### Revision History

**NOTE:** The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

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<td>• Complete Guide rework to reflect redesign and new functionality of VLM v8.0.</td>
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Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the User’s Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed.

A User Guide is a technical communication document intended to give assistance to people using a particular system, such as VistA end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff.

Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly.

The User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.
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1. Introduction

The Veterans Legacy Memorial (VLM) is provided by the National Cemetery Administration (NCA) and is an interactive online memorialization solution designed to honor the service and sacrifice of our Nation’s Veterans. This digital memorial space allows visitors to honor, cherish, share, and pay their respects to Veterans interred and inurned at VA national cemeteries. The VLM platform aims to preserve the legacy of those Veterans by commemorating and sharing their stories.

This platform provides an innovative service to allow survivor, family members, and the public to digitally grieve and memorialize their Veterans. It also presents an academic opportunity to allow researchers, students, and others to share historical and educational information about Veterans and the cemeteries themselves, some of which date back to the Civil War.

The VLM application was developed with a responsive web page design that “responds to” or resizes itself depending on the type of device it is being seen through as shown below.

Figure 1: Veterans Legacy Memorial Responsive Web Page Design

1.1. Purpose

This guide helps users navigate the VLM application. Users can use most VLM features as a guest, however logging in as a member (See Section 3.4) will enhance the user experience. Regardless of role or network, all users access the VLM application through commercial web browsers such as Microsoft Edge, Google Chrome, and Firefox. Note: VLM does not support Internet Explorer.
1.1.1. Accessibility

Users with visual disabilities can use Job Access with Speech (JAWS) to navigate VLM. To turn on the JAWS screen reader, locate the Start Menu and select JAWS from the list of programs. Press the Tab key to navigate the screen and, as the focus moves around on the screen, JAWS reads the VLM Screen elements. To leave the Tab navigation, press escape once. To return to Tab navigation, press escape twice. You may also move to the next element in the reading order by pressing the Down Arrow. However, if the screen elements are lined up horizontally, the reader will announce them together. To prevent the reader from making a single announcement, unselect the Screen Layout Checkbox in Browser Mode.

1.1.2. Documentation Conventions

Table 1: Symbols and Descriptions

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
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<tbody>
<tr>
<td><img src="icon1.png" alt="Symbol" /></td>
<td>Icon used to submit content</td>
</tr>
<tr>
<td><img src="icon2.png" alt="Symbol" /></td>
<td>Icon used to select a date</td>
</tr>
<tr>
<td><img src="icon3.png" alt="Symbol" /></td>
<td>Icon used to crop an image</td>
</tr>
<tr>
<td><img src="icon4.png" alt="Symbol" /></td>
<td>Icon used to drag and drop</td>
</tr>
<tr>
<td><img src="icon5.png" alt="Symbol" /></td>
<td>Icon used to edit content</td>
</tr>
<tr>
<td><img src="icon6.png" alt="Symbol" /></td>
<td>Icon used to access Facebook login</td>
</tr>
<tr>
<td><img src="icon7.png" alt="Symbol" /></td>
<td>Icon used to access Twitter login</td>
</tr>
<tr>
<td><img src="icon8.png" alt="Symbol" /></td>
<td>Expands image to full screen and view a map larger</td>
</tr>
<tr>
<td><img src="icon9.png" alt="Symbol" /></td>
<td>Icon used to exit full screen</td>
</tr>
<tr>
<td><img src="icon10.png" alt="Symbol" /></td>
<td>Icon for selecting an image</td>
</tr>
<tr>
<td><img src="icon11.png" alt="Symbol" /></td>
<td>Icon used to perform a Basic Search</td>
</tr>
<tr>
<td><img src="icon12.png" alt="Symbol" /></td>
<td>Icon used to like a tribute</td>
</tr>
<tr>
<td><img src="icon13.png" alt="Symbol" /></td>
<td>Icon used when a tribute is liked</td>
</tr>
<tr>
<td><img src="icon14.png" alt="Symbol" /></td>
<td>Icon used for a map pin and getting directions</td>
</tr>
<tr>
<td><img src="icon15.png" alt="Symbol" /></td>
<td>Icon used to flag content</td>
</tr>
<tr>
<td>Symbol</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td>✗</td>
<td>Icon used to close a popup</td>
</tr>
<tr>
<td>→ ←</td>
<td>Icons used to view the next or previous image</td>
</tr>
<tr>
<td>🕵️‍♀️</td>
<td>Icon used to follow a Veteran</td>
</tr>
<tr>
<td>📞</td>
<td>Icon used to signify the phone number of a cemetery</td>
</tr>
<tr>
<td>📢</td>
<td>Icon used to print</td>
</tr>
<tr>
<td>🗑️</td>
<td>Icon is used to hide content</td>
</tr>
<tr>
<td>📊</td>
<td>Icon is used to share a Memorial Page</td>
</tr>
<tr>
<td>🏫</td>
<td>Icon is used to signify the location of a cemetery</td>
</tr>
<tr>
<td>🌟</td>
<td>Icon is used to view Tributes in Card View</td>
</tr>
<tr>
<td>☔️</td>
<td>Icon is used to view Tributes in List View</td>
</tr>
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</table>

2. User Access Levels

The VLM application is accessible to all users via the Internet. The user roles are:

- Site Visitors
- Site Members

2.1. Site Visitors

Site Visitors can search for and view Veteran’s Profile pages, submit content, and flag content.

2.2. Site Members

Site Members (those who have an ID.me account and are logged into VLM) can search for and view Veteran’s Profile pages, submit content, and flag content. When submitting content, they do not need to include their name, email address each time they submit content, since the VLM system recognizes their credentials. Members can also edit some of their submitted content after it’s been posted (memento’s and documents) and can “like” other user’s content.
3. Using the Application

3.1. Home Page

To access VLM go to www.va.gov/remember. The Home Page provides a basic search feature and displays the names of Veterans who have recently been interred/inurned in a VA national cemetery. The Home Page will display the most recent 25 profiles. You can click the Load 50 More Profiles button to load the next 50 profiles and repeat as necessary. The list of Veterans interred/inurned is updated every morning at 2:00 AM Eastern Time.

Figure 2: Home Page
3.2. Home Page Header
The Home Page Header contains links to the following:

- Veterans Crisis Line
- User Policy (Users must confirm acknowledgement of the user policy to submit content)
- Customer Support
- F.A.Q.
- Login
- Find a Cemetery
- Access & Manage VA Benefits
- About this Website

Figure 3: Home Page Header

3.3. Home Page Footer
The Home Page Footer contains links to various other Department of Veterans Affairs information and services.

Figure 4: Home Page Footer
3.4. Site Member Login

To Log into the VLM application, click the **Login** button.

**Figure 5: Site Member Login**

![Login Button](image1)

The application will display the Login or Register to VLM page.

**Figure 6: Login or Register Page**

![Login Page](image2)
Click **I agree to the User Policy** and click the **Login or Register** button.

**Figure 7: I agree to the User Policy and Login**

The application will display the Secure Sign in Popup. Click **ID.me**. **ID.me** is a VA-approved Sign-Partner. If you don’t already have an **ID.me** account, follow these steps to create one:

- Visit [www.ID.me](https://www.ID.me) and click the 'Sign Up' button in the top right corner.
- Submit your email address and create a password for your **ID.me** account. Check the box to accept the terms of use and the privacy policy.
- Click 'Sign Up.'

**Figure 8: Login with ID.me**
The application will display the Secure Login Redirect popup. Click the **Accept** button.

**Figure 9: Secure Login Redirect**

![Secure Login Redirect](image)

The application will authenticate your access.

**Figure 10: Authenticating Message**

![Authenticating Message](image)
The application will display the ID.me sign in the popup. Enter your email address and password, then click the **Sign in** button. If you do not have an ID.me account, click the **sign up for an account** link and follow the instructions provided as listed above.

**Figure 11: ID.me Sign-in**

ID.me will display the Step 2 of the ID.me sign in process. Select the method to Receive an Authentication Code Via Phone, text message or phone call, then click the **Continue** button.

**Figure 12: Receive an Authentication Code Via Phone**
ID.me will display the Step 3 of the ID.me sign in process. Enter your 6-digit code, enter it into the field provided and click the **Continue** button.

**Figure 13: Confirm Your Phone Number**

Upon successful login, the application will display a message that the application is returning you to the VLM website.

