

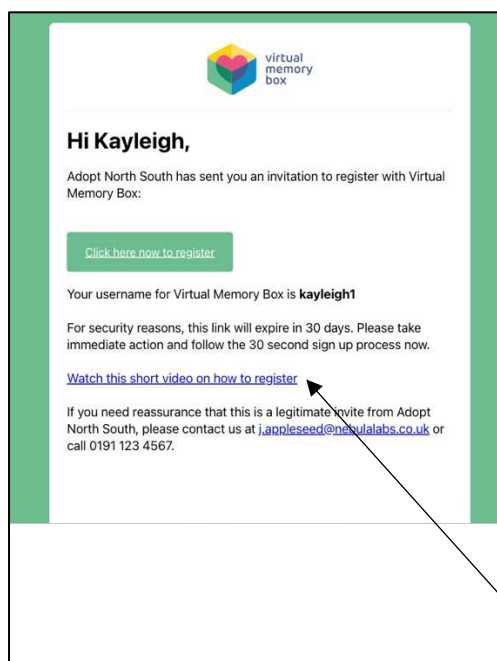
VMB – A simple guide for Birth Families

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 your child's adoptive family.

Registering your account on the platform

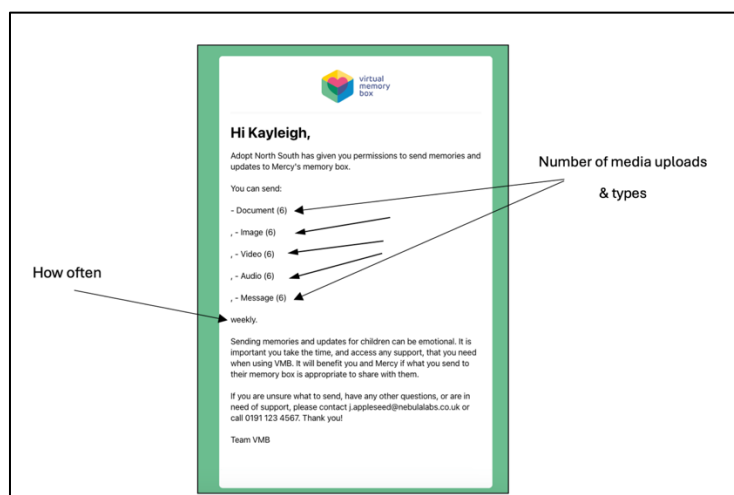
1. When invited to join Virtual Memory Box, you'll **receive an email** to register an account.
2. The email registration link for Virtual Memory Box will look like the image below. Please follow the instructions in the email to register and take note of your **username** as you will need this to log 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.

How often you can post & what kind of media

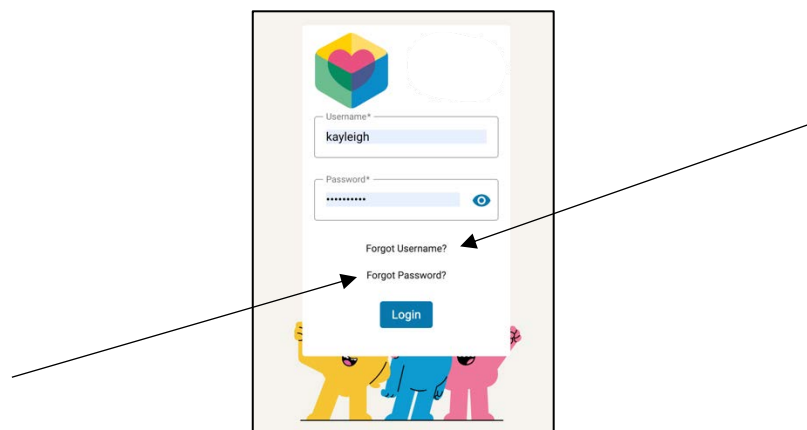
Once you have registered your account, you will receive an email from your RAA via VMB to inform you about permissions they have set for you. This will state the number of different media uploads you can add each time you post memories, and how often you can upload. These will vary per individual arrangements.



