

Veterans Legacy Memorial (VLM)

VLM v5.0

Site Member User Guide



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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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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.

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

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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

Symbol	Description
	Icon used to access a Veteran's Profile
	Icon used to access a Veteran's Mementos
	Icon used to access a Veteran's Historical Documents
	Icon used to access a Veteran's Sentry Information
	Icon used to access Email
	Icon used to access Facebook login
	Icon used to access Twitter login

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

Name	Role	Organization	Contact Information
VLM Help Desk	Tier 0 Support	GovernmentCIO	1-866-245-1490 vlmcustsupt@governmentcio.com
OIT Enterprise Service Desk	Tier 1 Support	OIT	1-855-673-4357 YourIT
OIT System Admin/Field Operation Support	Tier 2 & 3 support	OIT	1-855-673-4357 YourIT

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.

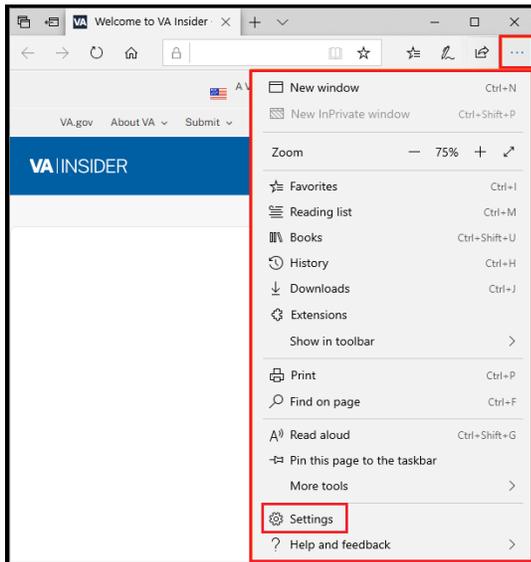
3.5. Caveats and Exceptions

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

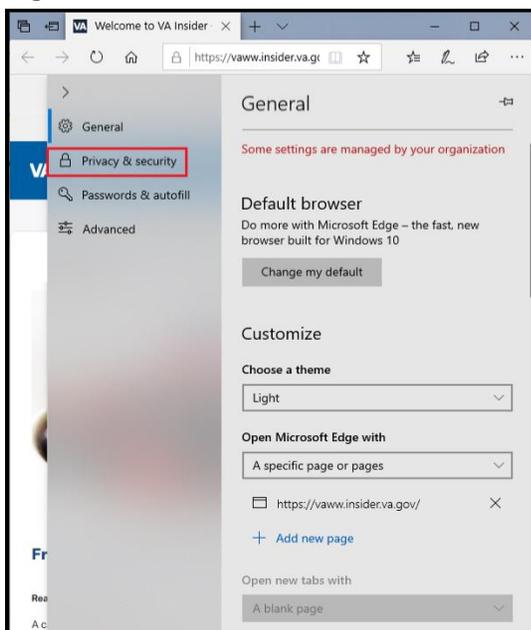
If you are using the Microsoft Edge browser, you must clear the browser cache. To clear the cache, open the Microsoft Edge browser. In the upper right-hand corner, there is an icon containing three horizontal dots. Click this icon and a fly out menu will appear from the right-hand side of the browser.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

Figure 2: Edge Settings and More Menu



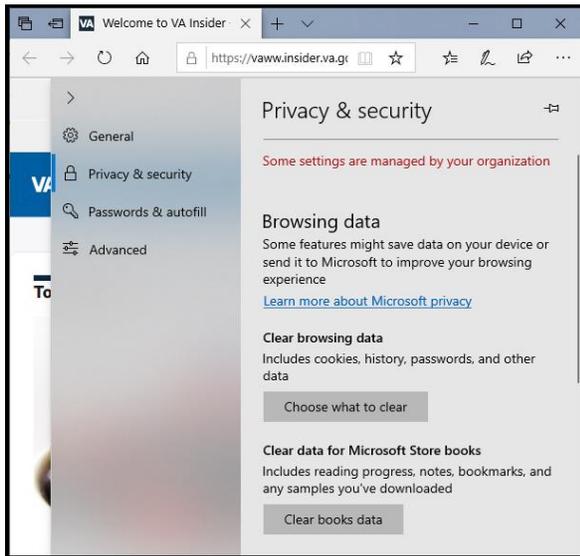
When the General menu appears, click on Privacy and security.

