



www.epitaph-solutions.com

Using the Epitaph Online Web Portal v2.01

1. Log In

Open a web browser such as Chrome:

- browse to <http://www.epitaph-solutions.com>
- click **Online Logins**
- click **Log In**

or create a desktop shortcut to:

- <https://epitaph-bookings.edgehostedservices.com>



Login with your email address and the password supplied by the crematorium or cemetery.



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2. Select Site

The cemeteries and crematoria that you are registered with will be displayed.

A screenshot of the Epitaph web portal. At the top left is the EPITAPH logo. To the right of the logo is the text "r37" and a small upward-pointing arrow. Below the logo is a horizontal line, followed by the text "Logout". Below that is another horizontal line, followed by the text "User: Chris Edge (EDGE)", "Site:", and "Facility:". Below that is a third horizontal line, followed by the text "Sites". Below "Sites" is a list of six crematoriums: "WG - Aberystwyth Crematorium", "WG - Barham Crematorium", "WG - Basildon Crematorium", "WG - Charing Crematorium", "WG - Forest Of Dean Crematorium", and "WG - Howe Bridge Crematorium". To the right of the list is a vertical scrollbar.

Click on a site to display a list of bookable facilities at this site.

3. Select Facility

The facilities available for bookings at that site will be displayed.

A screenshot of the Epitaph web portal. At the top left is the EPITAPH logo. To the right of the logo is the text "r37". Below the logo is a horizontal line, followed by the text "Sites | Logout". Below that is another horizontal line, followed by the text "User: Chris Edge (EDGE)", "Site: WG - Training", and "Facility:". Below that is a third horizontal line, followed by the text "Facilities". Below "Facilities" is a list of two facilities: "Waterside Chapel (Main) (seats 90)" and "Woodland Chapel (New) (seats 50)".



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Select the required facility required and the **Bookings** screen will appear as below.



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[Sites](#) | [Facilities](#) | [Logout](#)

User: Chris Edge (EDGE)

Site: WG - Training

Facility: Waterside Chapel (Main) (seats 90)

Bookings

20/05/2019 Mon ▾

09:15		
09:45		
10:15	Smith	 
11:00		
11:45		
12:30		
13:15	Unavailable	
14:00		
14:45		

This screen will display all bookings made for the date indicated above the schedule for the day.

- Dates available for booking are displayed in the drop-down list.
- "Today" and "tomorrow" will **not** be displayed. If you need to book today or tomorrow, please contact the cemetery or crematorium directly.
- Bookings can be made up to 30 days in advance and **may or may not** include Saturdays and Sundays, depending on the facility availability.
- Bookings made by anyone within your company will be displayed detailing the name of the deceased.
- Icons are displayed to allow you to edit or delete a booking until the cemetery or crematorium has approved the booking and consequently locked it.
- Bookings made by anyone **not** within your company will be displayed as **Unavailable**.



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4. Make a provisional booking

- a. Select the required site and facility using the steps 2 and 3 above.
- b. Select from the drop-down list the date when you wish to make a booking.

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Sites | Facilities | Logout

User: Chris Edge (EDGE)

Site: WG - Training

Facility: Waterside Chapel (Main) (seats 90)

Bookings

24/05/2019 Fri

09:15	
09:45	Unavailable
10:15	Unavailable
11:00	Unavailable
11:45	Unavailable
12:30	Unavailable
13:15	Unavailable
14:00	
14:45	

- c. Click on the desired timeslot for your booking.



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d. The **Add a New Booking** screen will appear as below.

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The screenshot shows the 'Add a New Booking' interface. At the top is the EPITAPH logo. Below it are navigation links: 'Sites | Facilities | Logout'. A horizontal line separates this from the user information: 'User: Chris Edge (EDGE)', 'Site: WG - Training', and 'Facility: Waterside Chapel (Main) (seats 90)'. Another horizontal line follows. The main heading is 'Add a New Booking'. Below this, the following fields are displayed: 'Date 24/05/2019', 'Start Time 09:15', 'End Time 09:44', 'Deceased Surname' (text input: Jones), 'Deceased Forename(s)' (text input: Fred), 'Applicant Surname' (text input: Brown), 'Denomination' (dropdown menu: C of E), and 'Function' (dropdown menu: Cremation Full). At the bottom of the form are two buttons: 'Add' and 'Cancel'.