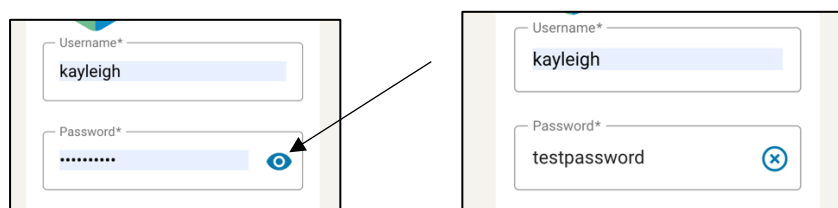
Accessing Virtual Memory Box

1. Virtual Memory Box is a website which is easily accessible on your phone, tablet or laptop. Each Regional Adoption Agency (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.

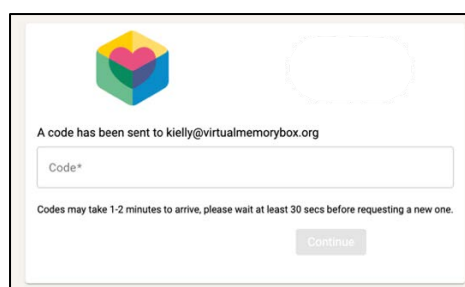
4. Usernames are your **'firstname'**, sometimes with a number – not an email address. Virtual Memory Box does not use last names on the platform to reduce personal identifiable data. If you cannot remember your username, please click on the button below the login details which says, **'Forgot Username?'** and follow the steps.



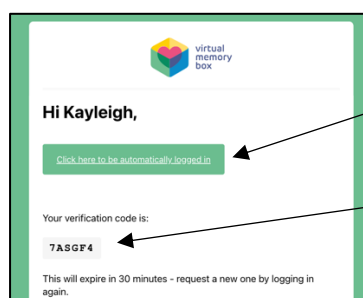
5. If you try to log in and cannot remember your password, please click on the button **'Forgot Password?'** above the blue login button to trigger an automatic email to help you reset your password.
6. The characters on your password are hidden. To check you are entering the right password, click on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



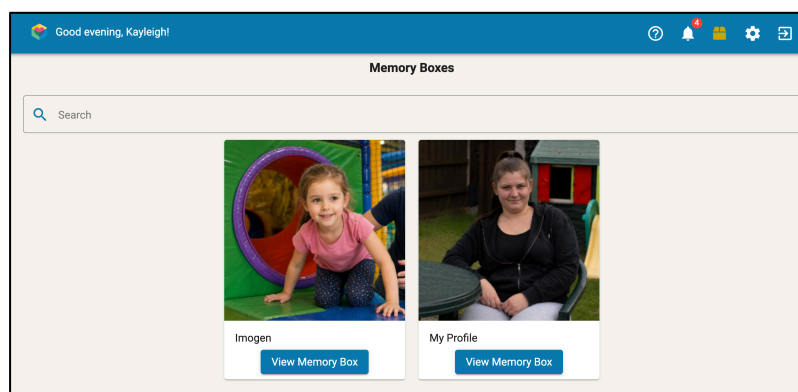
7. Once you have entered your username and password correctly, a message will display on your screen telling you **'A code has been sent to youremailaddress'**.



8. Check your emails. You should receive an email from VMB within 1–2 minutes. If the email with the log in code does not come through, check your spam emails and/or your internet connection.
9. In the email you received which should look like this, 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.



10. When you log in, you should be able to see a memory box for your child, as well as your own memory box. If you have more than one adopted child and their Regional Adoption Agency have also signed up to Virtual Memory Box, you may also see your other children's memory boxes here too.

