

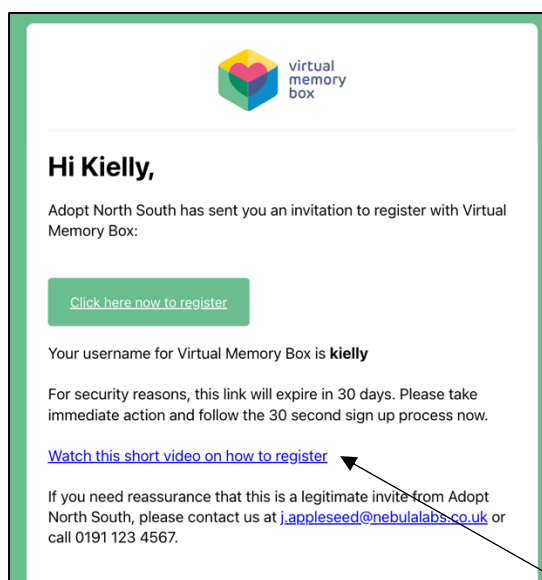
VMB – A simple guide for Adopters

Virtual Memory Box is a safe, accessible digital platform that securely stores key memories for children who have been adopted and facilitates ongoing contact between adopters and birth families, all in one place.

Here are some top tips to help you get registered, contribute memories for your child and exchange letter box contact with birth family members.

Registering accounts on the platform:

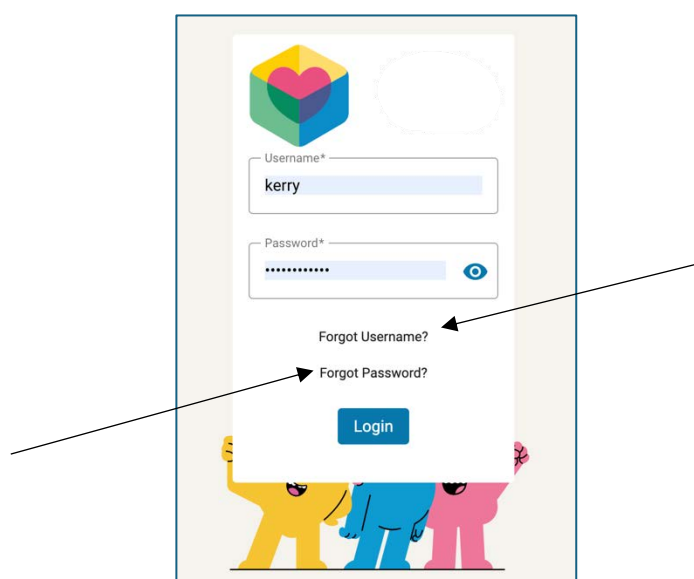
1. When invited to join Virtual Memory Box, you'll receive an email to register an account. This will be sent after the post placement referral and adopter agreement has been completed.
2. The email registration link for Virtual Memory Box will look like the image below. Please follow the instructions in the email to register and take note of your username as you will need this to log in to the platform.
3. If you don't register your account, an email will be sent every 30 days to remind you to register.



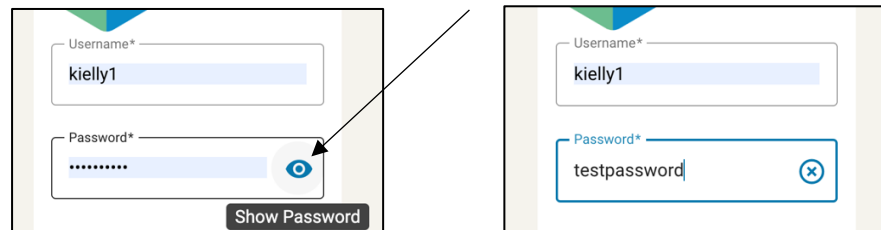
On this invitation, there is a link to a video on the registration process to make this process easier.