**Figure 14: Return to VA Application**
The application will show that you are logged into the application, by listing your name next to the **Logout** button on the Home Page. Users can logout from the Home Page using the Logout button, or from any Veteran profile page by using the dropdown menu and then using the Logout button.

**Figure 15: Logged in Site Member**

![Figure 15: Logged in Site Member](image-url)
3.5. Basic Search

Basic search allows you to easily locate a Veteran by entering a First Name and Last Name, Branch of Service, War Period and/or Location. To perform a basic search, you must enter at least three characters of the Veteran's last name. Note that only hyphen (-) and apostrophe (') special characters are currently supported.

Figure 16: Home Page Basic Search

You can narrow searches by adding the Branch of Service to the search.

Figure 17: Home Page Branch of Service Dropdown
Refer to Appendix A: Branches of Service for a complete list of service branches. You can narrow searches by adding a War Period to the search.

**Figure 18: Home Page War Period Dropdown**

Refer to Appendix B: American War Periods for a complete list of war periods. You can narrow searches by adding a Cemetery location to the search. Currently VLM includes Veterans laid to rest at VA National Cemeteries only.

Find the list of VA National Cemeteries [here](#).

**Figure 19: Home Page Cemetery Location Dropdown**
To find the search result from name and/or the other three filters (Branch of Service, War Period, Location), press the magnifying glass search button. The page will refresh with a list of all Veteran profiles that match the search, in quantities of up to 25, sorted by interment date. To see additional profiles that match the search criteria, click the Load 50 More Profiles button at the bottom of the page to load the next 50 profiles and repeat as necessary.

Figure 20: Search Results

3.6. Advanced Search

The Advanced Search features allows users to locate a Veteran’s profile page using several additional search filters.

You can access it from the home page by clicking the Advanced Search link located under the Service Branch dropdown or from any Veteran’s profile page in the upper right “Search by Last Name” search bar.

Figure 21: Accessing Advanced Search
The application will display the Advanced Search page.

Several filters can be added to narrow down your advanced search. To access filters, click on the “Filters” button.
All the advanced search filters displayed in the dropdown list allow you to further narrow your searches. Select any filter in the left-hand column and click on “Add Filter” and then select “Apply Filters” then “Search”.

**Figure 25: Adding Advanced Search Filters**

The selected filters will be displayed in the search results table. For veterans with a **hyphenated last name** (two last names joined with a hyphen (-), the hyphenated name with the hyphen can be used when searching by last name.

**Notes:**
- Special characters are not accepted as search criteria and include: ! @ # $ % ^ & * ( ) _ + - = \ [ ] ; : " / ? . > , < ` ~.
- Date formats must be in the form of yyyy-mm-dd.

Once you have set up your search filters, click the **Search** button to run the search. The application will return the results that meet the search filters criteria. Clicking on the first or last name in the list will take the user to that Veteran’s profile page.

**Figure 26: Advanced Search Page**

**Note:** If you encounter a JSON error, contact VLM Customer Support.
To remove any Filter, select “Remove”

Figure 27: Remove Filter

You can add/remove columns displayed in advanced search results. To do this, select “Customize Columns” to show the full list of Columns available.

Figure 28: Customize Columns shown in Advanced search
A full list of Columns will appear. Toggling the button to the left will remove that column from the results. Toggling to the right will leave it in the advanced search results. Drag the grey bar in the right-hand section of the window up or down to view additional columns. Clicking on “Save” will display the customized columns in the Advanced Search results.

**Figure 29: Full list of available Column**

The selected filters will be displayed in the search results table.

**Figure 30: Advanced Search with Revised Columns**
3.7. Veteran Profile Page

The top portion of a Veteran’s Profile is headed by a rotating theme photo and includes the Veteran’s Service Branch seal as the default Profile Image on the left-hand side next to the Veteran’s name. VLM Administrators from NCA will choose the Profile Image from images that are submitted and posted to the Veteran’s page. The top-hand side of the page include the Veteran’s personal information such as name, dates of birth/death, and religious Emblem of Belief (when available on the Veteran’s record).

Find the approved list of Emblems of Belief [here](#).

This top portion persists throughout all three tabs of a Veteran’s page.

**Figure 31: Veteran Profile Header**

Under the Veteran’s personal information are two buttons. A user can click on the “Leave a tribute” button to skip direction to the Tribute section at the bottom of the page. For instructions on how to “Follow a Veteran,” see Section 3.7.1

There are three tabs on a Veteran’s page.

- **Memorial Tab** – The page defaults to the Memorial Tab and includes the Veteran’s Military Service data, cemetery resting place information, a carousel of images (if images have been added to the page), and Tributes.
- **Life & Mementos Tab** – Users can contribute words that best describe the veteran in the Word Cloud section, submit a life story to their Biograph section, create career milestones by Service timeline and awards/decoration information, and submit photos. If images have been submitted for a Veteran, the Life and Mementos Tab at the top of the Veteran’s page will display a small red circle with the total number of images.
- **Historical Docs** - Historical documents are .PDF files that are uploaded to the Veteran's profile. If documents have been submitted for a Veterans, the Historical Docs Tab at the top of the Veteran's page will display a small red circle with the total number of historical documents.
- **Email, Facebook and Twitter** - Users who wish to share a Veteran's Profile with others can do so through Email, Facebook and Twitter. Click on “Share Memorial” to access these features. The Social Media Access section on page 56 provides further instructions.
The **Print** button allows you to print the Veteran’s main page or save it to a .PDF.

At the bottom of the Veteran’s Profile Page, the application displays the number of times the profile has been viewed.

**Figure 32: Veteran Profile**

![Veteran Profile](image)

### 3.7.1. Follow Veteran

A user can click and choose to follow a Veteran. Note that they must sign in using ID.me.

**Figure 33: Follow Veteran**

![Follow Veteran](image)

After choosing the follow the Veteran a message to confirm saying "Thank you for your interest in this Veteran. An email will be sent if there are any updates on this profile." The “Follow Veteran” button will change to “Unfollow Veteran”.

**Figure 34: Unfollow Veteran**

![Unfollow Veteran](image)

Clicking on “Unfollow Veteran” will prompt a confirmation message “Thank you for your interest in this Veteran. Emails will no longer be sent if there are any updates on this profile.”
3.8. Memorial Tab

3.8.1. Military Service Section

The Military Service section includes war periods, decorations, service branch(es) and rank(s) branches. If a Veteran is/was a Prisoner of War, Missing in Action, or Killed in Action, that information will also be listed.

Figure 2: Service Section

Click the War Period link and the application will display the advanced search page with a list of Veterans with a similar last name who served during the same war period.

Figure 3: Advanced Search Results by Similar Name and War Period
Click the **Decoration** link and the application will display the advanced search page with a list of Veterans with a similar last name who received the same award.

**Figure 4: Advanced Search Results by Similar Name and Decoration**

![Advanced Search Results by Similar Name and Decoration](image)

Click the **Service Branch** link and the application will display the advanced search page with a list of Veterans with a similar last name who served in the same service branch.

**Figure 5: Advanced Search Results by Similar Name and Service Branch**

![Advanced Search Results by Similar Name and Service Branch](image)
3.8.2. Resting Place Section

The Memorial-Resting place section includes cemetery and interment/inurnment information, an image of the Veteran’s headstone/marker (if available from NCA records) and a map to the gravesite or cemetery office.

Figure 6: Memorial Section
Click on the headstone picture and the application will display a larger image. Navigate through the images by clicking on left or right arrows (← →). Click the Print button to print the image. Click the Close button to close the popup.

**Figure 7: Headstone**

Click on the headstone picture and the application will display a larger image. Navigate through the images by clicking on left or right arrows (← →). Click the Print button to print the image. Click the Close button to close the popup.

**Figure 41: Flat Marker**
To display the headstone/marker location (if available in the NCA database) or the cemetery office location, click the **headstone** icon in the map.

**Figure 42: Niche Covering**

**Figure 43: Gravesite Icon**
The application will display a popup with the Name of Veteran and Location of the gravesite.  

**Figure 44: Gravesite Information**

![Gravesite Information](image)

To view a large map of the cemetery, click the **View Larger Map** link.

**Figure 45: View Larger Map**

![View Larger Map](image)

The application will display a full window view of the cemetery.

**Figure 46: Larger Map of Gravesite**

![Larger Map of Gravesite](image)
To get directions to the cemetery, click the Get Directions link.