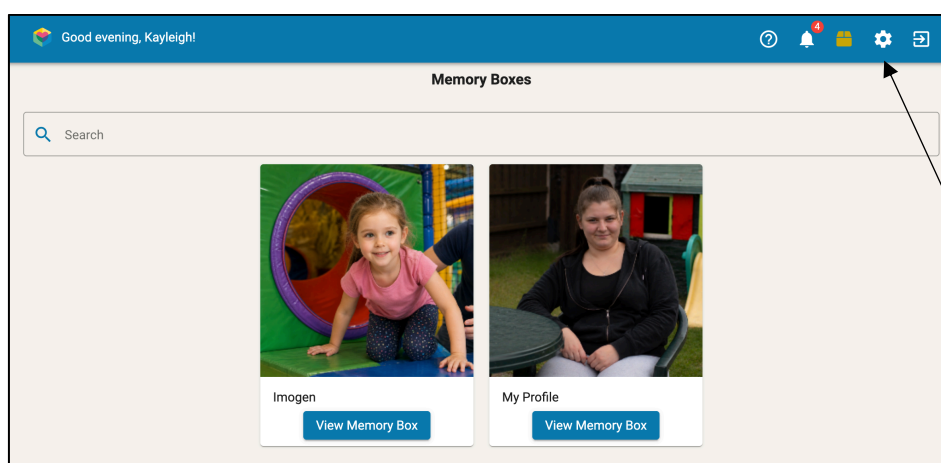


11. If you cannot see your child's memory box when you log in, please contact your admin at your Regional Adoption Agency who will be able to sort this for you.
12. To contact your admin, please use the question mark icon at the top or '**click here for account support**' button on far the bottom right-hand side of the log in screen. This will give you the email of the admin to contact them.

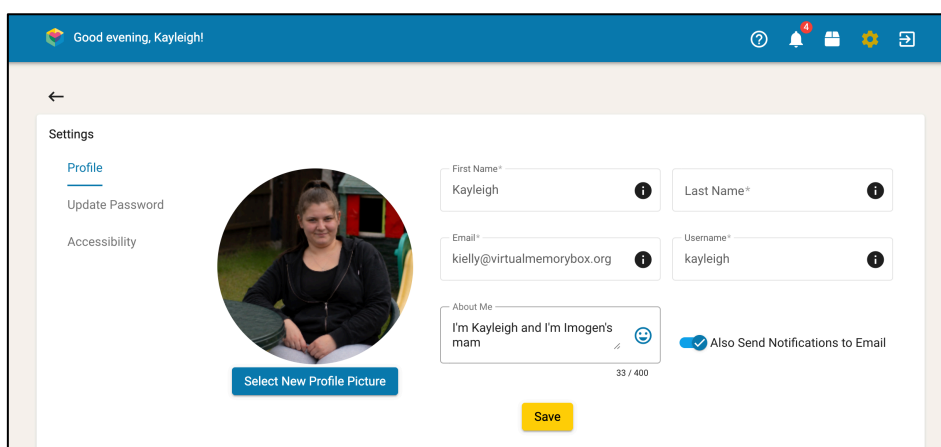
Your profile information

Once you have registered your account with VMB, you can add your own profile picture and add a simple 'About Me' to your profile by clicking on the **'Settings'** cog.

To do this, log into your account. Click **'Settings'** in the top right-hand side of the blue bar across the top of the screen.



