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 application. 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 application will follow. Users will be assigned roles in the application 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 application. This manual includes a description of the application functions and capabilities as well as step-by-step procedures for application 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.
- User Access Levels – an overview of the VLM users and the level of access each has to edit/update a Veteran’s profile.
- Getting Started – an overview of logging onto the application and the application menu.
- Using the Application – an overview of the VLM application 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>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Icon" /></td>
<td>Icon used to access a Veteran’s Profile</td>
</tr>
<tr>
<td><img src="image2" alt="Icon" /></td>
<td>Icon used to access a Veteran’s Mementos</td>
</tr>
<tr>
<td><img src="image3" alt="Icon" /></td>
<td>Icon used to access a Veteran’s Historical Documents</td>
</tr>
<tr>
<td><img src="image4" alt="Icon" /></td>
<td>Icon used to access a Veteran’s Sentry Information</td>
</tr>
<tr>
<td><img src="image5" alt="Icon" /></td>
<td>Icon used to access Email</td>
</tr>
<tr>
<td><img src="image6" alt="Icon" /></td>
<td>Icon used to access Facebook login</td>
</tr>
<tr>
<td><img src="image7" alt="Icon" /></td>
<td>Icon used to access Twitter login</td>
</tr>
</tbody>
</table>
Symbol | Description
--- | ---
+ | Expands an Advanced Search Table Entry
× | Removes an Advanced Search Filter
| | Icon for editing a Veteran’s Profile
🔍 | Icon used to perform a Basic Search
♡ | Icon used to like a tribute
♡ | Icon used when a tribute is liked
💬 | Icon used to post a comment to a tribute
 |_| Icon used to flag a tribute
☐ | Icon used to close a popup
⬇️ | Icon to download a historical document
📚 | Icon to view a historical document

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 2: Enterprise Service Desk and Organizational Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Organization</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>VLM Help Desk</td>
<td>Tier 0 Support</td>
<td>GovernmentCIO</td>
<td>1-866-245-1490 <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 YourIT</td>
</tr>
<tr>
<td>OIT System Admin/Field Operation Support</td>
<td>Tier 2 &amp; 3 support</td>
<td>OIT</td>
<td>1-855-673-4357 YourIT</td>
</tr>
</tbody>
</table>

1.4. 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. 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

2.1. Site Visitors

The Site Visitors will be able to search and view Veteran’s 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. 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.

2.3. 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.

2.4. 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 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. Application 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 Application

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 horizontal dots. Click 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.

Figure 2: Edge Settings and More Menu

When the General menu appears, click on Privacy and security.

Figure 3: General Menu
The Privacy & security menu appears. Click the **Choose what to clear** button.

**Figure 4: Privacy & Security Menu**

![Privacy & Security Menu](image)

Check the following boxes:

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

**Figure 5: Microsoft Edge Privacy and Security Settings**

![Microsoft Edge Privacy and Security Settings](image)

Click on the **Clear** button to clear your browsing data.
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 6: Home Page**

![Home Page Screenshot](image-url)
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 7: Home Page Header

![Home Page Header](image)

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 8: Home Page Footer

![Home Page Footer](image)
4.4. Site Member Login

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

Figure 9: Site Member Login

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

Figure 10: User Policy
Click **I agree to the User Policy** and click the **Login or Register** button.

**Figure 11: Login or Register Button**

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

**Figure 12: Login with ID.me**
The application will display the Secure Login Redirect popup. Click the **Accept** button.

**Figure 13: Secure Login Redirect**

![Secure Login Redirect]

The application will authenticate your access.

**Figure 14: Authenticating Message**

![Authenticating Message]
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 15: 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 16: Receive an Authentication Code Via Phone
Enter your 6-digit code, enter it into the field provided and click the **Continue** button.

**Figure 17: 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 18: 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 19: Logged in Site Member**

![](image1)

#### 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 20: Home Page Basic Search**

![](image2)
You can narrow searches by adding the Branch of Service to the search.

**Figure 21: 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 22: 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 23: 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 24: Using Home Page Basic Search**
The application will return the search results on the home page.

**Figure 25: Basic Search Results**

By selecting additional search filters, such as a specific War Period, you can narrow your search and the application will return the matching results.

**Figure 26: Home Page Search Results**
4.6. **Advanced Search**

The Advanced Search features the ability for the 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.

**Figure 27: Accessing Advanced Search**

![Advanced Search Access](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** key on your keyboard.

