



Remembering.Live

Online Memorial Services

How to Attend a Virtual Memorial Service on Zoom

Zoom is a popular video chat platform, which we use to host our Virtual Memorial Services. In this article, we explain how to attend a Virtual Memorial Service on Zoom from a computer, for those unfamiliar with the platform.

You will find information about your loved one's Virtual Memorial Service on their tribute website. A Zoom link to the service will be provided on the tribute website 24 hours prior to the service. You may have also received a separate invitation from the event organiser containing the Zoom link.

Click on the Zoom link (unique to your loved one's service) to join the service. We recommend joining the Virtual Memorial Service 10 minutes before the scheduled time to resolve any technical issues.

May 20, 2021

Time a.m./p.m. Time Zone

Thank you for participating in the upcoming memorial service.

This virtual event will use Zoom video conferencing, which requires an internet connected computer with a web camera, or a smart phone with the Zoom app installed.

When to connect

Since this is a virtual service, please plan on connecting at least 10 minutes before the service begins to minimize connectivity issues.

Where to connect

<https://remembering.zoom.us/j/xxxxxxxxxxxxx>

If You Are Using A Telephone

In the US dial +1 (646) 558-xxxx

Use Meeting ID 989 5627 xxxx

[One click dialing here](#)

International phone numbers [here](#)



You do not need to download or sign in to Zoom to attend your Virtual Memorial Service. Simply click **join from your browser** on the bottom right of your screen.

Launching...

Please click **Open zoom.us** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

You will then be prompted to enter your name to join the meeting. We recommend that you use a name the event organiser will recognise such as “Bill and Ann Gilbert”, so they know that you attended the service. Then click **Join**.