Figure 3: General Menu



The Privacy & security menu appears. Click the **Choose what to clear** button.

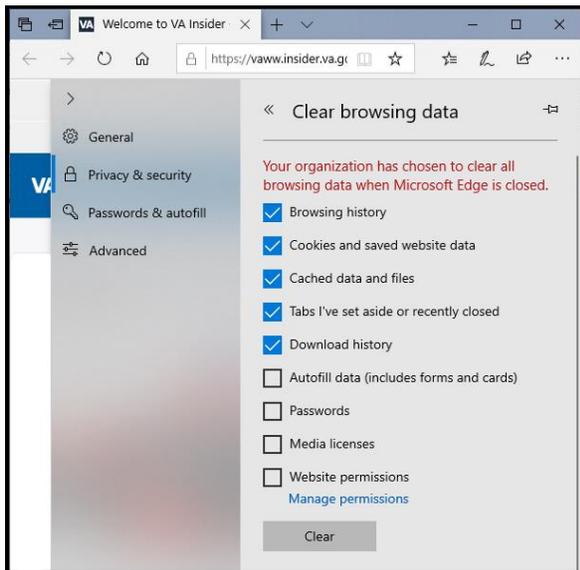
Figure 4: Privacy & Security Menu



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



Click on the **Clear** button to clear your browsing data.