**Figure 28: Accessing Advanced Search from the VLM Banner**

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

**Figure 29: 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 30: Advanced Search Page**

![Advanced Search Page](image)

Advanced Search features several filters that can be set up to narrow search results.

**Figure 31: Advanced Search Filters Dropdown**

![Advanced Search Filters Dropdown](image)
Below are all the advanced search filters listed in the dropdown list about that you can select to further narrow your searches.

**Figure 32: Adding Advanced Search Filters**

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.

Special characters are not accepted as search criteria and include: `! @ # $ % ^ & * ( ) _ + - = [ \ { ] } ; : ' " / ? . > , < ` ~.

Date formats must be in the form of **yyyy-mm-dd**.

Click the **x** next to the filter to remove a search filter.
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.

**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 33: Advanced Search Results**

![Advanced Search Results](image)

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

**Figure 34: Column Filters**

![Column Filters](image)
Grayed out filters will not display in the search results table.

Figure 35: Results Table with Adjusted Column Filters

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 36: Veteran Profile Header

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 portable document format (.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 37: 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 38: Biography Section

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

Figure 39: About Section

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

Figure 40: 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 41: Service Section

![Service Section Image]

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 42: Advanced Search Results by Similar Name and War Period

![Advanced Search Image]
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 43: Advanced Search Results by Similar Name and Decoration**

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 44: Advanced Search Results by Similar Name and Service Branch**
4.7.5. Memorial Section

The Memorial section includes cemetery and interment/inurnment information.

**Figure 45: Memorial Section**

[Image of Memorial Section]

Click 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 46: Cemetery Information Page**

[Image of 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 47: Milestones Section

4.7.7. Profile Views

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

Figure 48: 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 49: 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 50: 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 51: Adding a Tribute

The application will display a confirmation message that your tribute was 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 52: Submission Confirmation Message

Click the OK button to close the message.

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

Figure 53: Email Notification of Received Tribute
If the VLM Administrator approves your tribute, you will receive an approval email.

**Figure 54: Email Notification of Approved Tribute**

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

**Figure 55: Posted Tribute**

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 56: Email Notification of Rejected Tribute**

Dear Site Member,

Your VLM submission for the profile page of NAME OF VETERAN:

“He was a lousy father and a notorious womanizer."

does not comply with the VLM User Policy and has been rejected for the following reason:

Dishonors Veterans

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

Thank you,

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

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

Figure 57: Like a Tribute

The number next to the 💟 icon increases every time a user clicks likes a tribute.
Figure 58: Likes for a Tribute

4.7.11. Add a Comment to a Tribute

Click the 📚 icon to add a comment to a tribute/condolence.

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

Figure 59: Comment on a Tribute

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

Figure 60: 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 61: Email Notification of Approved Comment**

![Email Notification of Approved Comment](image)

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

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

**Figure 62: Posted a Comment to a Tribute**

![Posted a Comment to a Tribute](image)

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 with the reason for the denial.

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

![Email Notification of Rejected Comment](image)

Dear Site Member,

Your VLM submission for the profile page of NAME OF VETERAN:

“He was a lousy father.”

does not comply with the VLM User Policy and has been rejected for the following reason:

**Dishonors Veterans**

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

Thank you,

U.S. Department of Veterans Affairs, National Cemetery Administration
4.7.12. Flag a Tribute

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

*Figure 64: Flag a Tribute*

The application will display a popup for you to select the reason why you want to flag a post. Select the reason by clicking the radio button next to the reason, then click the **Send Flag** button to complete the process.

*Figure 65: Reason for Flagging a Tribute*

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 66: Reason for Flagging a Tribute - Other*
The application will display an Information Received message.

**Figure 67: 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 is reviewed by a VLM Administrator and the user will receive an email notification that their post was flagged.

**Figure 68: Email Notification of Flagged Tribute**

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 had no hobbies, made no contribution to society, and rarely shared a kind word or deed in her life.

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 vlmcustsupt@governmentcio.com.

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 their post was approved, and the post will be displayed on the Veteran’s profile.

**Figure 69: Email Notification of Flagged Tribute Approved**

Dear Site Member,

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

"She never talked about serving in the military."

Your comment was determined to comply with the VLM User Policy and has been restored to the Veteran profile page for NAME OF VETERAN.