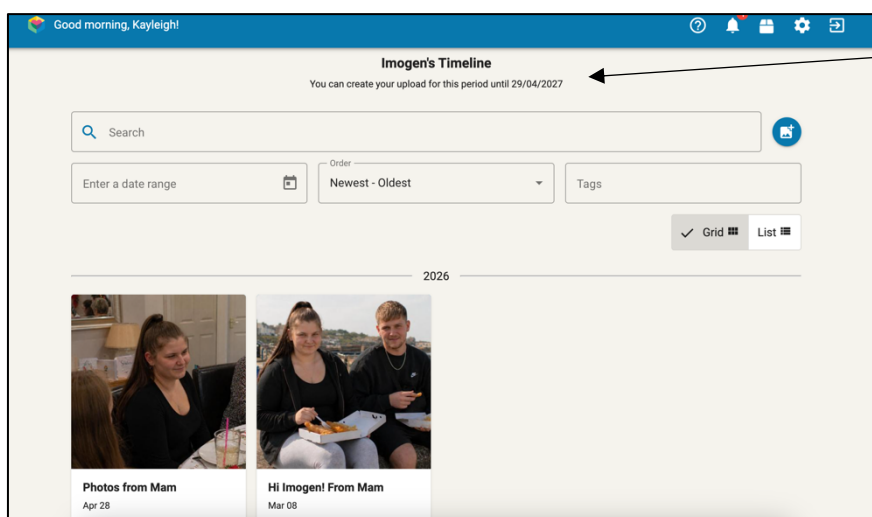
Here, you can **'Select a new profile picture'**, add some information to the **'About Me'** box, update your password, change the font size for accessibility and change your email address if needed. You can also turn email notifications from VMB on or off.



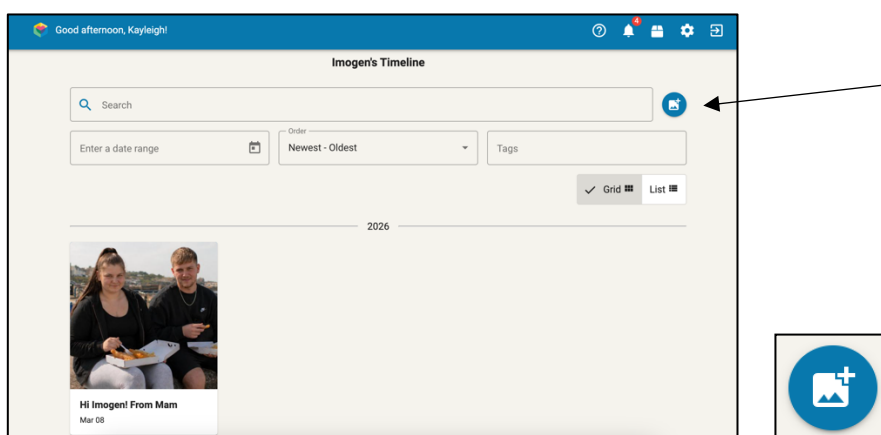
Adding Memories to your Child's Memory Box

1. To upload a memory for your child, log into the platform as described above. Click '**View Memory Box**' underneath your child's photo. This will take you to their **Timeline Page**. In this page, you will be able to see any albums you have previously uploaded to their memory box.

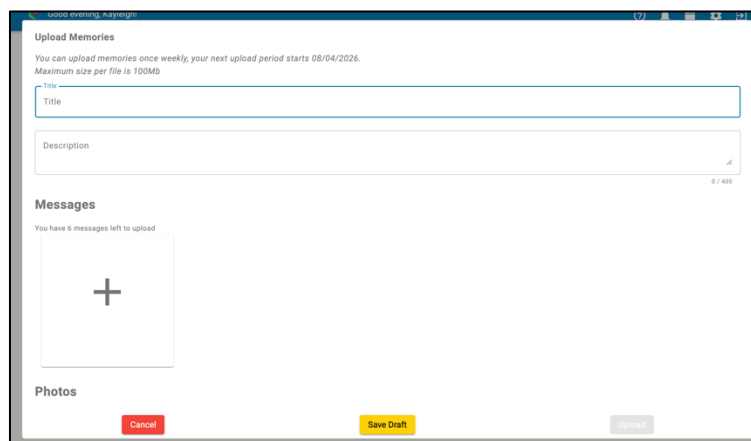
You will be able to upload the set number of media uploads as agreed with your RAA. This will also be emailed to you in your contact arrangements. This will be displayed for you under your child's timeline.



