

Frequently Asked Questions

Potential questions from families...

What is the purpose of We Remember?

Too often we fail to collect the memories and stories of a person's life in a place where they can be remembered and treasured for generations.

We Remember is designed to quickly and easily capture everyone's memories from a loved one's life. Tell a short story. Write a longer memory and attach photos. Upload individual pictures. Or just reminisce with others through comments on their memories.

Don't miss out on invaluable memories that can be cherished for a lifetime!

What will happen to my email address?

Email addresses will only be used for the activation of a We Remember page and so that the family can be set up as the moderator of the page.

After a page is activated, those managing the page will be able to choose how often they are notified via email about additional memories added to the We Remember page. For example, many will choose to be notified every time a new memory is added while others can choose to turn off notifications all together and just check the page periodically.

How do I set up a We Remember page?

Simply wait for an email from We Remember (sent by your hospice) and when you receive it click 'Activate.' From there you will be taken to your new memory page and you can simply follow the instructions. Otherwise request volunteer from your hospice and they can come and help.

Are you going to spam me or sell my email address to other companies?

Your email address will only be used for the purposes of activating a We Remember page (and later for notifications if you choose to receive them).

Is We Remember really free?

We Remember is completely free. There is no cost to create or use a page. We are not asking for credit card information and are not even posting advertisements on the website.

What if I'm not tech savvy? Will it be hard to use We Remember?

We have focused on making We Remember very simple to use, having hundreds of people from different backgrounds and experience use the product and getting feedback from them. It is very easy to use the We Remember website from a computer, tablet, or smartphone. There is no app to

download and if you use email or the internet then you are likely plenty tech savvy to use We Remember.

Who can view memories added to the We Remember page?

Anyone visiting the We Remember page can see the memorial, but when you or other guests add a memory, you can also choose the privacy level of the memory shared. You have two options when saving your memory (and can adjust your setting at any time):

- 1) Visible to Everyone – By default, a new memory you add is set to “Visible to Everyone” which means that anyone who visits the memorial can see your memory. Again, this can be adjusted at any time.
- 2) Signed Guests Only – When you add a memory, you have the option to set visibility to “Signed Guests Only.” This means only those who have logged in and signed the guestbook for that memorial can see the memory.

As a moderator of the page, you can also set it up so that no memories are viewable until a visitor logs in and signs the guestbook.

Who can add memories to the We Remember page?

As the moderator of a We Remember page, you can decide who can add memories to the page. We have three different options:

- 1) Open – Anyone can sign the Guestbook and post memories, as well as decide if their memories are visible to everyone or just signed-in guests. Moderators can block guests or hide inappropriate posts.
- 2) Approval Required – Anyone can sign the Guestbook and add a memory. However, moderators must review and approve content before it is posted, and can block guests if necessary.
- 3) Closed – Although guests may view memories and comments, only moderators can post content. To gather more about your loved one, while still maintaining control, we recommend the Approval Required option.

What if someone adds content to the page I don't like?

The moderators for a We Remember page are in complete control of the content on the page. They can block individual guests, memories, or comments from view if needed.

Will the We Remember page expire?

No. We Remember pages are not temporary. You can come back to your page anytime in the future to look back on the stories and photos that have been added, and can add new memories whenever you'd like.

What if I don't have time to manage a We Remember page?

We have worked to make sure that it doesn't take much time to create or manage a We Remember page. A page will be created automatically be created during the admitting process through your hospice without you having to do anything. As the family, you will automatically receive an activation email. To get started with We Remember, all you need to do is click the activation button in the email or

forward that email to someone else among your family or friends who could activate and manage the page.

There is no need to add your own memories right away if you don't have time. After activating the page you can simply share it with others to start gathering memories from others immediately. You can share with friends and family by email, Facebook, or more and then they can add stories and photos to the We Remember page. We'll even notify you by email when they do (if you choose).

Note: If family representatives are still hesitant about the time it would take, you can simply ask if there is another family member or friend who could activate the page and would be excited to share the page and encourage others to add memories.

Why should I share this page with others?

The person who the page is being created for has likely had a significant impact on the lives of many people. In fact, there are many people who have memories they'd love to share about your family member's life. Wouldn't it be great to collect as many of those memories as possible before the memories are lost?

A page full of the best memories of someone's life can be extremely valuable not only for the hospice patient, but for family and friends for generations to come.

How do I get people to share memories on the We Remember page?

The easiest way is to forward an email from We Remember to your friends and family and ask them to share with others. There is a Share button on the page that lets you request that email. Additionally, if you are on Facebook there will be an option to share to Facebook. You can share the page to your timeline, a group, or in a private message. If your loved one was on Facebook, you can even tag them in your post so that all of their friends can access the We Remember page. To maximize the number of memories collected, share as soon as possible!

What happens when the hospice patient passes away?

Users will be prompted during the creation of We Remember pages to submit the name and email address of someone to manage the page when the patient has passed. This should be someone they trust like a family member or close friend. It may also be beneficial to choose someone who is more tech savvy and will be interested in maintaining the page.

Additionally, the moderator for the page is encouraged to edit the page details by switching the person's profile from 'Living' to 'Deceased' and then adding a birth and death date.