Input your name to join the meeting

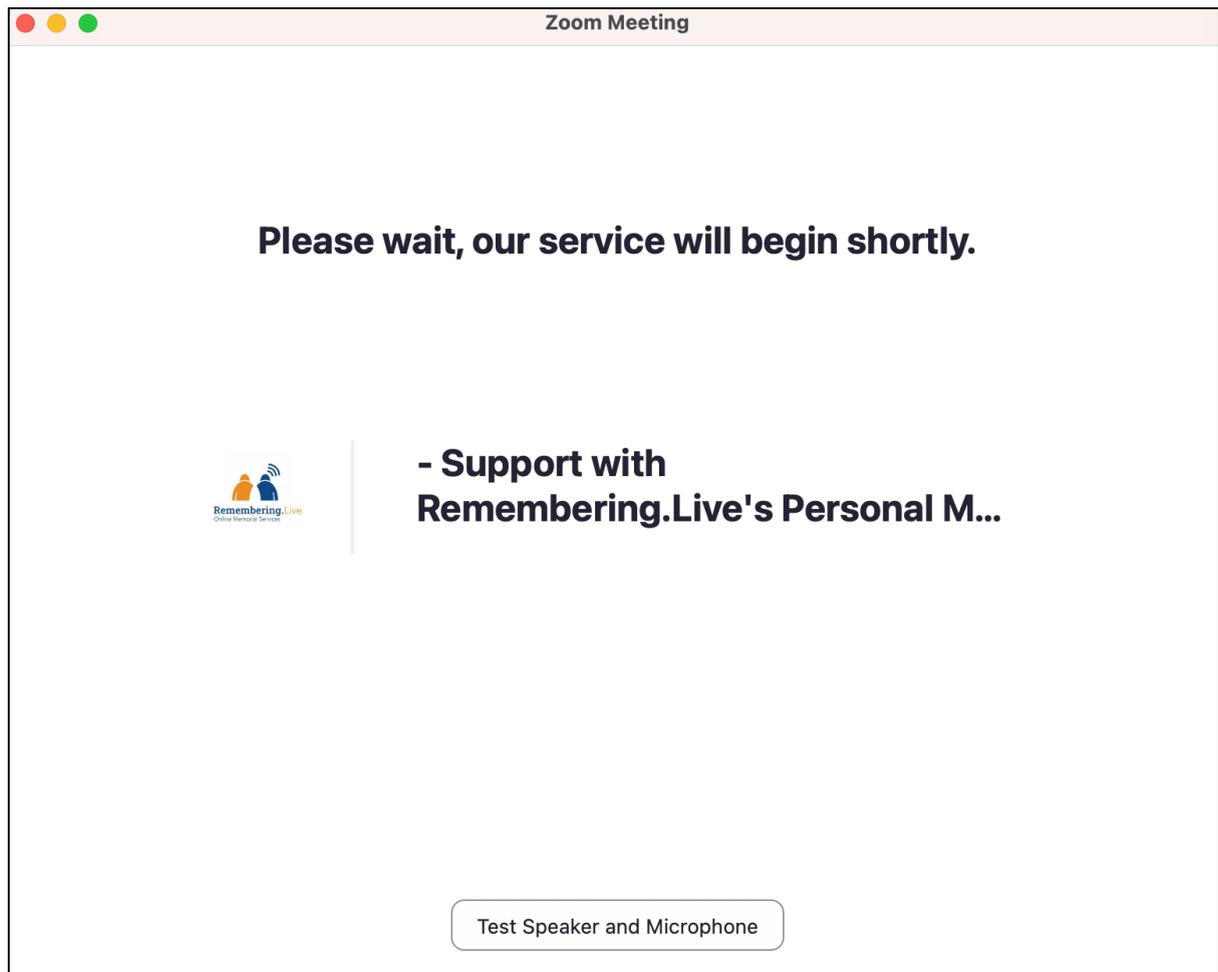
Your Name

Your Name

Join



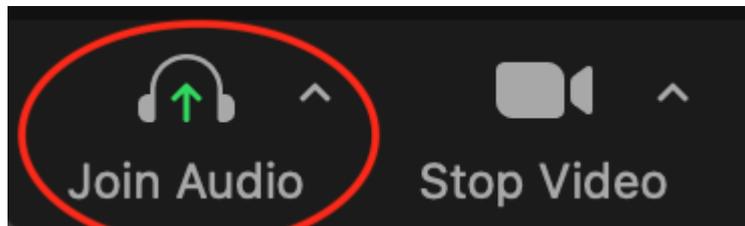
Before the service begins, you will be placed in a virtual waiting room until the event starts.



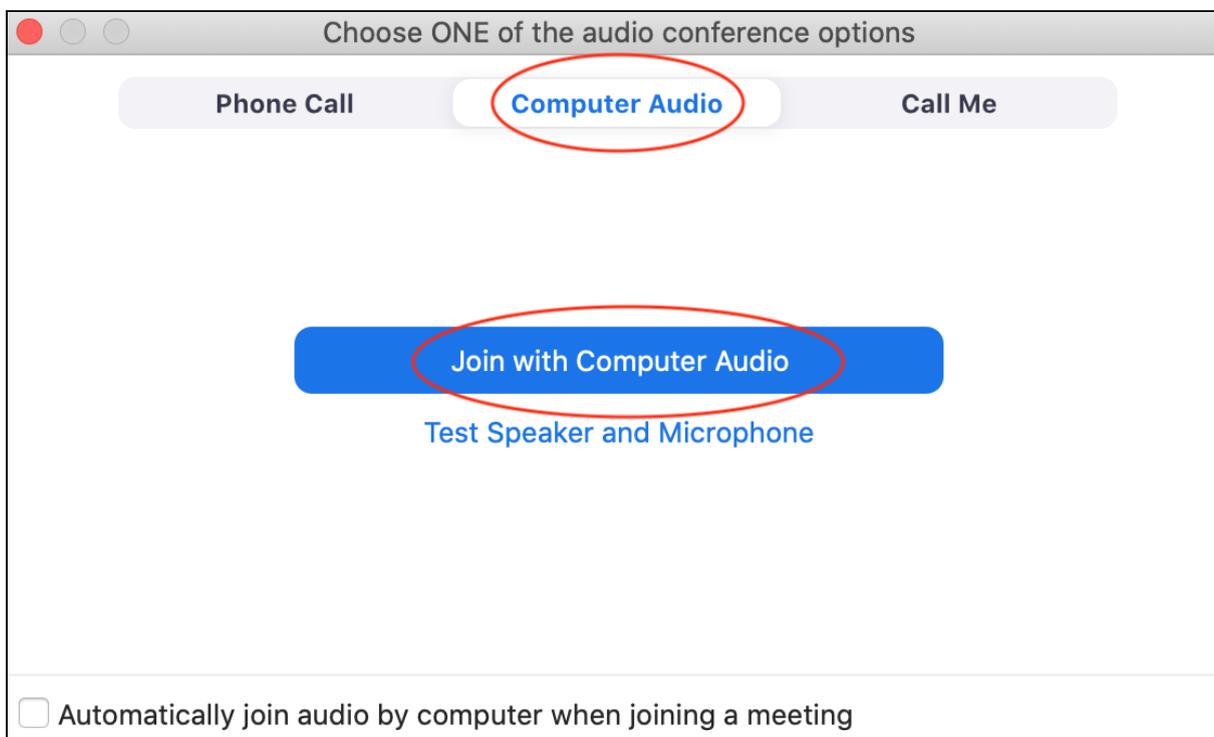
Your microphone will be muted upon entry out of respect for the family. Once in the meeting, settings related to your video and audio can be found in the lower left hand corner.



