



TOBIN BROTHERS FUNERALS

Celebrating Lives SINCE 1934



Webcasting and Tribute Pages **FAQs...**
Celebrating Lives from wherever you are

WHAT IS A FUNERAL WEBCAST?

A funeral webcast is the ability to stream (broadcast) a funeral or memorial service live over the internet. It is a cost effective solution which enables friends or relatives interstate or overseas to participate in the service. Webcasting is available at no extra cost from all Tobin Brothers Chapels. Funerals at all other venues can be webcast for a fee (provided there is wireless internet access). A webcast can be watched live or at a convenient time up to 12 months after the date of the funeral.

HOW DO OTHERS KNOW A FUNERAL IS BEING WEBCAST?

A webcast includes the provision of a Tobin Brothers personalised Tribute page. The link to that page can be shared with family members via email or social media. Webcast information can be added to newspaper Death and/or Funeral Notices.

For 24 hour service and enquiries, contact us at info@tobinbrothers.com.au or phone : 13 19 34

WHAT IS A TOBIN BROTHERS TRIBUTE PAGE?

A Tribute Page is a personalised area of the Tobin Brothers website which displays service information, webcast, and a tribute wall. Friends and family can view the service information, watch the webcast live or on replay, view the order of service, light virtual candles, share photos and memories and leave condolences and messages of love.

HOW DO I FIND A TRIBUTE PAGE?

1. Go to www.tobinbrothers.com.au
2. Search for the person's name in the 'Find a Funeral' search

HOW DO I WATCH A WEBCAST?

Follow the steps above. Once you have navigated to the individual Tribute Page, you should then be able to see the webcast option. The webcast will stream live at the advertised time.. You may need to refresh the screen to view the webcast. The refresh button looks like a $\frac{3}{4}$ circle with an arrow on one end. It is located toward the top left hand corner of the web browser. Click this button once to refresh.

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.

TROUBLE SHOOTING

I can hear an echo

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

I missed the live stream when can I watch it from the beginning?

Approximately 2 hours after the conclusion of the service

What software do I need?

We recommend that any potential user visit the website ahead of time to ensure you have the required software. Adobe Flash Version 7 or above is required. If you have ever viewed video footage on YouTube, your computer is probably compatible.

If you have any further questions or require assistance, please telephone our Funeral Advice Line: **13 19 34**.



INCORPORATING HERBERT KING FUNERALS, HOWARD SQUIRES FUNERALS, JAMES FERRIS FUNERALS

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