If you have any questions, please contact VLM Customer Support at 1-866-245-1490 or vlmcustsupt@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, you will receive a notification that your post was rejected, and the post will NOT be displayed on the Veteran's profile.

**Figure 70: Email Notification of Flagged Tribute Rejected**

```plaintext
Dear Site Visitor,

Your VLM submission for the profile page of NAME OF VETERAN:

“She abandoned her children and ran off with her brother-in-law.”

does not comply with the VLM User Policy and has been rejected for the following reason:

**Dishonors Veterans**

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

Thank you,

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

### 4.7.13. Hide a Tribute

If you want to hide your Tribute or Comment, 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). Members can only hide their own tributes.

**Figure 71: Hide a Tribute**

The application will display a confirmation message asking you to confirm hide.

**Figure 72: Confirm Hide Message**

Click the **Hide** button to hide the post. The post will be hidden in the Veteran's Profile.
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 73: Mementos Page**

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

**Figure 74: Mementos Page with Mementos**
4.8.1. Add a Comment to a Memento

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

**Figure 75: Memento Comment Message**

Enter your tribute message and click the **Post comment** button.

**Figure 76: Post Comment to a Memento**
The application will display a confirmation message that the tribute was received for review.

**Figure 77: Information Received Message**

![Image of Information Received Message]

Thank you for your submission. All submissions are reviewed by a moderator to ensure compliance with the VLM User Policy.

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

The application will send you an email notification that your post will be reviewed by the VLM Administrator.

**Figure 78: Email Notification of Moderator Review**

![Image of Email Notification of Moderator Review]

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 79: Email Notification of Approved Comment to a Memento**

![Image of Email Notification of Approved Memento]

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 approved post will be displayed in the Veteran’s profile.

**Figure 80: Approved Comment to a Memento**

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

**Figure 81: Email Notification of Rejected Comment to a Memento**

---

Dear Site Visitor,

Your VLM submission for the profile page of **NAME OF VETERAN**:

“She was a lousy mother.”

does not comply with the [VLM User Policy](#) and has been rejected for the following reason:

**Dishonors Veterans**

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

Thank you,

**U.S. Department of Veterans Affairs, National Cemetery Administration**
4.8.2. Like a Memento

The ❤️ icon provides the ability to like a tribute. Click the ❤️ icon 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
4.8.3. **Like a Memento Tribute**

The ❤️ icon provides the ability to like a tribute. Click the ❤️ icon 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**
4.8.4. Flag a Memento Tribute

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

Figure 86: Flag a Memento Tribute

The application will display a popup for you to select the reason you want to flag a post. Select the reason by clicking the radio button next to the reason, then click the Send Flag button to complete the process.

Figure 87: Reason for Flagging a Memento Tribute
If you select other, you will need to provide the other reason you are flagging the post.

**Figure 88: Other Reason for Flagging a Memento Tribute**

![Image of flagging interface]

The application will display an Information Received Message.

**Figure 89: Information Received Message**

![Image of information received message]

Click the X to close the message.

The post will be hidden until it is reviewed by a VLM Administrator who will determine if the post should remain hidden or be redisplayed on the Profile page.

The user will receive an email notification that their post has been flagged by another user and the reason it was being flagged.

**Figure 90: Email Notification of Flagged Memento Tribute**

![Image of email notification]

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: That is a really bad photo.

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 vilmcustsup@governmentcio.com.

Thank you,

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

If you want to hide your Tribute or Comment, 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). Members can only hide their own tributes.

Figure 91: Hide a Memento Tribute

The application will display a confirmation message asking you to confirm hide.

Figure 92: Confirm Hide Message

Click 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 93: Historical Documents Page

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

Figure 94: Historical Documents Page with Documents
4.9.1. View and Download Historical Documents

Click the icon to download the document to your computer.

Figure 95: Historical Documents View and Download Options

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

Figure 96: View Historical Documents
4.10. Social Media Access

The application enables users to share Veteran's profiles by Email, Facebook and Twitter. There are Social Media icons located in the upper right-hand corner of the Veteran's profile.

Figure 97: Social Media Access

4.10.1. Email Popup

Click the 👥 icon located in the upper right-hand corner Veteran's profile to display the email popup. Fill in your name and 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 98: Email Popup
The application will send an email to the recipient(s) with a link to the Veteran’s profile.

**Figure 99: Email Sent Sharing Veteran’s Profile**

```
Hello,
My Name would like to share NAME OF VETERAN’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.

