

VMIS Quick User Transition Guide – Volunteers

Timeline

Current VMIS on Army One Source will be unavailable after **December 31st, 2020**. You will not be able to log in or enter data into the system.

- BEFORE **December 31st, 2020** please be sure to export and save necessary data from Current VMIS [SEE “Saving Data from Current System” below]
- AFTER **December 31st, 2020** please be sure to manually track of your volunteer hours and activities during this time via an Excel Spreadsheet, calendar, personal log, etc.

Glossary

AFWP	Army Family Web Portal
AOS	Army One Source
ARC	Army Family Web Portal Resource Center
AVC	Army Volunteer Corps
AVCC	Army Volunteer Corps Coordinator
IMCOM	Installation Management Command
OPOC	Organization Point of Contact
VMIS	Volunteer Management Information System

Modernized VMIS will be available **January 11th, 2021**.

STEP 1: Save Data from Current System

You will need to export the following items listed below from Current VMIS and save them on your personal computer and/or print them for your records. This will enable you to check/validate your data within Modernized VMIS and provide backups should you need to re-enter or correct some of your data.

Volunteers

- AOS username and email
 1. Review your AOS username and email in your AOS profile
 2. Ensure the email listed is an up-to-date email address to an email inbox you currently use and have access to. Update your email in AOS if needed.
 3. Record your AOS username and email in a secure space on your computer or phone as you may need to reference it when creating an AFWP account for access to Modernized OLMS
- Recent copies of the DA 4713 and DA4162
- Service History Information
- Documents associated with your account (e.g., orientations, certificates, trainings, etc)
- Details for Non-AVC hours entries (*Under Volunteer Tools, select the Volunteer Activity Tab and expand the Non-AVC Services section to export the details you will later manually transfer to modernized VMIS*)

STEP 2: Access the VMIS Training Site and Practice Using Modernized VMIS

There is a VMIS Training Site available for use by all levels of VMIS users. Access to the VMIS Training Site can found:

- On the “Getting Started – VMIS” page on ARC (<https://www.training.armyfamilywebportal.com/home>)
OR
- Directly via the VMIS Training Site url: (<https://vmis.training.armyfamilywebportal.com/>).

NOTE: Training Site is for training purposes ONLY and therefore should NOT be used to enter in live or actual data reflecting current AVC program activity. The site will not contain data reflective of your current AVC program. We reserve the right to purge the data on the training site at any time.

Be aware that there will be other users simultaneously accessing the Training Site so there may be certification or rejection or your practice entries by users you are not familiar as those users are also training themselves.

System distributed emails will NOT be functional on the Training Site.

STEP 3: Transition Your VMIS Account from the Current System to the Modernized System

On **January 11th, 2021** you will be able to transition your VMIS Account from the Current System to the Modernized System.

Note: If any CAC-related popups appear during this account transition/registration process, please ignore them until you have completed the transition process. If you would like to connect your CAC to your account AFTER you have transitioned your account, please see your respective VMIS user guide.

If you are a Volunteer within Current VMIS on Army One Source, follow the following instructions to transition your account.

1. Go to <https://vmis.armyfamilywebportal.com/> and click “transition your account” on the homepage below.



2. Provide your username from AOS.

2. Check your email. You will receive an email message to the email address associated with your AOS/Current VMIS user account. The email will include a link to complete your account transition. Click on the link in your email. If the

link appears to have the word “caution” inserted into it, please remove the word and make sure the url begins with “https://”

3. Complete your transition by registering for your AFWP Account for the Modernized VMIS; feel free to use the same email address as before or a different email address. Enter in a secure password as well.

Note: Single-Sign-On passwords are **case-sensitive** and require a minimum of **15 characters** that include the following: 2 uppercase letters, 2 lowercase letters, 2 numbers, and 2 special characters
(!@#\$\$%^&*()_+|{}[]:’;<>?.,./).

4. Use the menu in the top left corner of the screen to navigate back to VMIS (<https://vmis.armyfamilywebportal.com/>)
5. Sign into VMIS and check/validate your data [SEE “How to Check Your VMIS Data in Modernized VMIS” section below].