**Figure 47: Get Directions to Veteran’s Gravesite**

Google maps opens in directions mode. The cemetery’s location will be pre-populated. Enter your starting point and Google maps will map the route to the cemetery.

**Figure 48: Directions to Veteran’s Gravesite**
Click the **Cemetery** link and the application will display (in a new Browser tab) the cemetery web page identified in the Veteran's profile.

**Figure 49: Cemetery Information Page**

Find the list of VA National Cemeteries [here](https://www.va.gov/national-cemetery-locations/).
3.8.3. Memento Carousel

When on the Memorial page, Tribute section or Life & Mementos page the user can view and click on the memento carousel, if mementos are present. The user will be able to view the memento and navigate left/right with arrows.

Figure 50: Memento Carousel Display
3.8.4. Tributes Section

Tributes can be submitted to a Veteran’s profile by any user and are reviewed by a VLM Administrator before being posted. Tributes are limited to 6,000 characters, including spaces. Users can either click on the “Leave a Tribute” button under the Veteran’s name at the top of the page or scroll down to the Tributes Section.

Figure 8: Tributes Section

There are three icons associated with Tributes to flag a comment, like a comment, and/or to submit a comment.

Figure 9: Icons Associated with Tributes
3.8.5. Submit a Tribute

To submit a Tribute, enter your text in the text field, using the Answer a Question feature if desired, and click the Publish button. Visitor Users must include their name and email address, acknowledge the VLM User Policy and complete the reCAPTCHA to submit a Tribute. Member Users who are logged in do not have to complete those actions to submit a Tribute – their credentials are recognized by the system.

**Figure 10: Adding a Tribute**

The application will display a Submission Confirmation Message informing you that your submission was received and will be reviewed by a moderator to ensure compliance with the VLM User Policy. Click the “Close” button to close the message.

**Figure 11: Submission Confirmation Message**
The application will send you an email notification acknowledging that your post was received and will be reviewed by a VLM Administrator.

**Figure 12: Email Notification of Tribute Submission**

```
From: US Department of Veterans Affairs
Sent: Tuesday, August 4, 2020 7:09 PM
To: site.member@gmail.com
Subject: Tribute Submitted

Hi Site Member,

Thank you for your submission on NAME OF VETERAN’s memorial. All submissions are reviewed by a moderator to ensure compliance with the VLM User Policy.

Thank you,

U.S. Department of Veterans Affairs, National Cemetery Administration
```

If the VLM Administrator approves your tribute, you will receive an approval email.

**Figure 13: Email Notification of Tribute Approved**

```
From: US Department of Veterans Affairs
Sent: Tuesday, August 4, 2020 6:49 PM
To: site.member@gmail.com
Subject: Post/Comment Approved

Dear Site Member,

Your VLM submission for NAME OF VETERAN’s memorial page, has been approved.

Thank you,

U.S. Department of Veterans Affairs, National Cemetery Administration
```

The submission will then be posted to the Veteran’s page.

**Figure 14: Posted Tribute**

```
Guest

Thank you for your service!

Published April 23rd, 2021

1 like

Reply
Like
```
If the VLM Administrator determines that your tribute does not conform to the VLM User Policy, you will receive an email notification that your tribute was rejected along with the reason for the rejection.

**Figure 15: Email Notification of Tribute Rejected**

![Email Notification](image)

**3.8.6. Add a Comment to a Tribute**

Click the “Reply” to add a comment to a tribute/condolence. Comments are limited to 6,000 characters, including spaces. The same information from Visitor Users is required to submit a Comment.

**Figure 59: Add a Comment to a Tribute**

![Comment Form](image)
Enter your comment in the space provided, then click the “Publish” button.

**Figure 60: Comment on a Tribute**

The application will display a Submission Confirmation Message informing you that your submission was received and will be reviewed by a moderator to ensure compliance with the VLM User Policy. Click the OK button to close the message.

**Figure 61: Submission Confirmation Message**
The application will send you an email notification that your post will be reviewed by the VLM Administrator.

**Figure 62: Email Notification of Tribute Comment Submission**

![Email Notification of Tribute Comment Submission](image)

If the VLM Administrator approves your comment, you will receive an approval email.

**Figure 63: Email Notification of Approved Comment**

![Email Notification of Approved Comment](image)

If the comment is approved by the VLM Administrator, it will be posted to the Veteran’s page.

**Figure 16: Posted a Comment to a Tribute**

![Posted a Comment to a Tribute](image)
If the VLM Administrator determines that your comment does not conform to the VLM User Policy, you will receive an email notification that your tribute was rejected with the reason for the denial.

**Figure 65: Email Notification of Rejected Comment**

3.8.7. **Like a Tribute or Comment**

The ❤️ icon provides the ability to “like” a Tribute or a Comment to a Tribute. Only logged in Member Users can use this feature. Click the ❤️ icon and the application will display a number next to the heart.

**Figure 66: Like a Tribute**
The number next to the ❤️ icon increases every time a user clicks likes a tribute.

**Figure 17: Likes for a Tribute**

![Image of a tribute with a like count of 1]

3.8.8. Flag a Tribute or a Comment

You can also flag a post for VLM Administrator to review. Click the flag icon to flag a post.

**Figure 68: Flag a Tribute**

![Image of a tribute with a flag icon and a like count of 1]
The application will display a popup for you to select the reason why you want to flag the post. Select the reason by clicking the radio button next to the reason, then click the **Send Flag** button to send a flag.

**Figure 69: Reason for Flagging a Tribute**

If you select Other, you will need to provide the reason you are flagging the post in the field provided, then click the **Send Flag** button to complete the process.

**Figure 70: Other Reason for Flagging a Tribute**
The application will display a Submission Confirmation Message informing you that the comment will be hidden until it is reviewed by a VLM Administrator. Click the X to close the message.

**Figure 71: Submission Confirmation Message**

![Submission Confirmation Message]

The user who submitted the Tribute or Comment will receive an email notification that their comment was flagged and will be hidden from the Veteran’s profile until it has been reviewed by a VLM Administrator and a decision is made.

**Figure 18: Email Notification of Flagged Tribute**

```plaintext
Dear Site Member,

Another VLM user has flagged your comment on NAME OF VETERAN’s memorial as a possible violation of the VLM User Policy.

Flagged Content: She prioritized her career over her family.

The comment has been temporarily hidden from the profile page of NAME OF VETERAN while a VLM Administrator reviews the comment. You will be notified via email when a decision is made.

If you have any questions, please contact VLM Customer Support at 1-866-245-1490 or vlm@va.gov

Thank you,

U.S. Department of Veterans Affairs, National Cemetery Administration
```

Once the VLM Administrator has reviewed the post, the user who submitted the item will be notified of their decision.
If the VLM Administrator has determined that the post does not violate the VLM User Policy, the user will receive a notification that their post was re-approved, and the post will be again be displayed on the Veteran’s profile.

**Figure 73: Email Notification of Flagged Tribute Approved**

<table>
<thead>
<tr>
<th>Subject: VLM Flagged Content Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Legacy Memorial</td>
</tr>
<tr>
<td>U.S. Department of Veterans Affairs</td>
</tr>
<tr>
<td>National Cemetery Administration</td>
</tr>
</tbody>
</table>

Dear Site Member,

A VLM Administrator has reviewed your comment that was flagged by another user.

“You suffered for a long time but now are at rest.”

Your comment was determined to comply with the [VLM User Policy](#) and has been restored to the Veteran profile page for **VETERAN NAME**

If you have any questions, please contact VLM Customer Support at 1-866-245-1490 or [vlm@va.gov](mailto:vlm@va.gov)

Thank you,

U.S. Department of Veterans Affairs, National Cemetery Administration

The tribute will be redisplayed on the Veteran’s profile.

If the VLM Administrator determined that the post violates the VLM User Policy, the user who submitted the Tribute or Comment will receive a notification that their post was rejected, and the item will NOT be re-displayed on the Veteran’s profile.

**Figure 74: Email Notification of Flagged Tribute Rejected**

<table>
<thead>
<tr>
<th>Subject: VLM Flagged Content Rejected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Legacy Memorial</td>
</tr>
<tr>
<td>U.S. Department of Veterans Affairs</td>
</tr>
<tr>
<td>National Cemetery Administration</td>
</tr>
</tbody>
</table>

Dear Site Member,

A VLM Administrator has reviewed your comment that was flagged by another user:

“You were a liar and a cheat.”

