



eCondolence

The Resource for Condolences and Mourning

A large, decorative graphic on the left side of the page consisting of several interlocking loops in shades of purple, blue, and gold, mirroring the eCondolence logo icon.

Virtual Gatherings User Guide

For assistance please call 877.362.3266 or email service@econdolence.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 15 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 "Family Gatherings" email you received and click the button "Login to Gatherings Account", or go to www.econdolence.com/virtual-gatherings/ to login to your account with the email address and password provided in the "Gatherings Account" email.

Get Started

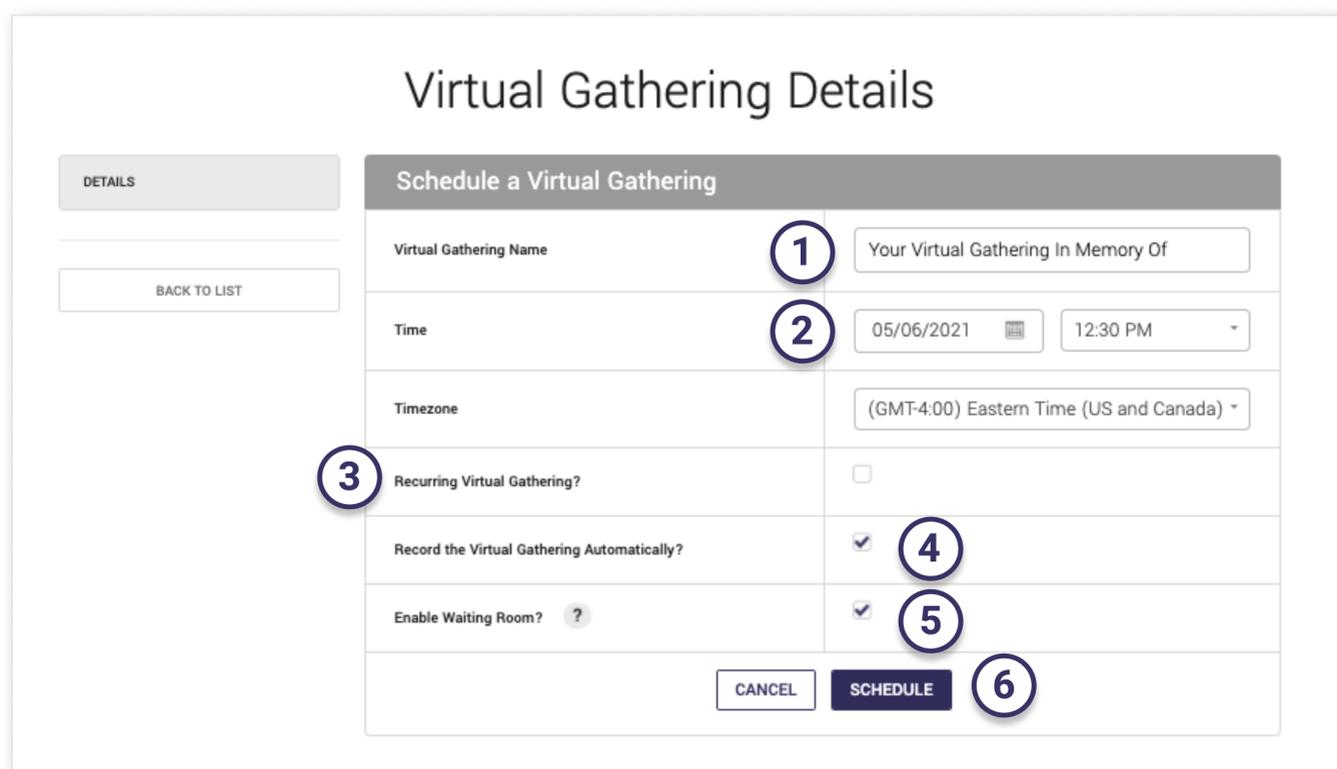
After login you are taken to a screen titled Virtual Gatherings with a **GET STARTED** button. Click this to schedule a Gathering.

