



Web Booking Portal

Version r59

Epitaph Web Booking Portal

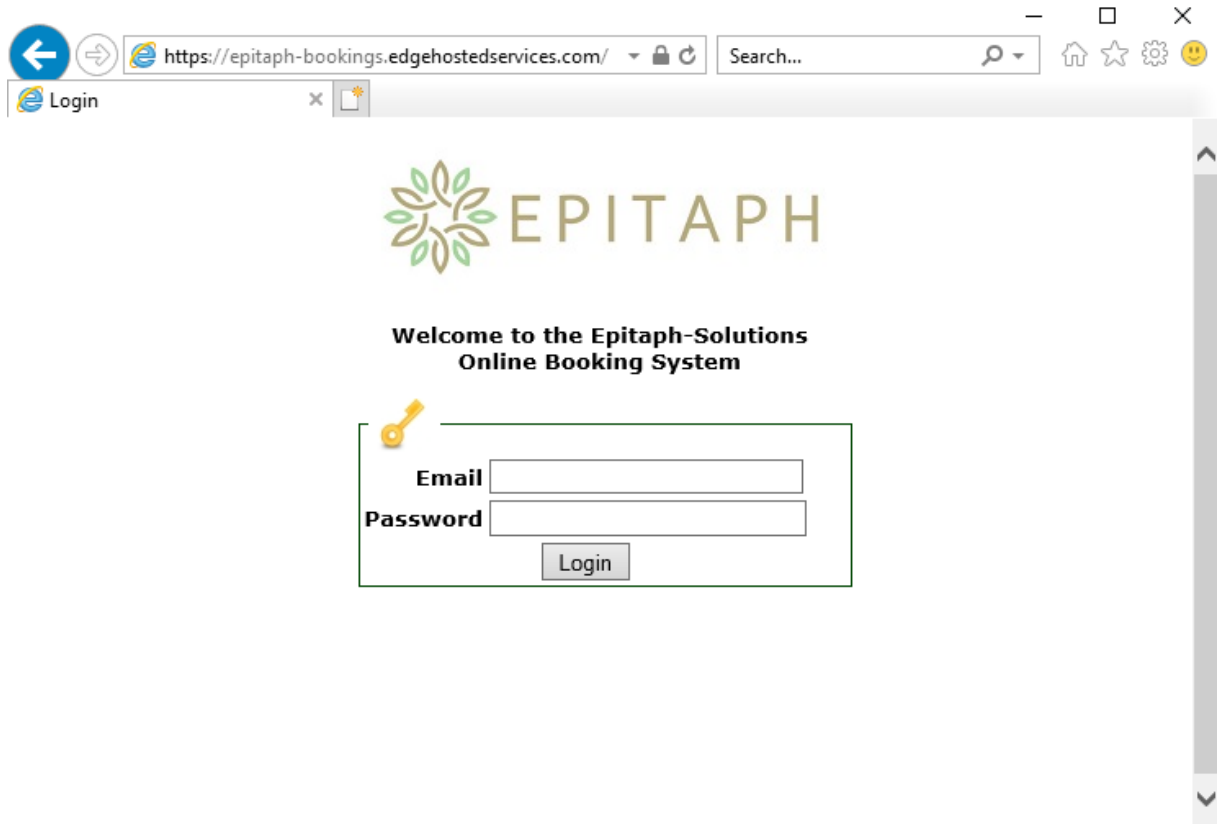
1. Log In

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>



The screenshot shows a web browser window with the address bar displaying <https://epitaph-bookings.edgehostedservices.com/>. The page features the Epitaph logo, which consists of a green leaf-like icon and the word "EPITAPH" in gold. Below the logo, the text "Welcome to the Epitaph-Solutions Online Booking System" is displayed. A login form is centered on the page, enclosed in a green border. It includes a yellow key icon, an "Email" label with a text input field, a "Password" label with a text input field, and a "Login" button. The browser's address bar also shows a search bar and navigation icons.

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

Epitaph Web Booking Portal

2. Select Site

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

 EPITAPH

Logout

User: Chris Edge (EDGE)
Site:
Facility:

Sites
WG - Aberystwyth Crematorium
WG - Barham Crematorium
WG - Basildon Crematorium
WG - Charing Crematorium
WG - Forest Of Dean Crematorium
WG - Howe Bridge Crematorium

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.

