Using the Epitaph Online Web Portal v1.04

1. Open Internet Explorer and browse to http://www.epitaph-solutions.com and select Online Login and then Portal and Log In or create a desktop shortcut to: http://epitaph-portal.dyndns.biz
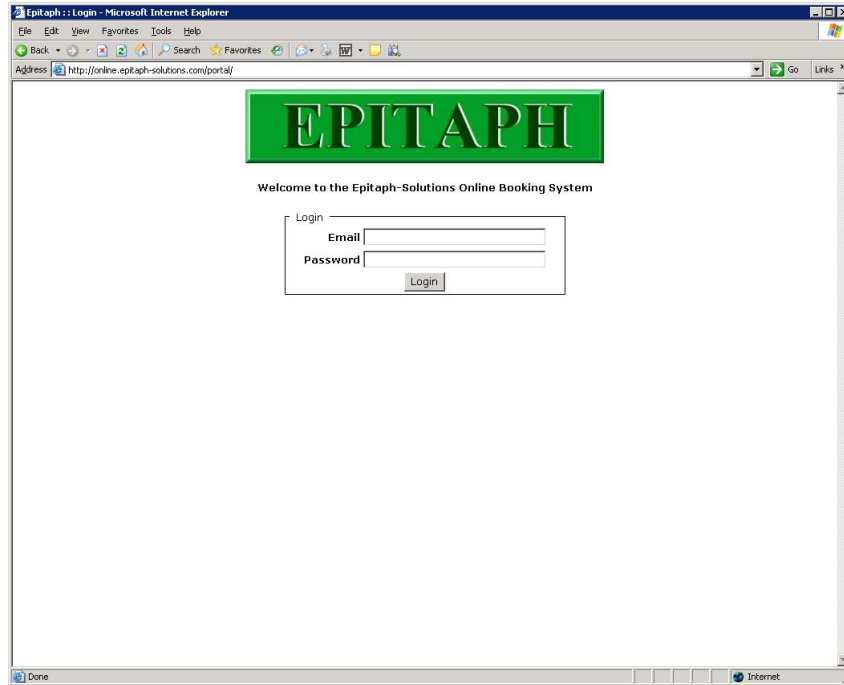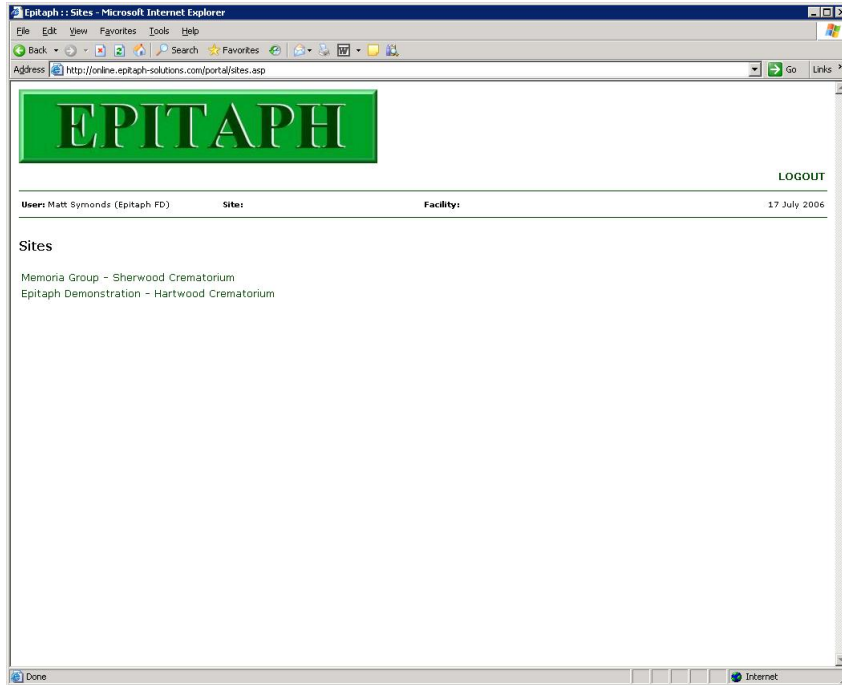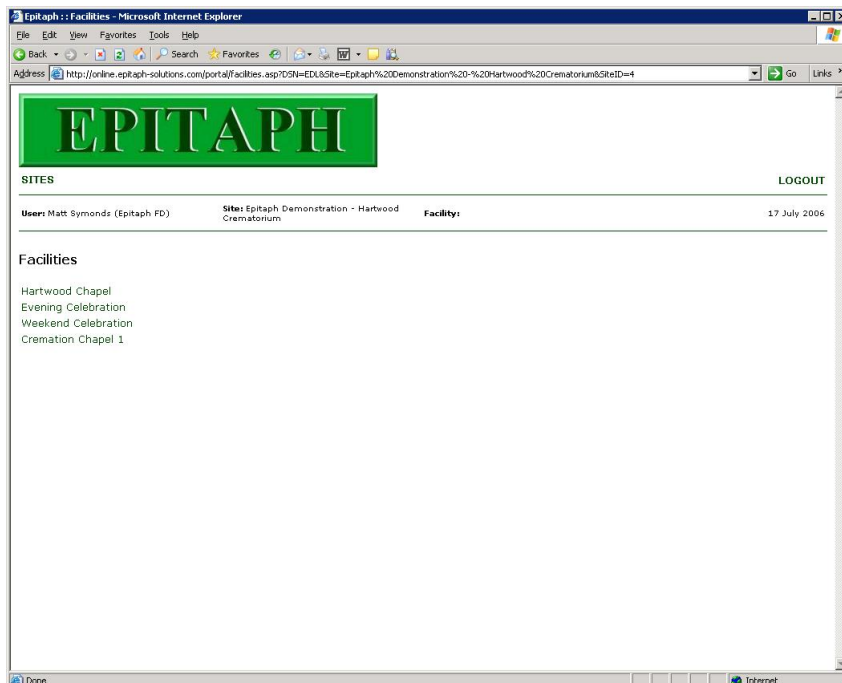
www.epitaph-solutions.com