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



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

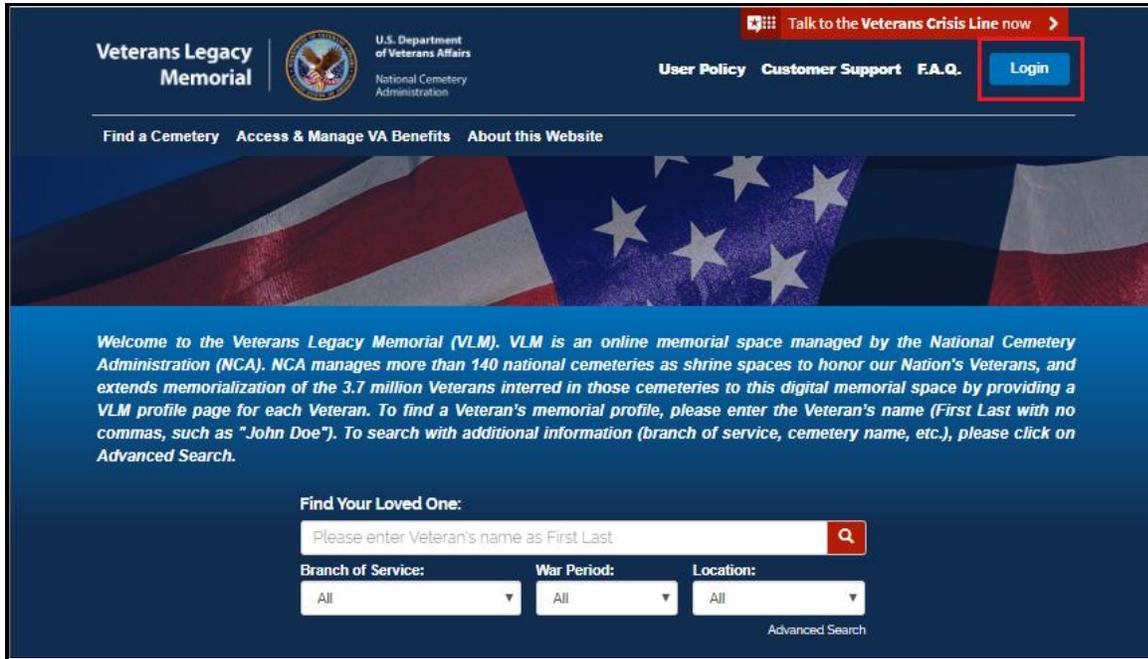
Figure 8: Home Page Footer



4.4. Site Member Login

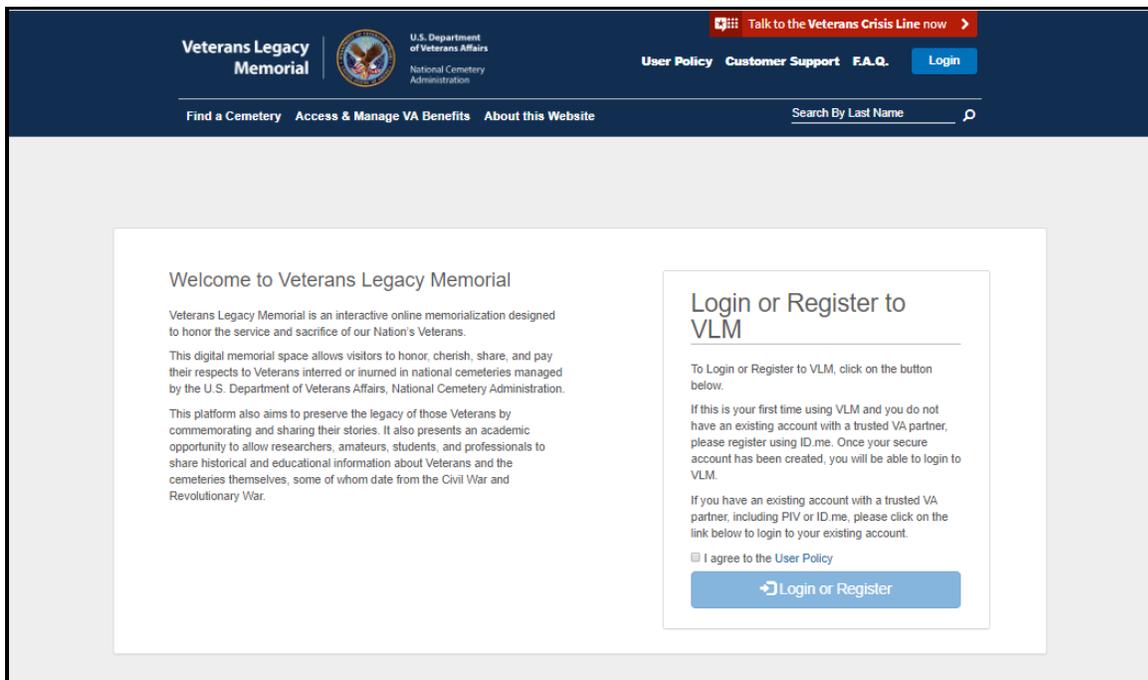
To Log into the VLM application, click the **Login** button.