Accessing Virtual Memory Box

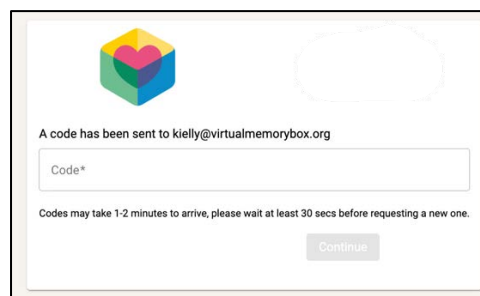
1. Virtual Memory Box is a website which is easily accessible on your phone, tablet or laptop. Each RAA has their own individual website address that they will share with you.
2. If you have any questions or need support from your RAA, please contact their support admin email address which they will share with you.
3. Please save the login address on your device by adding it to your favourites and/or home screen. This will make logging in next time easier for you. On your device, please save your username and password to your keychain as every time you login, you will need to enter these.
4. Once you click login, you'll be taken to a screen to enter a code. This is called Multi Factor Authentication (MFA) and is a security feature to protect the sensitive data of young people held on Virtual Memory Box. This code will be sent to your registered email address. Copy and paste the code or click the link in the email to be automatically logged in.
4. Username is your **'firstname'**, sometimes with a number – not an email address. Virtual Memory Box does not use last names on the platform to reduce personal identifiable data. If you cannot remember your username, please click on the button below the login details which says **'Forgot Username?'** and follow the steps.



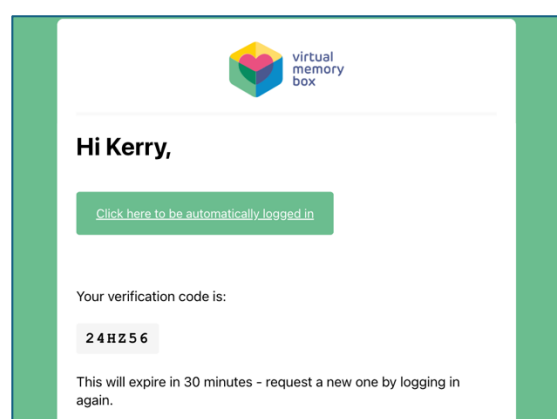
5. If you try to log in and cannot remember your password, please click on the button **'Forgot Password?'** above the blue login button to trigger an automatic email to help you reset your password.
6. The characters on your password are hidden. To check you are entering the right password, click on the small blue eye on the right-hand side of the password section to **'Show Password'**



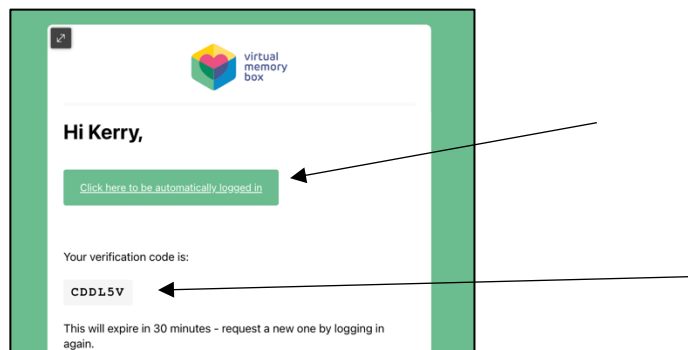
7. Once you have entered your username and password correctly, a message will display on your screen telling you **'A code has been sent to *'youremailaddress'*'**.



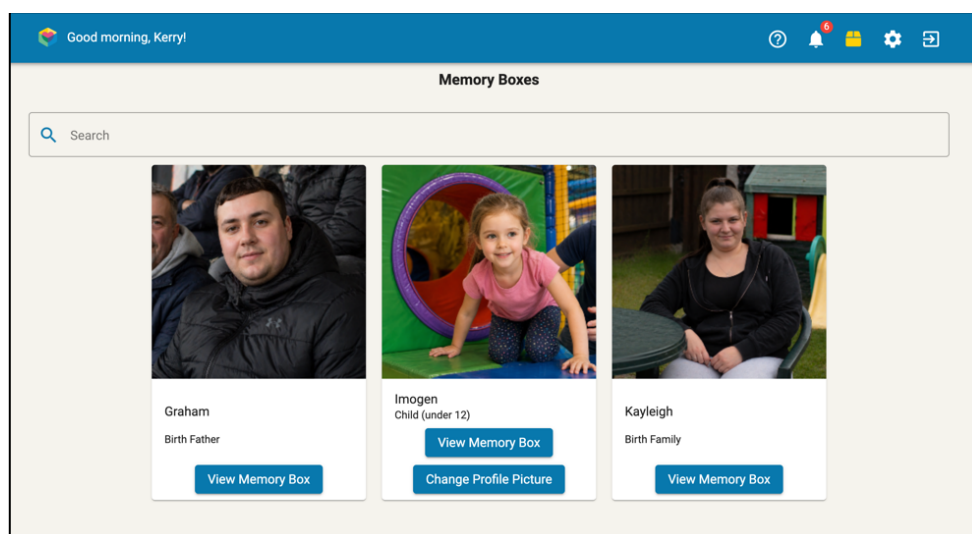
8. Check your emails. You should receive an email within 1-2 minutes that looks like this. If the email with the log in code does not come through, check your spam emails and/or your internet connection.