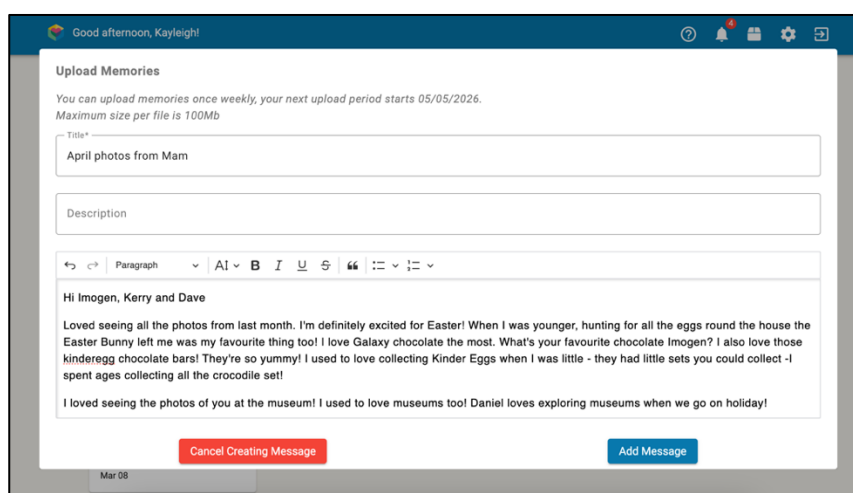
2. Click on the blue plus button, to the right of the long '**Search**' bar.



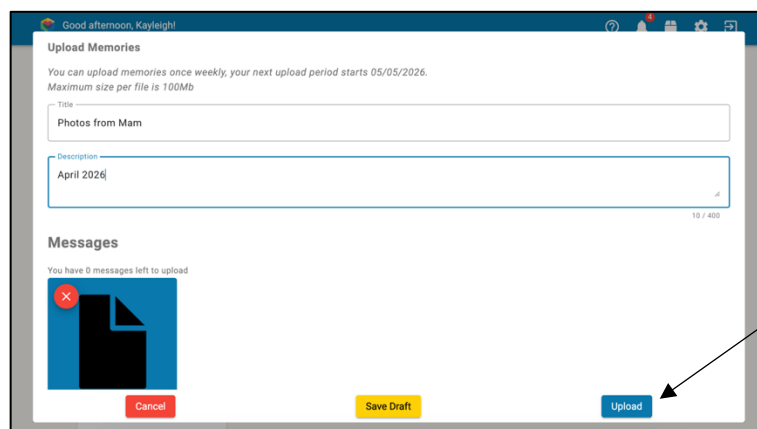
3. Clicking this button will bring up a pop-up form like below, titled '**Upload Memories**'. At the top of this screen, you can add a title and a simple description about the memories.



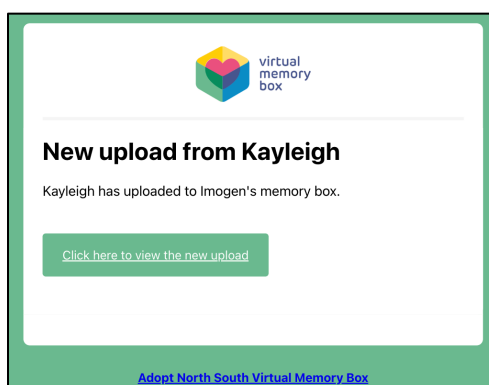
4. Upload your media such as photos and messages in line with your set frequency and media upload limit.



Once you have added a title and description, please scroll down through the pop up menu to explore and upload your media and contact such as photos and messages. The number of media uploads that you are able to add for each upload period will be set and displayed for you on the screen by your Regional Adoption Agency.

