

Planning A Virtual Memorial Event

*A Free Step-by-Step Guide For Families
To Create an Online Ceremony*

Version 1



NEW NARRATIVE

Created by LifeWeb 360
and New Narrative Memorials

INTRODUCTION

Dear friend,

No matter what has brought you to this guide, we want you to know that we are here to walk you through this process, step by step.

With restrictions on gatherings and fear in the air, COVID-19 has made it difficult for us to meet in person with our community when our loved ones pass away. However, while existing traditions and rituals may need to be modified for right now, there are many new and wonderful ways for your community to come together. And, there will one day be a time where we can convene together in person to be with each other and celebrate your loved one. Coronavirus shouldn't get to dictate when we support each other during a loss, only *how* we do that.

The teams at LifeWeb 360 and New Narrative Memorials joined forces to create this guide because both companies fiercely believe in the power of gathering together to tell stories and support one another after a loss, and want you to understand your options for doing this now as well as when large gatherings are again safe.

In the pages that follow, you'll find everything you need to plan and hold a virtual memorial event for your loved one right now. We'll take you through every step of the process with detailed screenshots, checklists, and best practices. You'll learn how to invite guests, plan the ceremony and speakers, and set up and manage the technical part of a virtual event, as well as ideas throughout to make your virtual memorial feel extra special.

This guide is meant to accommodate the most tech-averse of your group alongside the tech-savvy, and we're confident you'll be able to plan a meaningful virtual memorial event by following it. However, if you'd like some extra help, please reach out and we'd be happy to support.

With love,

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Christina Andreola & the New Narrative Memorials team

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ABOUT US

LifeWeb 360



LifeWeb 360 helps communities keep memories alive and support each other for the long-term. Friends and family can create a special place to remember and celebrate the life and light of their loved one, easily sharing stories and photos which are automatically organized into a multimedia scrapbook. The entire community can come together to capture the person's essence.

New Narrative Memorials



New Narrative is an events firm dedicated to helping families with producing personalized Celebration of Life events. We aim to make the process easy and streamlined for families and vendors during a difficult time. At our core, we work alongside Funeral Directors, Celebrants, and families alike to provide a concierge service for memorial events.

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Software & Online Services You May Need

We Recommend the following softwares and services for you and your family

- **Cloud-Based File Sharing** (ie. Google Drive or Dropbox)
- **Video-Conferencing** (ie. Zoom)
- **Music Streaming Services** (ie. Apple Playlists, Spotify, or Google Play)
- **Calendar Sharing** (ie. Google Calendar, iCal, or Outlook)
- **Meeting scheduling Service** (ie. Doodle or LettuceMeet)

Deciding on The Event(s) You'd Like To Host

You have many options for memorial events for your loved one, both during and after social distancing. There is no 'right' path; choose which event, or combination of events, feels right for your loved one and your family.

Event Options	Summary	Who participates?	When hold?	Pros & Cons
Funeral Service				
1. Private in-person funeral service	You and your immediate family will gather together in person for the service, which will be private and intimate. You can choose to share parts of the service with others afterwards by sharing all or parts of a transcript of what was read and said.	10 people or less from your immediate family + your funeral director and/or celebrant	Now	Pros: <ul style="list-style-type: none"> • Very intimate • Easy to implement Consider <ul style="list-style-type: none"> • May leave out friends & relatives that would like to participate
2. Live streamed or recorded funeral service*	Your immediate family will gather together in person for the service (following proper physical distancing), and others at home can watch. Those at home can participate by sending in statements to be read during the service, or sending notes or photos that can be taped to chairs, or placed on white balloons tied to chairs to help you feel the physical presence of the virtual attendees.	In person: 10 people or less from your immediate family + your funeral director and/or celebrant Virtually: Unlimited friends & relatives	Now	Pros: <ul style="list-style-type: none"> • Unlimited friends and relatives can tune in • Saving the recording for posterity and sending to family and friends • Can feel intimate for those in person Cons: <ul style="list-style-type: none"> • May feel impersonal • Anyone can log in and view
3. Entirely virtual funeral service via video conferencing	You will gather with those in your household and join a video conference call with anyone else you choose to invite to the service. Everyone will be together in one virtual "room", but physically in the safety of their homes. Your chosen celebrant will open the service, designated speakers can read eulogies, and you can have musical performances	Virtually: Unlimited friends & family + your funeral director and/or celebrant	Now	Pros: <ul style="list-style-type: none"> • Will feel similar to a typical in-person funeral service • More interactive for all attendees • Can record the entire service Cons: <ul style="list-style-type: none"> • Possible lags in loading time based on wifi • Less intimate for immediate family