Your comment was determined to not comply with the [VLM User Policy](#) for the following reason:

**Dishonors Veterans**

and will remain hidden from the Veteran profile page for **VETERAN NAME**

If you have any questions, please contact VLM Customer Support at 1-866-245-1490 or [vlm@va.gov](mailto:vlm@va.gov)

Thank you,

U.S. Department of Veterans Affairs, National Cemetery Administration
3.8.9. Hide a Tribute

Logged in Member users can hide their Tribute or Comment by clicking the X in the upper right corner of the item after it has been posted to the Veteran’s page.

Figure 75: Hide a Tribute

The application will display a confirmation message asking you to confirm hide. Click the Hide button to hide the post and the post will be hidden in the Veteran’s Profile.

Figure 76: Confirm Hide Message
3.9. Life & Mementos Tab

3.9.1. Word Cloud Section

The user can contribute words that best describes the Veteran to create a Word Cloud on the Veteran’s page. The user must enter at least one word with no spaces. Users can add more words after a word is entered. If the user enters multiple words on a single text box an error message will appear “Please enter only one word per line, with no spaces.” The words will be displayed in the Word Cloud after being moderated to confirm they comply with the VLM User Policy.

Figure 77: Word Cloud
3.9.2. Biography Section

The Biography section allows users to add a biography to the Veteran’s profile. This feature is for longer-length text summaries of a Veteran’s life, with a 10,000-character limit. Examples of biographies may include obituaries, life profiles, or other life stories. Biographies may be attributed to a source category (see list below).

Figure 78: Biography Section

Figure 79: Submit Biography
After selecting the relation, it would follow the same approval process outlined in the above section 3.7.7. **Submit a Tribute.**

### 3.9.3. Milestones Section

Milestones can include a timeline of military assignment (Service Branch, rank, duty station or ship) or a list of achievements (awards, decorations, academic degrees, etc.). Both timelines and achievement will be displayed together chronologically on the Veteran’s page.

**Figure 81: Milestones Section**
3.9.4. Mementos Section

Mementos are images and can be submitted by any user. The approved formats for images are .png, .jpg, and .gif. If there are no Mementos on a Veteran’s page, the application will display the message. If there are Mementos on a Veteran’s page, the total number of Mementos will appear in a red circle at the top of the page with the Life and Mementos Tab heading.

Figure 82: Mementos
If there are Mementos added to the profile they will be displayed in this section.

**Figure 83: Mementos Page with Mementos**

![Mementos](image)

### 3.9.5. Submit a Memento

**Figure 84: Select A File**

![Select file](image)

**VLM Photograph Policy**

I attest that I own all rights to the photograph(s) I am submitting and give the Department of Veterans Affairs (VA) a perpetual, irrevocable, nonexclusive, worldwide, and royalty-free license to use, reproduce, display, host, and adapt the photograph(s).

I attest that for any recognizable likeness of individuals in this photograph(s), I have obtained all necessary permissions, or such likeness has been obscured.

I attest no person’s likeness is displayed in this photograph(s) who at this time of submission is under the age of 18.
I attest there is no inappropriate content in this photograph(s). This includes but is not limited to content that is: graphic, obscene, explicit, offensive, abusive, hateful, threatening, harassing, libelous, or defamatory.

I understand the photograph(s) will be scanned for inappropriate content and moderated by VLM administrators prior to actual posting.

I am legally authorized to submit the photograph(s).

Figure 85: VLM Photograph Policy
Figure 86: Uploading, Alt Text, and Caption

- **Alt text (required)**
  - Randolph Field Taj Mahal

- **Caption (optional)**
  - This is the Randolph Field Taj Mahal with aircraft flying overhead.
After clicking on Save and Publish, it would follow the same approval process outlined in the above section 3.8.5. Submit a Tribute.
3.9.6. Like a Memento

The ❤️ icon provides the ability for logged in VLM Members to like a memento comment. Click the ❤️ icon and the application will display a number next to the heart.

Figure 88: Like a Memento

The number next to the ❤️ icon increases every time a user clicks likes a post.

3.9.7. Edit and Delete Memento

Logged in VLM Members may edit or delete their memento. First clicking on the top-right stacked dots then either edit or delete. Members may also edit the description of the memento they submitted to the Veterans Profile.

Figure 89: Edit and Delete Memento
3.9.8. **Flag a Memento**

Any user can flag a post for VLM Administrator to review. First clicking on the top-right stacked dots then click the ✎ icon to flag a post. After that the user would follow the same process outlined in section **3.8.8 Flag a Tribute or a Comment**.

**Figure 90: Flag a Memento**
3.10. Historical Documents Tab

Historical documents submitted by users must be Section 508 compliant PDF files and can include diaries, newspaper clippings, award citations, etc.

If there are no Historical Documents, the application will display the message saying there are currently no documents uploaded but the user can contribute by submitting a PDF document.

Figure 91: Historical Documents Page
If there are Historical Documents added to the profile they will be displayed in this section, and the total number of Historical Documents will be displayed within a red circle next to the Historical Documents Tab heading at the top of a Veterans page.

Figure 92: Historical Documents Page with Documents
3.10.1. View and Download Historical Documents

To download or print a document, click the icon to download the document to your device.

Figure 93: Historical Documents View and Download
To view a document, click the “Preview” icon to open the viewer and view the document.

**Figure 19: View Historical Documents**

![THE UNITED STATES OF AMERICA
TO ALL WHO SHALL SEE THESE PRESENTS, GREETING:
THIS IS TO CERTIFY THAT
THE PRESIDENT OF THE UNITED STATES OF AMERICA
AUTHORIZED BY EXECUTIVE ORDER, MAY 11, 1942
HAS AWARDED
THE AIR MEDAL
TO NAME OF VETERAN
FOR MERITORIOUS ACHIEVEMENT
WHILE PARTICIPATING IN AERIAL FLIGHT
GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON
THIS DAY OF
SECY OF THE ARMY

3.10.2. Share Historical Documents

Users can also share and add historical documents regarding a Veteran by clicking Share a Historical Document.

**Figure 95: Share a Historical Document**

Historical documents shared in VLM include award citations, letters, newspaper clippings, or other documents related to this Veteran and their time in service. Historical documents must be PDF files. Please do not upload documents containing Personally Identifying Information (social security number, address, phone number, email address, etc.).
Historical documents must be PDF files. Examples include award citations, letters, newspaper clippings, or other documents. Please do not upload documents containing Personally Identifying Information (social security number, address, phone number, email address, etc.). VLM Users are solely responsible for confirming documents they submit are accessible to those with disabilities.

**Figure 96: Uploading a Historical Document Pop Up**

Users can also flag historical documents by clicking on the flag icon on the right of documents. Then would follow the same process outlined in section 3.8.8 Flag a Tribute or a Comment.

**Figure 97: Flagging a Historical Document**
3.11. Social Media Access

The application enables users to share Veteran's profiles by Email, Facebook and Twitter. Using the Share Memorial button in the upper right-hand corner of the Veteran's profile will give you access to the Social Media sharing options.

Figure 98: Share Memorial

![Share Memorial Button]

Figure 99: Social Media Access

- Share by email
- Copy link
- Share to Facebook
- Share to Twitter
3.11.1. Email Popup

Click the “Share by email” to display the email popup. Fill in your name and the email addresses of the recipients, optional comments and click the Send Email button. If you do not have an email account, you will have to create one.

Figure 100: Email Popup

The application will send an email to the recipient(s) with a link to the Veteran’s profile.

Figure 101: Email Sent Sharing Veteran’s Profile
3.11.2. Facebook Popup

Click the icon located in the upper right-hand corner to display the Facebook login popup. Fill in your email address or phone, password and click the Log In button. If you do not have a Facebook account, you will have to create one to use this VLM feature.

Figure 20: Facebook Login Popup

Once logged into Facebook, the Veteran’s profile will be populated for you to share on Facebook. Click the Share to News Feed or Story dropdown to share the Veteran’s profile.

Figure 21: Share on Facebook
3.11.3. **Twitter Popup**

Click the 🎥 icon located in the upper right-hand corner under the Veteran’s profile to display the Twitter login popup with the link to the Veteran’s profile page. Fill in the phone, email or username and password and click the **Log in** button. If you do not have a Twitter account, you will have to sign-up for one to use this VLM feature.

**Figure 104: Twitter Login**

![Twitter Login](image)

Once logged into Twitter, the Veteran’s profile will be populated for you to tweet. Click the **Tweet** button to share the Veteran’s Profile.