Figure 9: Site Member Login



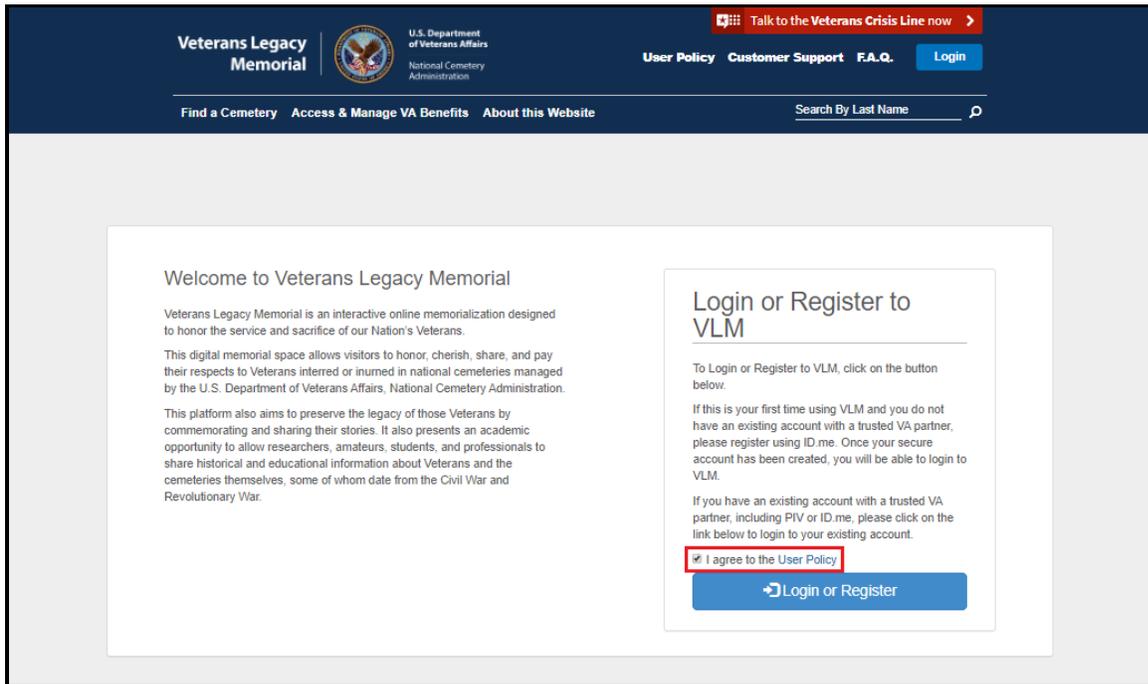
The application will display the Login or Register to VLM page.

Figure 10: User Policy



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

Figure 11: Login or Register Button



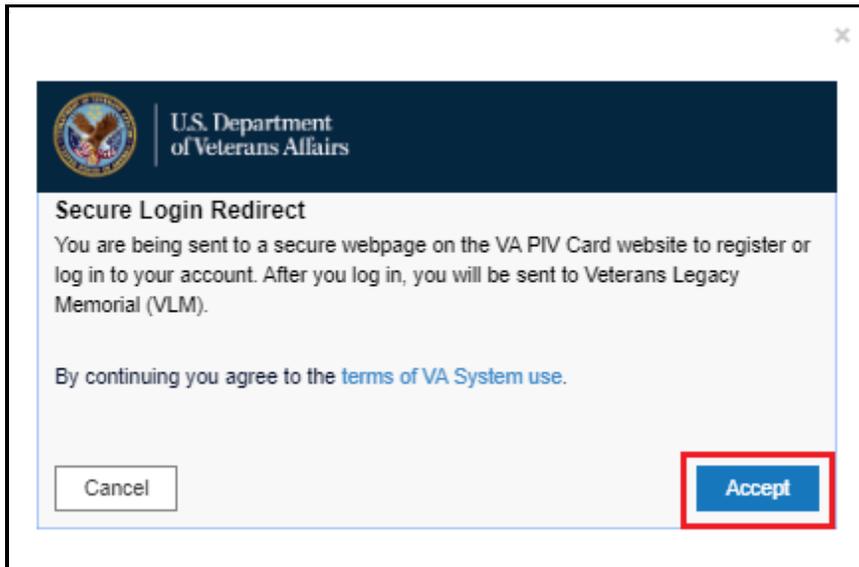
The application will display the Secure Sign in Popup. Click **ID.me**.