Event Options	Summary	Who participates?	When hold?	Pros & Cons
4. Larger in-person Celebration of Life service in the future	Friends and family will gather together again in a live ceremony with speeches, performances, slideshows, and preferred music. Food, drinks, and personalized touches can be brought into a venue and location of your choice. The format and schedule of the day is entirely up to you.	In person: All attendees Virtually: You may choose to live stream the event to accommodate others who cannot attend	Future - when restrictions on event sizes have lifted	Pros: <ul style="list-style-type: none"> • Time to plan a truly unique event • Everyone can be together in person Cons: <ul style="list-style-type: none"> • May not be able to happen for some time
Informal Memorial Gathering				
5. Entirely virtual wake / funeral reception / Shiva via video conferencing	Everyone gathers together in a “virtual room” to share stories and remember together. You can ask everyone to have a photo or story ready to share, or to prepare a type of food or drink at home to toast together. You can even record the event as a keepsake for yourself.	Virtually: Unlimited friends & family	Now	Pros: <ul style="list-style-type: none"> • Receive support from your community now • Create a space for people to remember together Cons: <ul style="list-style-type: none"> • Requires a moderator • New technology for some attendees
Blended Approach				
6. Entirely virtual funeral service via video conferencing followed by virtual funeral reception	Combination of Option #3 and #5 - Everyone gathers together in a “virtual room” for the funeral service via video conferencing, then stays on the video call to share stories and remember together in a more informal way	Virtually: Unlimited friends & family + your funeral director and/or celebrant	Now	Pros: <ul style="list-style-type: none"> • Easy transition from one event to the next Cons: <ul style="list-style-type: none"> • Possible lags in loading time based on wifi • Less intimate for immediate family

** If your funeral home is equipped for live-streaming or recording the service, they will handle this for you. If they are not currently equipped, please ask your funeral director to contact us and we will help them.*

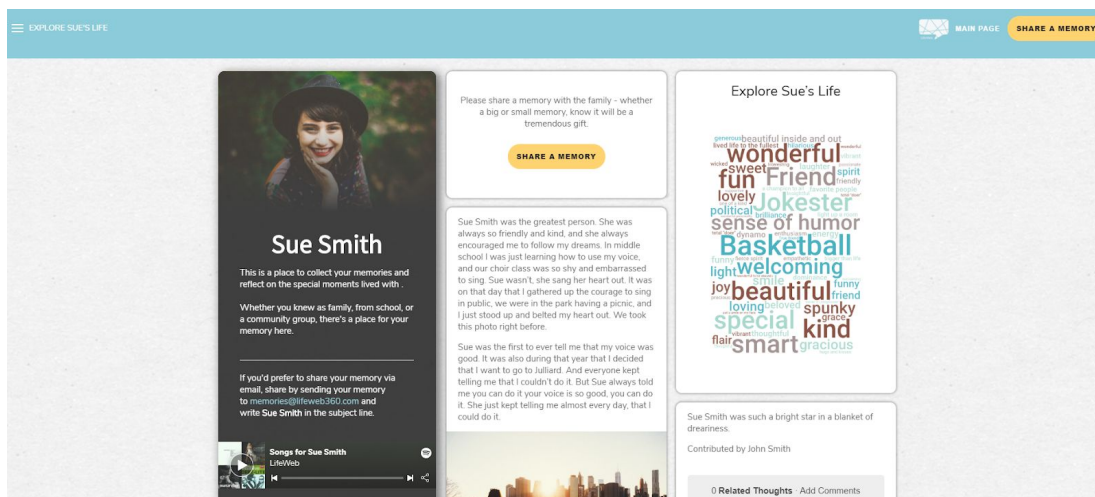
We recommend holding a funeral service + informal gathering now (or blended approach - option #6), and holding an in-person Celebration of Life (option #4) in the future.

