

VMIS Quick User Transition Guide – OPOC and AVCC

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 after that date.

- BEFORE **December 31st, 2020** please be sure to export and save necessary data from VMIS on AOS [SEE “Saving Data from VMIS on AOS” 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.

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

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

Step 1: Save Data from VMIS on AOS

You will need to export the following items listed below from VMIS on AOS 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.

AOS username and email

1. Review your AOS username and email in your AOS profile
2. Ensure the email listed is up-to-date and an email address you currently use. 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 VMIS.

Volunteer

- AOS username and email
- 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

OPOC

- AOS username and email
- Reports for previous and current fiscal years

AVCC

- AOS username and email
- Reports for previous and current fiscal years

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. It is recommended that you create your own Organization and/or Position and use that Organization and/or Position as you exercise the Training Site.

There are certain features on the Training Site that will NOT be functional. These features include system distributed emails and the VMIS reporting feature.

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

On **January 11th, 2020** you will be able to transition your VMIS Account from AOS to the modernized System.

Note: *If any CAC-related popups appear during this account transition/registration process, please cancel 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 an OPOC or AVCC within VMIS on AOS, 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: 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. 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**.
9. Please work with your appropriate leadership to ensure you receive the appropriate OPOC or AVCC permissions that you need.

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 VMIS on AOS 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

OPOC

- Organization
- Positions
- Responsibilities (e.g. ensure that you have OPOC permissions at the garrisons and for the organizations you anticipate)
- Admin Profile Information

AVCC

- Organizations
- Responsibilities (e.g. ensure that you have AVCC or OPOC permissions at the garrisons and for the organizations you anticipate)
- Admin Profile Information

Step 5: Note Critical Differences Between VMIS on AOS & Modernized System

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 VMIS on AOS.

- Volunteer Positions
 - If a volunteer position you manage previously indicated that the volunteer would be working with privacy records, that information will no longer be displayed in a separate text field on the position description. Please be sure to add that information in the position details, if necessary.
 - Position status has been modernized to a single field. Please reference this mapping:
 - Public -> "open, searchable"
 - Not Public -> "open, not searchable"
 - Inactive -> "closed"
 - Please update each position status to reflect current reality
 - Positions now have an option to assign it a Position Type if it is within an AVC Organization. The possible positions types are "Statutory" or "Gratuitous."
- Organizations
 - Organization Type has been changed from "statutory", "gratuitous", and "private organization" to "AVC", "Non-AVC", and "Private Organization."
- Volunteer Status
 - Modernized VMIS does not use the active/inactive flag settings on volunteer profiles/accounts. Volunteer activity within VMIS can now be searched using the People Management page. Please see the VMIS User Guides for more detail on this feature.

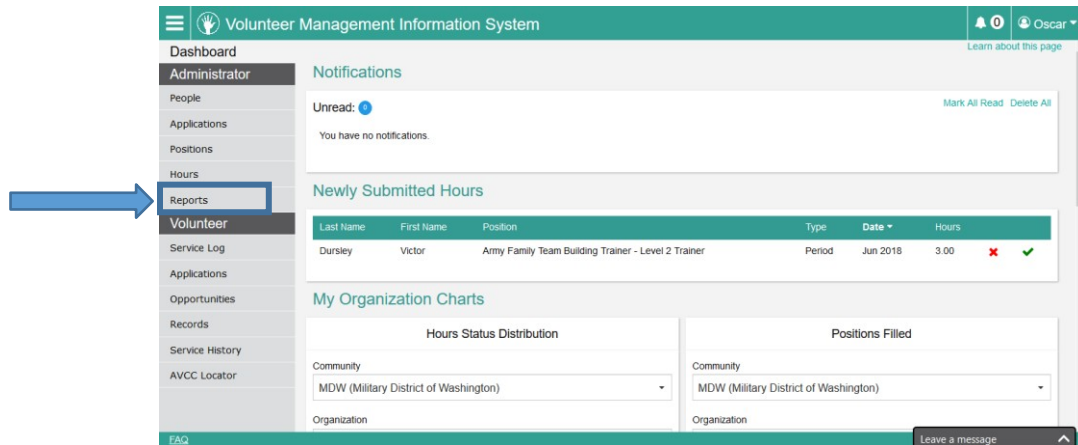
- Non-AVC Positions
 - Non-AVC Positions have migrated from a single entry including the total hours for that position to a position that is managed via the same workflow as AVC positions. All the Non-AVC Positions will exist within the “Volunteer Submitted” Organization within each community.
 - If the Non-AVC Position was in the submitted state in VMIS on AOS, 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 VMIS on AOS, 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.
- OPOC Invitations
 - All existing users will retain their roles in the modernized system. However, invitations that exist in VMIS on AOS will NOT be migrated to the modernized VMIS. Invitations pending in VMIS on AOS can be addressed in three ways:
 - Ensure the OPOC accepts the invitation prior to your military community migrating to modernized VMIS.
 - Re-send the invitation once your military community migrates to modernized VMIS.
 - Assign the OPOC role directly to the individual in modernized VMIS. Please see the VMIS User Guide for more detail on this feature.
- 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 VMIS on AOS to modernized VMIS.
- 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 certified hours will show all entries.