**Figure 22: Share on Twitter**

![Share on Twitter](image)
4. Troubleshooting

While using this website, in any user role, there exists the possibility of minor issues that can be handled at the user level. Below are some examples of such situations.

- Page Not Found notification
- Bad Gateway notification
- Error 404 notification
- Certificate Error
- Error – Bad Request
- Server Error
- No data in Queue
- Missing Authentication Token

In the event a user encounters any of these errors, they should contact the VLM Customer Support for assistance.
## Acronyms and Abbreviations

Table 2: Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMAS</td>
<td>Automated Monument System</td>
</tr>
<tr>
<td>API</td>
<td>Application Programming Interface</td>
</tr>
<tr>
<td>AWS</td>
<td>Amazon Web Service</td>
</tr>
<tr>
<td>BIP</td>
<td>Benefits Integration Platform</td>
</tr>
<tr>
<td>BOSS</td>
<td>Burial Operations Support System</td>
</tr>
<tr>
<td>DOB</td>
<td>Date of Birth</td>
</tr>
<tr>
<td>DOD</td>
<td>Date of Death</td>
</tr>
<tr>
<td>ESD</td>
<td>Enterprise Service Desk</td>
</tr>
<tr>
<td>EMR</td>
<td>Elastic MapReduce</td>
</tr>
<tr>
<td>JAWS</td>
<td>Job Access with Speech</td>
</tr>
<tr>
<td>OIT</td>
<td>Office of Information and Technology</td>
</tr>
<tr>
<td>NCA</td>
<td>National Cemetery Administration</td>
</tr>
<tr>
<td>NGL</td>
<td>National Gravesite Locator</td>
</tr>
<tr>
<td>PII</td>
<td>Personal Identifiable Information</td>
</tr>
<tr>
<td>PHI</td>
<td>Personal Health Information</td>
</tr>
<tr>
<td>QITC</td>
<td>Quantico Information Technology Center</td>
</tr>
<tr>
<td>REST</td>
<td>Representational State Transfer</td>
</tr>
<tr>
<td>SQL</td>
<td>Structured Query Language</td>
</tr>
<tr>
<td>TIC</td>
<td>TIC-in-the-Cloud</td>
</tr>
<tr>
<td>VA</td>
<td>Department of Veterans Affairs</td>
</tr>
<tr>
<td>VAEC</td>
<td>Veterans Administration Enterprise Cloud</td>
</tr>
<tr>
<td>VLM</td>
<td>Veterans Legacy Memorial</td>
</tr>
<tr>
<td>VPC</td>
<td>Virtual Private Cloud</td>
</tr>
<tr>
<td>VPN</td>
<td>Virtual Private Network</td>
</tr>
</tbody>
</table>
Appendix A: Branches of Service

Below is a list of the various branches of service with their associated emblem as it appears in the Veteran’s profile of the VLM application for persons eligible for burial in a VA National Cemetery. Note, some Veterans from historically older war periods do not have a Service Branch listed on their record; in those cases the Great Seal of the United States is displayed on the Veteran’s VLM page.

Table 3: Branches of Service

<table>
<thead>
<tr>
<th>Service Branch</th>
<th>Emblem</th>
<th>Service Branch</th>
<th>Emblem</th>
</tr>
</thead>
<tbody>
<tr>
<td>US Army</td>
<td><img src="image" alt="US Army Emblem" /></td>
<td>US Marine Corps</td>
<td><img src="image" alt="US Marine Corps Emblem" /></td>
</tr>
<tr>
<td>US Navy</td>
<td><img src="image" alt="US Navy Emblem" /></td>
<td>US Coast Guard</td>
<td><img src="image" alt="US Coast Guard Emblem" /></td>
</tr>
<tr>
<td>US Air Force</td>
<td><img src="image" alt="US Air Force Emblem" /></td>
<td>Great Seal of the United States (No Branch of Service)</td>
<td><img src="image" alt="Great Seal of the United States Emblem" /></td>
</tr>
<tr>
<td>National Oceanic and Atmospheric Administration</td>
<td><img src="image" alt="NOAA Emblem" /></td>
<td>US Public Health Service</td>
<td><img src="image" alt="US Public Health Service Emblem" /></td>
</tr>
<tr>
<td>US Army Air Corps</td>
<td><img src="image" alt="US Army Air Corps Emblem" /></td>
<td>US Army Air Forces</td>
<td><img src="image" alt="US Army Air Forces Emblem" /></td>
</tr>
<tr>
<td>Allied Forces</td>
<td><img src="image" alt="Allied Forces Emblem" /></td>
<td>American Field Service</td>
<td><img src="image" alt="American Field Service Emblem" /></td>
</tr>
<tr>
<td>Service Branch</td>
<td>Emblem</td>
<td>Service Branch</td>
<td>Emblem</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------------</td>
<td>------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>American Volunteer Group</td>
<td></td>
<td>American Volunteer Guard</td>
<td></td>
</tr>
<tr>
<td>Flying Tigers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Army Corps</td>
<td></td>
<td>Army Nurse Corps</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Artillery</td>
<td></td>
<td>Battalion</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Battery</td>
<td></td>
<td>Cadet or Midshipman</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cavalry</td>
<td></td>
<td>Civil Air Transport Command</td>
<td></td>
</tr>
<tr>
<td></td>
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<tr>
<td>Civil Air Transport Command</td>
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<tr>
<td>Civil Air Transport Command</td>
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<tr>
<td>(United)</td>
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<td>Civil Air Transport Command</td>
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<td>(Vultee)</td>
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<td>Civil Air Transport Command</td>
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<td>(American)</td>
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<td>Civil Crew of/US Cargo</td>
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<td>Civil Identification Friend/Foe</td>
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<td>(IFF) Technician</td>
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<tr>
<td>Service Branch</td>
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<td>Commissary of Substance</td>
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<td>Confederate States Army</td>
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<td><img src="image" alt="Confederate States Navy Emblem" /></td>
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<td>Engineer Field Clerk WWI</td>
<td><img src="image" alt="Engineer Field Clerk WWI Emblem" /></td>
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<tr>
<td>Foreign Forces</td>
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<td>General Hospital</td>
<td><img src="image" alt="General Hospital Emblem" /></td>
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<tr>
<td>Guam Combat Patrol</td>
<td><img src="image" alt="Infantry Emblem" /></td>
<td>Infantry</td>
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<tr>
<td>Service Branch</td>
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<tr>
<td>Irregular Forces Laos</td>
<td></td>
<td>Male Civilian Ferry Pilot</td>
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</tr>
<tr>
<td>Merchant Son in Operation Mulberry</td>
<td></td>
<td>Navy Nurse Corps</td>
<td></td>
</tr>
<tr>
<td>Non-Military Civilian</td>
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<td>Philippine Army</td>
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<tr>
<td>Philippine Guerilla</td>
<td></td>
<td>Provisional Army Confederate States</td>
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<tr>
<td>Provisional Marine Corps Confederate States</td>
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<td>Provisional Navy Confederate States</td>
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<tr>
<td>Provisional Army</td>
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<td>Provisional Marine Regt</td>
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<tr>
<td>Provisional Navy</td>
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<td>Quartermaster Corps Keswick Crew</td>
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<tr>
<td>Quartermaster Corp Female Clerk</td>
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<td>Reconstruction Aide</td>
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<tr>
<td>Service Branch</td>
<td>Emblem</td>
<td>Service Branch</td>
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<tr>
<td>Regiment</td>
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<td>Regimental Hospital</td>
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<tr>
<td>Regular Philippine Scouts</td>
<td><img src="image" alt="Regular Philippine Scouts Emblem" /></td>
<td>ROTC of Army Navy or Air Force</td>
<td><img src="image" alt="ROTC Emblem" /></td>
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<td>Royal Canadian Air Force</td>
<td><img src="image" alt="Royal Canadian Air Force Emblem" /></td>
<td>Royal Canadian Corps Signal</td>
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<td>Russian Railway Service</td>
<td><img src="image" alt="Russian Railway Service Emblem" /></td>
<td>Signal Corps Telephone Operator</td>
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<tr>
<td>Special Guerilla Unit Laos</td>
<td><img src="image" alt="Special Guerilla Unit Laos Emblem" /></td>
<td>US Air Force Reserve</td>
<td><img src="image" alt="US Air Force Reserve Emblem" /></td>
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<tr>
<td>US Air National Guard</td>
<td><img src="image" alt="US Air National Guard Emblem" /></td>
<td>US Army Air Forces</td>
<td><img src="image" alt="US Army Air Forces Emblem" /></td>
</tr>
<tr>
<td>US Army Air Service</td>
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<td>US Army National Guard</td>
<td><img src="image" alt="US Army National Guard Emblem" /></td>
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<tr>
<td>US Army Reserve</td>
<td><img src="image" alt="US Army Reserve Emblem" /></td>
<td>US Army Signal Corps Aeronautical Division</td>
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<tr>
<td>Service Branch</td>
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<tr>
<td>US Army Signal Corps Aviation Section</td>
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<td>US Army Transport Service</td>
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</tr>
<tr>
<td>US Citizen Who Served W/Allies</td>
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<td>US Civilian of American Field Service WWI</td>
<td><img src="image4.png" alt="Emblem" /></td>
</tr>
<tr>
<td>US Civilian of American Field Service WWII</td>
<td><img src="image5.png" alt="Emblem" /></td>
<td>US Civilian Volunteers Defense of Bataan</td>
<td><img src="image6.png" alt="Emblem" /></td>
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<tr>
<td>US Cold Troops</td>
<td><img src="image7.png" alt="Emblem" /></td>
<td>US Coast and Geodetic Survey</td>
<td><img src="image8.png" alt="Emblem" /></td>
</tr>
<tr>
<td>US Coast Guard Reserve</td>
<td><img src="image9.png" alt="Emblem" /></td>
<td>US Marine Corp Reserve</td>
<td><img src="image10.png" alt="Emblem" /></td>
</tr>
<tr>
<td>US Merchant Marine</td>
<td><img src="image11.png" alt="Emblem" /></td>
<td>US Navy Reserve</td>
<td><img src="image12.png" alt="Emblem" /></td>
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<tr>
<td>US Navy Transport Service</td>
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<td>US Revenue Cutter Service</td>
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<tr>
<td>Utah Territorial Militia</td>
<td><img src="image15.png" alt="Emblem" /></td>
<td>Veteran Reserve Corps</td>
<td><img src="image16.png" alt="Emblem" /></td>
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<tr>
<td>Service Branch</td>
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<tr>
<td>Volunteers</td>
<td></td>
<td>Wake Island Defenders-Guam</td>
<td></td>
</tr>
<tr>
<td>Women Air Force Service Pilots</td>
<td></td>
<td>Women's Army Auxiliary Corps</td>
<td></td>
</tr>
<tr>
<td>Women's Army Corps</td>
<td></td>
<td>Women’s Reserve of Navy, Marine Corps, Coast Guard</td>
<td></td>
</tr>
</tbody>
</table>
## Appendix B: American War Periods