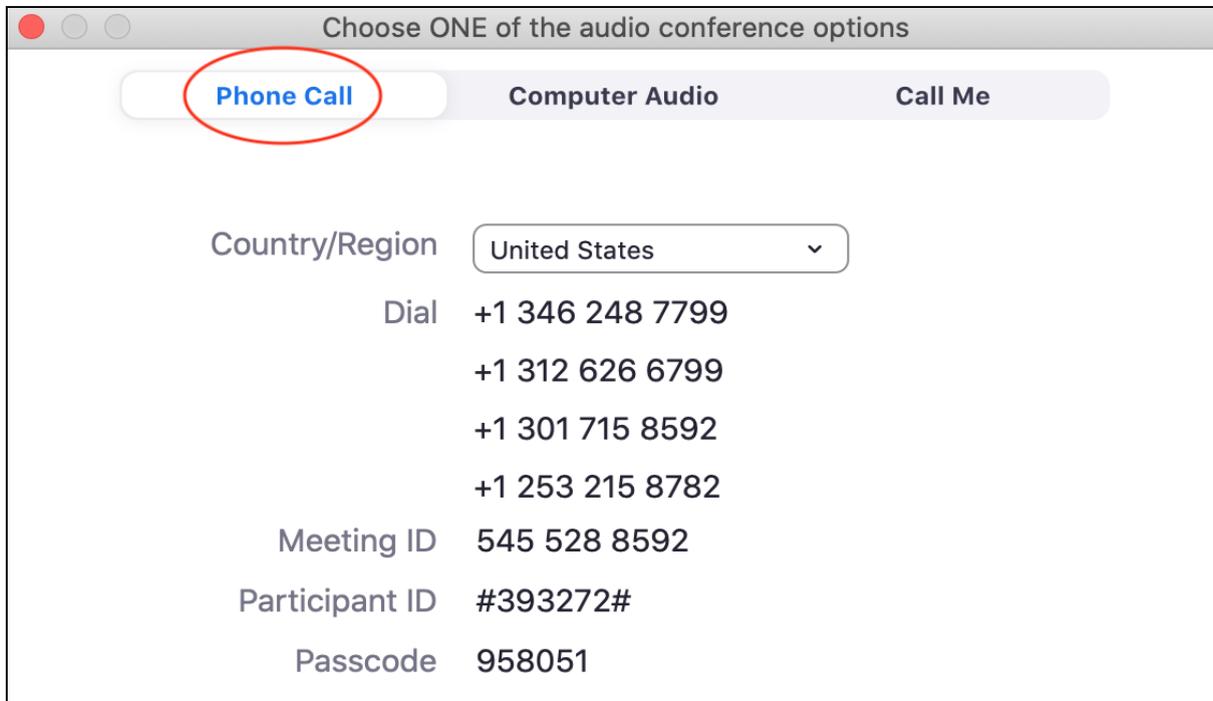
If you see **Join Audio** instead of **Mute/Unmute**, select **Join Audio**. You will then be given the option to join with your computer microphone or to dial in using your phone.