 EPITAPH

Sites | Logout

User: Chris Edge (EDGE)
Site: WG - Training
Facility:

Facilities
Waterside Chapel (Main) (seats 90)
Woodland Chapel (New) (seats 50)

Epitaph Web Booking Portal

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

r37



[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.
- The first date displayed will depend on the Epitaph settings for the facility to ensure that sufficient time is available to organise everything. By default “Today” and “tomorrow” will **not** be displayed, but there could be a different setting. If you need to book for a day earlier than the 1st available day, 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**.

Epitaph Web Booking Portal

4. Make a provisional booking

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

r37



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	

- Click on the desired timeslot for your booking.

Epitaph Web Booking Portal

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



Sites | History | Facilities | Logout

User: Chris Edge (EDGE)

Site: Wesley Media - Epitaph integrated with Wesley Media

Facility: Test WM Chapel

Add a New Booking

Date 06/08/2026

Start Time 09:00

End Time 09:59

Deceased Surname

Deceased Forename(s)

Deceased Title *Please Select

Deceased Age

Applicant Surname

Denomination

Function

Display on website? ☒

e. Enter the details of the booking:

- i. The date and start time will be set to the time slot selected.
- ii. Enter the surname and forenames of the deceased along with the title which should be selected from the drop down list.
- iii. Enter the age of the deceased along with the age units e.g. Years / Months etc..
- iv. Enter the surname of the applicant.
- v. Select the denomination if known and the type of service from the function drop down.
- vi. Display on website – when the funeral is displayed on the crematorium's service time portal, if the name of the deceased is to be kept private this should not be ticked.
- vii. 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.

Three pieces of information are required in order to make a booking – these are Deceased surname, age type and function.

Epitaph Web Booking Portal

- 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.



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

User: Chris Edge (EDGE)

Site: Wesley Media - Epitaph integrated with Wesley Media

Facility: Test WM Chapel

Booking Confirmation

Your provisional booking has been made.
The booking reference number is **75678**.

Continue

Date: Thursday 06 August 2026

Start Time: 09:00

End Time: 09:59

Deceased Surname: Jones

Deceased Forename(s): Fred

Deceased Title:

Deceased Age: Years

Applicant Surname: Brown

Denomination: C of E

Function: Cremation

Display on website?: Yes

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

Epitaph Web Booking Portal

- 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.

r37



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



Epitaph Web Booking Portal

5. To edit an existing booking

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

r37



[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

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

Epitaph Web Booking Portal

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

r37



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**.

[Continue](#)

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.

Epitaph Web Booking Portal

6. To delete an existing booking

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

r37



[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**?

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

Epitaph Web Booking Portal

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

r37



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

User: Chris Edge (EDGE)

Site: WG - Training

Facility: Waterside Chapel (Main) (seats 90)

Confirm Booking Deletion

Your booking has been deleted.

[Continue](#)

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

7. Forms

Next to each booking there is a paper icon. This can be used to complete forms such as the Cremation Form 1 online. There is a workflow which will be indicated by the icon as follows:

1. White icon with the words **Pending forms**

Click on the icon and a list of possible forms will be presented. The form can be created by clicking the 'Create' hyperlink and then in future viewed or edited by clicking the 'Edit' hyperlink next to the form. When editing the form there is a 'Save' button at the bottom that needs to be clicked to save the changes made, or to abort them click 'Cancel'.

When all the forms have been created and submitted click the 'Submit' button.

Once all forms have been submitted no further forms can be created and no further edits can be made.

2. Amber with the word **Forms submitted**

Once **all** the forms have been completed click the 'Submit' button so that the Crematorium or Cemetery staff can check the forms.

3. Red with the word **Forms rejected**.

On checking, if there is a problem with any of the forms this will be displayed. Click the icon and then edit the form as required and Submit again.

4. Amber with the words **Request signature**

Epitaph Web Booking Portal

This means that one or more of the forms need to be digitally signed. Click the icon and then request the digital signature from the applicant.

5. Amber with the words **Pending signature**

A digital signature has been requested but not yet received.

6. Green with the word **Forms completed**

All the forms have been completed and either checked and approved ok or checked and then digitally signed.

8. **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**.