Figure 12: Login with ID.me



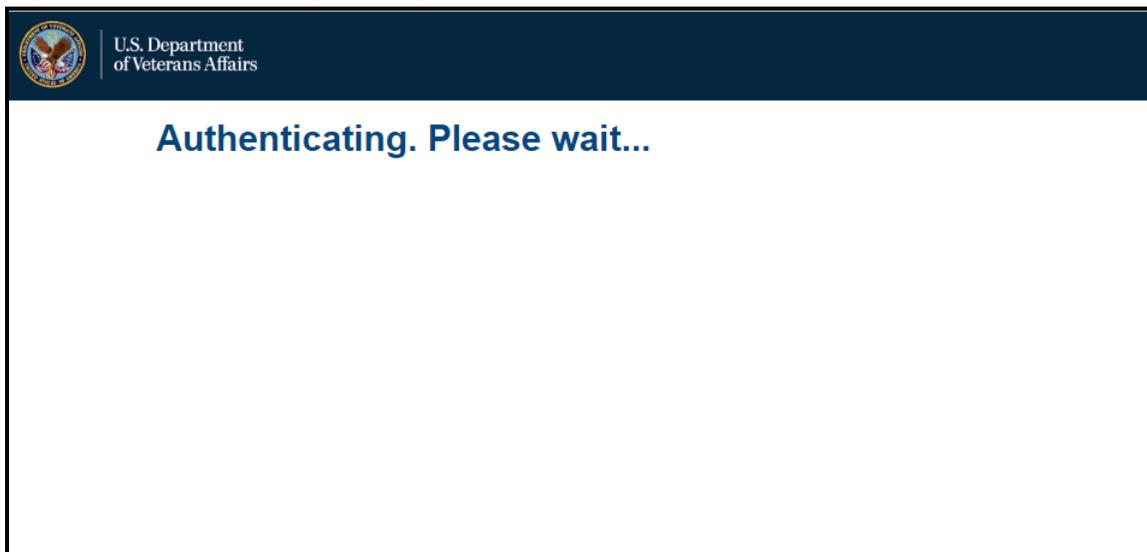
The application will display the Secure Login Redirect popup. Click the **Accept** button.

Figure 13: Secure Login Redirect



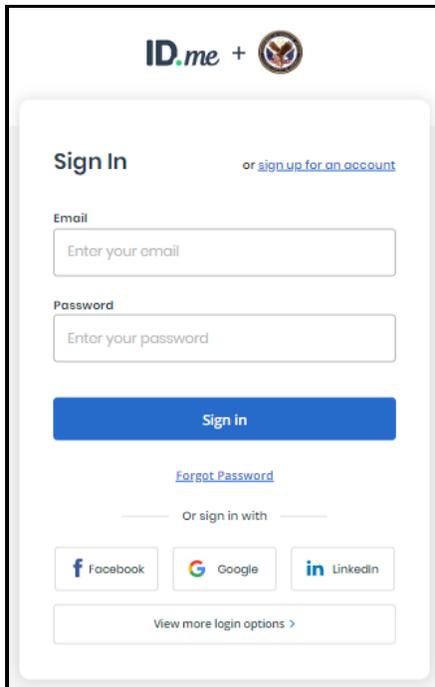
The application will authenticate your access.

Figure 14: Authenticating Message



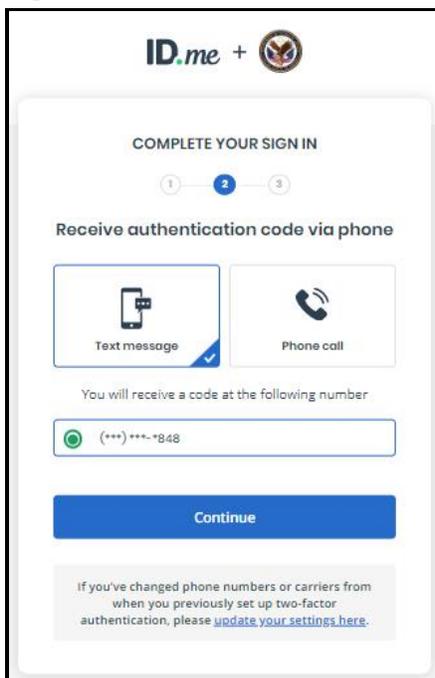
The application will display the ID.me sign in the popup. Enter your email address and password, then click the **Sign in** button. If you do not have an ID.me account, click the **sign up for an account** link. For complete instructions for setting up an account, refer to the ID.me Quick Reference Guide, Sign Up for an Account with ID.me.

