Veterans Legacy Memorial (VLM)

VLM v4.1

Site Member User Guide

April 2020

Department of Veterans Affairs
Office of Information and Technology (OIT)
Revision History

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

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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 Veterans Legacy Program (VLP) of the Department of Veterans Affairs (VA) 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 a new and unprecedented service to allow survivors and family members to grieve and memorialize their Veterans digitally. It also presents an academic opportunity as it should be designed to allow researchers, amateurs, students, and professionals 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 system. Users can log into VLM from the VA network, including connections via the VA’s virtual private network (VPN). Regardless of role or network, all users access the VLM application through commercial web browsers, such as Internet Explorer, Microsoft Edge, Firefox, Google Chrome, and so forth.

1.2. Document Orientation

The purpose of this user guide is to document the processes and procedures that users of the system will follow. Users will be assigned roles in the system that will provide them access to features they require and features for which they are qualified.
1.2.1. Organization of the Manual

The User Guide contains essential information for the Site Visitor User to make full use of the information system. This manual includes a description of the system functions and capabilities as well as step-by-step procedures for system access and use. Graphics and screen captures are used whenever possible to explain functions and capabilities. The main sections of this guide are:

- Introduction - describes the scope of the document and gives the brief explanation of the application.
- System Summary – an overview of the VLM system including instructions on how to access the system and an overview of use the search functionality.
- Getting Started – an overview of logging onto the system and the system menu.
- Using the Application – an overview of the VLM system for the Site Visitor Users.
- Appendices – provide detailed information about the Service Branches, War Periods, Decorations, and Cemeteries contained in the Veteran’s profile.

1.2.2. Assumptions

This guide was written with the following assumed experience/skills of the audience:

- User has a fundamental knowledge of web applications and their functionality.
- User has basic knowledge of web browser use (Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox, Safari, phone and tablet applications).

1.2.3. Coordination

The VLM extracts information from the National Gravesite Locator (NGL) table from the BOSS database. Information extracted consists of Veteran information, such as NAME, RANK, DATE OF BIRTH (DOB), DATE OF DEATH (DOD), BRANCH of SERVICE, and so forth. VLM requires a valid email address for users to post comments or request Sentry permission to upload additional Veteran content.

1.2.4. Disclaimers

The following disclaimers are provided by the Department of Veteran Affairs (VA).

VA makes no claims or promises about the quality, accuracy, or reliability of user content. VLM is a moderated site and VA reserves the right to make decisions regarding the content. Users may also flag content posted by other users, which alerts site moderators to the content. However, the site and individual Veteran pages are not continuously monitored. VA may remove comments that do not follow the Guidelines listed above, or comments that VA may reasonably believe could cause harm. VA may suspend or terminate a 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.

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VA may alert law enforcement authorities if comments indicate or raise suspicion that a user will harm themselves or others.

1.2.4.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely if any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.4.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.5. 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.

1.2.6. Documentation Conventions

Table 1: Symbols and Descriptions

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>🗻</td>
<td>Icon used to access a Veteran’s Profile</td>
</tr>
<tr>
<td>📷</td>
<td>Icon used to access a Veteran’s Mementos</td>
</tr>
<tr>
<td>📝</td>
<td>Icon used to access a Veteran’s Historical Documents</td>
</tr>
<tr>
<td>🗝</td>
<td>Icon used to access a Veteran’s Sentry Information</td>
</tr>
<tr>
<td>🌐</td>
<td>Icon used to access Email</td>
</tr>
<tr>
<td>🌐</td>
<td>Icon used to access Facebook login</td>
</tr>
<tr>
<td>🌐</td>
<td>Icon used to access Twitter login</td>
</tr>
</tbody>
</table>
### 1.2.7. References and Resources

The National Cemetery Administration is the authoritative source for this manual.

### 1.3. Enterprise Service Desk and Organizational Contacts

The following table lists Enterprise Service Desk and VLM Help Desk contact information.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Organization</th>
<th>Contact Information</th>
</tr>
</thead>
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<td>VLM Help Desk</td>
<td>Tier 0 Support</td>
<td>GovernmentCIO</td>
<td>1-866-245-1490</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:vlmcustsupt@governmentcio.com">vlmcustsupt@governmentcio.com</a></td>
</tr>
<tr>
<td>OIT Enterprise Service Desk</td>
<td>Tier 1 Support</td>
<td>OIT</td>
<td>1-855-673-4357</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>YourIT</td>
</tr>
<tr>
<td>OIT System Admin/Field Op</td>
<td>Tier 2 &amp; 3 support</td>
<td>OIT</td>
<td>1-855-673-4357</td>
</tr>
<tr>
<td>er Support</td>
<td></td>
<td></td>
<td>YourIT</td>
</tr>
</tbody>
</table>

### 2. System Summary

VLM is a publicly available website that enables virtual memorialization of the millions of Veterans interred/inurned at VA national cemeteries and serves as a mechanism to keep the memory of those Veterans alive. The NCA manages over a hundred national cemeteries as places of honor for the 3.7 million Veterans interred in them. VLM is an online memorialization platform intended to create a digital experience to mirror the on-site national cemetery experience. This platform provides a place for Veterans, service members, their families and survivors to share memories, learn about Veterans, and engage in memorialization.
2.1. System Configuration

The architecture in Figure 2: VLM Data Flow Diagram shows the overall architecture and user flow for accessing the VLM application, the data flow through TIC-in-the-Cloud (TIC) and the use of the NGL Application Programming Interface (API) and the Burial Operations System Support (BOSS)/Automated Monument Application System (AMAS) database.

