



# Viewneral® Arrangements

Host & Attendee Guides



## Viewneral® Arrangements Overview

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A Viewneral® Arrangement is an online platform providing the sales team, coordinators and funeral directors with tools to present, gather information and make arrangements for burial, funeral and memorial services.

This can be used for pre and at-need sales meetings, along with guiding families through the planning process. You may also use this to conduct internal location staff meetings. We have designed the system to replicate the value of in-person seminars – an interactive presentation where individuals can learn, engage and connect with your location.

## Viewneral® Arrangements Format

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Arrangements utilize a standard “Meeting” format which allows all participants to hear and see each other, but the Host will have the ability to change this as needed. Additional options will allow for a variety of features including “share screen”, “chat”, “reactions”, and “raise hand”, all of which are designed to enrich the personal connection with guests in the online environment.

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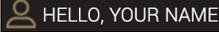
# Viewneral® Arrangements Scheduling Guide

## How to Log into Your Viewneral Dashboard and Schedule an Arrangement

### Credentials Provided

You will receive your login credentials either directly from eCondolence, shiva.com, Cemetery.com or from your Location Manager. Once this has been provided you can go to [www.eCondolence.com](http://www.eCondolence.com) (or respective website) to sign in.

### Sign In and Access your Viewneral Dashboard

Sign In to your account by clicking  at the top right of the respective website and enter your email address and password. After you are signed in, click on the  dropdown menu to the left of  and then select the name of Your Funeral Home to access your Dashboard.

From the Dashboard click, on the  tab and then select 'Arrangements' to access the Arrangement feature.

### Schedule an Arrangement

From the Arrangement tab you may see a  button if this is the first time you are scheduling. If you have Arrangements currently scheduled, you will see a  button. Click either to schedule a new Arrangement.

### Enter the Arrangement Information

- **Arrangement Name:**  
Name for the Arrangement you will be hosting.
- **Date and Time:**  
Date and time the Arrangement will start.
- **Duration**  
How long you expect the Arrangement to last. *This is used as a general guide and should approximate the length of your Arrangement. It will not impact the length of your presentation if you go over or under this time.*
- **Time Zone**  
*This should default to your current time zone and can be changed if needed.*
- **Recurring Meeting?**  
If you plan to host this Arrangement on a recurring schedule (on multiple days), then check the box to enable this, and then enter the recurrence schedule.
- **Record the Meeting Automatically?**  
Check Box if Yes
- **Enable Waiting Room?**  
Check Box if Yes
- *Click* 

## Review, Edit and Confirm Arrangement Information

After you schedule an Arrangement, you will be at the Arrangement Details page where you can review the details for accuracy. If any changes are needed, you can click  to make any changes. If the information is accurate, you can proceed to share the invite with guests.

## Sharing the Link to the Arrangement

Scroll to the  section where there are various options to distribute the link to the family who will be attending.

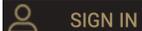
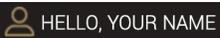
- The 'Link to join Meeting' is available for you to 'Copy to Clipboard' which is a simple link that you can paste into your preferred email program to send to the family.
- If you would like to email the family a longer form, branded email directly, click  to enter the name and email addresses of the guests. Then click  to send the invitation by email.
- You can also copy or send the full invitation to yourself by clicking these links:

**EMAIL ME THE INVITATION** | **COPY THE INVITATION**

which can then be pasted into, or forwarded from, your preferred mail program to distribute.

## How to Start and Host Your Arrangement

### Sign In and Access your Viewneral Dashboard

On the day of your Arrangement, you will Sign In to your account by clicking  at the top right of the respective website and enter your email address and password. After you are signed in, click on the  dropdown menu to the left of , and then select the name of Your Funeral Home to access your Dashboard.

From the Dashboard click, on the  tab and then select 'Arrangements' to access the Arrangement feature.

### Starting an Arrangement

Once in the Viewneral area, you will find tabs for   Arrangements. Click on the "Upcoming" tab. Locate the Arrangement you would like to start and click on the Arrangement Name. You will now be on the "Arrangement Details" screen. On the top left of the screen there is a  button, click this to launch the Arrangement.

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#### *Tips:*

*It is recommended that you start the Arrangement approximately 5-10 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.*

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You are now taken to the 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. *There is the option in the bottom left to pre-select this for each subsequent Viewneral® session.*

The Arrangement has now begun, and you are the Host.

## Admitting Guests (Participants) from the Waiting Room

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



### **IMPORTANT:**

*When Guests (Participants) join the Arrangement, they will automatically be placed in a waiting room until you actively “Admit” them into the Arrangement.*

To admit them, click the  button on the tool bar. 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, 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 Arrangement

To end the Arrangement, click on the  button on the bottom right of the menu bar and then select “End Meeting for All”.

## After Your Arrangement: Recordings and Guest Lists

|            |
|------------|
| DETAILS    |
| RECORDINGS |
| REPORTS    |

If you have chosen to record your gathering, you can retrieve the recording from the Arrangement details menu. Click on the “Past” tab and then click on the Arrangement Name. You will now be on the “Arrangement 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 recordings or reports.

## FAQ (Frequently Asked Questions)

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**Q: "How many guests are able to attend an Arrangement?"**

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

**Q: "How many Arrangements can I host?"**

*A: You may host an unlimited number of Arrangements, but only one at a time.*

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

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

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

*A: The Arrangement 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 Arrangement.*

# Viewneral® Arrangements Guest Instructions

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## How to Join the Viewneral® Arrangement

*The Arrangement is powered in partnership with Zoom providing best in class technology and infrastructure.*

### Step 1: Joining the Arrangement

Follow the link provided to you via email or listed on the Funeral Home website. The password for the Arrangement is embedded in the link to join for security purposes.

### Step 2: Downloading and Authorizing Zoom

After clicking on the provided link to join, if you have not already downloaded Zoom, you will be prompted to do so. You may have to re-click the link after Zoom has been installed.

You are now taken to the 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 so your audio and video can be connected through your device.

### Step 3: Enter Your Name and Email Address

You will be prompted to enter your email and name to advise the host of who is joining the meeting.

### Step 4: Join and Unmute

You will now be joined to the Arrangement.

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*Note: If the Arrangement has not started, a screen will display informing you of the planned start time. Please leave this screen open while waiting to join.*

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Once joined you may Unmute yourself to speak with the hosts and other guests.

## What Happens When I Join the Arrangement?

As a guest, you enter with Audio & Video sharing capability. However, the host can elect to mute guest microphones or change these settings.

## Can I Communicate as a Guest at the Arrangement?

Yes, these will generally be open format meetings for all participants to communicate freely via video, audio, chat, and other enhanced features. However, the host can elect to mute guest microphones or change these settings.

For assistance, please contact us  
[viewer@eCondolence.com](mailto:viewer@eCondolence.com)  
877.362.3266



For assistance, please contact us  
[viewer@shiva.com](mailto:viewer@shiva.com)  
877.788.6570



For assistance, please contact us  
[viewer@cemetery.com](mailto:viewer@cemetery.com)  
877.788.6572