Figure 15: ID.me Sign-in



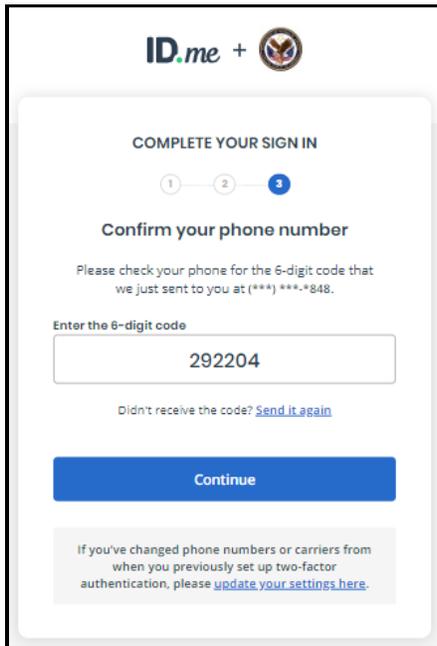
ID.me will display the Step 2 of the ID.me sign in process. Select the method to Receive an Authentication Code Via Phone, text message or phone call, then click the **Continue** button.

Figure 16: Receive an Authentication Code Via Phone



Enter your 6-digit code, enter it into the field provided and click the **Continue** button.

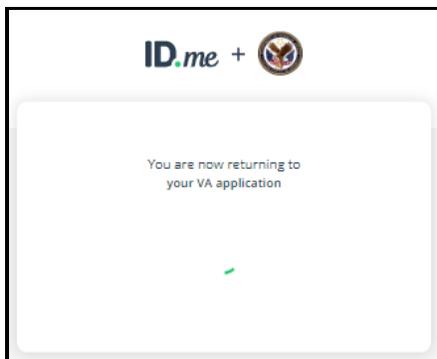
Figure 17: Confirm Your Phone Number



The screenshot shows the ID.me + VA.gov login interface. At the top, it says "ID.me + VA.gov". Below that, it says "COMPLETE YOUR SIGN IN" with a progress indicator showing three steps, with the third step (3) highlighted in blue. The main heading is "Confirm your phone number". Below this, it says "Please check your phone for the 6-digit code that we just sent to you at (***) ***-848." There is a text input field labeled "Enter the 6-digit code" containing the number "292204". Below the input field, it says "Didn't receive the code? [Send it again](#)". There is a blue "Continue" button. At the bottom, there is a note: "If you've changed phone numbers or carriers from when you previously set up two-factor authentication, please [update your settings here](#)."

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



The application will show that you are logged into the application, by listing your name next to the **Logout** button.