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

Sample Detected Difference	Action to Resolve Difference
If an OPOC or AVCC does not have the role in the modernized system...	Grant role again; unless issue is found in >25% of your OPOCs
If a small number of volunteer hours entries need updating ...	Update hours directly
If a small amount of volunteer record entries are missing...	The volunteer will update and work w/OPOC & AVCC for certification.
If position details are incorrect...	Update Information

Reporting Differences

This section is your quick guide to understanding the reporting options in the modernized VMIS. VMIS Reports will leverage the AFWP business intelligence tool and can be accessed within VMIS as shown here:



Mapping of VMIS on AOS vs modernized VMIS reports

In an effort to streamline the reports and avoid unnecessary duplication, the current pre-configured reports available in VMIS have been consolidated. Some of these reports have been renamed. The table below displays this transformation.

VMIS Reports on AOS	Modernized VMIS Reports
Volunteer Award Report	Volunteer Award Report by Community
Volunteer Activity by Volunteer and Position AFTB Master Trainers	Volunteer Award Report by Organization
Volunteer Activity by Community Position	Volunteer Activity by Position
Volunteer Activity by Community	Volunteer Activity by Community
Volunteer Activity by Standard Organization	Volunteer Activity by Standard Organization

Pre-configured reports in modernized VMIS

In order to meet your regular reporting needs, you will be able to access some pre-configured reports as described in the chart below. Within these reports you will be able to set fields such as time period, organization, and demographics to custom values.

Report Title	Who Can Access This Report	Report Contents
Volunteer Award Report by Community	OPOC, AVCC	This report provides the daily, period, and total hours for volunteers within your community for a given time period. You are able to filter volunteers by demographics.
Volunteer Award Report by Organization	OPOC, AVCC	This report provides daily, period, and total hours for volunteers within a specific organization and position within your community for a given time period. You are able to filter volunteers by demographics. Note: OPOCs will only have access to their organizations
Volunteer Activity by Position	AVCC	This report provides daily and period hours and total number of active volunteers per position within an organization at your community.
Volunteer Activity by Standard Organization	OPOC, AVCC	This report provides daily and period hours and total number of active volunteers per standard organization at your community.

New Key Reporting Features

- You will be able to include or exclude non-AVC hours in the reports.
- You will be able to filter by “Hours Affiliation” within the Volunteer Award Report by Community. “Hours Affiliation” allows you to choose between two sets of volunteers:
 - Community of Organization – If you select this, the list of volunteers returned will be those that are active in a position at the organization regardless of their original community affiliation. For example, if you have volunteers that originally belong to another community, but are on a temporary assignment at your community and organization, they will be included in this report. This will capture the total volunteer effort of ALL your volunteers.
 - Community of Volunteer – If you select this, the list of volunteers returned will be those that are active in a position AND are affiliated with your community. Therefore, these volunteers indicate in their profile that they belong to your community. This will capture the total volunteer effort of only your community’s volunteers, regardless of where they volunteer.
- You will be able to use multi-select features when selecting certain reporting parameters. For example, you can select:
 - Single or multiple organization types (AVC, Non-AVC, and Private Organization),
 - Hours status’ (certified, rejected, submitted),
 - Disposition (active duty, retired, family member, etc.)

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 or one of your volunteers needs their 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 user 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 VMIS on AOS vs modernized VMIS (see table below).

	VMIS on AOS	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 ID or IMCOM AVC PM.

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:

- AllowList
 - The site you are trying to access may be blocked by your IT department. We recommend you request the site be AllowListed. 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 AFWP Resource Center (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.