Many wars or conflicts in U.S. history have federally designated “periods of war” with dates marking their beginning and ending.

**Table 4: American War Periods**

<table>
<thead>
<tr>
<th>War Period</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Iraq</td>
<td>March 20, 2003</td>
<td>N/A</td>
</tr>
<tr>
<td>Afghanistan</td>
<td>October 7, 2001</td>
<td>N/A</td>
</tr>
<tr>
<td>Philippines</td>
<td>October 7, 2001</td>
<td>N/A</td>
</tr>
<tr>
<td>Kosovo</td>
<td>March 24, 1999</td>
<td>N/A</td>
</tr>
<tr>
<td>Somalia</td>
<td>December 4, 1992</td>
<td>N/A</td>
</tr>
<tr>
<td>Panama</td>
<td>December 20, 1989</td>
<td>December 20, 1989</td>
</tr>
<tr>
<td>Grenada</td>
<td>October 25, 1983</td>
<td>December 12, 1983</td>
</tr>
<tr>
<td>Lebanon</td>
<td>September 6, 1983</td>
<td>March 30, 1984</td>
</tr>
<tr>
<td>Vietnam</td>
<td>February 28, 1961</td>
<td>May 7, 1975</td>
</tr>
<tr>
<td>Korea</td>
<td>June 27, 1950</td>
<td>January 31, 1955</td>
</tr>
<tr>
<td>Mexican War</td>
<td>April 25, 1946</td>
<td>May 30, 1948</td>
</tr>
<tr>
<td>World War I</td>
<td>April 6, 1917</td>
<td>July 2, 1921</td>
</tr>
<tr>
<td>World War II</td>
<td>December 7, 1941</td>
<td>December 31, 1946</td>
</tr>
<tr>
<td>Mexican Border</td>
<td>March 15, 1916</td>
<td>April 5, 1917</td>
</tr>
<tr>
<td>Spanish American War</td>
<td>April 21, 1898</td>
<td>July 15, 1903</td>
</tr>
<tr>
<td>Confederate States</td>
<td>April 15, 1861</td>
<td>August 20, 1866</td>
</tr>
<tr>
<td>Civil War</td>
<td>April 15, 1861</td>
<td>August 20, 1866</td>
</tr>
<tr>
<td>Indian Wars</td>
<td>January 1, 1817</td>
<td>December 31, 1898</td>
</tr>
<tr>
<td>War of 1812</td>
<td>June 18, 1812</td>
<td>February 17, 1815</td>
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<tr>
<td>Revolutionary War</td>
<td>April 19, 1775</td>
<td>January 14, 1784</td>
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</tbody>
</table>
**Appendix C: Decorations**

Below is the list of the decorations that are medals and badges which recognize military service and personal accomplishments.

