



## Audio visual presentations (music and video) for memorial services must be sent using *Dropbox*

For services at Eastern Suburbs Memorial Park and Woronora Memorial Park

Before you upload your files please consider the following:

### ■ Video presentations should be 5 minutes or less for a 45 minute Single Service

If more time is required, it is highly encouraged to book a double time slot (90 minute) service through your Funeral Director for minimal extra cost.

*Additional fees occur for services that run past the allocated service time.*

### ■ Files are final and are clearly labelled

Ensure all files are clearly marked with reference to the service (see following notes) and the completed presentation is labeled as FINAL.

*Refrain from sending multiple versions as this can create confusion.*

### ■ Allocate one person to provide all files for the memorial service

This keeps the process simpler and you will know that we have all of your files saved for the right service.

### ■ Allow at least 48 hours for us to check your files

We have a Concierge in place who will check the files. They will respond to you via email and will let you know if there are any issues with the file types etc.

### ■ Please use Dropbox only for your files

Please do not send any video presentations and/or music to our general administration email address (as they may be lost). We want to make sure the service runs smoothly for family and loved ones.

*Note, we do not accept files provided on USB sticks, CD or DVD*

If you need help to submit your files, please call (Mon-Fri 8.30am - 4.30pm):

**Woronora Memorial Park: 02 9545 4677**

**Eastern Suburbs Memorial Park: 02 9661 5655**



## Acceptable file types

AUDIO/MUSIC	VIDEO
<ul style="list-style-type: none"><li>✓ .mp3 files (preferred)</li><li>✓ .mp4 files</li><li>✓ Windows Media Audio .wma files</li></ul>	<ul style="list-style-type: none"><li>✓ <b>.mp4 video files in widescreen display aspect ratio 16:9, with music attached (preferred).</b> You can use iMovie or Google Slides to export video into .mp4.</li><li>✓ <b>Windows Media Video .wmv files</b></li><li>✓ <b>PowerPoint Slideshow .ppt files</b> (Avoid if possible due to possibility of undesirable file changes. Save/ export your PowerPoint to an .mp4 file.)</li><li>✓ <b>Standard Definition, 720p files are encouraged.</b></li><li>⊗ High Definition (4k) video is not supported.</li></ul>

## Limitations

### UNAVAILABLE FORMATS

- ⊗ Media streaming services such as Spotify or Apple Music
- ⊗ High Definition (4k) video is not supported
- ⊗ Blu-Ray, CD, DVD or PDF files
- ⊗ YouTube links

We are unable to create presentations prior to a service due to time constraints. For network security reasons, laptops, iPods and iPads cannot be connected directly to our system.

**We cannot accept individual photos except for a single image to be used as a tile screen. All photos must be in a presentation, i.e. .mp4 video, Windows Media Video (.wmv), and music must be attached.**

We are unable to source music for you. Music may be sourced via friends/family or your Funeral Director.



- 1. SIGN IN** or create a Dropbox account [www.dropbox.com/home](http://www.dropbox.com/home)
- 2. CREATE A NEW FOLDER** and name it with service information (in the order shown):  
**Memorial Park, Name of deceased, Date of service (dd/mm/yyyy), Chapel name, Time of service**  
eg: *Woronora Memorial Park, John Smith, 09/11/2021, South Chapel, 9:00am.*

- 3. UPLOAD ALL FINAL MEDIA FILES** into your new Dropbox folder  
(do not upload to your PC) and name the files accordingly eg:

- Entry music
- Video presentation
- Exit music

**Note that video files should be smaller than 500mb**

(choose standard definition when creating your video, .mp4 preferred).

**Ensure all files are clearly marked and are final** (sending multiple copies can create a lot of confusion).

#### **4. SHARE YOUR FILES**

Once all files have uploaded to your new Dropbox folder, 'single click' on the folder and a Share button will appear to the right of the file.

**Click the Share button** and a pop-up window will appear.

**Enter our Concierge email address:**

For Eastern Suburbs Memorial Park [esmp.concierge@smcnsw.org.au](mailto:esmp.concierge@smcnsw.org.au)

For Woronora Memorial Park [wmp.concierge@smcnsw.org.au](mailto:wmp.concierge@smcnsw.org.au)

**Enter your details:**

- Your contact phone number (preferably mobile)
- Full name of your deceased loved one
- The date of the service e.g. 09/09/2021

**Then click Send.**

- The Concierge team will receive notification advising that files have been received and will download the files for testing.
- Once tested, Concierge will confirm via email advising that the files have been successfully received and tested. This normally takes 24 hours.  
\*Please note: Files submitted Friday afternoon, weekends, or public holidays may not be contacted until the next business day.

If you do not hear back from us, please call (Mon-Fri 8.30am - 4.30pm):

**Woronora Memorial Park: 02 9545 4677**

**Eastern Suburbs Memorial Park: 02 9661 5655**