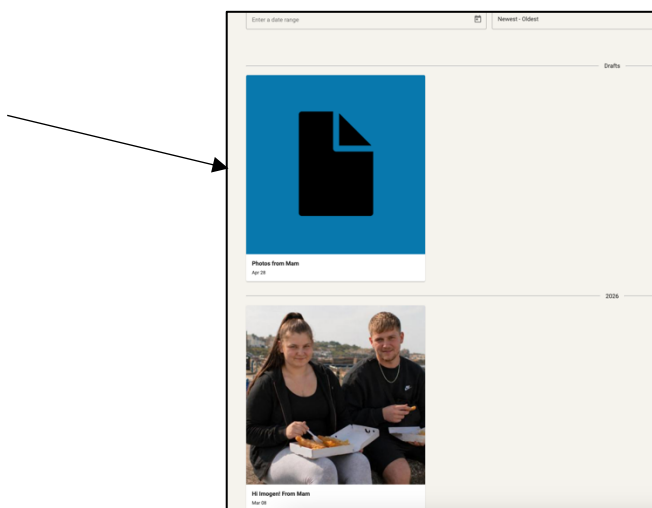


5. Once you have uploaded everything, scroll to the bottom of this pop-up screen and click the blue button '**Upload**'. This will then upload your completed memories and media to your child's memory box.
6. This will also trigger an email to your child's adoptive parents to notify them that you have uploaded new memories!

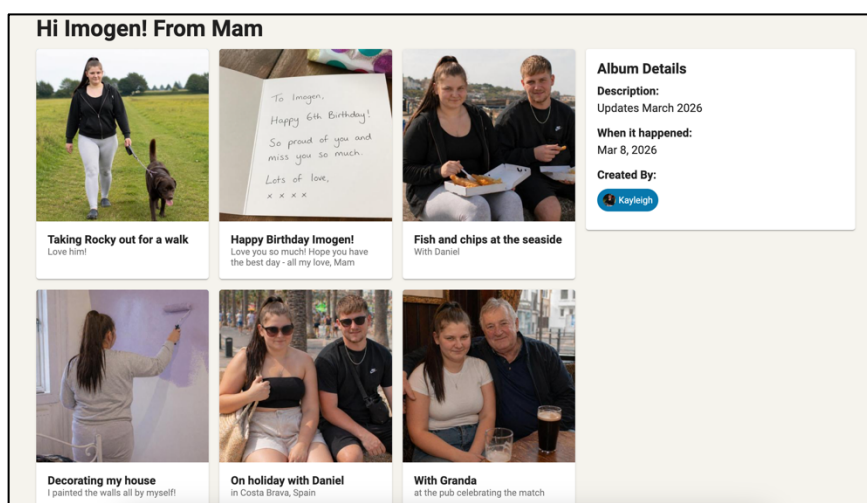


7. If you wish to have more time to complete the upload, please click the yellow box which says, '**Save Draft**'. This means you can come back to it later and continue adding more items before finalising the memory for upload.

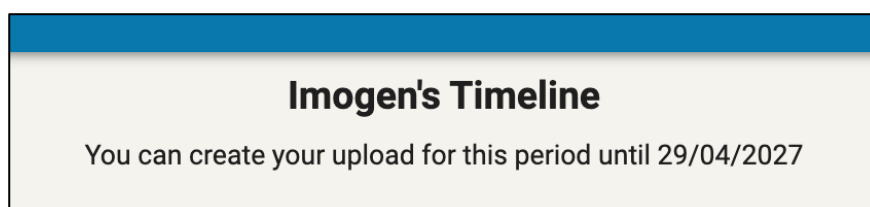
Any saved drafts will appear in your child's timeline, above your previous communication.



- Once you have clicked **'Upload'** your new media upload will be visible in your child's memory box for their adoptive parents and you to view. It will have the title, description and the uploads and contact you have added.