[If you'd like added event planning support for the virtual memorial event or a future in-person Celebration of Life event, reach out to the New Narrative Memorials team.](#)

Begin Collecting Photos & Stories to Use at the Event(s)

Use a free online memorial tool like [LifeWeb 360](#) to immediately begin collecting photos and stories from friends and family, and notify everyone of the memorial event details once scheduled. The memories can be creatively used at the virtual memorial event, as well as a future Celebration of Life in-person event, and of course to preserve for future generations. You can include the link to join the virtual memorial service on the page, or post a recording of the event afterwards.

LifeWebs are memorial scrapbooks built by your friends and family. Easily collect photos and stories from all the people that knew your person in different ways. Memories are automatically organized by life theme to make them easier to explore and build on over time. LifeWeb highlights the beautiful things that made them who they were, making it easy to tell their authentic life story. Fun stories, their catchphrases, how they made you feel. If you'd prefer a copy you can hold in your hands, you can also order a memory book.



1. [Create a LifeWeb](#) at no charge

All you need to get started is a photo of your loved one. You can see an example LifeWeb [here](#) which includes a link to join the virtual memorial service and an event recording. Add and update event information and messages to those that visit the LifeWeb.

Memories can be shared publicly or privately, and settings can always be changed later. Collect memories for 3 months which stay online forever at no charge. Create [here](#).

2. Identify a few people that can get the word out

Think of the different “circles” of people your person was a part of - work, school, hobbies, childhood, etc. - and try to identify a “captain” in each circle to help you spread the word and collect memories from others in that circle.

3. Watch a scrapbook of their life come together

That’s it, as photos and stories are shared, watch them organized by life theme and into an interactive word cloud. The LifeWeb 360 team or an administrator for the LifeWeb page reviews all memories before they are posted to ensure they are appropriate.

4. Incorporate the LifeWeb memories into the virtual memorial event

Request a slideshow of the photos shared on the LifeWeb page to play during the virtual memorial service. Consider reading a series of excerpts from the stories shared during the service, or incorporating into the eulogies.

5. Tell everyone when the future Celebration of Life is scheduled

Anyone that visits the LifeWeb or shares a memory can opt into notifications for different ways to stay involved, including information on memorial events and tributes. If you plan a future Celebration of Life event, this ensures no one is forgotten. You can also add messages from your family to those that have shared a memory.

6. Incorporate the LifeWeb memories with the future Celebration of Life event

The memories shared can be showcased in different ways at the future Celebration of Life, such as printing a poster version of the word cloud generated from stories shared. Other LifeWeb event tools include sharing memory cards, a live word cloud creation activity, and a memory sharing station to record stories live.

7. Order a physical memory book

If you’d like, you can have the memories shared on your person’s LifeWeb page transformed into a physical book that you can hold in your hands. The LifeWeb team formats the layout of the book so you don’t have to, then it’s printed by an artisanal printer.

Preparation and Organization

Before making any specific decisions for the virtual event, we recommend you speak to your Funeral Director to understand the options they have available. Depending on your provider and their capacity, they will be able to help with a range of options and decisions. You can also direct them to contact us for support in holding a virtual event.

To curate your own virtual event, we recommend the following steps during the **planning** phase:

Step 1: Scheduling A Date And Time to Connect Together

It's no surprise that [Zoom](#) has been the most user-friendly and accessible service for our friends and family to come together. Ask one family member to sign up for an account and to invite any immediate family or close friends who may want to be a part of the decision making. You'll need a Zoom pro account (\$15 / month) for the memorial service, which allows groups to meet for an unlimited amount of time. You should register for Zoom Pro at this point in the planning process so you can make use of it throughout planning.

Use a free meeting scheduler such as [LettuceMeet](#) or [Doodle](#) to decide on a time where everyone can meet and discuss.

We recommend limiting the amount of family on the initial call.
Create an agenda to discuss key ideas and elements.

Step 2: Deciding Key Elements of Your Service

The service elements can be personalized and customized to fit the needs of your family, the circumstances of their death, and the personality of your loved one.

Consider the following elements and details:

- Is there a date or time that works best for your family and close friends?
- Would you prefer a live stream or a private, invite-only video conference?
- Who would you like to lead the service?
- Would you like to share photos, videos, or a slideshow during the service?
- Will there be any special touches, rituals, or toasts you would like to make?

