

Live Streaming Macquarie Park



Families and friends who are unable to attend a funeral service, will be able to connect with services held at Macquarie Park Cemetery and Crematorium.

All chapels at this site (Magnolia, Palm, Camelia and Rose) including the Lotus Pavilion, have this capability.

To add live streaming to your service, please order and book this through your Funeral Director. The process is simple and at no extra cost to you.

How to Live Stream

1

Obtain Live Stream details

In order to view a live stream, you will need the unique link for the stream page.

This will be provided to you by the Funeral Home or your Funeral Director. If the stream is a private event, you will receive a **PIN** to gain access to the live stream.

2

Prepare you device and browser

You can stream on any internet equipped computer, laptop, tablet or phone from around the world. We recommend downloading and using supported browsers:

- ✔ Google Chrome
- ✔ Microsoft Edge
- ✔ Safari
- ✔ Mozilla Firefox
- ✔ Opera

Everyone connecting via a live stream should allow 60 minutes before the commencement of the Service to ensure technical capacity to receive live streaming. Test your device at any time by visiting our Stream Test page. Ensure you have headphones as a backup in case of speaker volume issues or background noise.

3

Access the Live Stream

Click the link provided by your Funeral Home or your Funeral Director. Enter the PIN if required.

Please note that internet speed, network reliability, other software/apps, and even hardware you are using to view the stream will affect the overall experience.



FAQs

I deleted my live stream invitation email, what do I do?

If you have lost or deleted your invitation email and PIN, simply contact your Funeral Home or Funeral Director and they will be able to provide you with the details.

I can see a picture but can't hear any audio, what do I do?

All funeral service live streams include audio. Please ensure that your device's speakers are set to an appropriate volume or alternatively try headphones in the first instance. Occasionally, due to internet connectivity issues between the streaming location and our servers, video and audio may lose synchronisation.

In the second instance, try refreshing the page in your browser. If that doesn't work, then please close the page and reload the event by clicking on the link again.

How do I increase the video quality?

Our video player will automatically select the most appropriate stream to match your Internet connection speed. This has been designed to minimise buffering and increase the reliability of your service stream.

What happens if there's no internet connection?

Our platform has been designed so that if the internet connection is lost (either at the Service or at the user's location), the stream will automatically continue from its current position once the connection is re-established.

Unfortunately, internet connection is something completely outside of our control. However, if the connection is down for a prolonged period of time, where possible, we will still try to provide you with a recording of the Service after the event from your log in screen.

How do I pause a recording?

If you are watching a recording and wish to pause it, there is a pause button at the bottom left of the video.

How many people can watch the live stream at the same time?

Our web-based platform has been designed to accommodate thousands of video streams as it is in high demand.



Streaming Disclaimer

All funeral services, events and meetings in our chapels may be streamed live and made available via various web platforms. The recordings of services, events, and meetings may also be uploaded for future viewing. At the wish of our client Funeral Directors and families, some funeral services, events and meetings may not be streamed and/or subsequent recordings removed.

Streaming Technical Disclaimer

There may be situations, where due to technical difficulties a stream may not be available. While every effort will be made to ensure the live streaming and website are up and running smoothly, Northern Metropolitan Cemeteries Land Manager (NMCLM) takes no responsibility for and cannot be held liable for the service, event or meeting live streaming or the website being temporarily unavailable due to technical reasons outside of its control.

Technical issues may include but are not limited: to the availability of the internet connection, device failure or malfunction, unavailability of platforms, power outages or issues related to the start/end times of the funeral service and any other funeral services scheduled on the same date.

On occasions and for reasons outside of our control, streaming services may run over the scheduled booking time and impact the next scheduled service. When this occurs, NMCLM will make every reasonable attempt to continue the streaming of the chapel service and update the following service start time accordingly. In the event of overrunning services, the previous chapel service may be briefly visible for a period of time. NMCLM will replace any incomplete or overrun service with a recorded local copy (if available) at conclusion of the live chapel service.

Every effort will be made to notify our clients of any planned downtime or disruption. We retain the right to terminate, discontinue or interrupt a live stream / recording if believed it is advisable to do so or if directed by Funeral Director of designated authority (next of kin). Such direction will only be given in exceptional circumstances where content is considered misleading, inappropriate or inflammatory.