Data is retrieved from the NGL API and is stored in cache in the VLM database. This cache is then utilized by the VLM application to query and return data to the Apache web server. The web server then renders the page to the user’s device.

Figure 2: VLM Data Flow Diagram

The diagram in Figure 3: VLM Architecture shows the data flow and the use of DynamoDB, and Amazon services CloudWatch, Athena, Elastic MapReduce (EMR), RedShift and Amazon Web Services (AWS) inherited security controls.

Figure 3: VLM Architecture
2.2. User Access Levels

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

- Site Visitors
- Site Members
- Sentry Users
- VLM Administrators

2.2.1. Site Visitors

The Site Visitors will be able to search and view Veteran profile pages, as well as the associated Mementos and Historical pages. Site Visitors will also be able to view the Terms of Service and About This Website pages.

2.2.2. Site Members

Site Member users will be able to create user accounts using a verified e-mail address, where they can then contribute to the Veteran's page via Tributes (text comments) which will be made public and tracked in the user's site activity history.

2.2.3. Sentry Users

Sentry users have unique permissions to respective Veteran's pages and are able to edit the Veteran's profile and upload Mementos (photos) and Historical documents.

2.2.4. VLM Administrators

Administrators have the capability to perform the following functions: create/edit/moderate content, grant users' access, suspend users, and respond to comments for users with a username/role.

3. Getting Started

The VLM application is a publicly available website and can be accessed from any computer connected to the Internet. To access the Veterans Legacy Memorial website, click on the Veterans Legacy Memorial link.

3.1. Logging On

This functionality is available for Site Member, Sentry Users and VLM Administrators and is discussed in detail in subsequent sections.

3.2. System Menu

This functionality is not available for this application.

3.3. Changing User ID and Password

This functionality is currently managed only by ID.me.

3.4. Exit System

To exit the application, close the Browser tab.
3.5. Caveats and Exceptions

If the user should choose to access this site on a shared computer, it is strongly urged to record and store the needed login information in a safe place and not allow the site to save the user information or store any login information on the shared computer.

3.6. Microsoft Edge Privacy and Security Settings

If you are using the Microsoft Edge browser, you must clear the browser cache. To clear the cache, open the Microsoft Edge browser. In the upper right-hand corner, there is an icon containing three vertical dots. Click on this icon and a fly out menu will appear from the right-hand side of the browser. Scroll down to the bottom of the menu and click “Settings”.

Within the fly out menu, the Settings menu will appear. Scroll down until you see the heading titled “Clear Browsing Data”. Below that button is a command button titled “Choose what to clear” should appear.

Upon clicking this command button, a menu like the one pictured in Figure 4: Microsoft Edge Privacy and Security Settings will appear.

Once you have navigated to the appropriate settings box, you should ensure that the following boxes are checked:

- Browsing history
- Cookies and saved website data
- Cached data and files
- Tabs I’ve set aside or recently closed
- Download history

Figure 4: Microsoft Edge Privacy and Security Settings

Click on the Clear button to clear your browsing history.
4. Using the Application

The VLM website is a public facing website that is accessible to all users via the Internet.

4.1. Home Page

The Home Page provides a basic search feature and displays the names of Veterans who have recently been interred/inurned in a 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 5: Home Page**
4.2. Home Page Header

The Home Page Header contains links to the following:

- Veterans Crisis Line
- User Policy
- Customer Support
- F.A.Q.
- Login
- Find a Cemetery
- Access & Manage VA Benefits
- About this Website

Figure 6: Home Page Header

4.3. Home Page Footer

The Home Page Footer contains links to the following:

- Veteran programs and services
- More VA resources
- Get VA updates
- In crisis? Get help now

Figure 7: Home Page Footer
4.4. Site Member Login

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

*Figure 8: Site Member Login*

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

*Figure 9: User Policy*
Click **I agree to the User Policy** and click the **Login or Register** button.

**Figure 10: Login or Register Button**

The application will display the Secure Sign in Popup. Click on ID.me.

**Figure 11: Login with ID.me**
The application will display the Secure Login Redirect popup. Click on the Accept button.

**Figure 12: Secure Login Redirect**

![Secure Login Redirect popup](image)

By continuing you agree to the terms of VA System use.