We recommend including special elements like songs, poems, and toasts throughout the service and in between speeches

Step 3: Delegating Family Roles & Responsibilities

Once you have decided on key elements, it's time to determine who will take on certain roles within the memorial process. You will need to do this as a group to decide who can manage certain tasks or if you would like to hire someone to complete a few of these.

Here are a few roles and responsibilities we recommend you take into consideration

- Master of Ceremonies or Celebrant
- Someone technical to operate your video conference call or live-stream
- A person to design the stream invitation
- People to distribute the invitation and collect RSVPs
- Slideshow creator, if desired
- Music playlist curator, if desired
- Special speakers during the 'formal' portion of the ceremony
- One or two live performances, if desired

We recommend assigning one role per person to alleviate any potential stressors during the virtual event. For example, we recommend your Master of Ceremonies to be someone different than your Technical Operator.

Step 4: Creating an RSVP List

We recommend you create a list of possible attendees that you would like to invite to the service. With shelter in place restrictions and social distancing measures in effect, you'll want to place greater emphasis on inviting your specific attendees.

Creating Your Guest List

The guest list can be one of the most crucial elements of your ceremony. We understand there might be difficulties in gathering everyone together, due to travel restrictions, now and in the future.

We recommend creating a mind map for beginning your guest list process. Use a free tool like [Whimsical](#) or X-Mind (for Mac users). Place your loved one's name in the middle of the page and, one by one, create 'branches' for:

- Immediate and Extended family
- Out of Town Relatives
- Friends of the person
- Friends of the family
- Children & Spouse's friends
- Neighbours
- Church Groups
- Association Friends or Club Members
- Community Groups

As a best practice, we recommend limiting the number of attendees who can speak or perform during the ceremony. For attendees, each [Zoom Pro membership](#) can include up to 100 individual attendees in one virtual room. 1 attendee = 1 device, so if multiple people in one household join from the same computer, that will be just 1 attendee.

When creating your guest list, put a small star next to anyone who may need some additional assistance or a gentle reminder about the event. This can include out of town relatives, elderly relatives, or those who live in remote areas.

Dialing In: An Option For Those Without A Smartphone or Computer

Zoom allows participation via video call or phone call. Each Zoom invitation will include a phone number to call in to, based on your region and where your attendee is calling in from.

If there are very important family members who may need to phone in, be sure to connect with them ahead of time to ensure they are comfortable with phoning in.

Step 5: Inviting Guests

There are several methods to inviting guests to the online memorial service and you can select the option most comfortable for your family.

In the Obituary or on the Funeral Home Website

You can include the details for the memorial event in the obituary and anywhere else funeral-related communications are going out, though consider how private or public you would like the event to be.

Given the increase in “[Zoom trolling](#)”, it may be preferable to include information in the obituary to inform that there will be a virtual service, the date and time, and that invitations will be sent but to call your family or funeral home for more details.

Self-Made Invitations

As your event will mostly rely on word of mouth and forwarded messages, we recommend creating a Facebook event, sending a direct email, or using an online service like Evite or Paperless Post.

You can also ask attendees to join the virtual memorial event via your loved one’s LifeWeb page, and request that the login information be added only an hour before the event to maintain privacy. See an [example](#), and include the LifeWeb page information in the email or invitation you send out.

Invitations 101: Design & Content

There are several ways your family can choose to design your invitations. Whether it’s via a graphically designed invitation, a Canva creation, or [simple write-up like in this template](#), we recommend including the following information:

- Date of Stream
- Time of Stream (*indicate time zone)
- Link + dial-in information (see below)
- Program / Speeches (if desired)
- Anything your attendees should be aware of during the service
le. wearing a specific color or bringing a prop for a group toast
- If there will be a chance to mingle after the formal ceremony is over, or any instruction for separate breakout rooms

We'd recommend attaching this [easy to follow PDF](#) on how to join a virtual memorial via Zoom for your attendees. Template links are included below:

[Click here for the Email Template](#)

Dear friend,

[Insert picture of your loved one]
[Date of birth-Date of death]
[Who is your loved one survived by?]

A life lived with love deserves to be remembered with love. Please join us for a digital life celebration honoring [loved one's name] at [date/time] via Zoom. In lieu of an in-person gathering, we are opting for a virtual format in hopes that everyone that knew and loved [loved one's name] will be able to participate. Join us as we share stories, offer remembrances, and honor [loved one's name]'s life together.