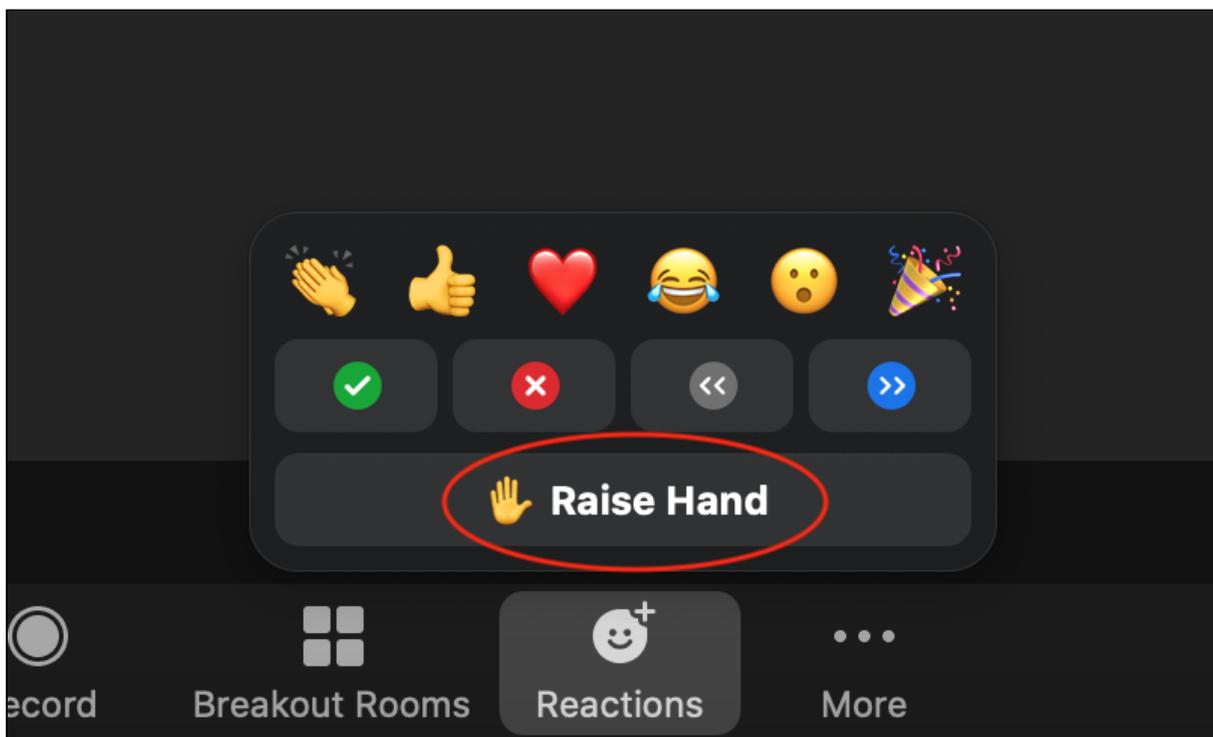
To join using computer audio, select **Computer Audio**, then **Join with Computer Audio**.



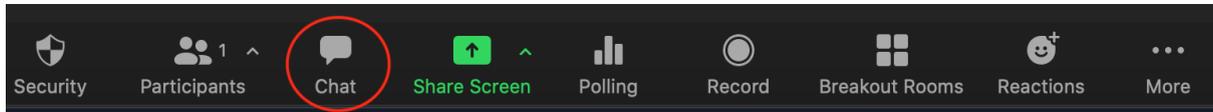
To dial in using your phone, select **Phone Call**. You will then be presented with a list of phone numbers. Call one of these numbers on your phone. You will be prompted to type in the **Meeting ID**, followed by #.