The system will authenticate your access.

**Figure 13: 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. For complete instructions for setting up an account, refer to the ID.me Quick Reference Guide, Sign Up for an Account with ID.me.

**Figure 14: 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 15: Receive an Authentication Code Via Phone**
Enter your 6-digit code, enter it into the field provided and click the **Continue** button.  

**Figure 16: Confirm Your Phone Number**

![Confirm your phone number](image)

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

**Figure 17: Return to VA Application**

![Return to VA Application](image)
The application will show that you are logged into the application, by listing your name next to the Logout button.

**Figure 18: Logged in Site Member**

![Image of logged in site member](image)

### 4.5. 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.

**Figure 19: Home Page Basic Search**

![Image of basic search](image)
You can narrow searches by adding the Branch of Service to the search.

**Figure 20: 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 21: 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.

**Figure 22: Home Page Cemetery Location Dropdown**

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

To perform a basic search, you can enter just a last name or both first and last name.

**Figure 23: Using Home Page Basic Search**
The system will return the search results on the home page.

**Figure 24: Basic Search Results**

By selecting additional search filters, you can narrow your search and the system will return the matching results.

**Figure 25: Home Page Search Results**
4.6. Advanced Search

The Advanced Search features the ability for you to locate a Veteran’s profile page using several additional search filters.

There are two ways to access advanced search.

You can access it from the home page by clicking the Advanced Search link located under the Location dropdown box.

**Figure 26: Accessing Advanced Search**

![Advanced Search Interface](image)

You can also access Advanced Search from the search function located in the banner on most pages within the application. You must enter at least three characters of a Veteran’s name and then click the *Enter* button.

**Figure 27: Accessing Advanced Search from the VLM Banner**

![Search Function](image)
The application will display the search results in the Advanced Search page.

**Figure 28: Advanced Search Results from a Banner Search**

![Advanced Search Results from a Banner Search](image)

By clicking the Advanced Search link, the application will display the Advanced Search page.

**Figure 29: Advanced Search Page**

![Advanced Search Page](image)
Advanced Search features several filters that can be set up to narrow search results.

**Figure 30: Advanced Search Filters Dropdown**

Below are all the advanced search filters listed in the dropdown list about that you can select to further narrow your searches.

**Figure 31: Adding Advanced Search Filters**

Click on the X next to the filter to remove a search filter.
Once you have set up your search filters, click on the Search button to run the search. The application will return the results that meet the search filters criteria.

**Note:** If you encounter a JSON error, contact VLM Customer Support. A JSON error occurs when one or more of the records searched, contains an empty data field.

**Figure 32: Advanced Search Results**

You can add/remove columns in advanced search results table by clicking on the column filter you want to add/remove.

**Figure 33: Column Filters**
Grayed out filters will not display in the search results table.

**Figure 34: Results Table with Adjusted Column Filters**

![Advanced Search](image)

### 4.7. Veteran Profile

The Veteran’s profile is headed by a theme photo and includes an image or a logo of the Veteran’s Service Branch on the left-hand side next to their name.

**Figure 35: Veteran Profile Header**

![Veteran Profile](image)

There are also several tabs and icons in the Veteran’s Profile that provide access to the Profile, Mementos, Historical Documents and Social Media that are discussed in subsequent sections.

- **Profile** - All Veteran information displayed on VLM comes from NCA’s publicly available records. What you see in a Veteran's profile is the same information on that Veteran's headstone (name, year of birth, year of passing, branch of service, rank, and decorations).

- **Mementos** - Mementos are images that are uploaded to the Veteran's profile by the Sentry or VLM Administrator who manages the profile. If mementos are added to a profile, this tab will display a small red circle with the number of mementos.

- **Historical** - Historical documents are .PDF files that are uploaded to the Veteran's profile by Sentry or VLM Administrator who manages the profile. If documents are added to a profile, this tab will display a small red circle with the 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.
The Veteran’s profile provides biographical, service, and memorial information, as well as service-related milestones about the Veteran. The print button allows you to print the Veteran’s profile or save it to a .PDF.

Figure 36: Veteran Profile
4.7.1. Biography Section
The Biography section allows the Sentry and VLM Administrators to add a biography/obituary to the Veteran’s profile.

Figure 37: Biography Section

4.7.2. About Section
The About section includes biographical and religious preference information.

Figure 38: About Section

4.7.3. Emblem of Belief Popup
If you hover over the symbol with your mouse the system will display the definition of the symbol. Find the approved list of Emblems of Belief here.

Figure 39: Emblem of Belief Popup in About Section
4.7.4. Service Section

The Service section includes war periods, decorations, last rank held and service branch or branches.

Figure 40: Service Section

Click on 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 41: Advanced Search Results by Similar Name and War Period
Click on 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 42: Advanced Search Results by Similar Name and Decoration**

Click on 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 43: Advanced Search Results by Similar Name and Service Branch**
4.7.5. Memorial Section

The Memorial section includes cemetery and interment/inurnment information.

