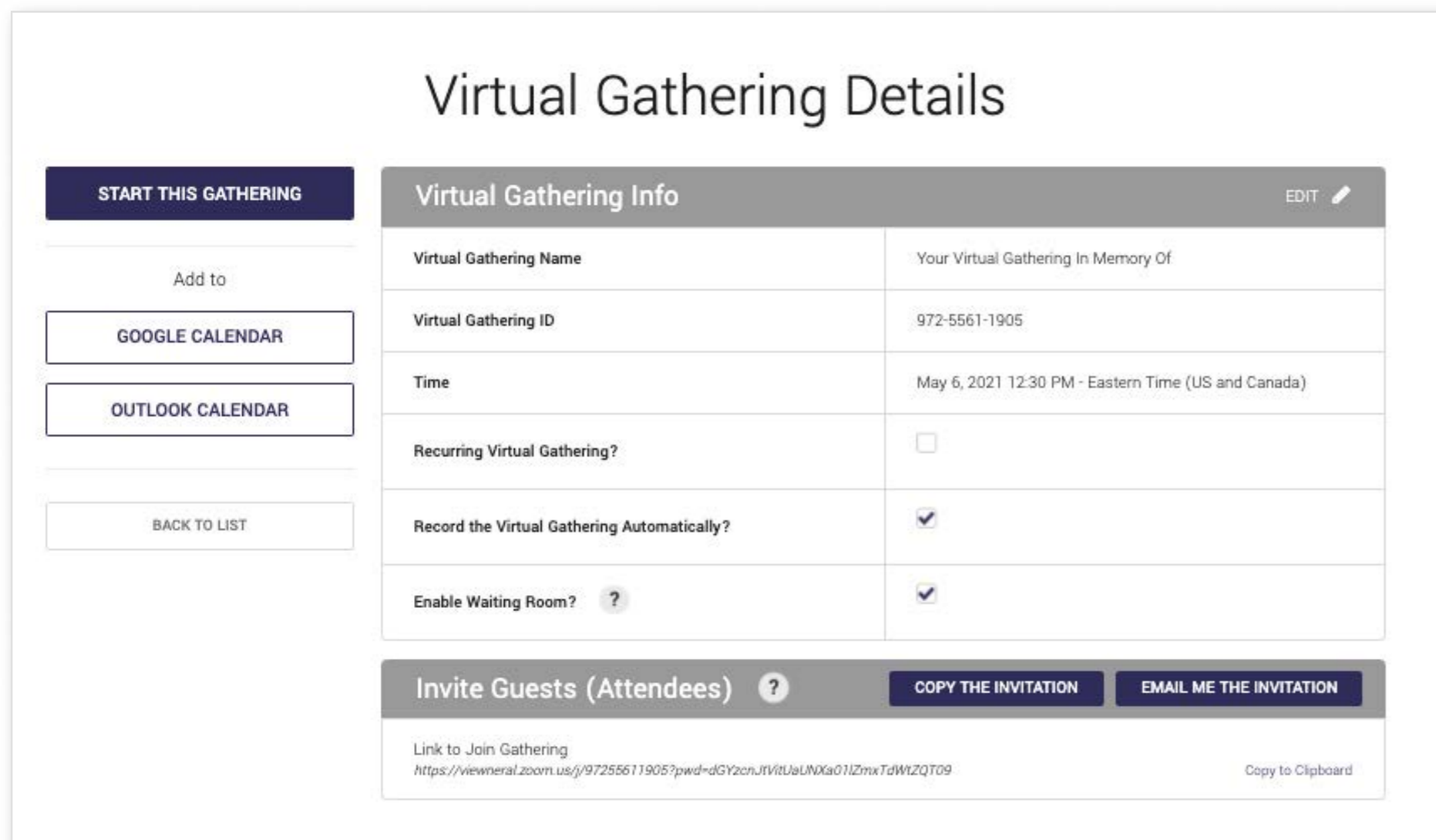
How to Start and Host
Your Virtual Gathering

Starting a Gathering

Sign in to your account on **www.cemetery.com/gatherings** and click **GATHERINGS** on the left menu then select the "Upcoming" tab. Locate and select on the Virtual Gathering you wish to start for the current date. You will now be on the "Virtual Gathering Details" screen. Click the **START THIS MEETING** button in the top left of the screen to launch your Virtual Gathering.