Using the Epitaph Online Web Portal v1.04

2. Log in using your email address and password supplied by the crematorium or cemetery.

    a. A predefined group of sites belonging to various cemeteries and crematoria will be listed for you to access.

3. Click on a site to drill down to available facilities at this site.

8th June 2012
Help Desk: 024 7666 7337
support@epitaph-solutions.com

Using the Epitaph Online Web Portal v1.04

4. Select a facility from the list where you would like to make a booking.
   a. The bookings screen will appear. This screen will display all bookings made for the date indicated above the schedule for the day.
   b. "Today" and "tomorrow" will **not** be listed as bookings made for these days are not permitted (only dates 2 working days ahead are permitted).
   c. Dates available from the drop-down list span for the next 14 days and **may or may not** include Saturdays and Sundays, depending on the facility availability.
   d. Bookings made by anyone within your company will be displayed detailing the name of the deceased as well as icons to allow you to edit and/or delete these bookings.
   e. Bookings made by anyone **not** within your company will be displayed as *Unavailable*.
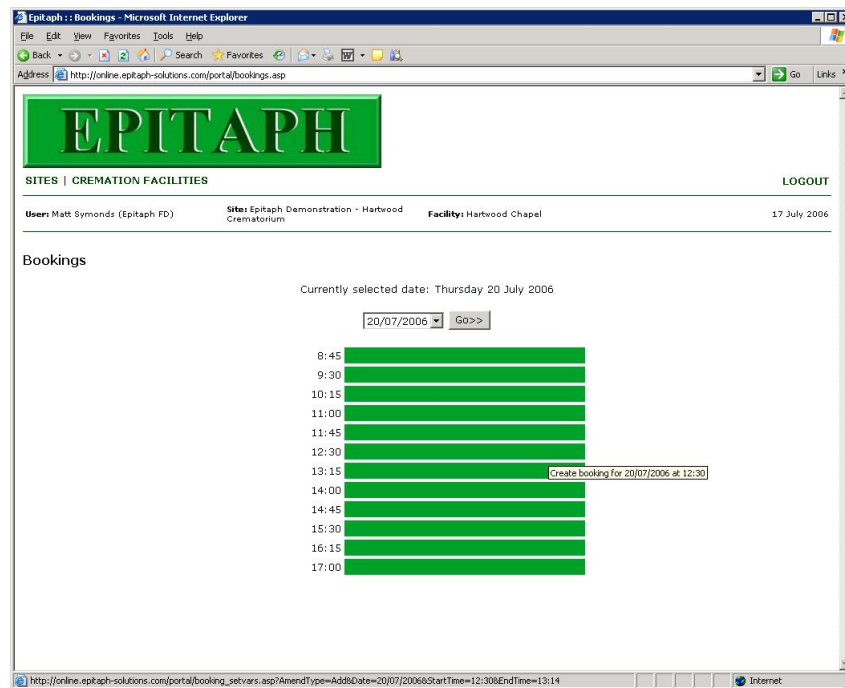
8th June 2012
Help Desk: 024 7666 7337
support@epitaph-solutions.com

Using the Epitaph Online Web Portal v1.04

5. Making a provisional booking
   a. Select the correct site and facility using the steps above.
   b. If the opening date is the date you require to make a booking, skip to stage **5d**.
   c. Select from the drop-down list the date when you wish to make a booking and click **Go**.