**Figure 44: Memorial Section**

Click on the Cemetery link and the application will display (in a new Browser tab) the cemetery information page for the national cemetery identified in the Veteran's profile.

**Figure 45: Cemetery Information Page**

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

Milestones can include a Military Timeline that includes Service Branch, rank, duty station or ship assignments, the From Year and To Year, and comments. Milestones can also include Service achievements that includes Certificates, Military Training, and additional Awards.

Figure 46: Milestones Section

4.7.7. Profile Views

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

Figure 47: Profile Views

4.7.8. Tributes Section

Tributes can be added to a Veteran's profile by any user and are reviewed by a VLM Administrator before being posted. Tributes are limited to 1,000 characters, including spaces.

Figure 48: Tributes Section

There are three icons associated with Tributes for you to Use to Flag a Comment, like a comment and/or submit a comment.

Figure 49: Icons Associated with Tributes
4.7.9. Post a Tribute

To post a tribute, enter your text in the text field and click the Publish button.

Figure 50: Adding a Tribute

The application will display a confirmation message that your tribute has been received, and the Tribute will be posted on the profile page.

The application will display a confirmation message that the tribute was received for review.

Figure 51: Submission Confirmation Message

Click the OK button to close the message.

The application will send you an email notification acknowledging that your post have been received and will be reviewed by a VLM Administrator.

Figure 52: Email Notification of Received Tribute
If the VLM Administrator approves your tribute, you will receive an approval email.

**Figure 53: Email Notification of Approved Post**

Hello,

Your VLM submission for YSMIEL R VILEGAS's memorial page, [https://www.vlm.com/u/va.gov/19687/YSMAIELR/5915668/], has been approved.

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

The post will be published and displayed on the Veteran’s profile.

**Figure 54: Posted Tribute**

Carol Pearson published tribute About a minute ago
Thank you for your service.

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 has been denied along with the reason for the denial.

**Figure 55: Email Notification of Denied Post**

Hello,

Your VLM submission for YSMIEL R VILEGAS's memorial page, [https://dev.vlm.com/u/va.gov/19952/ROBERTDVLAS/4939h6u/], has been rejected for the following reason:

Dishonors Veterans.

If you have questions, please contact VLM Customer Support at 1-866-245-1490 or vlmcustsuppl@govemnttico.com.

Thank you,
U.S. Department of Veterans Affairs, National Cemetery Administration
4.7.10. Like a Tribute

The ❤️ provides the ability to like a tribute. Click the ❤️ and the application will display a number next to the heart.

Figure 56: Like a Tribute

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

Figure 57: Likes for a Tribute

4.7.11. Add a Comment to a Tribute

Click on 🗣️ to add a comment to a tribute/condolence.

Enter your comment in the space provided then click the Post comment button.

Figure 58: Comment on a Tribute

The application will display a confirmation message that your tribute has been received, and the comment will be posted on the profile page.

Figure 59: Information Received Message

Click the OK button to close the message.
If the VLM Administrator approves your tribute, you will receive an approval email.

**Figure 60: Email Notification of Approved Post**

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 has been rejected along with the reason for the rejection.

**Figure 61: Email Notification of Rejected Post**

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

**Figure 62: Post a Comment to a Tribute**
4.7.12. Flag a Tribute

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

Figure 63: Flag a Post

The application will display a popup for you to select the reason why you want to flag a post.

Figure 64: Reason for Flagging a Post

Select the reason you are flagging the post, then click the Send Flag button.

If you select other, you will need to provide the other reason you are flagging the post.

Figure 65: Reason for Flagging a Post - Other
The application will display an Information Received message.

**Figure 66: Information Received Message**

Thank you for your submission. The comment has been temporarily hidden while a VLM Administrator reviews the comment.

Click the X to close the message.

The post will be hidden until it has been reviewed by a VLM Administrator and the user will receive an email notification that their post has been flagged.

**Figure 67: Email Notification of Flagged Post**

Dear Ima Payne,

Another VLM user has flagged your comment as a possible violation of the [VLM User Policy](#).

Thank you,

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

Once the VLM Administrator has reviewed the post the user 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 either their post has been approved and the post will be displayed on the Veteran’s profile.

**Figure 68: Email Notification of Approved Post**

Dear Ima Payne,

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

I salute all the men and women who serve our country.

Your comment was determined to comply with the [VLM User Policy](#) and has been restored to the Veteran profile page for YSAVEL R VILLEGAS.

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

Thank you,

U.S. Department of Veterans Affairs, National Cemetery Administration
If the VLM Administrator determined that the post violates the VLM User Policy, the you will receive a notification that your post has been rejected and the post will NOT be displayed on the Veteran’s profile.

**Figure 69: Email Notification of Rejected Post**

![Image of email notification]

Dear Ima Payne,

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

He was not a real hero.