**Table 5: Decorations**

<table>
<thead>
<tr>
<th>Medal</th>
<th>Description</th>
</tr>
</thead>
</table>
| ![Navy and Marine Corps Medal of Honor](image1) | Navy and Marine Corps Medal of Honor  
The Medal of Honor is the United States of America's highest and most prestigious personal military decoration that may be awarded to recognize U.S. military service members who have distinguished themselves by acts of valor. The medal is normally awarded by the President of the United States in the name of the U.S. Congress. |
<p>| <img src="image2" alt="Army Medal of Honor" /> | Army Medal of Honor |
| <img src="image3" alt="Air Force Medal of Honor" /> | Air Force Medal of Honor |
| <img src="image4" alt="The Marine Corps Brevet Medal" /> | The Marine Corps Brevet Medal was a military decoration of the United States Marine Corps; it was created in 1921 as a result of Marine Corps Order Number 26. The decoration was a one-time issuance and retroactively recognized living Marine Corps officers who had received a brevet rank. The similar practice of frocking continues in all five branches of the U.S. Armed Forces. |
| <img src="image5" alt="The Distinguished Service Cross" /> | The Distinguished Service Cross is the second highest military award that can be given to a member of the United States Army (and previously the United States Air Force), for extreme gallantry and risk of life in actual combat with an armed enemy force. Actions that merit the Distinguished Service Cross must be of such a high degree that they are above those required for all other U.S. combat decorations but do not meet the criteria for the Medal of Honor. The Distinguished Service Cross is equivalent to the Navy Cross (Navy and Marine Corps), the Air Force Cross (Air Force), and the Coast Guard Cross (Coast Guard). |
| <img src="image6" alt="The Navy Cross" /> | The Navy Cross is the United States military’s second-highest decoration awarded for valor in combat. The Navy Cross is awarded primarily to a member of the United States Navy, Marine Corps, and the Coast Guard (when operating under the Department of the Navy) for extraordinary heroism. The medal is equivalent to the Army Distinguished Service Cross, the Air Force Cross, and the Coast Guard Cross. |</p>
<table>
<thead>
<tr>
<th>Medal</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Air Force Cross" /></td>
<td>The Air Force Cross is the second highest military award that can be given to a member of the United States Air Force. The Air Force Cross is the Air Force decoration equivalent to the Distinguished Service Cross (Army), the Navy Cross (Navy and Marine Corps), and the Coast Guard Cross (Coast Guard). The Air Force Cross is awarded for extraordinary heroism not justifying the award of the Medal of Honor. It may be awarded to any individual who, while serving in any capacity with the U.S. Air Force, distinguishes him or herself by extraordinary heroism in combat.</td>
</tr>
<tr>
<td><img src="image" alt="Coast Guard Cross" /></td>
<td>The Coast Guard Cross is a military decoration of the United States Coast Guard. Established by Act of Congress on 15 October 2010, it is intended to recognize members of the United States Coast Guard for extraordinary heroism in action, while not operating under the Department of the Navy. Coast Guard members serving under the Department of the Navy would be eligible for the Navy Cross. This medal, though approved, has not yet been awarded.</td>
</tr>
<tr>
<td><img src="image" alt="Defense Distinguished Service Medal" /></td>
<td>The Defense Distinguished Service Medal is a United States military award which is presented for exceptionally distinguished performance of duty contributing to the national security or defense of the United States. The medal was created on July 9, 1970, by President Richard Nixon in Executive Order 11545.</td>
</tr>
<tr>
<td><img src="image" alt="Homeland Security Distinguished Service Medal" /></td>
<td>The Homeland Security Distinguished Service Medal is a United States military award which is awarded to any member of the Armed Forces of the United States by the United States Department of Homeland Security. The current version of the medal was established in February 2003, retroactive to March 1, 2002.</td>
</tr>
<tr>
<td><img src="image" alt="Distinguished Service Medal" /></td>
<td>The Distinguished Service Medal is a military award of the United States Army that is presented to any person who, while serving in any capacity with the United States military, has distinguished himself or herself by exceptionally meritorious service to the Government in a duty of great responsibility. The performance must be such as to merit recognition for service that is clearly exceptional. Exceptional performance of normal duty will not alone justify an award of this decoration.</td>
</tr>
<tr>
<td><img src="image" alt="Navy Distinguished Service Medal" /></td>
<td>The Navy Distinguished Service Medal is a military decoration of the United States Navy and United States Marine Corps which was first created in 1919. The medal is presented to recognize distinguished and exceptionally meritorious service to the United States while serving in a duty or position of great responsibility.</td>
</tr>
<tr>
<td><img src="image" alt="Air Force Distinguished Service Medal" /></td>
<td>The Air Force Distinguished Service Medal was created by an act of the United States Congress on July 6, 1960. The medal was intended as a new decoration of the United States Air Force to replace the policy of awarding the Army Distinguished Service Medal to Air Force personnel.</td>
</tr>
<tr>
<td>Medal</td>
<td>Description</td>
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<tr>
<td></td>
<td>The Coast Guard Distinguished Service Medal is a personal decoration of the United States Coast Guard that was established 4 August 1949. Prior to this date, members of the Coast Guard were eligible to receive the Navy Distinguished Service Medal. The medal is presented for, “Exceptionally meritorious service to the government in a duty of great responsibility.”</td>
</tr>
<tr>
<td></td>
<td>The Silver Star Medal is the United States Armed Forces’ third-highest personal decoration for valor in combat. The Silver Star Medal is awarded primarily to members of the United States Armed Forces for gallantry in action against an enemy of the United States.</td>
</tr>
<tr>
<td></td>
<td>The Defense Superior Service Medal is a senior American military decoration of the Department of Defense, awarded to members of the United States Armed Forces who perform “superior meritorious service in a position of significant responsibility”.</td>
</tr>
<tr>
<td></td>
<td>The Legion of Merit is a military award of the United States Armed Forces that is given for exceptionally meritorious conduct in the performance of outstanding services and achievements. The decoration is issued to members of the seven uniformed services of the United States as well as to military and political figures of foreign governments.</td>
</tr>
<tr>
<td></td>
<td>The Distinguished Flying Cross is a military decoration awarded to any officer or enlisted member of the United States Armed Forces who distinguishes himself in support of operations by “heroism or extraordinary achievement while participating in an aerial flight, subsequent to November 11, 1918.”</td>
</tr>
<tr>
<td></td>
<td>The Soldier's Medal is an individual decoration of the United States Army. It was introduced as Section 11 of the Air Corps Act, passed by the Congress of the United States on July 2, 1926. The criteria for the medal are: &quot;The Soldier's Medal is awarded to any person of the Armed Forces of the United States or of a friendly foreign nation who, while serving in any capacity with the Army of the United States, including Reserve Component soldiers not serving in a duty status at the time of the heroic act, distinguished himself or herself by heroism not involving conflict with an enemy.”</td>
</tr>
<tr>
<td></td>
<td>The Navy and Marine Corps Medal is the highest non-combat decoration awarded for heroism by the United States Department of the Navy to the members of the United States Navy and United States Marine Corps. The medal was established by an act of Congress on 7 August 1942 and is authorized under 10 U.S.C. § 6246.</td>
</tr>
<tr>
<td>Medal</td>
<td>Description</td>
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</tr>
<tr>
<td>Airman's Medal</td>
<td>The Airman's Medal is an individual decoration of the United States Air Force. The medal was established on 6 July 1960 and is awarded to those service members or those of a friendly nation who, while serving in any capacity with the U.S. Air Force, distinguish themselves by a heroic act, usually at the voluntary risk of his or her life not involving actual combat. The saving of a life or the success of the voluntary heroic act is not essential.</td>
</tr>
<tr>
<td>Coast Guard Medal</td>
<td>The Coast Guard Medal is a decoration of the United States military that is awarded to any service member who, while serving in any capacity with the United States Coast Guard, distinguishes themselves by heroism not involving actual conflict with an enemy. For the decoration to be awarded, an individual must have performed a voluntary act of heroism in the face of great personal danger or of such a magnitude that it stands out distinctly above normal expectations.</td>
</tr>
<tr>
<td>Bronze Star Medal</td>
<td>The Bronze Star Medal is a United States decoration awarded to members of the United States Armed Forces for either heroic achievement, heroic service, meritorious achievement, or meritorious service in a combat zone.</td>
</tr>
<tr>
<td>Purple Heart</td>
<td>The Purple Heart is a United States military decoration awarded in the name of the president to those wounded or killed while serving, on or after April 5, 1917, with the U.S. military. With its forerunner, the Badge of Military Merit, which took the form of a heart made of purple cloth, the Purple Heart is the oldest military award still given to U.S. military members – the only earlier award being the obsolete Fidelity Medallion. The National Purple Heart Hall of Honor is located in New Windsor, New York.</td>
</tr>
<tr>
<td>Defense Meritorious Service Medal</td>
<td>The Defense Meritorious Service Medal is an award bestowed upon members of the United States military by the United States Department of Defense. In the order of precedence of the United States Armed Forces, it is worn between the Purple Heart and the Meritorious Service Medal. The medal is awarded in the name of the Secretary of Defense to members of the Armed Forces who, while serving in a joint activity, distinguish themselves by non-combat outstanding achievement or meritorious service, but not of a degree to warrant award of the Defense Superior Service Medal.</td>
</tr>
<tr>
<td>Meritorious Service Medal</td>
<td>The Meritorious Service Medal is a military award presented to members of the United States Armed Forces who distinguished themselves by outstanding meritorious achievement or service to the United States subsequent to January 16, 1969.</td>
</tr>
<tr>
<td>Air Medal</td>
<td>The Air Medal is a military decoration of the United States Armed Forces. It was created in 1942 and is awarded for single acts of heroism or meritorious achievement while participating in aerial flight.</td>
</tr>
<tr>
<td>Medal</td>
<td>Description</td>
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</tr>
<tr>
<td>Aerial Achievement Medal</td>
<td>The Aerial Achievement Medal is a decoration of the United States Air Force which was established in 1988. The decoration is intended to recognize the contributions of aircrew members who would, otherwise, not be qualified for the award of the Air Medal.</td>
</tr>
<tr>
<td>Joint Service Commendation Medal</td>
<td>The Commendation Medal is a mid-level United States military decoration which is presented for sustained acts of heroism or meritorious service. Each branch of the United States Armed Forces issues its own version of the Commendation Medal, with a fifth version existing for acts of joint military service performed under the Department of Defense.</td>
</tr>
<tr>
<td>Army Commendation Medal</td>
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</tr>
<tr>
<td>Navy and Marine Corps Commendation Medal</td>
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<tr>
<td>Air Force Commendation Medal</td>
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<tr>
<td>Coast Guard Commendation Medal</td>
<td></td>
</tr>
<tr>
<td>Joint Service Achievement Medal</td>
<td>The Achievement Medal is a military decoration of the United States Armed Forces. The Achievement Medal was first proposed as a means to recognize the contributions of junior officers and enlisted personnel who were not eligible to receive the higher Commendation Medal or the Meritorious Service Medal.</td>
</tr>
<tr>
<td>Medal</td>
<td>Description</td>
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</tr>
<tr>
<td>Army Achievement Medal</td>
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<tr>
<td>Navy and Marine Corps Achievement Medal</td>
<td></td>
</tr>
<tr>
<td>Air Force Achievement Medal</td>
<td></td>
</tr>
<tr>
<td>Coast Guard Achievement Medal</td>
<td></td>
</tr>
<tr>
<td><strong>The Air Force Combat Action Medal</strong> is a relatively new medal created for the United States Air Force in March 2007 to recognize Air Force members for active participation in ground or air combat.</td>
<td></td>
</tr>
<tr>
<td><strong>The Prisoner of War Medal</strong> is a military award of the United States Armed Forces which was authorized by Congress and signed into law by President Ronald Reagan on 8 November 1985.</td>
<td></td>
</tr>
</tbody>
</table>
Appendix D: User Policy

Below is the VLM User Policy that stipulates the constraints and practices that a user must agree to for using and contributing to the VLM website. The print button allows you to print the User Policy or save it to a .PDF.

