



Viewneral[®] Gatherings

Account Creation Guide



Viewneral® Gatherings Overview

A Viewneral® Gathering is an online platform providing funeral homes and families with tools to conduct virtual funerals, memorial services, and gatherings. This can be used for on-site funerals conducted by the family directly, family memorial services from their home, wakes, shivas, monument unveiling, and more. We have designed the system to replicate the value of in-person events it is interactive allowing families to engage with their supporters as they desire.

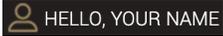
Viewneral® Gatherings Account Creation Guide

How to Log into Your Viewneral Dashboard and Create a Gatherings Account

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 (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 'Gatherings' to access the Gathering feature.

Create a Gatherings Account

From the Gatherings tab you may see a  button if this is the first time you are creating an account. If you have active Gatherings accounts already created, you will see a  button. Click either button to create a new Gatherings account.

Enter the Gathering Information

- **Gathering Type:** Name for the Arrangement you will be hosting.
 - **Option 1) Memorial Account**
This type is generally used for those memorials that will take place in close proximity to the death and used by the family to host memorial gatherings.
 - **Option 2) Unveiling / Dedication Account**
This type is generally used for those memorials that take place a few months after, or upon the anniversary of the date of passing, used by the family to host unveiling or monument dedication gatherings.
- **Coordinator First Name:**
First Name of family coordinator who will receive the Gatherings Account
- **Coordinator Last Name:**
Last Name of family coordinator who will receive the Gatherings Account
- **Phone Number:**
Phone Number of family coordinator who will receive the Gatherings Account
- **Email Address:**
Email address of family coordinator who will receive the Gatherings Account
- **Deceased Name:**
First, Middle, Last Name of the deceased.
- *Click* 

The Gatherings Account Has Been Created

Once Saved, an email will be sent to the family coordinator to notify them that a Gatherings Account has been created and provide them with Login Instructions and User Guides for how to schedule and host a Gathering.

Review, Edit and Delete Accounts

After you have created the Gathering Account, you will see list of Accounts, where you will be able to make edits to the existing accounts by clicking the name of the account holder, or you can delete the account.

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 Gatherings can I host?"

A: You may host an unlimited number of 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 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 gathering. Guests can click on the link and attend the gathering. These individuals can watch and/or listen.

For assistance, please contact us
viewneral@eCondolence.com
877.362.3266



For assistance, please contact us
viewneral@shiva.com
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For assistance, please contact us
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