Your comment was determined to not comply with the [VLM User Policy](#) and will remain hidden from the Veteran profile page for YSMAEL R VILLEGAS.

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

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

### 4.8. Mementos Page

Mementos can be a wide variety of service-related souvenirs that can be added to the Veteran’s profile. Although Mementos can be viewed by anyone, the ability to upload Mementos is available only to Sentry and VLM Administrative users.

If there are no Mementos, the application will display the message **There are no mementos for this profile**.

**Figure 70: Mementos Page**

![Image of mementos page]
If there are Mementos added to the profile they will be displayed in this section.

Figure 71: Mementos Page with Mementos

4.8.1. Add a Tribute to a Memento

Click on the memento and the application will open the memento in a new popup window.

Figure 72: Memento Tribute Message
Click on a photo and the system will display the memento with tribute field.

**Figure 73: Post Comment to a Memento**

The application will display a confirmation message that the tribute was received for review.

**Figure 74: Information Received Message**

Click the **OK** button to close the message, then click the **Close** button to close the popup.

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

**Figure 75: Email Notification of Approved Post**

---

Hello,

Your VLM submission for YSMAEL R VILLEGAS memorial page, [https://www.vlm.cem.va.gov/99015/YSMAELRVILLEGAS798888/](https://www.vlm.cem.va.gov/99015/YSMAELRVILLEGAS798888/), has been approved.

Thank you,

U.S. Department of Veterans Affairs, National Cemetery Administration
The approved post will be displayed in the Veteran’s profile.

**Figure 76: Approved Comment to a Memento**

If the VLM Administrator rejects your tribute, you will receive a rejection email with the reason why it was rejected, and the post will NOT be displayed in the Veteran’s profile.

**Figure 77: Email Notification of Rejected Post**
4.8.2. Add a Comment to a Memento Tribute

Click on 📇 to add a comment to a tribute/condolence.

Enter your comment in the space provided then click the Post comment button.

Figure 78: Add a Comment to a Memento Tribute

The application will display a confirmation message that your tribute has been received, and the comment will be posted on the profile page.

Figure 79: Information Received Message

Click the OK button to close the message, then click the Close button to close the popup.

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

Figure 80: Email Notification of Approved Post
If the VLM Administrator rejects your tribute, you will receive a rejection email with the reason why it was rejected, and the post will NOT be displayed in the Veteran’s profile.

**Figure 81: Email Notification of Rejected Post**

---

**4.8.3. Like a Memento**

The ❤️ provides the ability to like a tribute. Click the ❤️ and the application will display a number next to the heart.

**Figure 82: Like a Memento**
The number next to the ❤️ icon increases every time a user clicks likes a post.

Figure 83: Memento Likes

4.8.4. Like a Memento Tribute

The ❤️ provides the ability to like a tribute. Click the ❤️ underneath the tribute to like a tribute.

Figure 84: Like a Memento Tribute

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

Figure 85: Memento Tribute Likes
4.8.5. Flag a Memento Tribute

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

**Figure 86: Flag a Memento Tribute**

The application will display a popup for you to select the reason why you want to flag a post.

**Figure 87: Reason for Flagging a Post**

Select the reason you are flagging the post, then click the Send Flag button.
If you select other, you will need to provide the other reason you are flagging the post.

**Figure 88: Other Reason for Flagging a Post**

The application will display an Information Received Message.

**Figure 89: Information Received Message**

Click the X to close the message.

The post will be hidden until it has been reviewed by a VLM Administrator. Once reviewed the post will either remain hidden or be displayed on the profile page again.
4.8.6. Hide a Memento Tribute

If you want to remove your tribute, click the X in the upper right corner. VLM Administrators are able to hide any Tribute or comment on a profile page (their own or another user’s); however, unless it’s an emergency, VLM Administrators should flag a comment as the best practice for hiding another user’s Tribute/comment.

**Figure 90: Hide a Memento Tribute**

![Mementos Hide Tribute](image)

The application will display a confirmation message asking you to confirm hiding the post.

**Figure 91: Confirm Hide Message**

![Confirm Hide Message](image)

Click on the Hide button to hide the post. The post will be hidden in the Veteran’s profile.
4.9. Historical Documents Page

Historical documents can include diaries, newspaper clippings, and other information that can be added to the Veteran to the Profile. Although Historical documents can be viewed and downloaded by anyone, the ability to upload the documents is available only to Sentry and VLM Administrative users.

If there are no Historical Documents, the application will display the message **There are no historical documents for this profile.**

Figure 92: Historical Documents Page

If there are Historical Documents added to the profile they will be displayed in this section.

Figure 93: Historical Documents Page with Documents
4.9.1. View and Download Historical Documents

Click on the icon to download the document to your computer.

Figure 94: Historical Documents View and Download Options

Click on the icon to open the viewer and view the document in your web browser.

Figure 95: View Historical Documents

---

YSMAEL R VILLEGAS

Ysmael R. Villegas

Rank and organization: Staff Sergeant, U.S. Army, Company F, 127th Infantry, 32nd Infantry Division.

