



# Accessing the Volunteer Management System (VMS)

## For Volunteers Registered Under a Family Member's Email or Unsure of Login Details

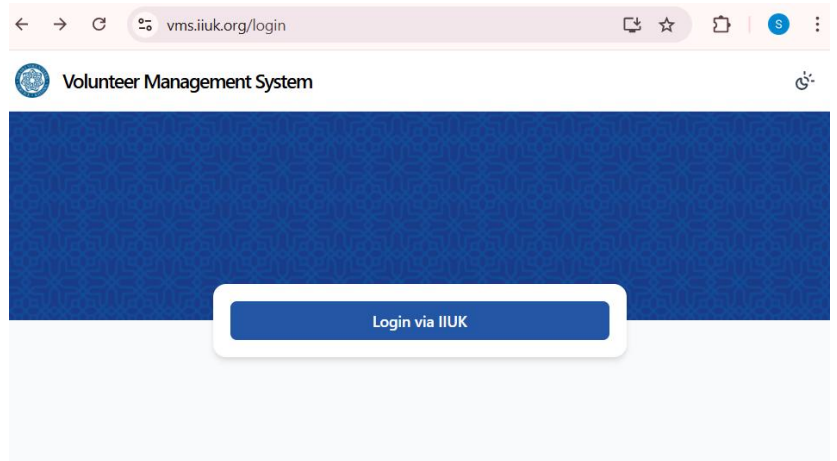
This guide is for volunteers who are registered on IIUK using a parent or family member's email address, or who are unsure of their IIUK login details.

Please follow the steps below to access the Volunteer Management System (VMS) and complete your required training

### Step 1: Navigate to the VMS Portal

Open your browser and go to:

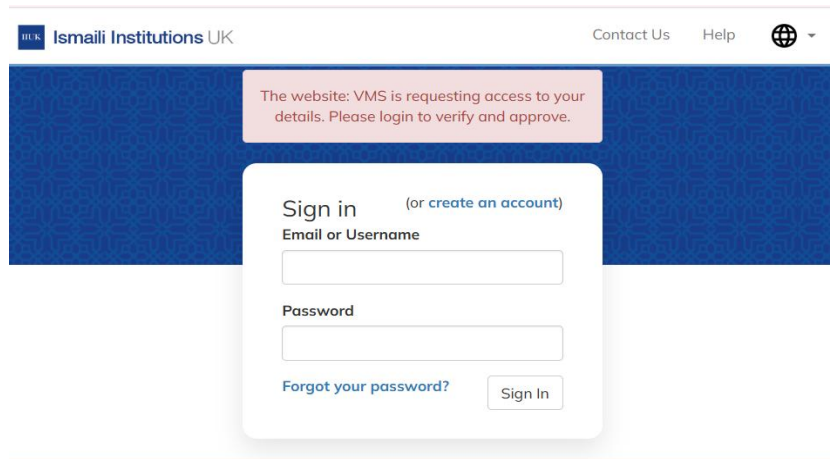
👉 <https://vms.iiuk.org>



### Step 2: Log in Using IIUK Credentials

The VMS uses your **IIUK username and password**.

- Enter your IIUK login details
- Click **Login**





### Step 3: If You Cannot Log In

If you are unable to log in for yourself, or on behalf of a family member (for example, a child/elderly members registered under your email address), please follow the steps below.

#### Use the “Forgotten Password” Option

1. On the IIUK login screen, **click Forgotten Password**

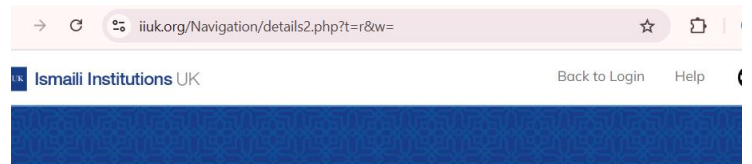
2. In the Email Address field:

Enter the email address where you would like to receive the reset email (this can be the parent or family member’s email address)

3. Enter the Date of Birth of the volunteer (child or family member)

4. Submit the request and you will see the below confirmation message and email would be sent to your email address.

The screenshot shows a web browser window with the URL [iiuk.org/Navigation/details.php?t=r](http://iiuk.org/Navigation/details.php?t=r). The page header includes the Ismaili Institutions UK logo and navigation links for 'Contact Us' and 'Help'. The main content area is a 'Password recovery' form with a back arrow icon. The form contains the following fields: a text input for 'Email Address' with the placeholder 'PLEASE ENTER NAME OF YOUR CHILDREN OR FAMILY MEMBER', and a 'Date of Birth' section with three dropdown menus for 'Day', 'Month', and 'Year'. A blue 'Submit' button is located at the bottom of the form.



