

Tribute and Funeral Collection Pages

FAQs



Introduction

MuchLoved is our online tribute and funeral collection page provider. They are the leading tribute website service in the UK, helping bereaved families create their own personalised and free online memorial, in memory of their loved ones.

This FAQ guide has been produced to help answer any questions you may have. If you need further support we are here to help, please email remembered@stroke.org.uk



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Creating a Tribute Page

How do I create a Tribute Page?

You can start to create a tribute page on our website [here](#). It should only take a few minutes and you will receive an email with a link to log into your new page. From here you can add all your personalisation.

Is there a cost or charge for creating a Tribute Page?

No. The service is completely free.

How much information can I put on my page?

Much more than you might expect. The page is provided with sufficient space to add virtually unlimited text, numerous photos and some music and video.

My page was created by a Funeral Director on my behalf, and I've lost the link.

Please contact us. We can re-send you your Tribute Guardian login details. Please make sure to check your email spam folder if you can't see it in your inbox.

Creating a Funeral Notice

How do I create a Funeral Notice?

You can start to create a Funeral Notice on our website [here](#). It should only take a few minutes and you will receive an email with a link to log into your new page. From here you can add all your personalisation.

What is the difference between a Tribute Page and a Funeral Collection Page?

There is no difference in the underlying website, however the Funeral Notice has a special highlighted section providing details of all the practical funeral arrangements for you to share with your funeral guests.

What funeral information can I include?

The only essential information is the date and time of the funeral. If you choose to, you can also add other details such as location, map, donation instructions and wake arrangements.

How can I share the funeral notice with others?

There are lots of ways to share or invite, which you control. The funeral notice has its own unique website address (URL) which is easy to share by email. There are also optional social network share buttons on the notice itself as well as an 'Invite Manager' within your settings area, which automatically emails an invite to anyone you choose.

What happens to my Funeral Notice after the funeral takes place?

Nothing happens unless, or until, you decide. It's easy to deactivate the site if you wish, however you can also archive the funeral notice whenever you're ready but still keep the tribute site going, along with its pictures and memories, for as long as you wish. You can also continue to collect donations and carry out other in-memory fundraising through the site, to transform it into a special ongoing Tribute Page.

Using and managing a Tribute

What can I add to my Tribute Page?

There are many options for you to choose from including adding life stories, picture galleries, timeline entries, music and video clips, as well as keeping your own journal. The service is designed to be right for you, regardless of how little or how much of the features you decide to use.

Can family and friends contribute?

Yes, they can also add their memories and messages to the Tribute as long as you are happy about this. You control all the access and posting settings so you can decide whether other people can add content to your Tribute, and whether you want to review this content before it is displayed.

Can I amend or remove things afterwards?

Yes. You can amend and develop your page at any time, and we actively encourage you to do this as a way of commemorating, paying tribute and working through your bereavement and beyond.

Can I amend my page design later on?

Yes. You can update your design theme whenever you want, as many times as you want. There are a vast range of themes and backgrounds to select in your settings area, as well as some specific themes such as Christmas and Easter themes.

Can I amend my page name later on?

Yes. There is an option in your account settings to amend your website name at a later stage if you wish.

How long will my tribute last?

Your Tribute will last as long as you want, and many people choose to keep their Tribute going as a permanent commemorative memorial site.

Can I add a fundraising event?

Yes, your page has a specific fundraising area that lists all the events that are supporting your Tribute in chronological order. You can encourage others to add their events as well, so that your page becomes the hub for recording and promoting all the events and/or activities that are taking place.

Can I add a team event?

Yes, the events can be both individual or team events and they can be awareness as well as fundraising events. There are an amazing and inspiring array of activities that have taken place on Tributes ranging from mountain climbs, skydives and marathons through to memory walks, cake sales, balloon releases or even sponsored head shaves.

Can I link my Tribute to a JustGiving page or Facebook fundraiser?

Yes. Under the event settings you can link to an existing JustGiving or Facebook page, and then details of all donations and messages will automatically synchronise and display on your Tribute as well.

Privacy and access

My Tribute is set to public what does this mean?

If your Tribute has public access, then you or anyone else can view the Tribute if you know its website address. Please note that anyone who wishes to post content onto your Tribute, such as a message or photo, will need to register with MuchLoved.

I don't want other people to be able to view my Tribute, can I change the settings?

Yes, if you do not want your Tribute to be found on Google, please select 'Private' access in your settings. This will prevent anyone, apart from people you specifically invite in your 'invite manager,' from being able to access or view your Tribute.

Donations and fundraising

Do I have to do anything once the donations are on the page?

No. The donations along with any Gift Aid reclaimed is sent to us monthly. This process continues for as long as donations are received, so there is no cut-off date beyond which donations have to stop.

Do you collect Gift Aid?

MuchLoved offer a Gift Aid declaration facility and process all reclaims as part of the donation collection service. The majority of donors can claim Gift Aid which makes a real difference to the total amount raised.

Do MuchLoved take a fee from my donations?

Yes, MuchLoved deduct a 3.2% platform fee. They are a charity, run on a not-for-profit basis and this fee covers support, maintenance, and development of all aspects of the MuchLoved platform.

Can we still collect cash and cheques?

Absolutely. There is also an easy tool for you in your settings to add details of these 'offline donations,' so that cash and cheques received along with any messages can also be added onto your page, if you wish, and be included in the total amount raised. If we notice that offline donations have not been added to the page, then we will do this on your behalf when we receive them. Further information about paying in donations can be found [here](#).

Can people donate anonymously?

Yes. During the payment process there is the option to donate completely anonymously or to hide the amount you have donated. As the Tribute guardian, you can also select to keep all individual donation amounts hidden from display if you prefer.

I want to make a regular in-memory donation, can this be linked to my Tribute Page?

Yes. We can link your regular giving donations to your page. They will appear as offline donations.



Get in touch

If you have any other questions related to tribute pages or funeral collections, please do contact us by emailing remembered@stroke.org.uk

Thank you.