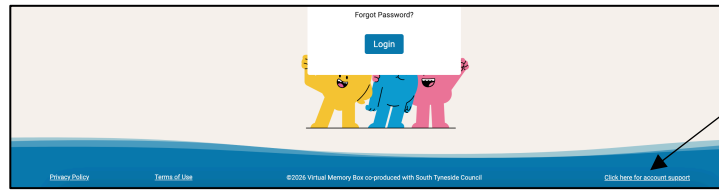
- Click on the green box under your name which says, **'Click here to be automatically signed in'**. This will automatically open your VMB and log you in. You can alternatively copy and paste the code below if this is more convenient.



- When you log in, you should be able to see a memory box for your adopted child, and memory boxes for birth family members. If you have more than one adopted child in your care, you will also see their memory box, and the memory boxes for their birth family members.

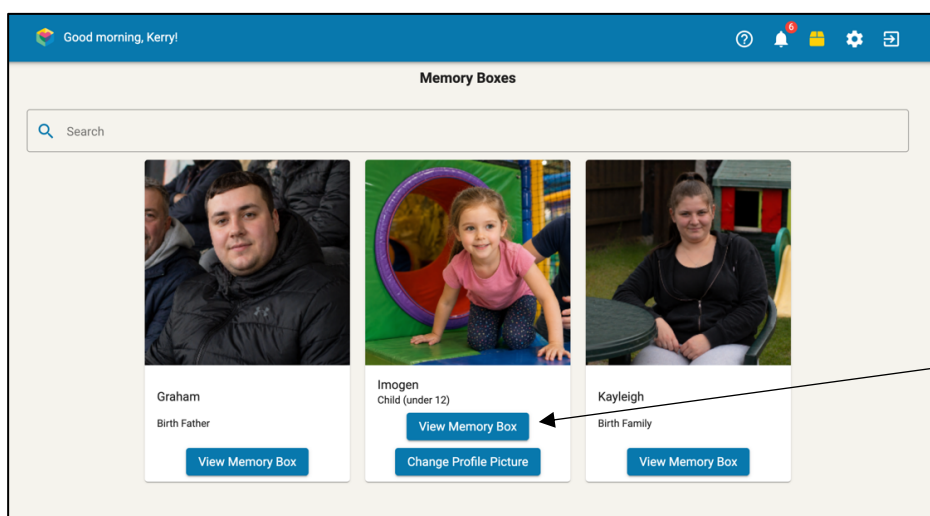


- If when you log in, you cannot see the birth family memory boxes, please contact your admin at your Regional Adoption Agency who will be able to sort this for you.
- To contact admin please use **'Click here for account support'** at the bottom right-hand side of the log in screen to get their email address.

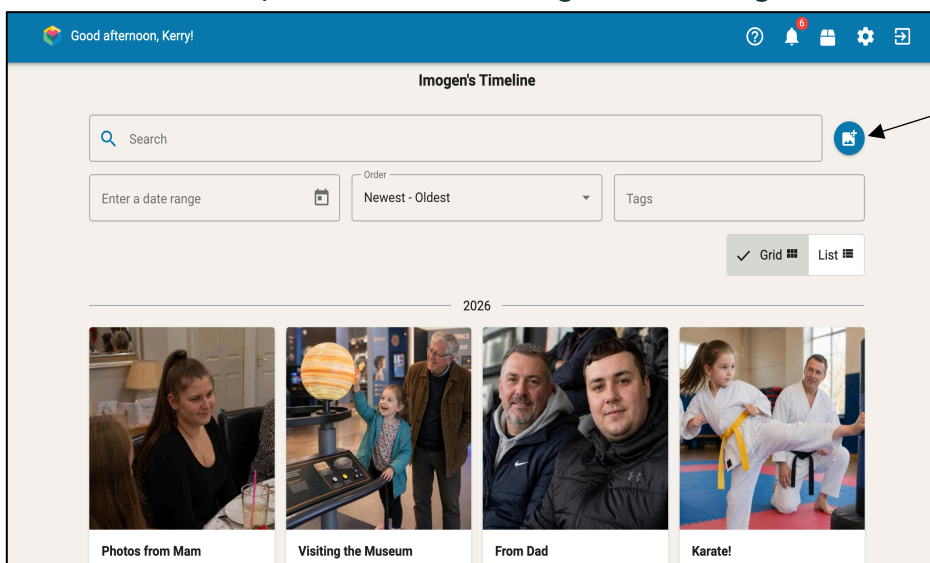


Adding Memories to your Child's Memory Box

1. To upload a memory for your child, log into the platform as described above. Click **'View Memory Box'** under your child to see their timeline.