   d. Click on a timeslot for your booking.
   e. The **Add New Booking** screen will appear.
      i. The date and start time will be set to the time slots selected.
      ii. The end time can be amended (if the Facility Administrator allows this) and surnames of the applicant and deceased can be entered.
      iii. A selection of available options for denomination and function are accessible via drop-down lists.
   f. Enter the details of the booking.

www.epitaph-solutions.com

Using the Epitaph Online Web Portal v1.04

g. Click **Add**.
   i. A booking confirmation will appear detailing all the information you have supplied.
   ii. Please make a note of the ***booking reference*** number.
   iii. This page can be printed for future reference. Just hit the 🖶 button on the toolbar.

8th June 2012
Help Desk: 024 7666 7337
support@epitaph-solutions.com

Using the Epitaph Online Web Portal v1.04

h. To proceed, click on the ***Click here to continue*** link at the bottom of the page where you will return to the bookings page.

i. To confirm your booking is now displayed, select the date where you made the booking and click **Go**.

      i. Your booking will appear in the schedule for the day.

      ii. If you specified an end time later than that already set, you will see that your booking now spans more than one timeslot.
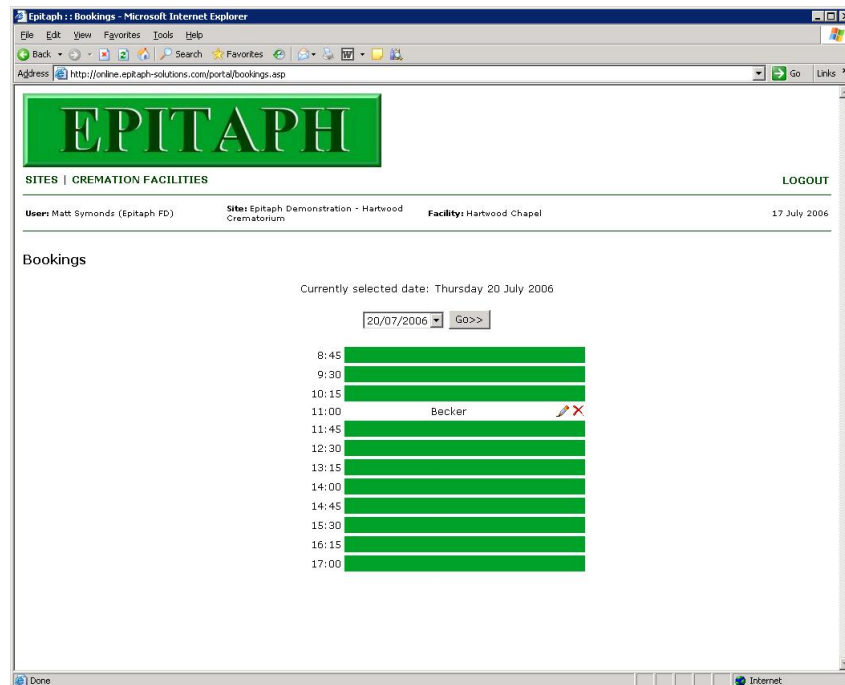
6. To edit an existing booking

a. Bookings that you or anyone in your company have made can be edited or deleted up until the point that the booking has been approved by the cemetery or crematoria that the booking was made with.

b. Find the booking that you wish to edit, by selected the appropriate site and facility, then selecting the date that the booking was made for.

c. Click on the 🖉 icon next to the surname of the deceased for that booking.

www.epitaph-solutions.com

Using the Epitaph Online Web Portal v1.04

d. Edit the details you wish to change and click **Save**.
e. Again, a confirmation will be displayed showing the amended details.

f. To proceed, click on the ***Click here to continue*** link at the bottom of the page where you will return to the bookings page.

8th June 2012
Help Desk: 024 7666 7337
support@epitaph-solutions.com

www.epitaph-solutions.com

Using the Epitaph Online Web Portal v1.04

7. To delete an existing booking
   a. Bookings that you or anyone in your company have made can be edited or deleted up until the point that the booking has been approved by the cemetery or crematoria that the booking was made with.
   b. Find the booking that you wish to delete, by selecting the appropriate site and facility, then selecting the date that the booking was made for.
   c. Click on the ✖ icon next to the surname of the deceased for that booking.
   d. You are then asked if you are sure that you want to delete this booking, and the booking reference number is displayed to ensure you have the right booking.

   e. To delete the booking, click **Yes** (clicking **No** will take you back to the bookings page leaving the selected booking untouched).
   f. A confirmation is displayed stating that the booking has been deleted.

