

## Forest Lawn Memorial Pages – Frequently Asked Questions

### ***Q - How do I find my loved one's memorial page?***

A – In the Locate a Loved One search tool, enter your loved one's first name and last name in the search fields and click on search. You should see the results of your search. If there is more than one person with the same name as your loved one, check the Date of Death to narrow down your search. Once you have identified the correct record, look in the "Documents" list for a link "*To Share the Memories - To Tell the Stories*" and click on this link to open your loved one's memorial page.

### ***Q- How do I submit content to the page?***

A – Click on *Please share your memories of* on right hand side of page under vital statistics (Date of Birth and Date of Death) click on *Share a Memory*.

### ***Q – What type of content can be submitted?***

A – Photos, Sound recordings and Video can all be submitted.

### ***Q – What format do submissions have to be in?***

A – Accepted formats - .jpg, .png, .gif, .mp4, .avi, .mov, .mp3.

### ***Q – Can I change the order in which my submissions appear on the page?***

A – The content is shown in the order it was submitted. If creating a Timeline submit earlier life memories first.

### ***Q – Can I delete/edit a submission?***

A – Submissions can only be deleted/edited by an administrator. You can submit your request to [locatealovedone@forest-lawn.com](mailto:locatealovedone@forest-lawn.com)

### ***Q – Where are the submissions stored?***

A – Submissions are stored on a secure server at Amazon Web Services (AWS).

### ***Q – Are submissions viewable in a web browser search?***

A – No but the memorial pages are.

Further information concerning submitted content can be found in the Forest Lawn Privacy Policy and Terms of Service located at the bottom of the Forest Lawn website – [www.forest-lawn.com](http://www.forest-lawn.com)