NAME OF VETERAN
View Memorial

If you cannot see the button above, click here.
For more information, visit https://www.vlm.cem.va.gov/
Thank you,
U.S. Department of Veterans Affairs, National Cemetery Administration
```

### 4.10.2. Facebook Popup

Click the Facebook icon located in the upper right-hand corner under the Veteran’s profile to display the Facebook login popup. Fill in your email address or phone, password and click the Log In button. If you don’t have a Facebook account, you will need to create one.

**Figure 100: 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** to share the Veteran’s profile.

**Figure 101: Share on Facebook**

![Facebook Share](Image)

### 4.10.3. 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 don’t have a Twitter account, you will need to sign-up.

**Figure 102: 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 103: Share on Twitter

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>
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<td>JAWS</td>
<td>Job Access with Speech</td>
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<td>OIT</td>
<td>Office of Information and Technology</td>
</tr>
<tr>
<td>NCA</td>
<td>National Cemetery Administration</td>
</tr>
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<td>NGL</td>
<td>National Gravesite Locator</td>
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<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>
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<td>REST</td>
<td>Representational State Transfer</td>
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<td>Structured Query Language</td>
</tr>
<tr>
<td>TIC</td>
<td>TIC-in-the-Cloud</td>
</tr>
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<td>VA</td>
<td>Department of Veterans Affairs</td>
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<td>VAEC</td>
<td>Veterans Administration Enterprise Cloud</td>
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<tr>
<td>VLM</td>
<td>Veterans Legacy Memorial</td>
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<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="image1" alt="US Army Emblem" /></td>
<td>US Marine Corps</td>
<td><img src="image2" alt="US Marine Corps Emblem" /></td>
</tr>
<tr>
<td>US Navy</td>
<td><img src="image3" alt="US Navy Emblem" /></td>
<td>US Coast Guard</td>
<td><img src="image4" alt="US Coast Guard Emblem" /></td>
</tr>
<tr>
<td>US Air Force</td>
<td><img src="image5" alt="US Air Force Emblem" /></td>
<td>Intentionally Left Blank</td>
<td><img src="image6" alt="Intentionally Left Blank Emblem" /></td>
</tr>
<tr>
<td>National Oceanic and Atmospheric Administration</td>
<td><img src="image7" alt="National Oceanic and Atmospheric Administration Emblem" /></td>
<td>US Public Health Service</td>
<td><img src="image8" alt="US Public Health Service Emblem" /></td>
</tr>
<tr>
<td>US Army Air Corps</td>
<td><img src="image9" alt="US Army Air Corps Emblem" /></td>
<td>US Army Air Forces</td>
<td><img src="image10" alt="US Army Air Forces Emblem" /></td>
</tr>
<tr>
<td>Allied Forces</td>
<td><img src="image11" alt="Allied Forces Emblem" /></td>
<td>American Field Service</td>
<td><img src="image12" alt="American Field Service Emblem" /></td>
</tr>
<tr>
<td>Service Branch</td>
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<tr>
<td>American Volunteer Group Flying Tigers</td>
<td><img src="image1" alt="Emblem" /></td>
<td>American Volunteer Guard</td>
<td><img src="image2" alt="Emblem" /></td>
</tr>
<tr>
<td>Army Corps</td>
<td><img src="image3" alt="Emblem" /></td>
<td>Army Nurse Corps</td>
<td><img src="image4" alt="Emblem" /></td>
</tr>
<tr>
<td>Artillery</td>
<td><img src="image5" alt="Emblem" /></td>
<td>Battalion</td>
<td><img src="image6" alt="Emblem" /></td>
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<tr>
<td>Battery</td>
<td><img src="image7" alt="Emblem" /></td>
<td>Cadet or Midshipman</td>
<td><img src="image8" alt="Emblem" /></td>
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<tr>
<td>Cavalry</td>
<td><img src="image9" alt="Emblem" /></td>
<td>Civil Air Transport Command (TWA)</td>
<td><img src="image10" alt="Emblem" /></td>
</tr>
<tr>
<td>Civil Air Transport Command (United)</td>
<td><img src="image11" alt="Emblem" /></td>
<td>Civil Air Transport Command (Vultee)</td>
<td><img src="image12" alt="Emblem" /></td>
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<tr>
<td>Civil Air Transport Command (NW)</td>
<td><img src="image13" alt="Emblem" /></td>
<td>Civil Air Transport Command (American)</td>
<td><img src="image14" alt="Emblem" /></td>
</tr>
<tr>
<td>Civil Crew of/US Cargo Vessels</td>