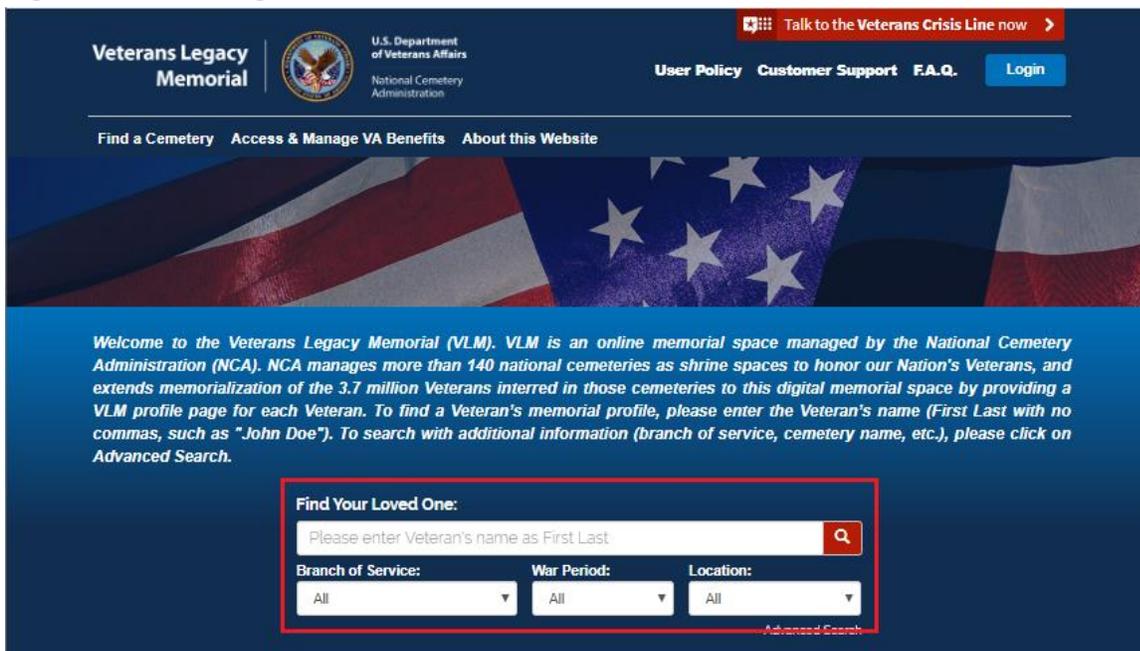
Figure 19: Logged in Site Member



4.5. Basic Search

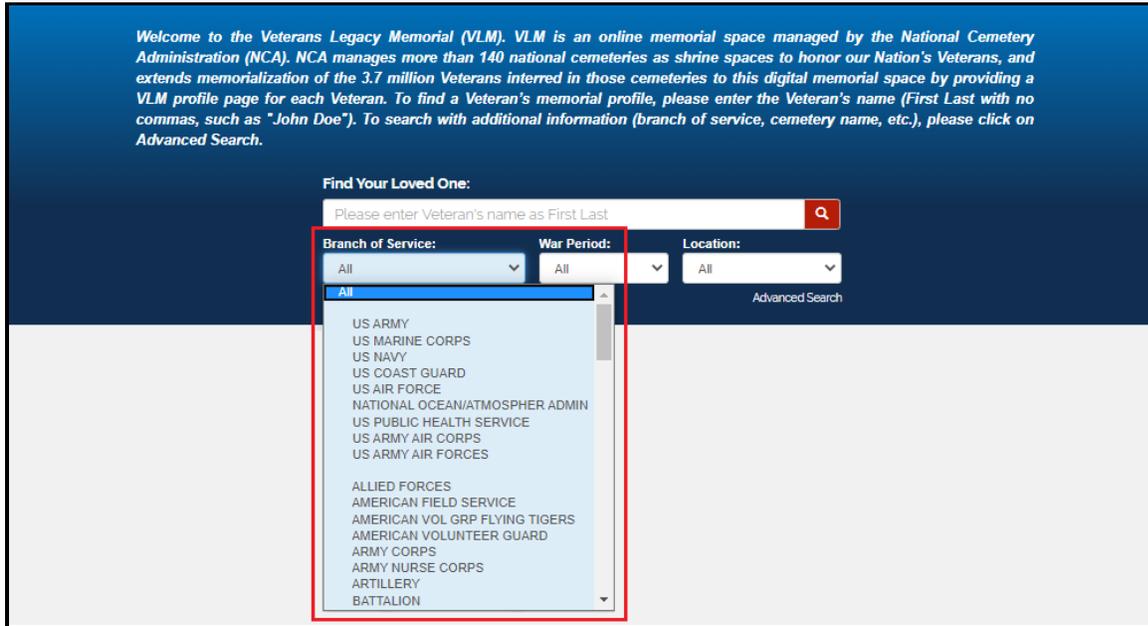
Basic search allows you to easily locate a Veteran by entering a First Name and Last Name, Branch of Service, War Period and/or Location. To perform a basic search, you must enter at least three characters of the Veteran's last name.