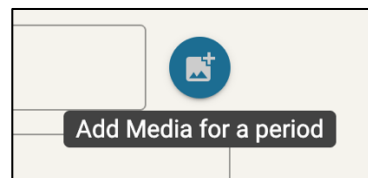


2. Click on the blue plus button to the right of the long **'Search'** bar.



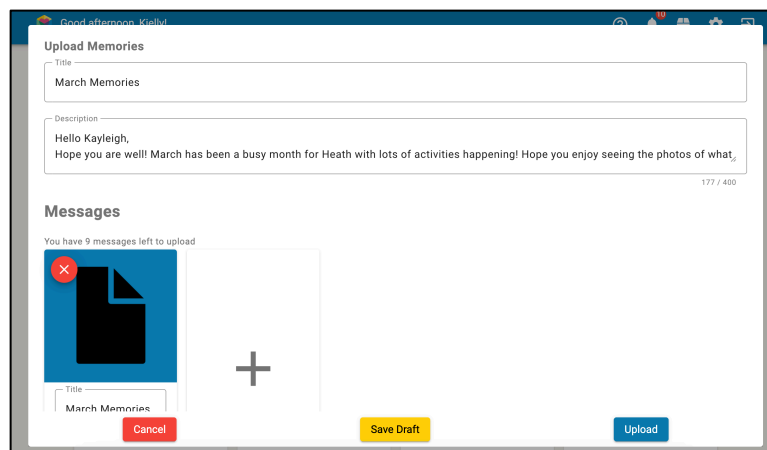


3. When you hover your cursor over this button it will show the message **'Add Media for a period'**.



4. Clicking this will bring up a pop-up form titled **'Upload Memories'**. At the top of this screen, you can add a title and a simple description about the memories. You can then upload a message, photos, videos, audio messages or documents.

Please note that photos and videos contain metadata. This is data collected by your phone or device that may contain information like location. Virtual Memory Box **removes all metadata** from uploaded memories to the platform, so this information is deleted.



Good afternoon, Kielid



Upload Memories

Title
March Memories

Description
Hello Kayleigh,
Hope you are well! March has been a busy month for Heath with lots of activities happening! Hope you enjoy seeing the photos of what,
177 / 400

Messages

You have 9 messages left to upload

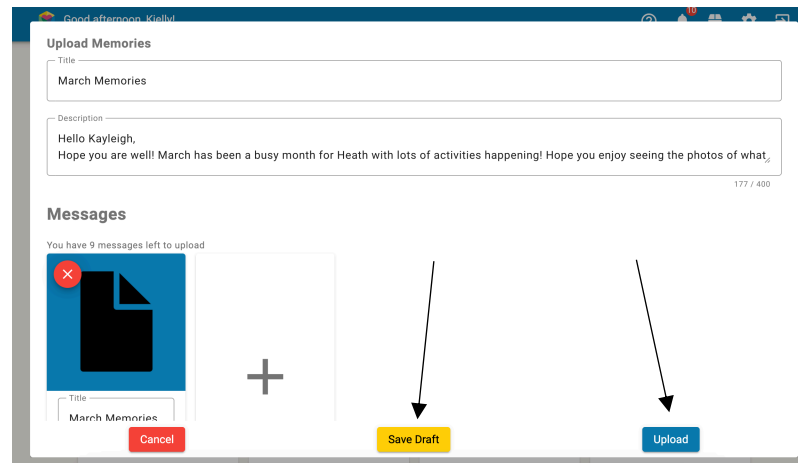
+

Title
March Memories

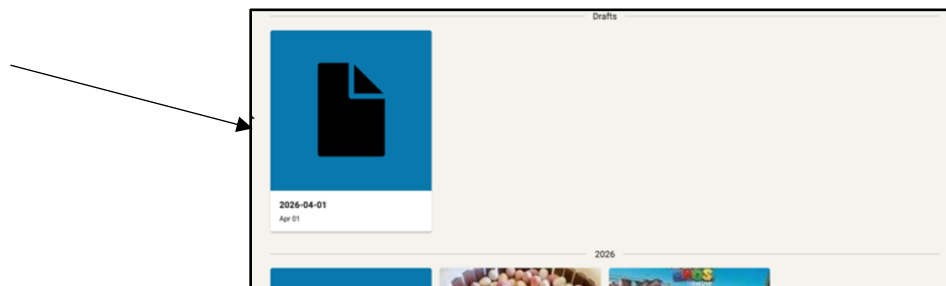
Cancel Save Draft Upload

Once you have added a title and description, please scroll down through the pop up form to explore and add the variety of possible types of media you can upload. Each is labelled and has a large plus button you can click to choose and upload media