If you do NOT have an account within Current VMIS, use the following instructions to establish an AFWP Account

1. Go to <https://vmis.armyfamilywebportal.com/>
2. Select **Register** on the **VMIS Home Page**, or select **Log In** from the **VMIS Home Page** and then select **Register**.
3. Enter the required information into the **following data fields**:
 - *Email, Password, and Confirm Password.*

Note: When selecting an email, we recommend using the updated email from your AOS account. Single-Sign-On passwords are **case-sensitive** and require a minimum of **15 characters** that include the following: 2 uppercase

4. Select **Register** .
5. An **automated email** will be sent to the email that was entered in step 3 with a link and a token number.
6. Select the link in the email to verify the account. (If you encounter trouble with the link, please go to <account.armyfamilywebportal.com/verify> to complete verification)
7. On the page that appears, enter the **email address and the token number** provided in the automated email.
8. Select **Verify Email**.

Step 4: Check Your VMIS Data in Modernized VMIS

Once you have access to your user account within Modernized VMIS, please check the data outlined below. We recommend comparing the data you have in Modernized VMIS to your exported/saved records from Current VMIS in order to ensure that data has migrated properly. Do anticipate some slight discrepancies in your data due to the streamlining of the system. If you have any major discrepancies (significant inaccuracies of greater than 10% difference), please contact your AVC leadership, VMIS Live Chat, or AFWP Help Desk.

Volunteer

- Volunteer Positions
- Hours (AVC and Non-AVC)
- Service History
- Profile Information

Step 5: Note Critical Differences Between Current & Modernized Systems

In consultation with the IMCOM AVC Program Manager, decisions were made to streamline the VMIS data model. For your awareness, below is a brief list of the streamlined data that deviates from its representation in Current VMIS.

- Volunteer Status
 - Modernized VMIS does not use the active/inactive flag settings on volunteer profiles/accounts. Volunteer activity within VMIS is now managed per position. You can have some active positions and some inactive positions. You can manage that yourself on your Service HistoryPage.
- Non-AVC Positions
 - Non-AVC Positions have migrated from a single entry including the total hours for that position to a position that is managed via the same workflow as AVC positions. All the Non-AVC Positions will exist within the “Volunteer Submitted” Organization within each community.
 - If the Non-AVC Position was in the submitted state in current VMIS, there will be an approved application for the position and period hours in the submitted state in modernized VMIS. An AVCC will need to certify or reject the period hours.
 - If the Non-AVC Position was in the certified state in current VMIS, there will be an approved application for the position and period hours in the certified state in modernized VMIS.
 - The hours for Non-AVC Positions have been grouped into period hours according to the start date and end date for the position. Due to missing start and end dates, it is possible that the time period for the hours do not reflect reality. If that is the case, please adjust them as needed.
- Volunteer Service Record
 - OPOCs can now view the entire service record of a volunteer. However, they only have editing rights to the information that exists within the organization that the OPOC oversees. All other information will be view only.
 - Any OPOC or AVCC that manages a specific volunteer can now certify any of the awards, trainings, or orientations that volunteer submits on their Records page.
 - Note: Orientation entries will not carry over the associated organization or group data fields from current VMIS to modernizedVMIS.
- Hours Entry
 - Period hours in current VMIS can be multiple entries for a month. With modernized VMIS, a single entry is available for period hours and certifiedhours will show all entries.

Due to streamlining of the system to improve data integrity, some of the data could not be migrated over from current VMIS into modernized VMIS during the migration. The modernization process worked to minimize the impact of these minor differences between current VMIS and modernized VMIS.

Sample Detected Difference	Action to Resolve Difference
If a small number of volunteer hours entries need updating ...	Update hours directly
If a small number of volunteer record entries are missing...	The volunteer will update and work w/OPOC & AVCC for certification.

