

## How to Register

1. Go to **[www.iiuk.org](http://www.iiuk.org)**
2. Follow the instructions on screen.
3. Click the button to update your personal details.
4. Update details for each individual member of your household.
5. Add any missing individuals and update the relationship to the head of household.
6. Print out a confirmation form for any new individuals that have been added to your household.
7. You have successfully completed your registration.

## Need Assistance?

If you have any other questions, please contact the Registration Helpdesk:

**UK: +44 330 822 0460**

**Sweden: +46 108 885 202**

**Germany: +49 3222 1095 660**

**Email: [registration@iiuk.org](mailto:registration@iiuk.org)**

Telephone lines will be open:

Monday to Friday from 8.00pm to 10.00pm (UK time)

Weekends from 12.00pm to 6.00pm (UK time)

The logo for IIUK, consisting of the letters 'IIUK' in a white, serif font, with a thin blue horizontal line underneath the letters.

## Diamond Jubilee Registration

21 March – 16 April 2017

## Frequently Asked Questions

### **What is Diamond Jubilee Card Registration?**

Each registered member of an Ismaili household will receive a Diamond Jubilee Card, which will enable access to Jubilee events throughout the Jubilee period. In order to obtain a card, members of the UK jurisdiction Jamat will need to confirm their details online via [IIUK.org](http://IIUK.org). Those who do not have a username or have forgotten their details can request access via [IIUK.org](http://IIUK.org).

### **Why do I need to take part?**

Registration will ensure that your details are accurately updated and that any new members of the Jamat are able to register their details to obtain a Diamond Jubilee Card.

The information will help with the planning of Jamati events and celebrations throughout the Diamond Jubilee. The information you submit will also help the National Council to develop initiatives in order to better serve the Jamat.

### **I registered in 2007, have confirmed my details in the Check & Refresh drive and regularly update my details on IIUK.org. Do I still need to register?**

Yes. Members of the Jamat will not automatically receive a Diamond Jubilee Card without completing this registration. Part of this process will involve re-confirming details.

### **Who should complete the registration process?**

Registration is restricted to UK jurisdiction Jamati members and their non-Ismaili family members only. Details regarding overseas visitors will be announced at a later date.

### **Should I register my non-Ismaili spouse/child?**

Yes. You should register all individuals in your household, including all non-Ismaili family members.

### **When does registration begin?**

From Navroz, Tuesday 21 March 2017

### **What is the latest date to register?**

The deadline to confirm your details and register is Sunday 16 April 2017.

## Frequently Asked Questions

### **I've already registered for Nazrana, will I automatically receive a card?**

No. Pledging Nazrana will not automatically update your IIUK details and you will not receive a Diamond Jubilee Card. **Pledging of Nazrana and registering for a Diamond Jubilee Card are separate processes.**

### **How long will it take?**

Updating your details is quick and easy. The online registration only takes a few minutes to complete. A step by step guide is available overleaf.

### **What if my login details do not work?**

If you have problems using the system, please follow the online instructions or contact the Registration Helpdesk. The Helpdesk phone number is available overleaf.

### **Can I register each member of my household at once?**

Yes. One adult member of the household can register all members in their household.

### **What is the process for getting a new member of my household verified?**

If you have any additions to your household, the system will guide you through the process of adding the new names. Once their details have been added to the system, you will be able to print out a confirmation form. Please present this form to the Mukhi/Kamadia or a Registration Coordinator at your Jamatkhana who will validate it and forward it to the Registration Team.

If you do not have a printer, please contact the Registration Helpdesk who will be able to send a copy of the confirmation form by post.

### **What if I don't have internet access?**

If you do not have internet access, you can still register at one of the nominated Registration Centres. Please check the weekly Information Leaflet for details.

## Frequently Asked Questions

### **What happens if my computer fails while I am registering?**

In the first instance, you should check if the problem is with your internet provider or computer. If the problem is related to the registration process, please contact the Registration Helpdesk.

### **What should I do if I know people who will not have heard about the registration or are unable to register themselves?**

If you know of any family members or members of the Jamat who may not be aware of the registration process, please inform them. If you know of any members of the Jamat who are not able to register themselves either online or by attending a nominated Registration Centre, please inform your Registration Coordinator. This may include anyone who may be in a carehome, hospital or the elderly living on their own.

### **How will I know if my registration has been successful?**

You will see a message on the screen confirming that your registration has been successfully completed and submitted.

### **Can I amend my details if I have made a mistake?**

Yes. The registration process allows you to change and edit the details of your household and members.

### **What if somebody does not live in the same household anymore?**

Individuals who have moved away to a different address within the jurisdiction of the UK Council will have to register their new household separately. If you know of such individuals, please let them know that they will have to register separately.

### **I cannot remember my login details, what should I do?**

Please go to [www.iiuk.org](http://www.iiuk.org), click on "Forgot your password?" and follow the instructions provided.