8th June 2012
Help Desk: 024 7666 7337
support@epitaph-solutions.com

www.epitaph-solutions.com

Using the Epitaph Online Web Portal v1.04

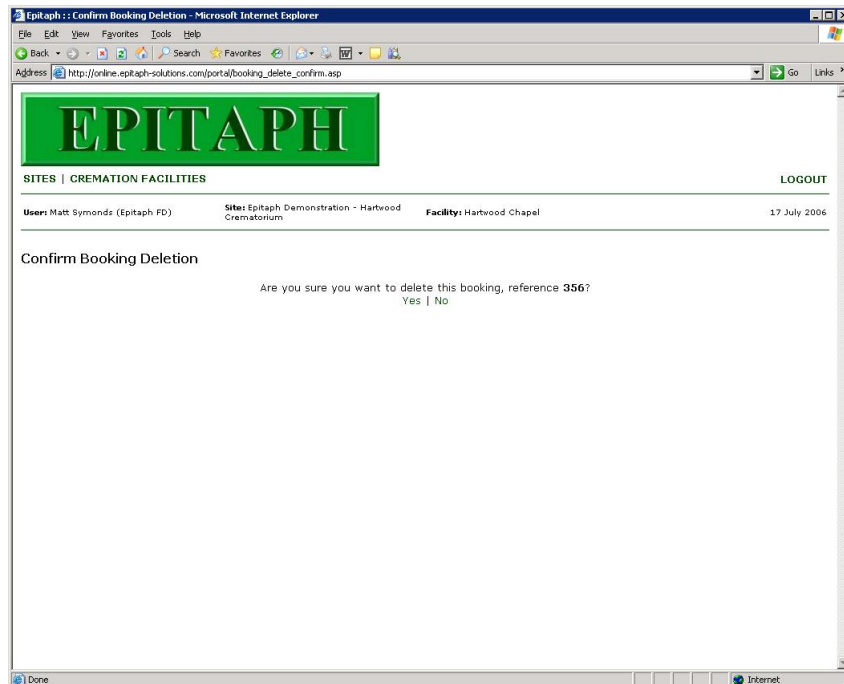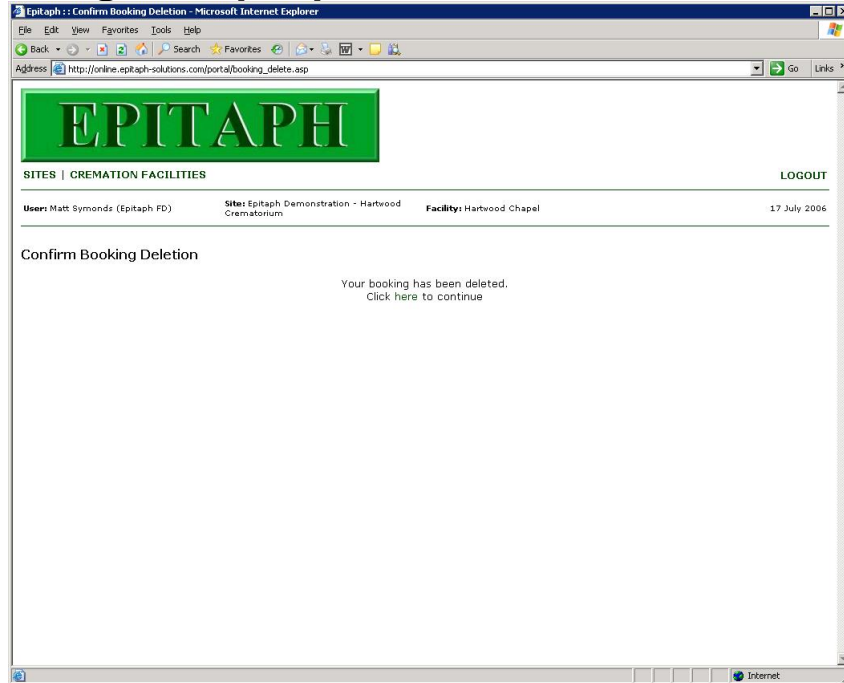> g. To proceed, click on the ***Click here to continue*** link at the bottom of the page where you will return to the bookings page.

N.B.

1. Links are provided at the top-left of each page to navigate back to the list of facilities of the current site, or back to the list of available sites (please be aware that if these links are used whilst you are in the process of creating, editing or deleting a booking, these booking processes will not be completed).
2. A **Logout** link is also supplied at the top-right of each page to quickly return to the user login page (again, please be aware that if this link is used whilst you are in the process of creating, editing or deleting a booking, these booking processes will not be completed).
3. Please ensure you do **Logout**.