Merge Accounts

The **Merge Accounts** feature within modernized VMIS is only accessible to the VMIS System Administrator. This feature allows two or more VMIS accounts to be merged together if they exist for the same user. Users might have duplicate accounts if, for example, they have both a volunteer account and a non-user account, or if the login information to an existing account was forgotten and a new account was created. **If you need your separate accounts merged, please direct this request to the VMIS Live Chat and/or AFWP Help Desk.**

User Support

The modernized VMIS website will be accompanied by a self-service model of support. The Self-Service of user support consists of: VMIS Frequently Asked Questions (FAQs) available via the AFWP site, the VMIS user guide, and short training videos. These materials were designed to be intuitive and enable you to address most of your issues before reaching out for help. Additionally, the website features tool tips and a “Learn About This Page” feature in the top right -hand corner of the different pages in the system. These modern features provide on-the-spot help when using the modernized VMIS. The user guide and short videos also provide a great quick reference to guide yourself through solving most of your issues.

To access the user guides and short training videos, please visit the “Getting Started” page for VMIS on the AFWP Resource Center (ARC): <https://www.armyfamilywebportal.com/>

User Support for Modernized VMIS

Below is a quick guide to understanding the user support options for the modernized VMIS, including what, when, and where user support is available. It is important to note the differences between user support resources provided for current VMIS vs modernized VMIS (see table below).

	Current VMIS	Modernized VMIS
Helpdesk Options	Live Chat (via AOS) Toll-Free Number (via AOS) Feedback System (via AOS)	Live Chat (VMIS only)
Training Materials	User Guide Live Webinar	User Guide Short Training Videos

I have questions about modernized VMIS, who should I ask for help?

In order to provide you a timely and accurate response, it is critical that you direct your VMIS-related question to the correct support person.

- Modernized VMIS User Support is limited to only addressing technical questions or concerns for the modernized system.
- All programmatic related questions should be directed to your AVCC or OPOC.

Examples of programmatic questions vs technical/system questions are below. This can help you determine what type of question you are asking and where it should be directed.

Programmatic Question Examples – to your AVCC or OPOC

- “I am participating in a training that takes place over several months and is really made up of several sub-trainings. How should I enter these into my volunteer record?”
- “I volunteer for neighborhood Memorial Day weekend each year. Can I record that time using the Non-AVC position? Do I create the position once and record annual hours or create it once for every year?”
- “I would like to add a scanned copy of my volunteer of the month certificate to my permanent volunteer service record. Can you please do this on my behalf?”

Technical/System Question Examples – to VMIS User Support

- “I tried to reset my password but I never got the email with the temporary password. What should I do?”
- “I want to add both daily hours and period hours for one of my positions, but the system is not letting me enter period hours for this month. What should I do?”
- “I applied for multiple volunteer positions and have been accepted for one. How do I take back or delete the applications for the other positions I am no longer interested in?”

Trouble Shooting

Quick Troubleshooting Tips

If you are struggling to access any of the training sites, try any of the following troubleshooting tips before contacting the AFWP Help Desk:

- Whitelisting
 - The site you are trying to access may be blocked by your IT department. We recommend you request the site be whitelisted. Please reach out to your IT department to request this.
- Browser
 - Supported browsers for AFWP systems are the latest versions of Internet Explorer 11, Microsoft Edge, Chrome, and Firefox. You may experience functionality and appearance differences depending on your browser version.
- URL Confirmation
 - Be sure to double check that you are accessing the full and exact URL address that you are intending to access. For example, make sure each URL begins with “https://” For example, if a link in your email appears to have the word “caution” inserted into it, please remove the word and make sure the url begins with “https://”

Who do I contact with questions or concerns?

The centralized AFWP Help Desk is accessible via ARC. You can submit technical questions or feedback in this central location.

1. Select “Contact the Help Desk” in the footer at the bottom of any ARC page :
<https://www.armyfamilywebportal.com/>
2. Provide the necessary information in the following data fields:
 - a. Your Name, Your Email Address, Subject, Category, Message, and Attachment.
3. Select **Send Message** to complete the submission for review