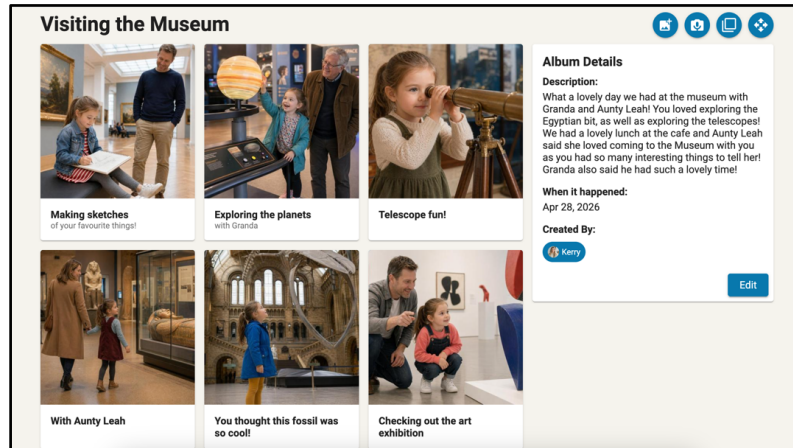
- Once you have uploaded everything, scroll to the bottom of this pop-up screen and click the blue button **'Upload'**. This will then save the completed uploaded memory to your child's memory box.



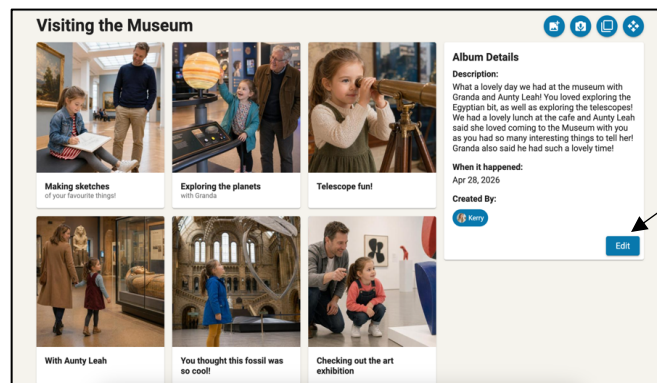
- If you wish to have more time to complete the upload, please click the yellow box which saves **'Save Draft'**. This means you can come back to it later and continue adding more items before finalising the memory upload. You can find saved drafts in the Birth Family member's timeline, above your previous communication.



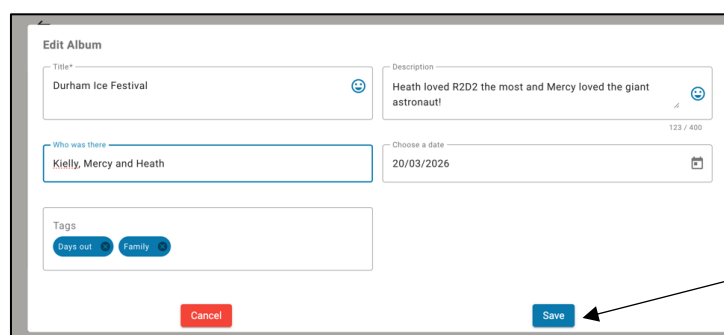
- Once you have clicked **'Upload'** the new media upload will appear in your child's memory box. It will have the title, description and media you have added.



- Click on the blue **'Edit'** button at the bottom of the right-hand white screen titled **'Album Details'** to change the title, description, date, and tags.



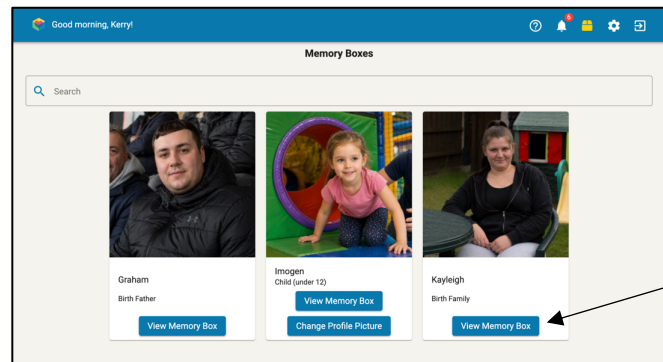
- Once you have made any edits, please ensure you click **'Save'** to update these details on the album.