Place and date: Villa Verde Trail, Luzon, Philippine Islands, March 20, 1945.

 Entered service at Casa Blanca, California.

Born: March 21, 1924 at Casa Blanca, California.

G.O. No.: 81, October 19, 1945.

Citation:

He was a squad leader when his unit, in a forward position, clashed with an enemy strongly entrenched in connected caves and foxholes on commanding ground. He moved boldly from man to man, in the face of burning grenades and demolition charges, through heavy machinegun and rifle fire, to bolster the spirit of his comrades. Inspired by his gallantry, his man pressed forward to the crest of the hill. Numerous enemy riflemen, refusing to flee, continued firing from their foxholes. Sgt. Villegas, with complete disregard for his own safety and the bullets which locked up the dirt at his feet, charged an enemy position, and, firing at point-blank range killed the Japanese in a foxhole. He rushed a second foxhole while bullets missed him by inches, and killed 4 more of the enemy. In rapid succession he charged a third, a fourth, a fifth foxhole, each time destroying the enemy within. The fire against him increased in intensity, but he pressed onward to attack a sixth position. As he reached his goal, he was hit and killed by enemy fire. Through his heroism and indomitable fighting spirit, Sgt. Villegas, at the cost of his life, inspired his men to a determined attack in which they swept the enemy from the field.

---
4.10. **Email Popup**

Click the icon located in the upper right-hand corner under the website banner to display the email popup. Fill in your name and email addresses of the recipients and optional comments.

**Figure 96: Email Popup**

![Email Popup](image)

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

**Figure 97: Email Sent Sharing Veteran’s Profile**

Hello,

Carol Pearson would like to share YSMAEL R VILLEGAS’s Veterans Legacy Memorial with you.

Veterans Legacy Memorial is an interactive online memorialization designed to honor the service and sacrifice of our Nation’s Veterans.

I thought you might appreciate how we honor our beloved veterans.

For more information, visit [https://vlm.com.va.gov/](https://vlm.com.va.gov/)

Thank you,

U.S. Department of Veterans Affairs, National Cemetery Administration
4.11. Facebook Popup

Click the icon located in the upper right-hand corner under the website banner to display the Facebook login popup.

Figure 98: Facebook Login Popup

![Facebook Login Popup](image)

4.12. Twitter Popup

Click the icon located in the upper right-hand corner under the website banner to display the Twitter login popup with the link to the Veteran’s profile page.

Figure 99: Twitter Login Popup

![Twitter Login Popup](image)
5. 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 3: 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

Military Veterans of any branch of the armed forces, which includes the Army, Navy, Air Force, Marine Corps and U.S. Coast Guard, are eligible to be buried in a national cemetery if the member dies on active duty or was discharged under conditions other than dishonorable.

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.