You will be taken to a viewneral.zoom.us webpage and asked to "Open Zoom Meetings?"; click "Open Zoom Meetings" to launch the Zoom App. Another permissions box may appear asking you to "Join with Computer Audio" which should be chosen.

The Virtual Gathering has now begun and you are the Host.

- It is recommended that you start the Virtual Gathering approximately 15-20 minutes prior to the scheduled time to ensure it is working properly.

- If you have not already downloaded and used the Zoom App you will be prompted to do so.

How to Manage Your
Virtual Gathering Guests

Letting Guests / Participants Join

Once in the gathering, you will see a video from your camera and as you hover over the video with your cursor there is a toolbar at the bottom of the screen. This toolbar assists in controlling access, audio & video functions; with following buttons / functions:

⇨ **IMPORTANT:**

When Guests (Participants) join the virtual gathering, they will automatically be placed in a "Waiting Room" until you actively "Admit" them into the gathering.

To admit them, click the "Participants" icon on the toolbar. This will open a panel on the right side of your screen and displays all Guest (Participants).
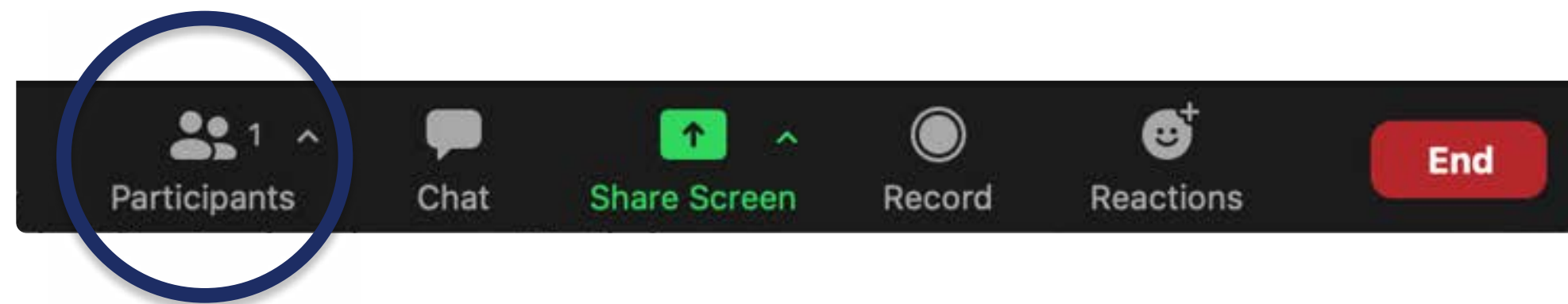
Scroll over each Guest's name and click on "Admit". Or you can scan the entire list and if you would like you can "Admit All" Guests at once. You will now be able to communicate with Guests / Participants through audio & video.

Any new guests that join will be held in the Waiting Room until you admit them.

Muting Guests / Participants

In some situations, for prayers or eulogies, it is necessary to "Mute" all Guests or specific individuals. The "Participants" panel on the right of the screen provides this control. To mute all, click on the "Mute All" button or you can click on individual Guests microphones next to their name.

Ending the Gathering

To end the gathering, click on the **END** button on the bottom right of the menu bar and select "End Meeting for All".

After Your Gathering: Recordings and Guest Lists

If you have chosen to record your gathering, you can retrieve the recording from the Gathering details menu. Click on the "Past" tab and the click on the "Virtual Gathering Name". You will now be on the "Virtual Gathering Details" screen where you will find a menu on the left side of the screen. Here you can select 'Recordings' or Reports' to obtain these links or reports.

FAQ
(Frequently Asked Questions)

Q: "How many guests are able to attend a gathering?"

A: Up to 300 guests are able to attend a gathering at one time.

Q: "How many Virtual Gatherings can I host?"

A: You may host an unlimited number of Virtual Gatherings for 30 days, but only one at a time.

Q: "How will I know which guests attend the gathering?"

A: A guest list of all attendees will be available to download from your Virtual Gatherings Account.

Q: "What happens if I lose my internet connection during the gathering?"

A: The gathering will stay active so long as there are active participants. If a participant with host privileges disconnects, upon reconnection they will regain their host controls.

Q: "What if someone joins remotely by cell phone (call in)?"

A: All devices, including cell phones, tablets, and computers work for the Virtual Gatherings. Guests can click on the link and attend the gathering. These individuals can watch and/or listen.