[date/time]
[Insert Zoom conference details -- hyperlink to join via computer + 1 or more telephone numbers to join via traditional telephone]

We will use Zoom, a video conferencing tool that allows us to gather all at once. Please join the virtual memorial with others whom you are safely able to join together with, i.e. members of the same household can join together from one computer.

There are several ways to attend the Celebration of Life:

1. Do you have a computer with a webcam and internet access?
 - a. If yes, use your device to access [link] to join at the appointed time.
 - b. If not, see option 2.
2. Do you have a mobile device (smartphone or tablet) with a video camera and internet access?
 - a. If yes, use your device to access [link] to join at the appointed time.
 - b. If not, see option 3.
3. Dial in by traditional phone (audio only)
 - a. You can also view the memorial by using a computer to access [link] at the appointed

[How To Attend An Online Memorial](#)

ATTENDING A VIRTUAL MEMORIAL

What is a Virtual Memorial?
A virtual memorial is a live gathering of friends and family to remember and celebrate a loved one. Some or all of the attendees join the memorial via video conference call. This guide will explain how you can join a memorial as a virtual attendee using the tool Zoom.

Zoom Features to Know

- Turn your **camera** on. Remember: everyone can see you!
- Turn on your **microphone** if you are speaking. Keep it muted if you are not speaking.
- Use the **chat** to tell the moderator that you'd like to share a story.

Options to join

- Computer
- Mobile Device
- Traditional Phone (Audio Only)

Plan Ahead

Reduce distractions for yourself and other attendees:

- Test your microphone and webcam by clicking **test**.
- Ensure that you have a stable internet connection:
 - Wired internet is better than wireless (WiFi), if possible.
 - Close unneeded applications on your device.
 - Ask others at home to avoid streaming, large downloads, etc. during the event.
- Find an indoor, quiet environment.

Guests' Preparation

In the invitation to friends and family, you can encourage those that are safely able to join together to do so (e.g. family in the same household joining from the same computer). You may also want to ask them to check in advance that they have the following:

- Computer or phone with a working webcam and microphone, unless dialing in
- A quiet place to sit and enjoy the livestream. Be cognizant of your background
- Headphones, if desired
- A stable internet connection, optimized for speed as much as possible:
 - Wired internet connection is better than wireless (WiFi)
 - Close unneeded applications on your device
 - Ask others at home to limit high bandwidth activities during the event like streaming and downloading

Step 6: Selecting Your Speaker(s) and Ceremony Content

We recommend treating this selection process the same as you would for an in-person memorial. Ask close friends, relatives, and family if they would like to say something while planning for the event. Ask any speakers or performers to keep their speeches to 2 - 3 minutes in length.

The Event Program

For the ceremony, plan a schedule for your speakers and distribute this schedule so that it is clear who is speaking when and in which order. If your family would like to encourage story sharing, you can do so via an open microphone **or** ask attendees to write their memories in a chat box.

Open Microphone

If your family is interested in planning for an open microphone, reach out to one or two attendees ahead of time to ask them if they can speak first to ‘open the floor.’

Your family may want to utilize special features like the Zoom ‘spotlight’ feature, the ‘raise hand feature’ or ask people to record in the chat box if they want to speak.

Live Slideshow

If you’ll be using a slideshow, you’ll need someone to have the slideshow pulled up on their computer screen and then they will “present” their screen using the green button in the bottom center of the Zoom panel. It looks nicest if you don’t have other tabs and things open on your computer, and can immediately move into “presentation” mode to fill the entire screen with the slideshow.

Including Live Performances

The easiest way to incorporate a musical performance is to have just one person singing to everyone else, or everyone singing but on mute and the volume on for the primary singer.

Delays in internet speeds make for a not so smooth singing experience, however, if you are feeling ambitious, there are [methods](#) for creating a virtual choir.

If your performer or group is interested in a singalong, we suggest ‘screen sharing’ to a separate pre-made slide and working with your technical director to hover the mouse over the specific words as they are being sung or spoken.