Table 4: 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="Army Emblem" /></td>
<td>US Marine Corps</td>
<td><img src="image" alt="Marine Corps Emblem" /></td>
</tr>
<tr>
<td>US Navy</td>
<td><img src="image" alt="Navy Emblem" /></td>
<td>US Coast Guard</td>
<td><img src="image" alt="Coast Guard Emblem" /></td>
</tr>
<tr>
<td>US Air Force</td>
<td><img src="image" alt="Air Force Emblem" /></td>
<td>Intentionally Left Blank</td>
<td>Intentionally Left Blank</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="USPHS 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 Flying Tigers</td>
<td><img src="image1.png" alt="Emblem" /></td>
<td>American Volunteer Guard</td>
<td><img src="image2.png" alt="Emblem" /></td>
</tr>
<tr>
<td>Army Corps</td>
<td><img src="image3.png" alt="Emblem" /></td>
<td>Army Nurse Corps</td>
<td><img src="image4.png" alt="Emblem" /></td>
</tr>
<tr>
<td>Artillery</td>
<td><img src="image5.png" alt="Emblem" /></td>
<td>Battalion</td>
<td><img src="image6.png" alt="Emblem" /></td>
</tr>
<tr>
<td>Battery</td>
<td><img src="image7.png" alt="Emblem" /></td>
<td>Cadet or Midshipman</td>
<td><img src="image8.png" alt="Emblem" /></td>
</tr>
<tr>
<td>Cavalry</td>
<td><img src="image9.png" alt="Emblem" /></td>
<td>Civil Air Transport Command (TWA)</td>
<td><img src="image10.png" alt="Emblem" /></td>
</tr>
<tr>
<td>Civil Air Transport Command (United)</td>
<td><img src="image11.png" alt="Emblem" /></td>
<td>Civil Air Transport Command (Vultee)</td>
<td><img src="image12.png" alt="Emblem" /></td>
</tr>
<tr>
<td>Civil Air Transport Command (NW)</td>
<td><img src="image13.png" alt="Emblem" /></td>
<td>Civil Air Transport Command (American)</td>
<td><img src="image14.png" alt="Emblem" /></td>
</tr>
<tr>
<td>Civil Crew of/US Cargo Vessels</td>
<td><img src="image15.png" alt="Emblem" /></td>
<td>Civil Identification Friend/Foe (IFF) Technician</td>
<td><img src="image16.png" alt="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>Civilian W/Strategic Svc (OSS)</td>
<td></td>
<td>Civilian Wake Island NAS</td>
<td></td>
</tr>
<tr>
<td>Commissary of Substance</td>
<td></td>
<td>Confederate States Army</td>
<td></td>
</tr>
<tr>
<td>Confederate States Marine Corps</td>
<td></td>
<td>Confederate States Navy</td>
<td></td>
</tr>
<tr>
<td>Continental Line</td>
<td></td>
<td>Continental Marine</td>
<td></td>
</tr>
<tr>
<td>Continental Navy</td>
<td></td>
<td>Dietitian World War I</td>
<td></td>
</tr>
<tr>
<td>Division Hospital</td>
<td></td>
<td>Engineer Field Clerk WWI</td>
<td></td>
</tr>
<tr>
<td>Foreign Forces</td>
<td></td>
<td>General Hospital</td>
<td></td>
</tr>
<tr>
<td>Guam Combat Patrol</td>
<td></td>
<td>Infantry</td>
<td></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>Irregular Forces Laos</td>
<td><img src="image" alt="Emblem" /></td>
<td>Male Civilian Ferry Pilot</td>
<td><img src="image" alt="Emblem" /></td>
</tr>
<tr>
<td>Merchant Son in Operation Mulberry</td>
<td><img src="image" alt="Emblem" /></td>
<td>Navy Nurse Corps</td>
<td><img src="image" alt="Emblem" /></td>
</tr>
<tr>
<td>Non-Military Civilian</td>
<td><img src="image" alt="Emblem" /></td>
<td>Philippine Army</td>
<td><img src="image" alt="Emblem" /></td>
</tr>
<tr>
<td>Philippine Guerilla</td>
<td><img src="image" alt="Emblem" /></td>
<td>Provisional Army Confederate States</td>
<td><img src="image" alt="Emblem" /></td>
</tr>
<tr>
<td>Provisional Marine Corps Confederate States</td>
<td><img src="image" alt="Emblem" /></td>
<td>Provisional Navy Confederate States</td>
<td><img src="image" alt="Emblem" /></td>
</tr>
<tr>
<td>Provisional Army</td>
<td><img src="image" alt="Emblem" /></td>
<td>Provisional Marine Regt</td>
<td><img src="image" alt="Emblem" /></td>
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<tr>
<td>Provisional Navy</td>
<td><img src="image" alt="Emblem" /></td>
<td>Quartermaster Corps Keswick Crew</td>
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<tr>
<td>Quartermaster Corp Female Clerk</td>
<td><img src="image" alt="Emblem" /></td>
<td>Reconstruction Aide</td>
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</tr>
<tr>
<td>Service Branch</td>
<td>Emblem</td>
<td>Service Branch</td>
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</tr>
<tr>
<td>Regiment</td>
<td><img src="image" alt="Regiment Emblem" /></td>
<td>Regimental Hospital</td>
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<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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<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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<td>US Air National Guard</td>
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<td>US Army Air Forces</td>
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<tr>
<td>US Army Air Service</td>
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<td>US Army National Guard</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>
<td><img src="image" alt="US Army Signal Corps Aeronautical Division Emblem" /></td>
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<tr>
<th>Service Branch</th>
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<th>Service Branch</th>
<th>Emblem</th>
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<tr>
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<td>US Army Transport Service</td>
<td><img src="image2" alt="Emblem" /></td>
</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" alt="Emblem" /></td>
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<tr>
<td>US Civilian of American Field Service WWII</td>
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<td>US Civilian Volunteers Defense of Bataan</td>
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<td>US Cold Troops</td>
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<td>US Coast and Geodetic Survey</td>
<td><img src="image8" alt="Emblem" /></td>
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<tr>
<td>US Coast Guard Reserve</td>
<td><img src="image9" alt="Emblem" /></td>
<td>US Marine Corp Reserve</td>
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<td>US Merchant Marine</td>
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<td>US Navy Transport Service</td>
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<td>US Revenue Cutter Service</td>
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<td>Utah Territorial Militia</td>
<td><img src="image15" alt="Emblem" /></td>
<td>Veteran Reserve Corps</td>
<td><img src="image16" alt="Emblem" /></td>
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<td>Service Branch</td>
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</tr>
<tr>
<td>Volunteers</td>
<td></td>
<td>Wake Island Defenders-Guam</td>
<td></td>
</tr>
<tr>
<td>Women Air Force Service Pilots</td>
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<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>
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</tr>
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</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 5: American War Periods

