



HOWARD SQUIRES

FUNERALS



WHAT IS A FUNERAL WEBCAST?

A funeral webcast is where a funeral or memorial service is streamed (broadcasted) live over the internet. Using the latest technology, Howard Squires Funerals can telecast a funeral service live via our website. It is a cost effective solution to reach friends or relatives interstate or overseas who are unable to attend the service. Howard Squires record and archive the service which is then available for 'playback' for a period of 12 months from the date of the funeral. We can webcast from any Howard Squires Chapel as well as any other location, for example a Church or Cemetery, provided it is within range of wireless internet access.

WHAT IS A TRIBUTE PAGE?

A Tribute Page is a dedicated page on the Howard Squires Funerals website which displays the Funeral Notice, Service Information, Webcast recording, Order of Service and a Tribute Wall for your loved one. Here, friends and family can view the webcast if the family have chosen to have one, send food or flowers, light virtual candles, share photos and memories and leave condolences and messages of love.

WHAT ARE THE MAIN BENEFITS OF A WEBCAST?

Funeral webcasts let people see and hear the service and eulogies when it is not possible for them to attend. The savings on travel costs also make this a worthwhile consideration.

When friends or family are unable to attend a funeral service because they live in a nursing home, interstate or overseas or when they may have commitments that can not be changed, a funeral webcast is a logical alternative. Webcasting a funeral enables absent mourners the opportunity to view and hear the funeral live from anywhere in the world for far less than the cost of travelling to the service. Mourners will also have the ability to light a Tribute Candle and post a Message of Condolence.

To assist people who are based either interstate or overseas we have a countdown clock available so they know exactly when the service will commence in their time zone.

HOW WOULD OTHERS KNOW THAT THE WEBCAST IS AVAILABLE?

When the funeral details are advertised in the newspaper we recommend that webcast availability is included. Our Funeral Planners can assist you with all the details. In addition, family members would be able to share the Tribute Page link via email or social media, and/or notify friends to visit the Howard Squires Funerals website and ask them to follow the prompts.

CAN WE HAVE A PRIVATE WEBCAST?

Yes, we provide password-protected access. You distribute the password at your discretion to those who would like to stream the funeral service. This password protection also applies to those who would like to playback the service at a later date.

IS THERE TECHNICAL ASSISTANCE IF SOMEONE IS HAVING TROUBLE VIEWING THE SERVICE?

Yes, we have some technical assistance solutions listed in this document. We highly recommend that any potential user visit the webcast URL ahead of time to ensure that they have the required software to view the webcast. It is important to know that any user will require Adobe Flash Version 7 or above to view a webcast. All the required software is available free to download. If you have ever viewed video footage on YouTube your computer is more than likely compatible.

HOW DO I BOOK A WEBCAST?

There are two ways:

1. Speak with your assigned Funeral Planner.
2. Call the Howard Squires Funeral Advice Line on: **1300 881 691**.

HOW DO I WATCH A WEBCAST?

To watch a webcast, go to www.howardsquiresfunerals.com.au and search for the person's name in the 'Webcasts and Funeral Notices' search box. Once you have navigated to the individual Tribute Page, click on 'Webcast Live Stream' in the menu; on a desktop computer this menu item will appear on the left hand side of the screen, if using a mobile device you will need to press the down arrow next to the word 'Notice' to reveal the remaining menu items. The webcast will stream live at the advertised time.

HOW DO I REFRESH THE SCREEN?

The refresh button is located towards the top, left hand corner of the web browser, next to the address bar. It looks like a $\frac{3}{4}$ circle with an arrow on one end. Click this button once to refresh.

HOW DO I MIRROR-CAST OFF MY PHONE TO MY TV?

To mirror-cast from a mobile device to a TV, please see the instructions from your device manufacturers.

HOW LONG IS THE WEBCAST RECORDING AVAILABLE TO VIEW?

The webcast recordings remain on the individual Tributes Page for 12 months from the date of recording.

I CAN HEAR AN ECHO WHEN VIEWING THE WEBCAST. WHY IS THIS?

You may hear an echo if you have more than one webpage/tab open in your web browser. You will need to close any extra tabs so that you only have one webcast playing.

I MISSED THE START OF THE SERVICE! HOW LONG DO I HAVE TO WAIT BEFORE I CAN WATCH THE RECORDING FROM THE BEGINNING?

The webcast will be available to playback approximately 2 hours after the conclusion of the service.

HOW DO I GO BACK TO THE HOWARD SQUIRES FUNERALS HOME PAGE?

To access the home page from anywhere on our website, click the large Howard Squires Funerals logo at the top of any page.

WHAT IS GOOGLE CHROME AND HOW IS IT DIFFERENT TO GOOGLE?

Google is a search engine. A search engine is a website that allows you to find other webpages by typing in keywords to the search bar.

Google Chrome is a free internet browser made by Google, available on both desktop and mobile devices. A Web Browser is a tool that lets you view webpages. To download the Google Chrome internet browser visit: www.google.com/chrome

HOW DO I LIGHT A CANDLE, UPLOAD A PHOTO OR LEAVE A MESSAGE ON THE TRIBUTE PAGE?

Navigate to the individual Tribute Page.

To light a candle, upload a photo or post a message, click on 'Tribute Wall' listed in the menu items then scroll down to the button that reads 'Upload your memory.'

First, type your message in the text box. Next, you can choose to add a photo or light a candle. If you would like to include a photo with your message click 'Add Photo' then click in the box with the plus (+) symbol, you can then locate the photo that is locally saved on your computer.

If you would like to light a candle to accompany your message instead of uploading a photo, click 'Light Candle'. You can then select the colour of the candle (use left and right arrows to scroll through the options).

You can also opt to send a message only by not selecting 'Add Photo' or 'Light Candle'.

The next step is to choose if the message is public and visible to all, or private and visible only to the family. Make this selection by using the drop down menu.

Once you are happy with your tribute, click 'Post' and fill in the security CAPTCHA as prompted.

WHEN CONFIRMING THAT I AM NOT A ROBOT - WHAT DO I DO? WHAT DOES THE BOX WITH THE LETTERS MEAN?

A CAPTCHA is a response test to determine if the user is human or a robot. This is to stop unpermitted parties from accessing webpages. To pass the CAPTCHA you need to type the numbers and letters that that you see in the image, into the box. Note that the CAPTCHA is case sensitive. If you have difficulties determining the letters in the picture, click 'audio' and have them read aloud to you.

IS THERE TECHNICAL ASSISTANCE IF SOMEONE IS HAVING TROUBLE USING THE FEATURES ON THE TRIBUTE PAGE OR TRIBUTE WALL?

If you have any further questions or require assistance, please telephone our Funeral Advice Line : **1300 881 691**.

For 24 Hour Service and Enquiries
please telephone : **1300 881 691**

Email: contactus@howardsquiresfunerals.com.au
www.howardsquiresfunerals.com.au