

# Guide to using the Isle of Wight Council web streaming service

The Isle of Wight Council are pleased to be in the position of now being able to offer live streaming facilities at the Isle of Wight Crematorium.

If you wish to use this service below is a guide:

- When you go to meet with your chosen funeral director make them aware that you wish to use the crematorium live streaming service.
- We require at least 48 hours notice.
- Your funeral director will contact the crematorium with your request and supply us with your chosen date and time.
- We will then supply your funeral director with a link and password enabling you to log into our chapel camera.
- Once you have the link password in your procession, you are free to send to as many people you wish to virtually attend the service.
- On the day of the service, virtual attendees will need to click on the link supplied either via the original email, or copy and paste into their chosen search engine.
- The streaming site will display a box asking for the password you have been supplied with.
- Once password has been accepted you will be logged in.

- If you log in on time you will be taken straight to the chapel where you will be able to stream the service.
- If you log in before your allotted time you will see a picture of the crematorium until your service is due to start (you may have to refresh your page if at your allotted service time you are not taken straight to the chapel).
- Service streaming will start on time and run for 30 minutes so it is essential that all service content can be conveyed within this timeframe.

Please be aware that we cannot guarantee uninterrupted streaming as this will depend on the capabilities of the hardware you are using and your internet service provision.

This information is correct at time of drafting (11 May 2020). We may have to change our chapel service during the pandemic.