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 memorial event will be recurring (on multiple days; gatherings can be scheduled for up to 15 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:

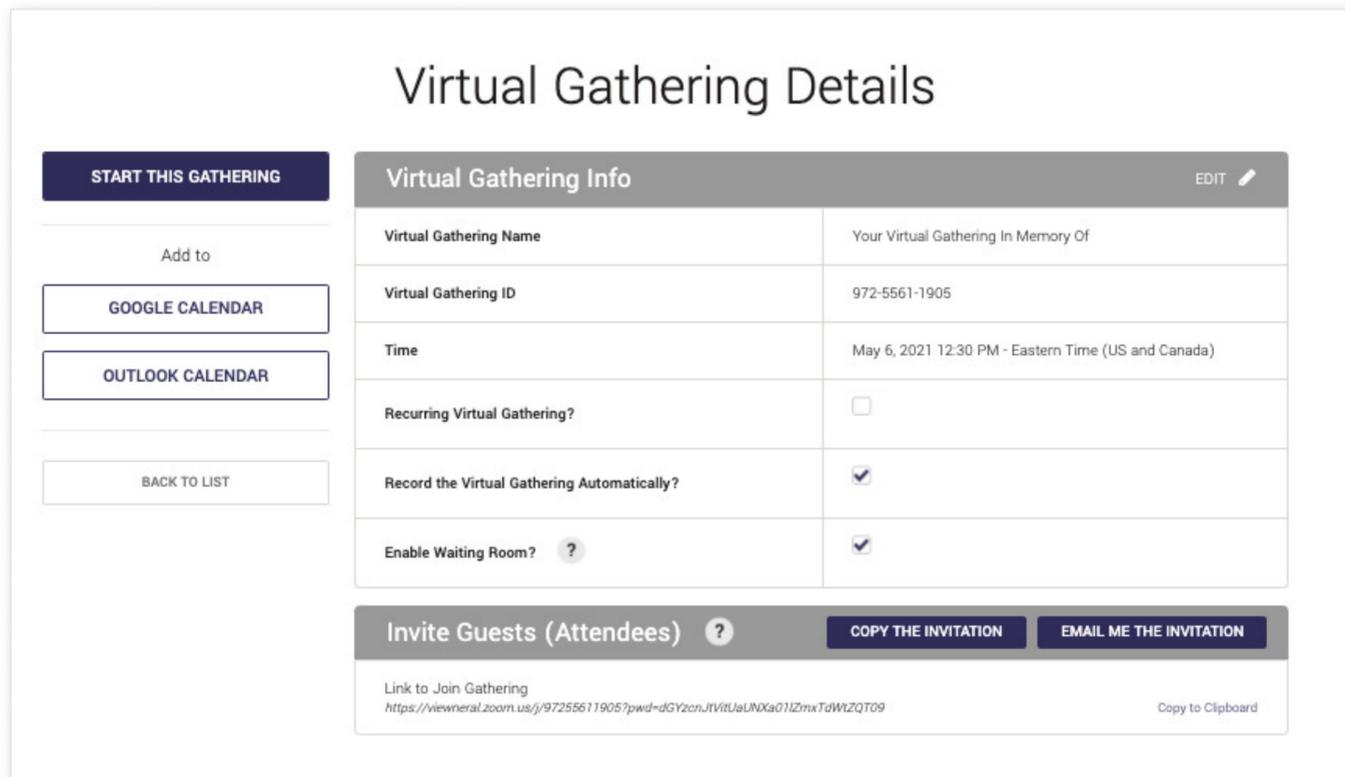
- select "Recurrence" as "Daily"
- select "Repeat Every" "1 Day"
- select an "End Date" or the number of "occurrences" after the first day of the memorial event.



The screenshot shows the 'Virtual Gathering Details' form. It has a 'DETAILS' tab and a 'BACK TO LIST' button. The main form is titled 'Schedule a Virtual Gathering' and contains the following fields:

Virtual Gathering Name	1	Your Virtual Gathering In Memory Of
Time	2	05/06/2021 12:30 PM
Timezone		(GMT-4:00) Eastern Time (US and Canada)
Recurring Virtual Gathering?	3	<input type="checkbox"/>
Record the Virtual Gathering Automatically?	4	<input checked="" type="checkbox"/>
Enable Waiting Room?	5	<input checked="" type="checkbox"/>
		CANCEL SCHEDULE 6

How to Share the Virtual Gathering Access Link with Your Guests



The screenshot shows the 'Virtual Gathering Details' page. On the left, there are buttons for 'START THIS GATHERING', 'Add to', 'GOOGLE CALENDAR', 'OUTLOOK CALENDAR', and 'BACK TO LIST'. The main content area is titled 'Virtual Gathering Info' and contains a table with the following details:

Virtual Gathering Info		EDIT
Virtual Gathering Name	Your Virtual Gathering In Memory Of	
Virtual Gathering ID	972-5561-1905	
Time	May 6, 2021 12:30 PM - Eastern Time (US and Canada)	
Recurring Virtual Gathering?	<input type="checkbox"/>	
Record the Virtual Gathering Automatically?	<input checked="" type="checkbox"/>	
Enable Waiting Room?	<input checked="" type="checkbox"/>	

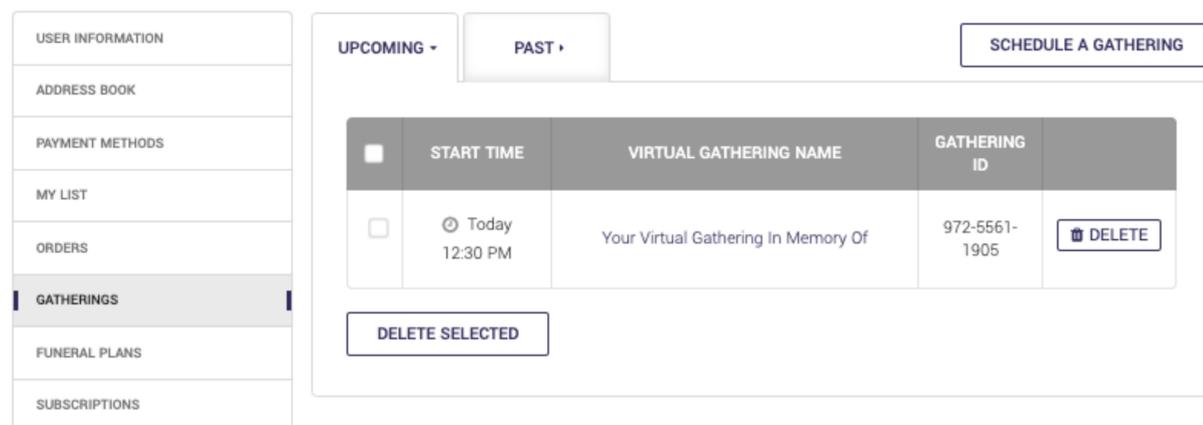
Below the table, there is an 'Invite Guests (Attendees)' section with a help icon. It includes two buttons: 'COPY THE INVITATION' and 'EMAIL ME THE INVITATION'. Below these buttons, there is a 'Link to Join Gathering' with the URL: <https://viewneral.zoom.us/j/97255611905?pwd=dGY2cnJlVlUaLlNXa01lZmxTdWlZQT09> and a 'Copy to Clipboard' button.