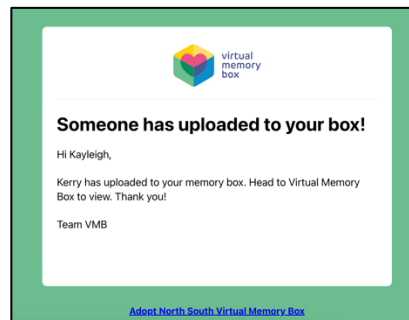


Once you have completed your upload within your agreed contact period, you will notice that the blue **'Add media for a period'** button will be 'greyed out'. A message will show under your child's name on their timeline which will inform you when you can next upload.

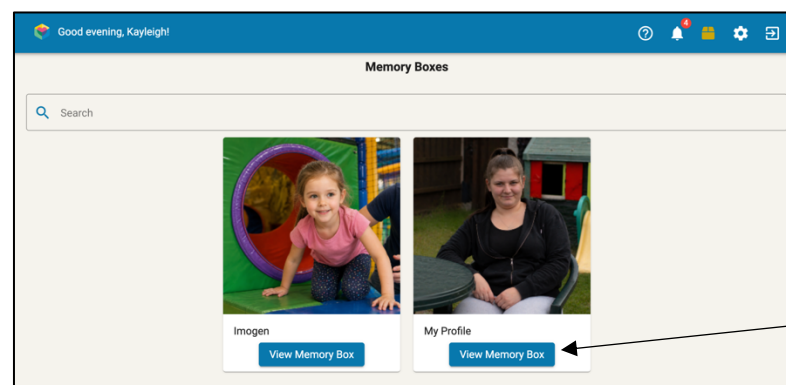


Receiving Memories from your Child's Adoptive Family

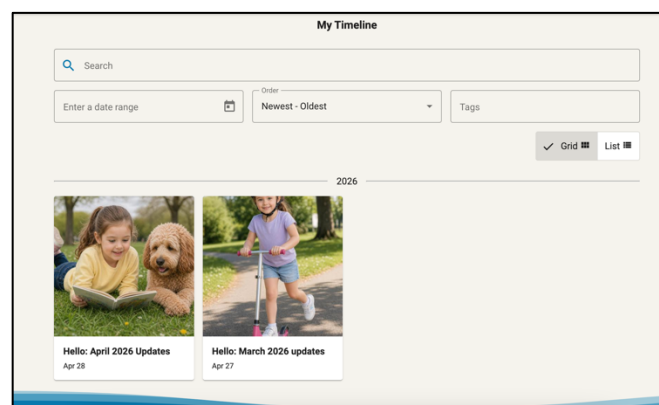
When your child's adoptive family uploads a new memory for you to view, you will receive an email to notify you of this.



Please log into your account on Virtual Memory Box. Then click '**View Memory Box**' on your own memory box.



This will take you to your '**Timeline View**'. In here you will be able to see the new memories which have just been added, as well as any previous contact and posts from your child's adoptive family.

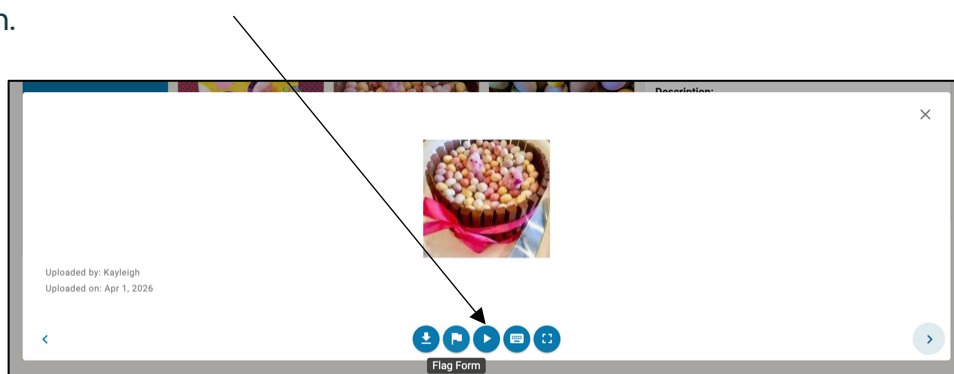


Flagging something which you want to remove!