Figure 23: User Policy

User Policy

Welcome to the [Location] VLM website, provided by the United States Department of Veterans Affairs (VA) National Center for Veterans Analysis and Statistics (NCVAS). VA is committed to using electronic systems to manage, store, and present information to you, the user.

This policy applies to veterans, family members, friends, and other non-governmental organizations that are interested in, and engaged in, the use and development of VA's information systems. This policy serves to identify and provide greater awareness to the following:

- Personal Health Information (PHI)
- Privacy and Security
- Data Integrity
- Information Accuracy
- Information Security
- Access to Information

The user of the VLM website acknowledges that they have read and accepted the following requirements:

1. The user agrees to the terms and conditions outlined in the VLM User Policy.
2. The user agrees to the terms and conditions outlined in the VLM Privacy Policy.
3. The user agrees to the terms and conditions outlined in the VLM Security Policy.
4. The user agrees to the terms and conditions outlined in the VLM Data Integrity Policy.
5. The user agrees to the terms and conditions outlined in the VLM Information Accuracy Policy.
6. The user agrees to the terms and conditions outlined in the VLM Access to Information Policy.
7. The user agrees to the terms and conditions outlined in the VLM Information Security Policy.

Failure to comply with the above requirements may result in the termination of user access to the VLM website.
User Policy

Welcome to the Veterans Legacy Memorial (VLM), provided by the United States Department of Veterans Affairs (VA) National Cemetery Administration (NCA). NCA manages more than 150 national cemeteries as places of honor for more than 3.7 million Veterans interred in them. VLM is an online memorialization platform intended to create a digital experience to enhance the on-site national cemetery experience. This platform provides a place for Veterans, servicemembers, their families, survivors, and others to share memories, learn about Veterans, and engage in memorialization. If you would like to learn more about other VA offices or programs or if you have specific benefits questions, please visit our official website at http://www.va.gov

Please read the following Guidelines and Disclaimer. Submitting content for a Veteran profile page is not a requirement, but if you choose to do so, you acknowledge that you have read and will adhere to the User Policy.

Guidelines

A “user” is someone who accesses or in any way uses VLM. Users may create an account which will improve the participation experience, but are not required to create an account to use VLM. Users may not create or use an account for anyone other than themselves. Users may submit various types of content including Tributes, images, military milestones, biographical information, historical documents, and other information.

Users understand that VLM is not a public forum and is a virtual memorialization site intended to enhance the on-site national cemetery experience by honoring the legacy of Veterans interred in national cemeteries, highlighting the place of NCA cemeteries in American culture, and engaging the community to share and learn the histories of their hometown Veterans.

Users understand the intended purpose of VLM and that all posted content is subject to review and removal by the VA. VA may remove user content which it deems unacceptable, including, but not limited to, content which is obscene, threatening, defamatory, libelous, political, incites illegal activity, violates intellectual property law, involves advertisement of any kind, dishonors Veterans, or otherwise conflicts with or is not related to VLM’s primary purpose. Content that contain Personally Identifiable Information (PII) such as social security numbers, phone numbers, addresses, email addresses, etc. will also be removed. Users who submit documents must confirm the documents are accessible to those with disabilities in accordance with Section 508 of the Rehabilitation Act (hyperlinked to https://section508.gov/create/pdfs). Users who submit images are also required to confirm the following:

- The user owns all rights to the photograph(s).
- The user gives the Department of Veterans Affairs (VA) a perpetual, irrevocable, nonexclusive, worldwide, and royalty-free license to use, reproduce, display, host, and adapt the photograph(s).
- For any recognizable likeness of individuals in the photograph(s), the user has obtained all necessary permissions, or such likeness has been obscured.
- No person’s likeness is displayed in the photograph(s) who at the time of submission is under the age of 18.
- There is no inappropriate content in the photograph(s). This includes but is not limited to content that is graphic, obscene, explicit, offensive, abusive, hateful, threatening, harassing, libelous, or defamatory.
• The user is legally authorized to submit the photograph(s).

VA reserves the right to revoke or suspend user privileges in order to further the purpose for which VLM was created. Users may also flag content submitted by other users, which alerts site moderators to the content.

Users may not imply that their content is in anyway endorsed by VA. Users who identify themselves as VA employees must make clear that their comments are made on behalf of themselves and not in an official capacity as an agent or representative of the Department.

Users access and use VLM at their own risk and assume all risks associated with their comments, their username, and the accuracy of information provided. Users who include personal information, including PII and personal health information (PHI) do so at their own risk. Users alone are responsible for their content.

This site may not be used for the submission of any claim, demand, informal or formal complaint, or any other form of legal and/or administrative notice or process, or for the exhaustion of any legal and/or administrative remedy. If you are experiencing any problem with the Department of Veterans Affairs, please contact the Office of the Inspector General at http://www.va.gov/oig.

If you think you may have a medical emergency, call 911 immediately. If you are concerned about a Veteran or current service member, call the Veterans Crisis Line at 1-800-273-8255 and press “1.” VA may alert law enforcement authorities if comments indicate or raise suspicion that a user will harm themselves or others.

If you have a question about your specific situation, please visit our secure question and answer site at https://iris.custhelp.va.gov/app/ask.

Disclaimer
Biographical information added to VLM Veteran pages by NCA staff will be identified as NCA content whenever possible, otherwise VA makes no claims or promises about the quality, accuracy, or reliability of user-provided content. The opinions and content posted by users do not reflect the opinions of the VA. VLM is a moderated site, and VA reserves the right to make decisions regarding the content. However, the site and individual Veteran pages are not continuously monitored. VA may remove content that does not follow the Guidelines listed above, or content that VA may reasonably believe could cause harm. VA may revoke or suspend user privileges for violation of these standards or for other reasons as deemed necessary.

VA disclaims any liability for any loss or damage resulting from any comments posted on this site. VA may seek indemnification from users for any damages, losses, liabilities, judgments, costs, or expenses (including reasonable attorneys’ fees and costs) arising out of a claim relating to any material users have posted.

VA may use any user content, including displaying, reformatting, or incorporating it to the VA website and the VA’s privacy policies apply.

Inclusion of information about a non-VA program or service does not constitute an endorsement or recommendation by VA or its employees.
Appendix E: Customer Support Page

If you encounter problems or have questions you can access the Customer Support page by clicking the VLM Customer Support link at the bottom of any page in the application. The print button allows you to print the Customer Support Page or save it to a .PDF.

Figure 24: Customer Support Page
Appendix F: How To Videos

The user can also watch the following videos to guide them through several functions of the Veterans Legacy Memorial Website.

How to Find Your Veteran:
https://www.youtube.com/watch?v=U6ITL354CdI&list=PLakrUnqrfxAYwBuVEvpgxl5aV_KVLk__&index=3

How to Submit a Tribute:
https://www.youtube.com/playlist?list=PLakrUnqrfxAYwBuVEvpgxl5aV_KVLk__

How to Submit a Memento:
https://www.youtube.com/watch?v=IbaqRANBbiU&list=PLakrUnqrfxAYwBuVEvpgxl5aV_KVLk__&index=4

How to Submit a Biography Image:
https://www.youtube.com/watch?v=4qhMswKHtBU&list=PLakrUnqrfxAYwBuVEvpgxl5aV_KVLk__&index=5

How to Submit a Milestone:
https://www.youtube.com/watch?v=VFUUhSfYcn8&list=PLakrUnqrfxAYwBuVEvpgxl5aV_KVLk__&index=3

How to Submit a Historical Document:
https://www.youtube.com/playlist?list=PLakrUnqrfxAYwBuVEvpgxl5aV_KVLk__
Appendix G: Frequently Asked Questions

The F.A.Q. (Frequently Asked Questions) is a list of questions with their answers that are commonly asked by users of the VLM website.

Figure 25: Frequently Asked Questions