Adding Memories to send to Birth Family members

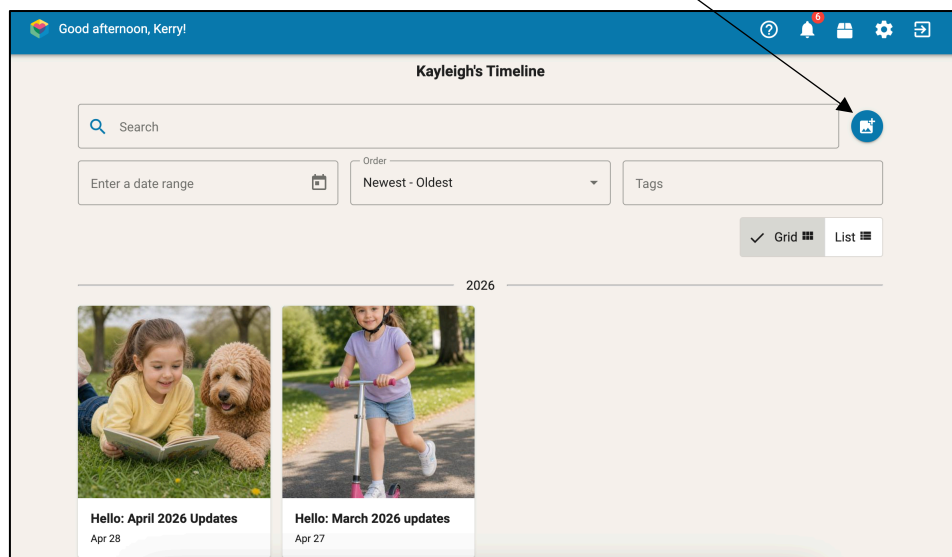
When you have memories which you wish to share with your child's birth family members, this is an easy and quick process.

Log into your account on Virtual Memory Box. Simply click '**View Memory Box**' for the birth family member you wish to add a memory for.

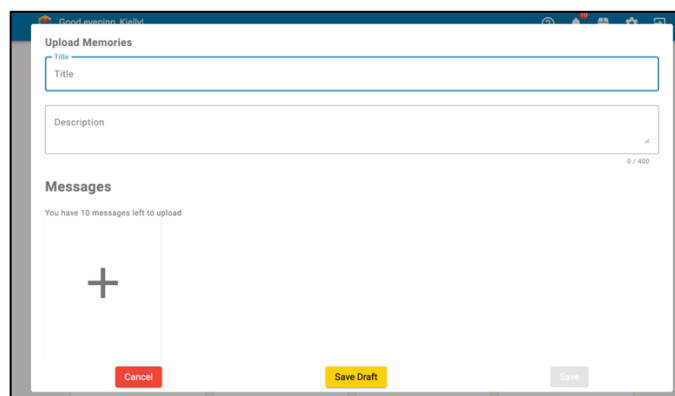


This will take you to their **Timeline View**. In here you will see any previous memories you have shared with them in their timeline view.

Click on the blue '+' symbol, to the right of the search bar. This will allow you to add media.



Adding media will bring up the same pop-up form.



Add the media you wish, including a title and description before clicking the blue **Upload** button. This will upload and save the memory into this birth family member's memory box for them to view. They will also be notified by email that they have received a new memory to view.

If you wish to duplicate this memory to more than one memory box, potentially a second Birth Family member, or a Sibling, this can be easily done using the **Duplicate** Functionality in the album, explained later in this guide.

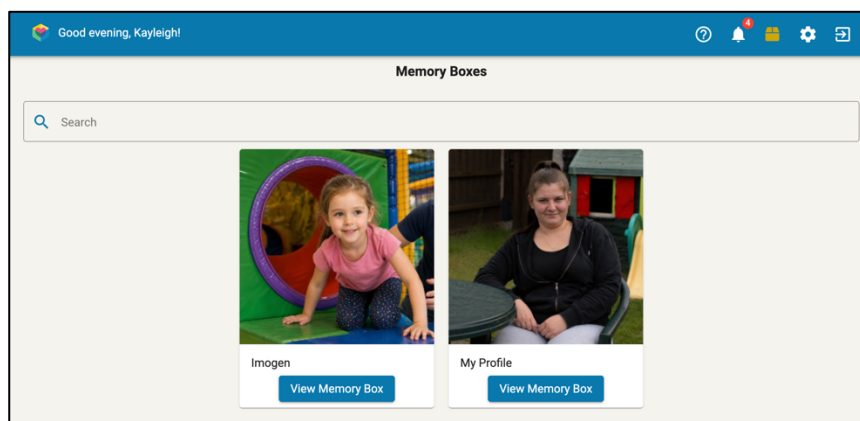
What can Birth Families view?