There may be times you see contact or memories being uploaded from your child's adoptive parents which you feel may not be appropriate, or which make you feel uncomfortable.

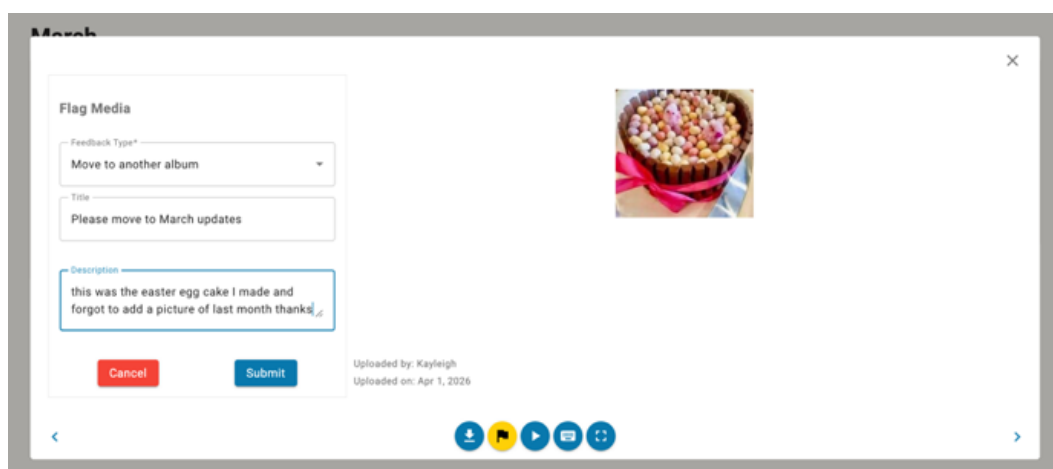
If you do find that anything has been uploaded which you are uncomfortable with, the '**Flag Form**' allows you to automatically remove it from view in your memory box. To do this:

1. Find the memory you want to remove from view and click the '**flag form**' button.



2. Fill out the details in the form and click '**submit**' to remove from your memory box. The admin at your RAA will receive a notification that you have flagged this and review it accordingly.

You can choose the appropriate reason and also write a short description so the admin can understand why you have flagged and hidden it.



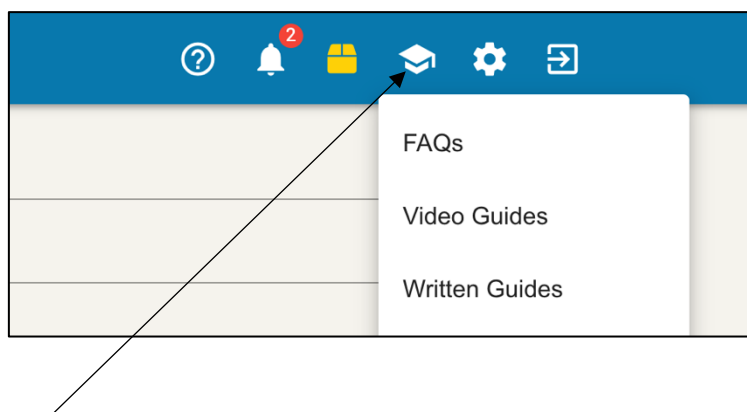
More help: Training, guides and videos

We offer a video guide which your RAA will share with you which explains how VMB came about, what it offers children who have been adopted, how birth families can facilitate contact using VMB and a visual demonstration of the platform. This will help you get started with VMB.

Training Centre

When you log into Virtual Memory Box, please click the Graduation Cap button at the top right of the screen which will take you to the training centre.

In the training centre you can access frequently asked questions, video guide and downloadable written guides.



The support email for your RAA is also shown if you click the question mark button should you need to contact them for help.

We hope you enjoy using Virtual Memory Box to facilitate ongoing contact with your child and their adoptive family!