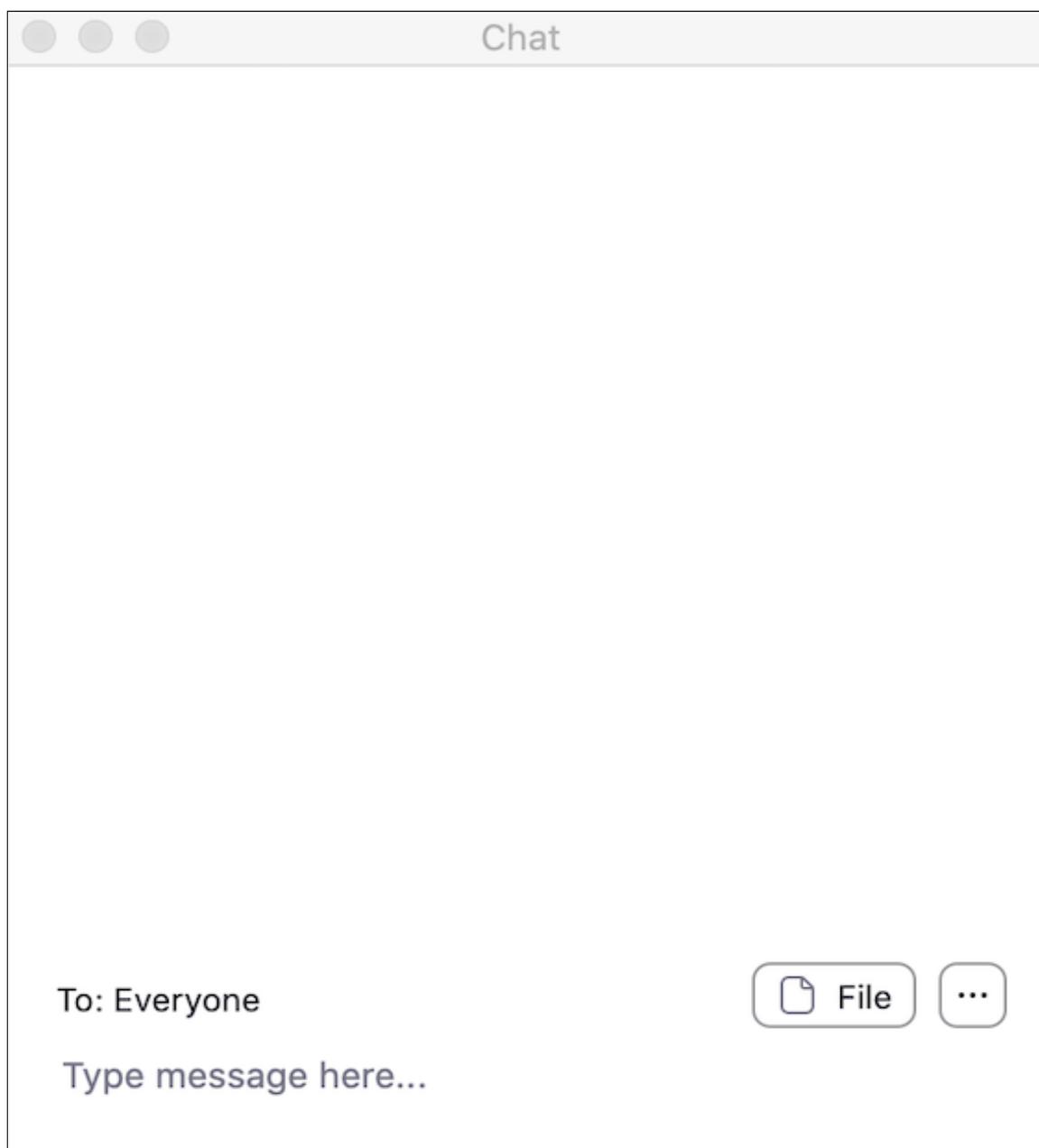
If you would like to speak during the service, you can do so by selecting **Reactions**, followed by **Raise Hand**.