Any Birth Family member who is invited to join Virtual Memory Box will receive an invitation to register their account. Once registered, when they log in, they will see their own memory box, and the child's memory box.

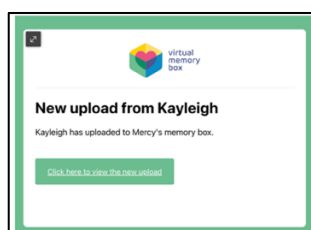
When Birth Family members view their own memory box, they can only see the memories that you have shared with them.

When they click into the child's memory box, they can **only** see the memories that they have shared. They **cannot** see any other albums or memories in there.

Additionally, as seen in the image below, when they are logged into the platform, Birth Family members **cannot** see any identifiable 'profile' information for your child.



- When a birth family member clicks '**View Memory Box**' to see your child's memory box, the only thing they will be able to see are the uploaded contact they have contributed. None of the other memories you have added for your child will be visible to a birth family member.
- They will be able to upload content for your child at the set frequency agreed. This may be yearly, bi-annually, quarterly, monthly or weekly. When an upload has been made, you will receive a notification to inform you.



Flagging something which you want to remove!

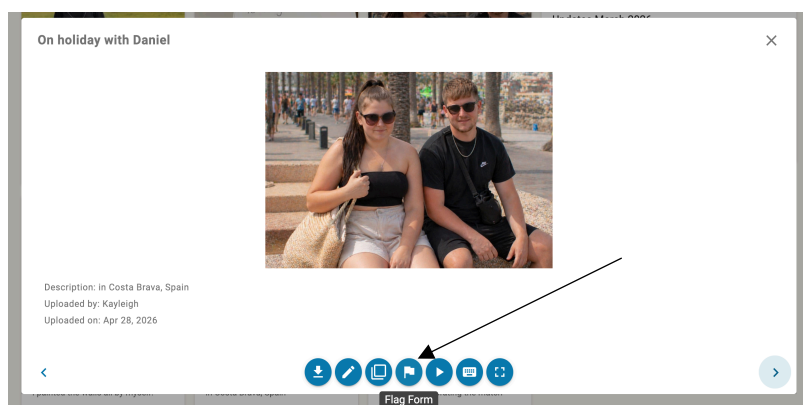
There may be times you see contact or memories being uploaded to your child's memory box which you feel may not be appropriate, or perhaps you feel should be saved for a later date when the child is older.

Please remember that your child can request direct access to their VMB after their 18th birthday. Prior to this date you should consider exploring the memories and media, including hidden media, with your child. Your RAA recommend that this is explored gradually in line with your child's age and stage of development,

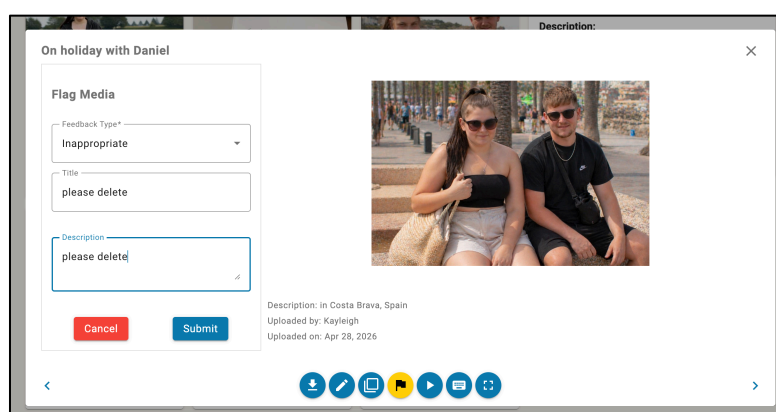
to give your child time to process exchanges with your support. Accessing lots of new information at this age can be very challenging for adopted young people.

If you do find that anything has been uploaded which you are uncomfortable with, the **'Flag Form'** functionality allows you to flag and remove this immediately. When you 'Flag the item' it will be automatically hidden from view in your child's memory box and moved to your child's 'hidden media' folder. To do this:

1. Find the memory you want to remove from view. You will need to go into the album, select the memory and click the **'flag form'** button



2. Fill out the details on the screen that appears once you click on the **'flag form'**. Once complete, click **'submit'** and the picture or media will be instantly removed from your child's memory box and moved into their **hidden media** folder.