Dear

Details for accessing your account have been sent to your email address . Please follow the instructions in this email to login to the Ismaili Institutions UK website.

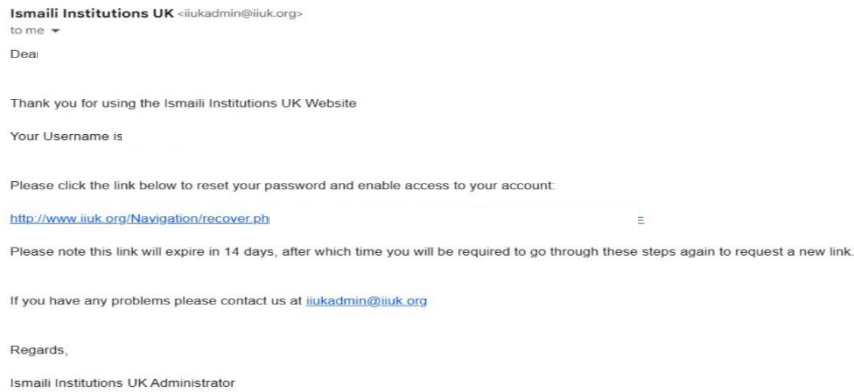
Please ensure you check your junk mail folder as well if you do not see it shortly.

[Return to the Ismaili Institutions UK Home Page](#)



## Step 4: Reset Password

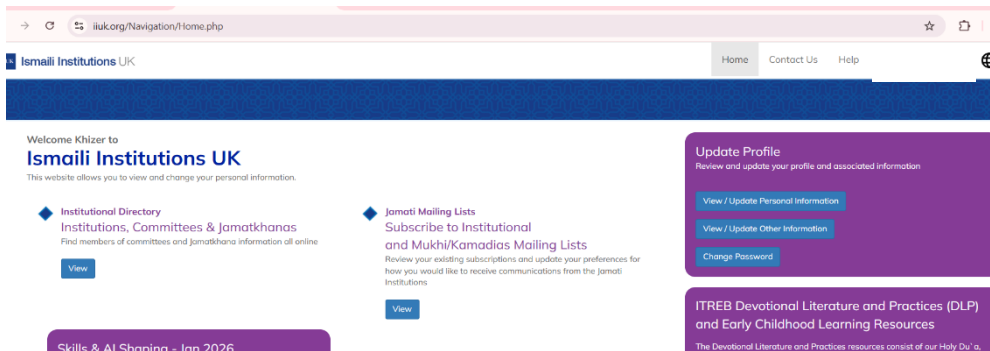
- You will receive an email containing:
  - The **username**
  - A link to **reset the password**
- Follow the instructions in the email to create a new password



## Step 5: Confirm IIUK Access

After resetting the password:

- You will be redirected to the **IIUK portal**
- This confirms that your IIUK login has been successfully reset

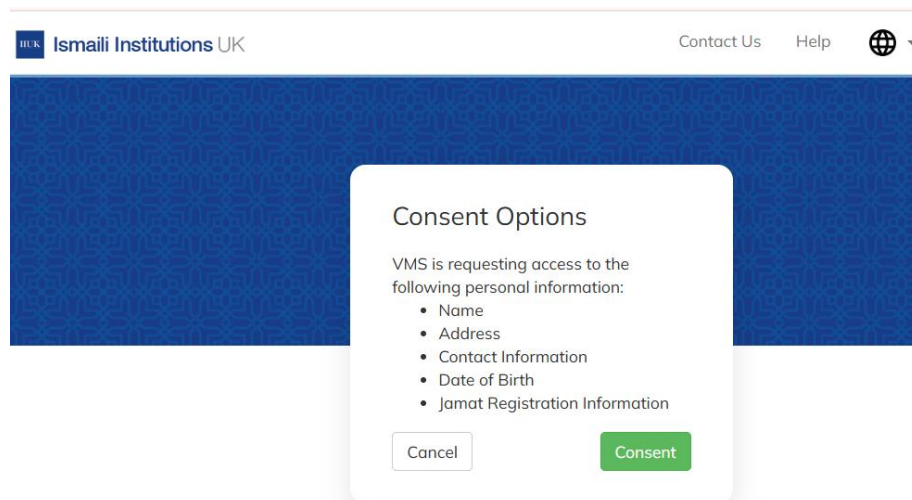




## Step 6: Log in to the VMS

Once your IIUK username and password are set:

1. Go back to [👉 https://vms.iiuk.org](https://vms.iiuk.org)
2. Log in using your **IIUK username and new password**
3. Provide consent
4. You can now access your profile and complete the required training



## Step 7: Update your profile and complete trainings assigned to you.