Alternatively, you can ask to speak by writing in the chat box. To do so, select **Chat** at the bottom of your screen.

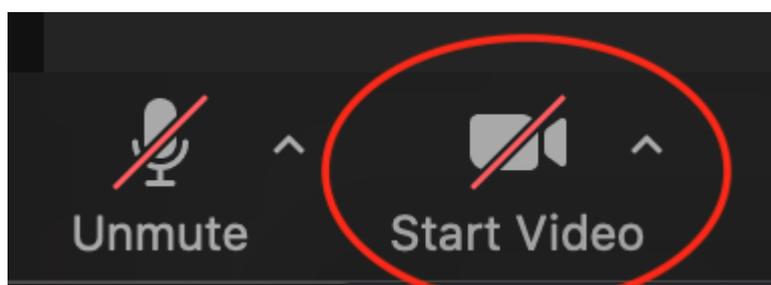


This will create a pop out box where you can write messages, including asking to speak. You can also use this feature to interact with the family and leave condolences.

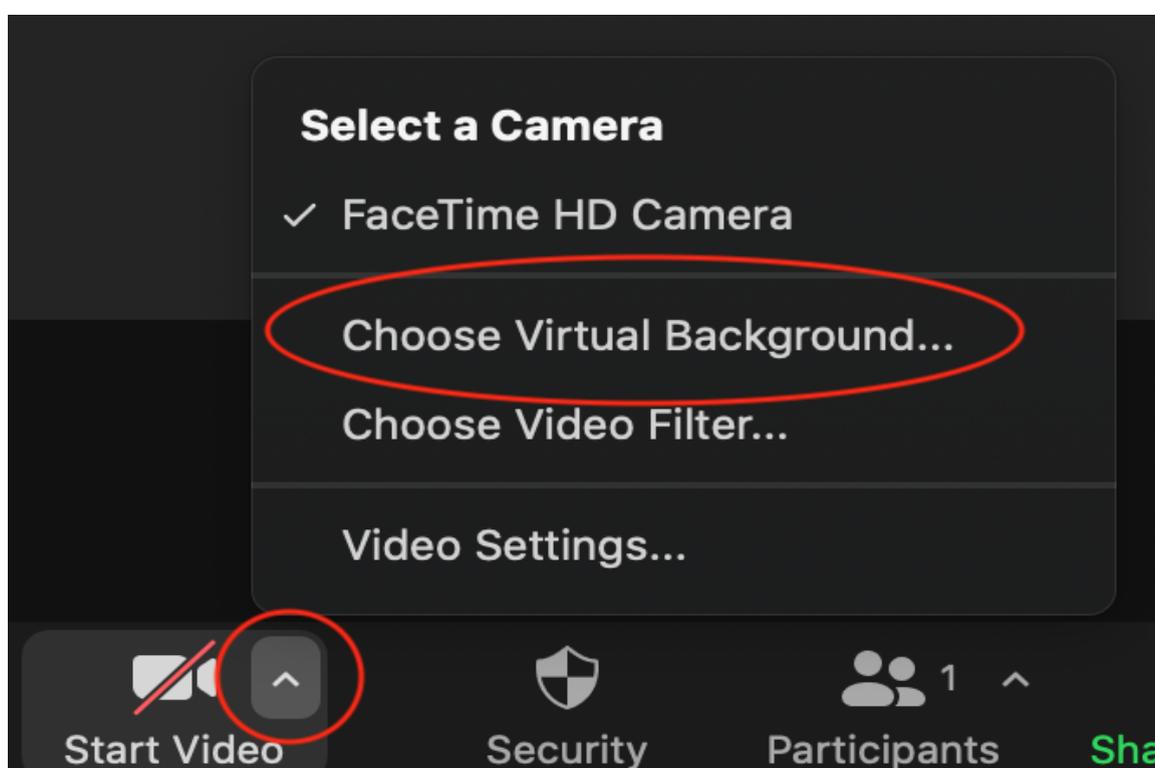


If all else fails, you can also wave at the screen with your video on and our Technical Facilitators will assist you. With each of these options, our Technical Facilitator will spotlight your screen (so that everyone can see you on their screen) and unmute you so you can speak.