<table>
<thead>
<tr>
<th>War Period</th>
<th>Start Date</th>
<th>End Date</th>
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</thead>
<tbody>
<tr>
<td>Iraq</td>
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<tr>
<td>Afghanistan</td>
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<tr>
<td>Philippines</td>
<td>October 7, 2001</td>
<td>Intentionally Left Blank</td>
</tr>
<tr>
<td>Kosovo</td>
<td>March 24, 1999</td>
<td>Intentionally Left Blank</td>
</tr>
<tr>
<td>Somalia</td>
<td>December 4, 1992</td>
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</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>
</tr>
<tr>
<td>Revolutionary War</td>
<td>April 19, 1775</td>
<td>January 14, 1784</td>
</tr>
</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 6: Decorations

<table>
<thead>
<tr>
<th>Medal</th>
<th>Description</th>
</tr>
</thead>
</table>
| ![Navy and Marine Corps Medal of Honor](image) | 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="image" alt="Army Medal of Honor" /> | Army Medal of Honor |
| <img src="image" alt="Air Force Medal of Honor" /> | Air Force Medal of Honor |
| <img src="image" alt="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="image" alt="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="image" alt="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>The 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>The 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>The 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>The 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>The 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>The 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>The 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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<td>--------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The Coast Guard Distinguished Service Medal</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>The Silver Star Medal</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>The Defense Superior Service Medal</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>The Legion of Merit</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>The Distinguished Flying Cross</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>The Soldier's Medal</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>The Navy and Marine Corps Medal</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>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</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></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>
<td></td>
</tr>
<tr>
<td>Navy and Marine Corps Commendation Medal</td>
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</tr>
<tr>
<td>Air Force Commendation Medal</td>
<td></td>
</tr>
<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>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td><img src="image1" alt="Army Achievement Medal" /></td>
<td>Army Achievement Medal</td>
</tr>
<tr>
<td><img src="image2" alt="Navy and Marine Corps Achievement Medal" /></td>
<td>Navy and Marine Corps Achievement Medal</td>
</tr>
<tr>
<td><img src="image3" alt="Air Force Achievement Medal" /></td>
<td>Air Force Achievement Medal</td>
</tr>
<tr>
<td><img src="image4" alt="Coast Guard Achievement Medal" /></td>
<td>Coast Guard Achievement Medal</td>
</tr>
<tr>
<td><img src="image5" alt="Air Force Combat Action Medal" /></td>
<td>The Air Force Combat Action Medal 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>
</tr>
<tr>
<td><img src="image6" alt="Prisoner of War Medal" /></td>
<td>The Prisoner of War Medal 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>
</tr>
<tr>
<td><img src="image7" alt="Ex-Prisoner of War Medal" /></td>
<td>Ex-Prisoner of War Medal</td>
</tr>
<tr>
<td><img src="image8" alt="Killed in Action Medal" /></td>
<td>Killed in Action Medal</td>
</tr>
<tr>
<td><img src="image9" alt="Missing in Action Medal" /></td>
<td>Missing in Action Medal</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 100: User Policy

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 140 national cemeteries as places of honor for the 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, survivors, their families, and survivors 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 Disclaimers. Posting comments or other content 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. In order to submit content to VLM, users must create an account. Users may not create or use an account for anyone other than themselves.

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 housing 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.

Registered users may submit content on Veteran pages by sharing comments, photos, or historical documents. Comments are limited to 1,000 characters, and photo captions are limited to 500 characters.

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, thrombotic, political, incites illegal activity, violates intellectual property laws, involves advertisement of any kind, dishonesty, or otherwise conflicts with or is not related to VLM's primary purpose. Content that contain Personally Identifiable Information (PII) such as an social security numbers, phone numbers, addresses, email addresses, etc. will also be removed. VA reserves the right to review or suspend user privileges in order to further the purpose for which VLM was created. Users may also flag comments posted by other users, which submits site moderators to the content.

Users may not impose 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 of 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 use, 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 ascertainment 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://oig.va.gov.

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://www.carehelp.va.gov/caspposk.

Disclaimer

Biographical information added to VLM Veteran pages by NCA staff will be identified as NCA content whenever possible, otherwise VA notes 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 suspend or terminate a user privileges for violation of these standards or for other reasons deemed necessary.

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

VA may use any user content, including displaying, republishing, or incorporating it to the VLM 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.
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Please read the following Guidelines and Disclaimer. Posting comments or other content 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. In order to submit content to VLM, users must create an account. Users may not create or use an account for anyone other than themselves.

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.

Registered users may submit content on Veteran pages by sharing comments, photos, or historical documents. Comments are limited to 1,000 characters, and photo captions are limited to 500 characters.

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. 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 comments posted 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 suspend or terminate a 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 101: Customer Support Page
Appendix F: 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 102: Frequently Asked Questions
Appendix G: About this Website

The About this Website page provides you with background information about how this website was developed and the companies involved in that development in coordination with the VA.

Figure 103: About this Website