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

Virtual Gatherings

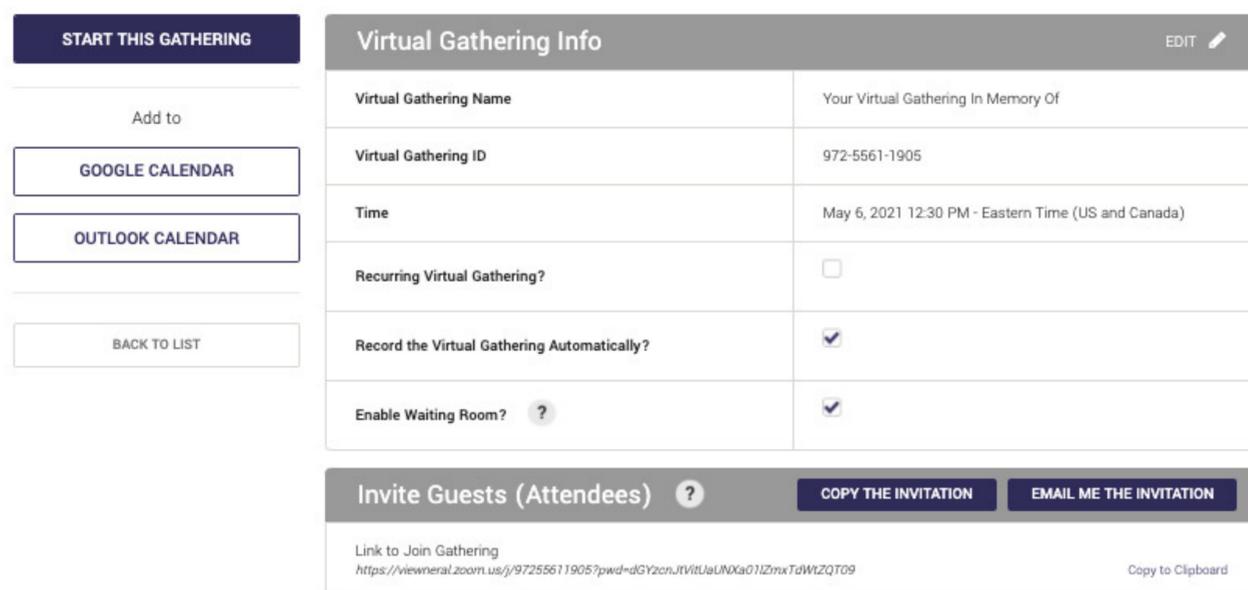


The screenshot shows the 'Virtual Gatherings' dashboard. On the left is a navigation menu with options: USER INFORMATION, ADDRESS BOOK, PAYMENT METHODS, MY LIST, ORDERS, GATHERINGS (highlighted), FUNERAL PLANS, and SUBSCRIPTIONS. The main area has tabs for 'UPCOMING' and 'PAST', and a 'SCHEDULE A GATHERING' button. Below the tabs is a table with columns: START TIME, VIRTUAL GATHERING NAME, and GATHERING ID. One entry is shown: 'Today 12:30 PM', 'Your Virtual Gathering In Memory Of', and '972-5561-1905'. There are 'DELETE' and 'DELETE SELECTED' buttons.

BEST PRACTICES

- It is recommended that you start the gathering approximately 15-20 minutes prior to the scheduled time.
- If you have not already downloaded and used the Zoom app we recommend you download it in advance.
- If you have any questions on how to use Virtual Gatherings, please contact the eCondolence team at 877.362.3266

Virtual Gathering Details



The screenshot shows the 'Virtual Gathering Details' page. On the left, there are buttons for 'START THIS GATHERING', 'Add to', 'GOOGLE CALENDAR', 'OUTLOOK CALENDAR', and 'BACK TO LIST'. The main area is titled 'Virtual Gathering Info' and contains a table with the following details:

Virtual Gathering Name	Your Virtual Gathering In Memory Of
Virtual Gathering ID	972-5561-1905
Time	May 6, 2021 12:30 PM - Eastern Time (US and Canada)
Recurring Virtual Gathering?	<input type="checkbox"/>
Record the Virtual Gathering Automatically?	<input checked="" type="checkbox"/>
Enable Waiting Room?	<input checked="" type="checkbox"/>

Below the table, there are buttons for 'COPY THE INVITATION' and 'EMAIL ME THE INVITATION'. At the bottom, there is a 'Link to Join Gathering' with the URL: <https://viewneral.zoom.us/j/97255611905?pwd=dGYzcnJlVlUuLXNaO1lZmxTdWZlZk09> and a 'Copy to Clipboard' button.

Starting a Gathering

Sign in to your account on www.econdolence.com/virtual-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.

How to Manage Your Virtual Gathering Guests

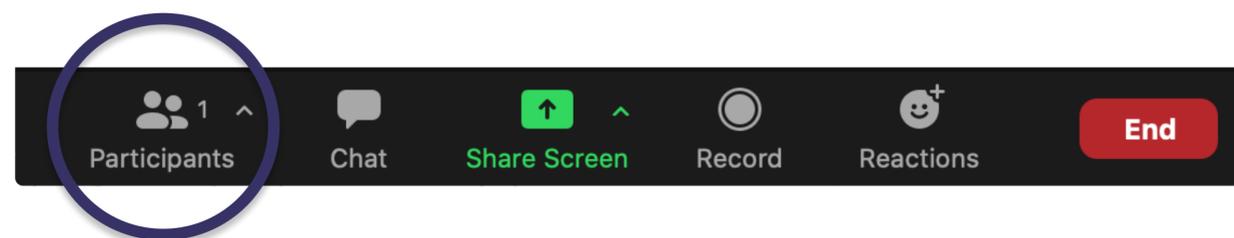
Letting Guests / Participants Join

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.

Please note: The ability to download the recordings only lasts for 15 days.

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 15 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.