Welcome to the New Eternal Tribute
Since our inception in 2008, the Tributes team has been highly focused on leveraging the Internet to tell and preserve life stories. While the Eternal Tribute has been lauded in the profession as the most sophisticated, elegant, easy-to-use memorialization product, we thought we could make it even better — and we have!

As we head into a new year, we are delighted to present the latest incarnation of the Eternal Tribute, introducing an all new design along with new features that provide a beautiful, more immersive, emotional and social online memorial experience. The new Eternal Tribute also allows for more customizations that help capture the spirit of those who have passed.

*Please note: The new format only affects the Eternal Tribute. Basic Obituaries will remain in the same format.*

FAQs

*When is this happening?*
Tributes’ funeral home partners can transition to the new format immediately. You decide when the timing is right to upgrade your funeral home to the new format; however, after April 1st all Eternal Tributes will be created in the new format.

*How do I switch to the new format?*
First view the introductory and instructional videos. Then contact our Support Team at [support@tributes.com](mailto:support@tributes.com) or call us at 888-881-TRIB (8742) and we’ll upgrade your account on the date of your choosing and mail you new marketing material.

*What about my promotional collateral?*
Once you elect to upgrade your account, we’ll send you the consumer brochure and 1-page plexiglass display which reflects the New Eternal Tribute which you can share with your families.

*Are there any costs associated with the upgrade?*
No! The upgrade is free.

*What’s New?*

*View Video 1 – The New Eternal Tribute Overview*

Most of what's new involves a refreshed design and layout geared toward improving the experience of interacting with an Eternal Tribute for families and guests, and increasing engagement at your funeral home website. Some highlights of the new Eternal Tribute include:

- A 'grand portrait' of the deceased Collage-style viewing of photos and guestbook entries
- Customizable themes and backgrounds
- Tablet touch-screen-friendly action buttons
- Full photo integration with Tukios-powered video generation software
- A dedicated funeral home section to promote information, resources, lead generation and e-commerce
View some examples of the new Eternal Tribute:

The Eternal Tribute Creation Wizard
View Video 2 – Administrative Functions of the New Eternal Tribute

The Wizard that you use to create Eternal Tributes remains the same with the exception of a couple of new and exciting features:

**Obituary Headline:** We've added the ability to include an optional 'Headline' to an Eternal Tribute in the 'Obituary Information' tab within the Wizard. A headline is a short phrase or statement (up to 100 characters) that encapsulates the decedent's life or, alternately, could include a brief meaningful quote, a spiritual passage or saying. Examples include: 'Loving Wife and Mother,' or 'Sailor, Poet and Friend,' or 'Even though I walk through the valley of the shadow of death, I will fear no evil.'

**Theme Backgrounds:** We have updated the selections for background themes with a wide variety of beautiful images that encompass the entire screen view and allow you to better reflect the passions and interests of the decedent. The images have been placed into categories such as nature, sports, spiritual, patriotic, vocations, and more, to make it easy for the family to select the most appropriate theme for their loved one.

**Eternal Tribute Administration:** Along with the new Eternal Tribute design, there's also a new method of accessing the administrative features that allow you to modify and enhance the Eternal Tribute content. In the current format, orange administrative buttons are visible at the top of the Tribute. On the new Eternal Tribute, we have provided a dedicated administrative area accessible via the 'Family Admin' button, which is the first large navigation button on the left (visible only to logged in owners). By clicking on it, you’ll see the same administrative options that you currently enjoy. The Family Admin area can be hidden by clicking on the button again.

**Custom Background Themes**
View Video 3 – Working with Custom Backgrounds

In addition to the many new background themes available for selection within the Eternal Tribute, we are also providing you with the option to create your own library of custom images. You now have the ability to upload custom background themes that might represent your community, the local landscape or other regional landmarks (e.g., the town square, church or sports stadium). Once you choose to move to the new Eternal Tribute, you’ll be able to easily build your own image library.
Building Your Profile Page

View Video 4 – Completing Your Funeral Home Profile

With the release of the new Eternal Tribute, we strongly encourage you to complete your Funeral Home Profile page—if you haven’t already done so—as your business will be more prominently featured within the new layout.

Your profile page features photos of your funeral home, an area to provide a descriptive narrative about your funeral home and its mission, and links directly to your preferred florist. It also includes a link to a Google map of your funeral home and the ability for visitors to view other obituaries on your site or sign up for obituary alerts. You can also highlight areas like your Pre-Planning or Grief Resources page in the 'Resources' area.

The 'Profile Settings' area is accessible via Funeral Home Central on the left hand side of the main dashboard page. If you need assistance on locating the Profile Settings area, call our Support Team at 888-881-TRIB (8742) or email us at support@tributes.com.

What happens to the Tributes I have already created? Do these automatically get updated to the new version?

View Video 5 – Upgrading Options

You have three choices for how to handle existing Eternal Tributes that are in the old format:

1. Leave them as they are. Do not upgrade any of them.
2. Conversely, upgrade all of them at the same time to the new format.
3. Or, selectively pick and choose which Eternal Tributes to upgrade, depending on the desire of the family.

Note: If you keep your historic Eternal Tributes in the old format the family will have the ability to preview and transition to the new version at any time, should they desire to do so, when they log into their account.

How do I inform my families about these changes?

Because we believe the new Eternal Tribute will delight your families, and since there is no cost to take advantage of the new design, we encourage you to reach out to them by email, letter or phone to let them know that their loved one's online memorial can be upgraded. We can provide you with a template explaining how easy it is to do.

We want to hear from you!

So many of our new features and enhancements come from your feedback, so please let us know what you think of the new Eternal Tribute. We are always interested in your comments as we continue to enhance our existing products and build new ones.

Thank you for being a valued partner and contributing to the ongoing success of Tributes.com!