- e. Enter the details of the booking.
- The date and start time will be set to the time slot selected.
 - Enter the surnames of the applicant and deceased.
 - Select the denomination if known and the type of service from the function drop down.
 - If a longer booking is required, you can create a 2nd consecutive booking to reserve the time and contact the cemetery or crematoria to extend the 1st booking.

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- f. Click **Add**.
 - i. A booking confirmation will appear, as below, detailing all the information you have supplied.
 - ii. Please make a note of the **booking reference** number.
 - iii. A booking confirmation will be emailed to you.

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[Sites](#) | [Facilities](#) | [Logout](#)

User: Chris Edge (EDGE)

Site: WG - Training

Facility: Waterside Chapel (Main) (seats 90)

Booking Confirmation

Your provisional booking has been made.
The booking reference number is **86612**.

Date: Friday 24 May 2019

Start Time: 09:15

End Time: 09:44

Deceased Surname: Jones

Deceased Forename(s): Fred

Applicant Surname: Brown

Denomination: C of E

Function: Cremation Full

Display on website?: No

- g. To return to the **Bookings** screen click the **Continue** button.



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- h. If you wish to verify a booking, select the date of the booking from the drop-down menu:
 - i. The booking will appear in the schedule for the day.
 - ii. If you specified a later end time, you will see that your booking now spans more than one timeslot.

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[Sites](#) | [Facilities](#) | [Logout](#)


User: Chris Edge (EDGE)

Site: WG - Training

Facility: Waterside Chapel (Main) (seats 90)

Bookings

24/05/2019 Fri


09:15	Jones	 
09:45	Unavailable	
10:15	Unavailable	
11:00	Unavailable	
11:45	Unavailable	
12:30	Unavailable	
13:15	Unavailable	
14:00		
14:45		



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5. 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.

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[Sites](#) | [Facilities](#) | [Logout](#)

User: Chris Edge (EDGE)

Site: WG - Training

Facility: Waterside Chapel (Main) (seats 90)

Edit Booking

Date 24/05/2019
Start Time 09:15
End Time 09:44

Deceased Surname

Deceased Forename(s)

Applicant Surname

Denomination ▼

Function ▼

- d. Edit the details you wish to change and click **Save**.



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- e. Confirmation will be displayed showing the amended details, as below, and a confirmation email will be sent to you.

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[Sites](#) | [Facilities](#) | [Logout](#)

User: Chris Edge (EDGE)

Site: WG - Training

Facility: Waterside Chapel (Main) (seats 90)

Booking Confirmation

Your provisional booking has been made.
The booking reference number is **86612**.

Date: Friday 24 May 2019

Start Time: 09:15

End Time: 09:44

Deceased Surname: Jones

Deceased Forename(s): Fred

Applicant Surname: Brown

Denomination: C of E


Function: Cremation
Committal

Display on website?: No

- f. To return to the **Bookings** screen click the **Continue** button.

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6. 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.

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[Sites](#) | [Facilities](#) | [Logout](#)

User: Chris Edge (EDGE)

Site: WG - Training

Facility: Waterside Chapel (Main) (seats 90)

Confirm Booking Deletion

Are you sure you want to delete this booking,
reference **86612**?

- e. To delete the booking, click **Yes** (clicking **No** will take you back to the bookings page leaving the selected booking untouched).



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- f. Confirmation is displayed stating that the booking has been deleted, as below, and a confirmation email will be sent to you.

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The screenshot shows the Epitaph web portal interface. At the top is the Epitaph logo. Below it is a navigation menu with links for "Sites | Facilities | Logout". A horizontal line separates the menu from the user information section, which displays: "User: Chris Edge (EDGE)", "Site: WG - Training", and "Facility: Waterside Chapel (Main) (seats 90)". Another horizontal line follows. Below this is the heading "Confirm Booking Deletion" and the message "Your booking has been deleted.". At the bottom of the message is a "Continue" button.

- g. To return to the **Bookings** screen click the **Continue** button.

7. Menu: Site Facilities Logout

- a. Links are provided at the top-left of each page to navigate back to the list of sites, list of facilities for the current site and to logout.
- b. Please be aware that if these links are used whilst you are in the process of creating, editing or deleting a booking, the booking process will not be completed.
- c. When you have finished, please click **Logout**.