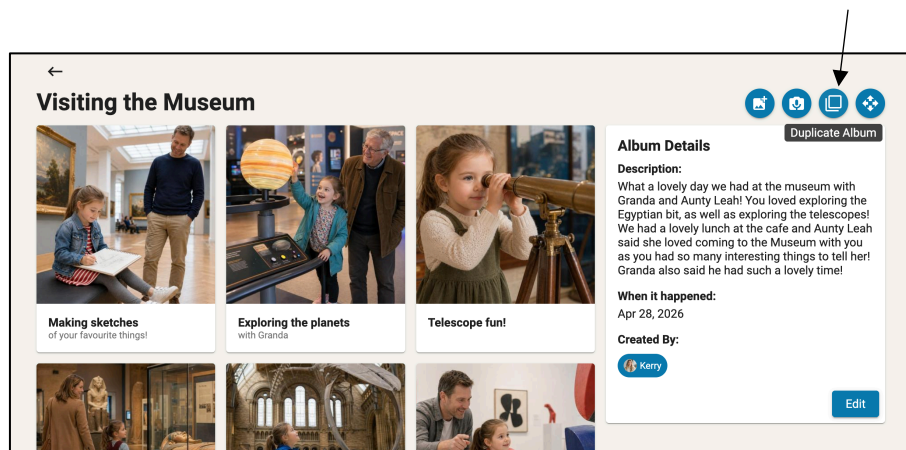
Once this done you will see the pop-up that the item has been successfully flagged for investigation



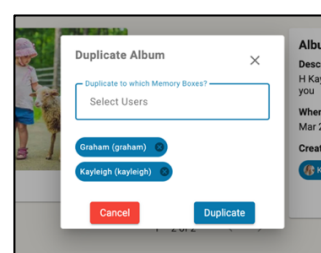
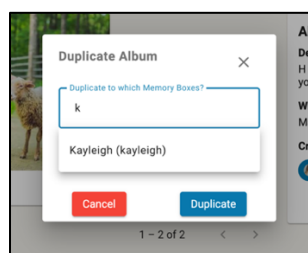
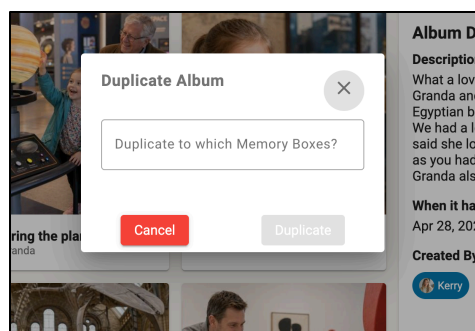
Duplicating an album or memory: Time saver!

If you want to send the same contact to multiple family members, to save time, you should use the 'Duplicate Album' button. This will allow you to upload an album and memories to one memory box then simply duplicate the full album over to other memory boxes you have access to, such as birth family or siblings.

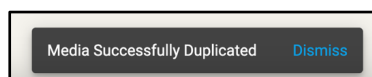
1. When you have created the album and added media to your child's Memory Box, find the blue buttons above the album details.



2. Find the blue 'Duplicate' button. It looks like a square with an L shape behind it.
3. Once you click on this button, it will bring up a pop-up screen like this.

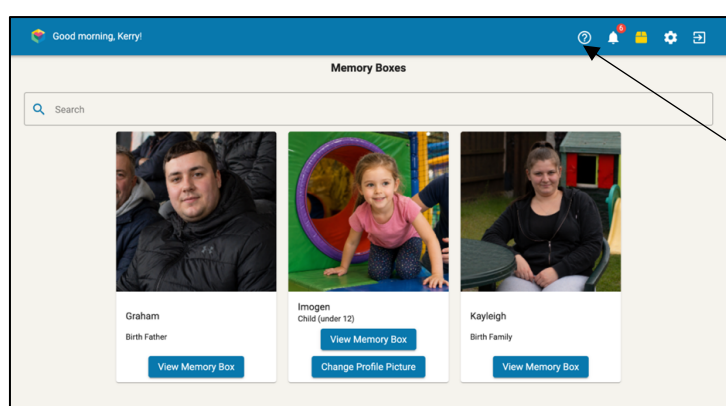


4. Type the name of their sibling, or the birth family member you wish to duplicate this memory to in the search bar. Once you have typed their name, and selected it from the drop-down menu, click the blue '**Duplicate**' button. This will duplicate the album immediately over into the boxes chosen, and give you the following conformation.



Booking onto training

1. When you register your account for the first time, you will receive an automatic email which includes a link to book onto our online training sessions run by Virtual Memory Box.
2. You can also book onto these sessions once you have logged into VMB using the 'Help' button on the top right-hand side of the screen. It looks like a question mark.



3. When you click on the **Help** Question Mark button, a pop-up screen will show, with training sessions you can book onto. The support email for your RAA is also shown here which you can contact if you need any help.