<td><img src="image15" alt="Emblem" /></td>
<td>Civil Identification Friend/Foe (IFF) Technician</td>
<td><img src="image16" alt="Emblem" /></td>
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<tr>
<td>Service Branch</td>
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<td>Service Branch</td>
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<tr>
<td>Civilian W/Strategic Svc (OSS)</td>
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<td>Civilian Wake Island NAS</td>
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<tr>
<td>Commissary of Substance</td>
<td></td>
<td>Confederate States Army</td>
<td></td>
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<tr>
<td>Confederate States Marine Corps</td>
<td></td>
<td>Confederate States Navy</td>
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<tr>
<td>Continental Line</td>
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<td>Continental Marine</td>
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<tr>
<td>Continental Navy</td>
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<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>
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<tr>
<td>Service Branch</td>
<td>Emblem</td>
<td>Service Branch</td>
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</tr>
<tr>
<td>Irregular Forces Laos</td>
<td></td>
<td>Male Civilian Ferry Pilot</td>
<td></td>
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<tr>
<td>Merchant Son in Operation Mulberry</td>
<td></td>
<td>Navy Nurse Corps</td>
<td></td>
</tr>
<tr>
<td>Non-Military Civilian</td>
<td></td>
<td>Philippine Army</td>
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</tr>
<tr>
<td>Philippine Guerilla</td>
<td></td>
<td>Provisional Army Confederate States</td>
<td></td>
</tr>
<tr>
<td>Provisional Marine Corps Confederate States</td>
<td></td>
<td>Provisional Navy Confederate States</td>
<td></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>
<td></td>
<td>Quartermaster Corps Keswick Crew</td>
<td></td>
</tr>
<tr>
<td>Quartermaster Corp Female Clerk</td>
<td></td>
<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>
<td><img src="image1" alt="Regimental Emblem" /></td>
<td>Regimental Hospital</td>
<td><img src="image2" alt="Regimental Emblem" /></td>
</tr>
<tr>
<td>Regular Philippine Scouts</td>
<td><img src="image3" alt="Emblem" /></td>
<td>ROTC of Army Navy or Air Force</td>
<td><img src="image4" alt="Emblem" /></td>
</tr>
<tr>
<td>Royal Canadian Air Force</td>
<td><img src="image5" alt="Emblem" /></td>
<td>Royal Canadian Corps Signal</td>
<td><img src="image6" alt="Emblem" /></td>
</tr>
<tr>
<td>Russian Railway Service</td>
<td><img src="image7" alt="Emblem" /></td>
<td>Signal Corps Telephone Operator</td>
<td><img src="image8" alt="Emblem" /></td>
</tr>
<tr>
<td>Special Guerilla Unit Laos</td>
<td><img src="image9" alt="Emblem" /></td>
<td>US Air Force Reserve</td>
<td><img src="image10" alt="Emblem" /></td>
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<tr>
<td>US Air National Guard</td>
<td><img src="image11" alt="Emblem" /></td>
<td>US Army Air Forces</td>
<td><img src="image12" alt="Emblem" /></td>
</tr>
<tr>
<td>US Army Air Service</td>
<td><img src="image13" alt="Emblem" /></td>
<td>US Army National Guard</td>
<td><img src="image14" alt="Emblem" /></td>
</tr>
<tr>
<td>US Army Reserve</td>
<td><img src="image15" alt="Emblem" /></td>
<td>US Army Signal Corps Aeronautical Division</td>
<td><img src="image16" alt="Emblem" /></td>
</tr>
<tr>
<td>Service Branch</td>
<td>Emblem</td>
<td>Service Branch</td>
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<tr>
<td>US Army Signal Corps Aviation Section</td>
<td><img src="image1" alt="Emblem" /></td>
<td>US Army Transport Service</td>
<td><img src="image2" alt="Emblem" /></td>
</tr>
<tr>
<td>US Citizen Who Served W/Allies</td>
<td><img src="image3" alt="Emblem" /></td>
<td>US Civilian of American Field Service WWI</td>
<td><img src="image4" alt="Emblem" /></td>
</tr>
<tr>
<td>US Civilian of American Field Service WWII</td>
<td><img src="image5" alt="Emblem" /></td>
<td>US Civilian Volunteers Defense of Bataan</td>
<td><img src="image6" alt="Emblem" /></td>
</tr>
<tr>
<td>US Cold Troops</td>
<td><img src="image7" alt="Emblem" /></td>
<td>US Coast and Geodetic Survey</td>
<td><img src="image8" alt="Emblem" /></td>
</tr>
<tr>
<td>US Coast Guard Reserve</td>
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<td>US Marine Corp Reserve</td>
<td><img src="image10" alt="Emblem" /></td>
</tr>
<tr>
<td>US Merchant Marine</td>
<td><img src="image11" alt="Emblem" /></td>
<td>US Navy Reserve</td>
<td><img src="image12" alt="Emblem" /></td>