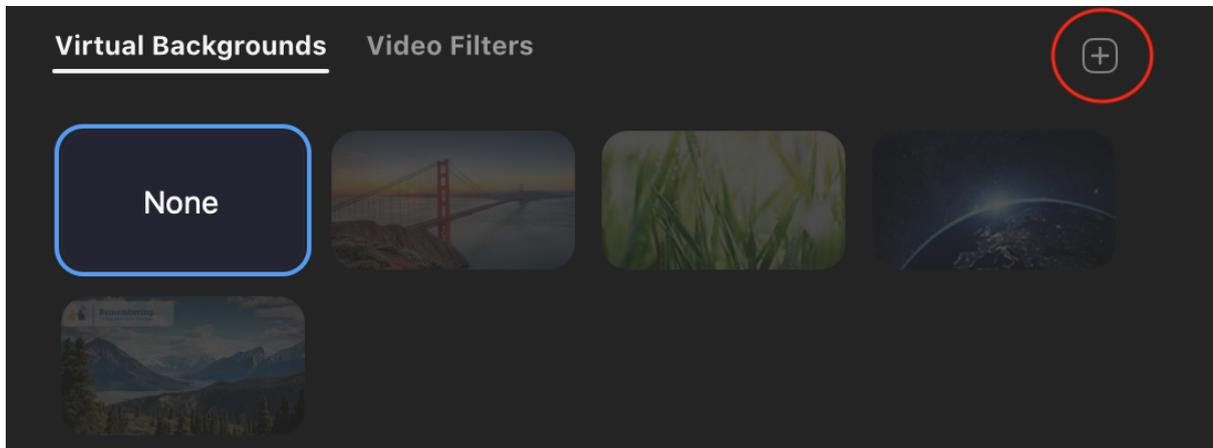
To start your video so others in the service can see you, press **Start Video** in the bottom left corner of your screen.



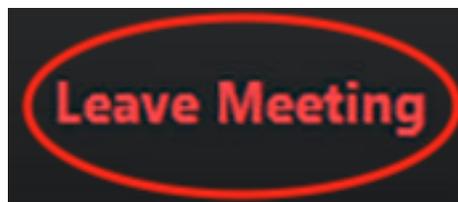
If you would like to use a virtual background, you can do so by pressing the up arrow on the video on/off button and then selecting **Choose Virtual Background**.



You will be presented with a selection of virtual backgrounds, or the option to upload your own background by pressing +.



When you are ready to leave the meeting, select **Leave Meeting** in the bottom right of your screen. Once the service is finished, the Zoom room will be closed. If you are still in the room when it closes, you will automatically be signed out of the service.



If you need any further assistance, our Technical Facilitators will be present throughout the service to help you.

Additional Tips for Attendees

- Dress appropriately and respectfully for the occasion. If your camera is on, other attendees will be able to see you.
- Find a quiet place to attend the Virtual Memorial Service. Background noise, such as cars passing by, can be very distracting during the service and may make it difficult for others to hear what you are saying.
- Choose a space with a clean and tidy background. Remember, other attendees will be able to see your surroundings. If you do not want other attendees to see your living space (for example, some do not want family photos visible in their background), then choose a neutral background such as a wall or door. Alternatively, you can select an appropriate virtual background.
- Make sure the lighting around you illuminates your face so other attendees can see you. You may need to put your overhead lights on or use a lamp next to your computer.