Step 7: Writing Out Housekeeping Notes

Your Master of Ceremonies or Celebrant will be responsible for welcoming the group to the virtual event. We recommend they include some of the following pointers in their opening remarks:

- Welcome and thank you for attending virtually
- Perhaps a note to acknowledge and make mention of this new experience and time in our society and world
- Acknowledging guests who are tuning in from all parts of the city / country / world
- Mention the livestream and if it's public or private
- Let guests know if there are plans to create an in-person event once physical distancing bans have been lifted
- There will be speeches and/or performances from selected family & friends
There is a host [name] who will be ensuring each speaker has their moment to speak, uninterrupted
- This stream may be recorded by the family
***Please mention that attendees' faces will be recorded. If attendees do not want their face to be shown, they may turn off their camera while their voice can be heard during an open mic*
- Mention if there will be an open microphone session
**Someone within your family who is not the Master of Ceremonies can keep track of anyone who would like to speak by moderating the 'chat' feature. You can also ask your event director to help keep track as well.*

Setting Up A Virtual Event in Zoom

We recommend signing up for a [Zoom Pro](#) account and downloading the Desktop Application for easy use. This Zoom plan is the least expensive option that will give you the functionality you need. For \$15 / month, you can have up to 100 attendees (i.e. 100 devices logging into the event) and meet as long as you'd like.

We are also happy to offer one on one Zoom training for you and your family.

[Click here to schedule a consultation with New Narrative.](#)

Configuring Your Settings

Zoom has a number of setting options for different types of meetings and gatherings, including the ability to record the entire event; below are the settings we'd recommend for a virtual memorial event.

- Registration: not required, i.e. leave box unchecked
- Meeting ID: Generate Automatically
- Meeting Password: Required
- Video: On for both host and participant
- Audio: Both
- Meeting Options:
 - Enable join before host: Do not enable, i.e. leave box unchecked
 - Mute participants upon entry: Do not enable, i.e. leave box unchecked
 - Enable waiting room: Enable
 - Only authenticated users can join: Do not enable, i.e. leave box unchecked
 - Record the meeting automatically: Record in the cloud

Settings should reflect the screenshot below:

The screenshot displays the Zoom meeting settings interface. It is organized into several sections:

- Registration:** A checkbox labeled "Required" is checked.
- Meeting ID:** Two radio buttons are present: "Generate Automatically" (selected) and "Personal Meeting ID 677-955-6826".
- Meeting Password:** A checkbox labeled "Require meeting password" is checked. To its right is a text input field containing the number "430222".
- Video:** Two rows of radio buttons are shown. The first row is for "Host" with "on" (selected) and "off". The second row is for "Participant" with "on" (selected) and "off".
- Audio:** Three radio buttons are shown: "Telephone", "Computer Audio", and "Both" (selected). Below them is the text "Dial from United States of America" followed by a blue "Edit" link.
- Meeting Options:** A list of checkboxes: "Enable join before host" (unchecked), "Mute participants upon entry" (unchecked), "Enable waiting room" (checked), "Only authenticated users can join" (unchecked), and "Record the meeting automatically" (checked). To the right of the last checkbox are two radio buttons: "On the local computer" and "In the cloud" (selected).

Learning Zoom

Zoom is a very intuitive tool to use for both you as the event host, as well as for your event attendees. However, if you'd like more help with Zoom, they have a wealth of [help resources](#).

[Contact New Narrative if you would like customized help for your upcoming event.](#)

Scheduling A Technical Rehearsal

We recommend scheduling a technical rehearsal 1 - 2 days prior to the memorial service to run through the details with the Master of Ceremonies and your Technical Operator. The rehearsal ensures everyone is able to log in, use their microphones with ease, configure camera settings, and feel comfortable with the online streaming process.

We suggest the following tips to prepare for the live stream:

- ❑ Allow at least 1 hour for performers, speakers, Master of Ceremonies, and the Technical Manager to practice their roles
- ❑ Create a virtual 'green room' for performers and speakers to test microphones and camera connections prior to the live event
- ❑ Include a rehearsal schedule in the overall timeline for the event
- ❑ Gather any props or items you may need for the stream
 - le. any candles, photos to show, or special items
- ❑ Have your Master of Ceremonies notes available and pulled up in order to follow along with the program

Advanced Zoom Features

Zoom has a LOT of functionality you can take advantage of - the sky's the limit on your creativity! Here are a few advanced maneuvers to consider and how you can use them:

- [Spotlight video](#) - Designate one speaker to the "primary" speaker for all attendees, i.e. the person who is really big on the screen. Even if there is background noise from other computers, the video will stay focused on the spotlighted speaker until you disable. Consider using this feature to spotlight each storyteller in turn
- [Breakout rooms](#) - Mimic tables at a funeral reception by [pre-assigning attendees](#) to a group, e.g. high school friends, relatives, co-workers. After the main event, you can break everyone into their assigned groups, which will put them in smaller, more intimate video conference rooms. As moderator, you can pull everyone back together at any point. You can also have your family "visit" each table by moving between each breakout room. If you use this feature, it takes some getting used to, so practice plenty in advance. You should pre-assign all attendees to a group to save time, for example by sending a survey in advance or asking a family representative to break people out; instructions [here](#).

Running the Memorial Event

Using a ‘Waiting Room’

The waiting room function is a feature of Zoom, specifically. It is a virtual staging area that prevents attendees from joining a meeting until the host is ready.

As the host, your technical manager can either admit attendees one by one, or all at once. Given the difficulty of creating a complete guest list for a funeral event, the best use of this feature for your purposes is the ability to quickly remove individual attendees from the call and not let re-join (in the unlikely event that is necessary).

Learn more about how to use the Zoom waiting room [here](#), which includes a 1-minute overview video of the feature.

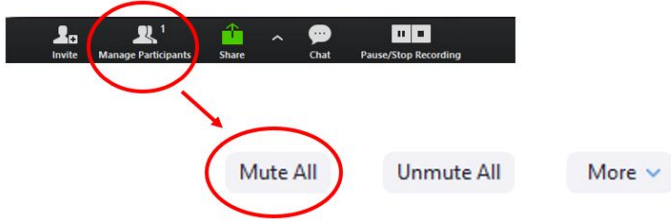
Starting the Event

Whomever has access to the Zoom Pro account will need to “open” the Zoom room to begin the event as the event host. We recommend logging in 15 - 20 minutes early for anyone who arrives early.

Tip for Background Noise

If there is a lot of background noise, the host can mute all participants, then selectively unmute people based on whose turn it is to speak (or ask the speaker to unmute themselves)

Muting Instructions:



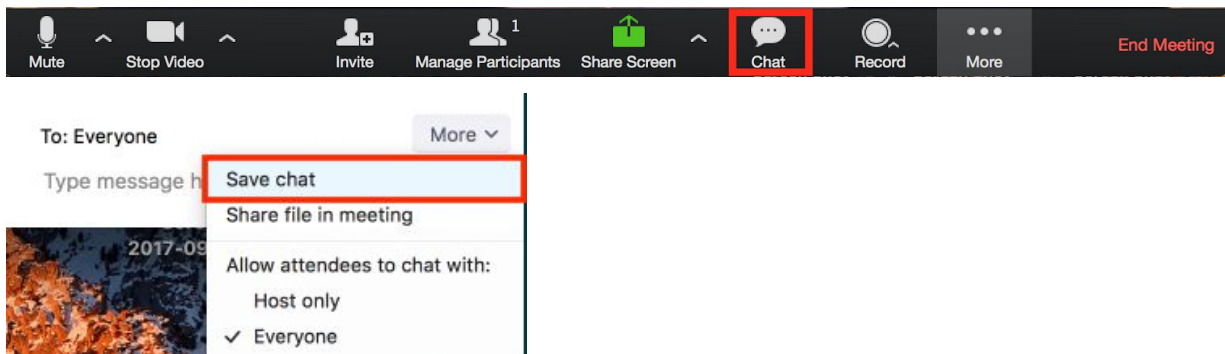
The image shows a screenshot of the Zoom meeting control bar. The 'Manage Participants' button is circled in red, and a red arrow points from it to the 'Mute All' button, which is also circled in red. Other buttons visible include 'Invite', 'Share', 'Chat', and 'Pause/Stop Recording'.

Saving The Chat Box Before You End The Ceremony

Download the in-meeting “chat” to serve as a sort of guestbook. You’ll likely find that many people are adding their own stories and reactions to others’ stories using this chat feature, so as not to disturb the flow of the event.

While the format of the saved chat isn’t much to write home about, it’s easy to do and serves as a nice keepsake.

Easy to follow instructions [here](#) to save the chat manually.