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<tr>
<td>US Navy Transport Service</td>
<td><img src="image13" alt="Emblem" /></td>
<td>US Revenue Cutter Service</td>
<td><img src="image14" alt="Emblem" /></td>
</tr>
<tr>
<td>Utah Territorial Militia</td>
<td><img src="image15" alt="Emblem" /></td>
<td>Veteran Reserve Corps</td>
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<td>Service Branch</td>
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<td>Service Branch</td>
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</tr>
<tr>
<td>Volunteers</td>
<td><img src="image" alt="Volunteers Emblem" /></td>
<td>Wake Island Defenders-Guam</td>
<td><img src="image" alt="Wake Island Emblem" /></td>
</tr>
<tr>
<td>Women Air Force Service Pilots</td>
<td><img src="image" alt="Women Air Force Emblem" /></td>
<td>Women's Army Auxiliary Corps</td>
<td><img src="image" alt="Women's Army Emblem" /></td>
</tr>
<tr>
<td>Women's Army Corps</td>
<td><img src="image" alt="Women's Army Emblem" /></td>
<td>Women's Reserve of Navy, Marine Corps, Coast Guard</td>
<td><img src="image" alt="Women's Reserve Emblem" /></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 5: 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>
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</tr>
<tr>
<td>Afghanistan</td>
<td>October 7, 2001</td>
<td>Intentionally Left Blank</td>
</tr>
<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>
<tbody>
<tr>
<td><img src="image" alt="Navy and Marine Corps Medal of Honor" /></td>
<td><strong>Navy and Marine Corps Medal of Honor</strong>&lt;br&gt;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.</td>
</tr>
<tr>
<td><img src="image" alt="Army Medal of Honor" /></td>
<td><strong>Army Medal of Honor</strong></td>
</tr>
<tr>
<td><img src="image" alt="Air Force Medal of Honor" /></td>
<td><strong>Air Force Medal of Honor</strong></td>
</tr>
<tr>
<td><img src="image" alt="The Marine Corps Brevet Medal" /></td>
<td><strong>The Marine Corps Brevet Medal</strong> 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.</td>
</tr>
<tr>
<td><img src="image" alt="The Distinguished Service Cross" /></td>
<td><strong>The Distinguished Service Cross</strong> 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).</td>
</tr>
<tr>
<td><img src="image" alt="The Navy Cross" /></td>
<td><strong>The Navy Cross</strong> 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.</td>
</tr>
<tr>
<td>Medal</td>
<td>Description</td>
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</tr>
<tr>
<td>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>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>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>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>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>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>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>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>
<td>The 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>The 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>The 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>The 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>The 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>The 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>The 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>
<td></td>
</tr>
<tr>
<td>Navy and Marine Corps Commendation Medal</td>
<td></td>
</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="Medal Image" /></td>
<td>Army Achievement Medal</td>
</tr>
<tr>
<td><img src="image2" alt="Medal Image" /></td>
<td>Navy and Marine Corps Achievement Medal</td>
</tr>
<tr>
<td><img src="image3" alt="Medal Image" /></td>
<td>Air Force Achievement Medal</td>
</tr>
<tr>
<td><img src="image4" alt="Medal Image" /></td>
<td>Coast Guard Achievement Medal</td>
</tr>
<tr>
<td><img src="image5" alt="Medal Image" /></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="Medal Image" /></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="Medal Image" /></td>
<td>Ex-Prisoner of War Medal</td>
</tr>
<tr>
<td><img src="image8" alt="Medal Image" /></td>
<td>Killed in Action Medal</td>
</tr>
<tr>
<td><img src="image9" alt="Medal Image" /></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 104: 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, servicemembers, 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 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](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 105: 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 106: 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 107: About this Website