If you do not enable auto-saving of the chat, you **MUST** save the chat before you end the meeting for everyone.

NOTE: The chat may save “private” chat messages between event participants, in addition to the broader chat

Best Practices for Moderating

When running the memorial, you will be responsible for ensuring the event flows smoothly and according to schedule.

We encourage the following best practices to ensure you're set up for a successful livestream:

- Remember to press **play** to record the entire event, if you didn't pre-select to record
- Keep your Master of Ceremonies script handy to stay on track
- Have your host or facilitator, be on standby to admit any latecomers in the virtual waiting room, or available to handle any last-minute questions or microphone issues
- Be ready to pause the stream in case of any interruptions

After The Event Ends

Archiving The Recording

When the event is over, press **STOP** in the bottom bar, next to the pause button. If you selected the "record to cloud" option in your settings, you will be able to access the recording a few hours after the event. Zoom will send you an email when the recording is ready, and you can also access in the Recording section of your Zoom admin panel. See screenshot below.

Click "more" to download the recording to your hard drive, or "share" to send a link to the recording to others directly. You can even add a password. Be sure to rename the file for reference.

The screenshot displays the Zoom Cloud Recordings interface. On the left is a navigation menu with 'Recordings' highlighted. The main area shows a table of recordings with columns for Topic, ID, Start Time, and File Size. A 'Share...' button is circled in red for the first recording. Below the table, a sharing modal is open, titled 'Share this cloud recording'. It includes options for sharing (Publicly selected), download permissions, on-demand registration, and password protection. A recording link is provided, and a 'Copy To Clipboard' button is visible.

Topic	ID	Start Time	File Size
Friends	308-859-479	Mar 18, 2020 06:33 PM	2 Files (28 MB)
Celebrating John	442-271-475	Mar 18, 2020 01:47 PM	2 Files (145 MB)
Celebrating John	149-409-844	Mar 18, 2020 01:34 PM	2 Files (38 MB)
Celebrating John	149-409-844	Mar 18, 2020 01:28 PM	2 Files (12 MB)

Reconnecting With Family

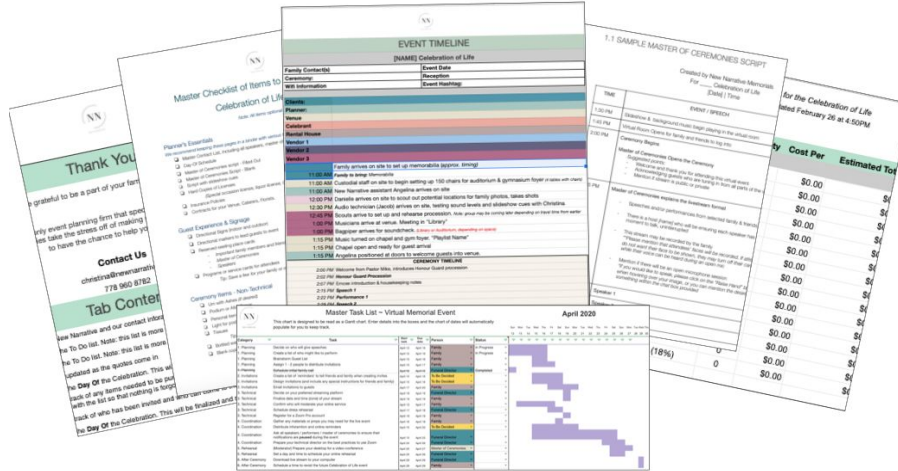
During or after the memorial event has ended, consider keeping your Zoom Pro subscription for other gatherings during this time of social distancing and beyond, or use other free video conferencing tools like [Google Hangouts](#), [Houseparty](#), or Facetime (iPhone & Mac products).

Our recommendation is to use your brand new subscription and Zoom abilities to:

- Occasional check-ins with family and friends without a time limit
- Sunday family dinners with each household logging in
- Virtual tea time
- Other Celebrations (Birthdays, anniversary gatherings)
- Look at photos together with screen sharing

SAMPLE TEMPLATES

Custom Templates Available Upon Request.
[Contact Us at New Narrative for questions or to purchase](#)



Contact Us

We're so grateful to be able to help your family at this time.
[Please contact us with questions and other ideas for how we can improve the guide.](#)

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Version 1

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