Figure 20: Home Page Basic Search



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

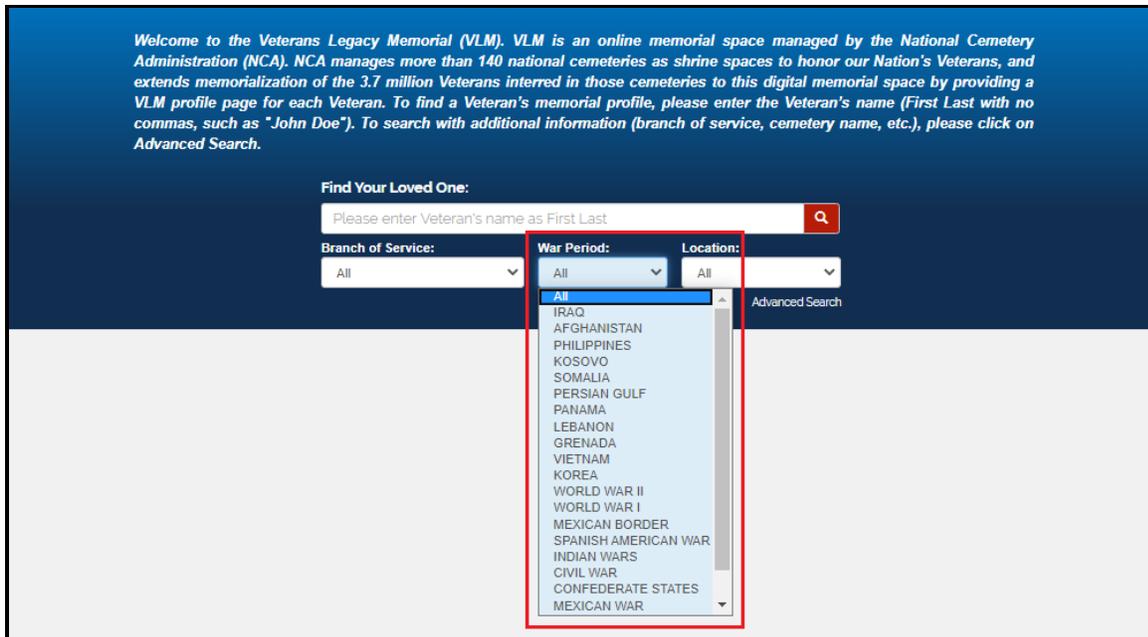
Figure 21: Home Page Branch of Service Dropdown



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.

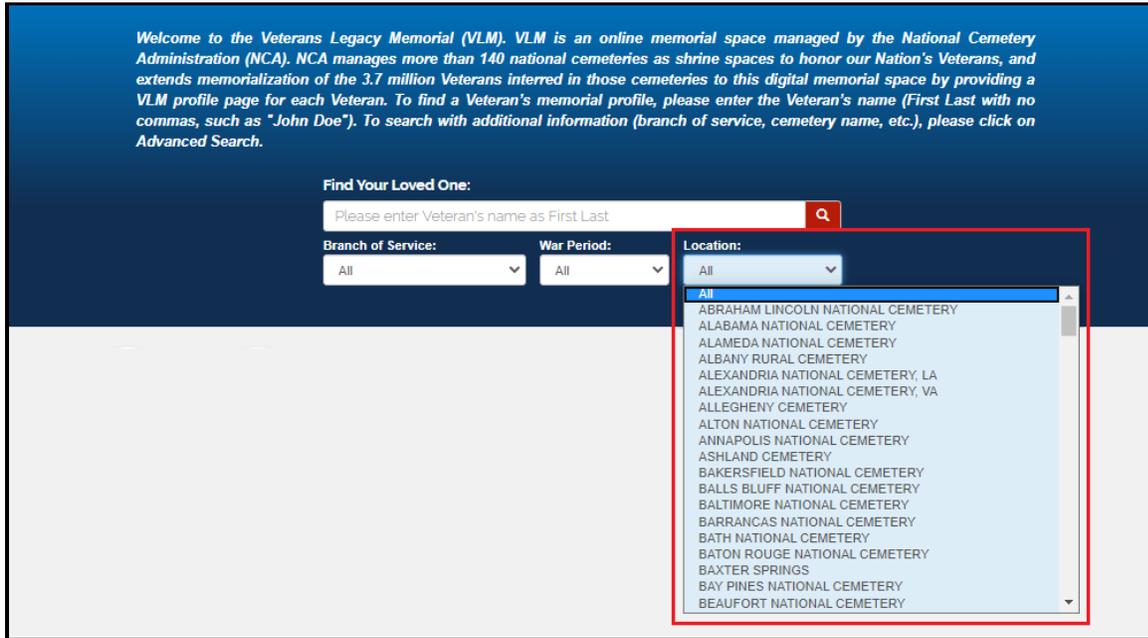
Figure 22: Home Page War Period Dropdown



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.

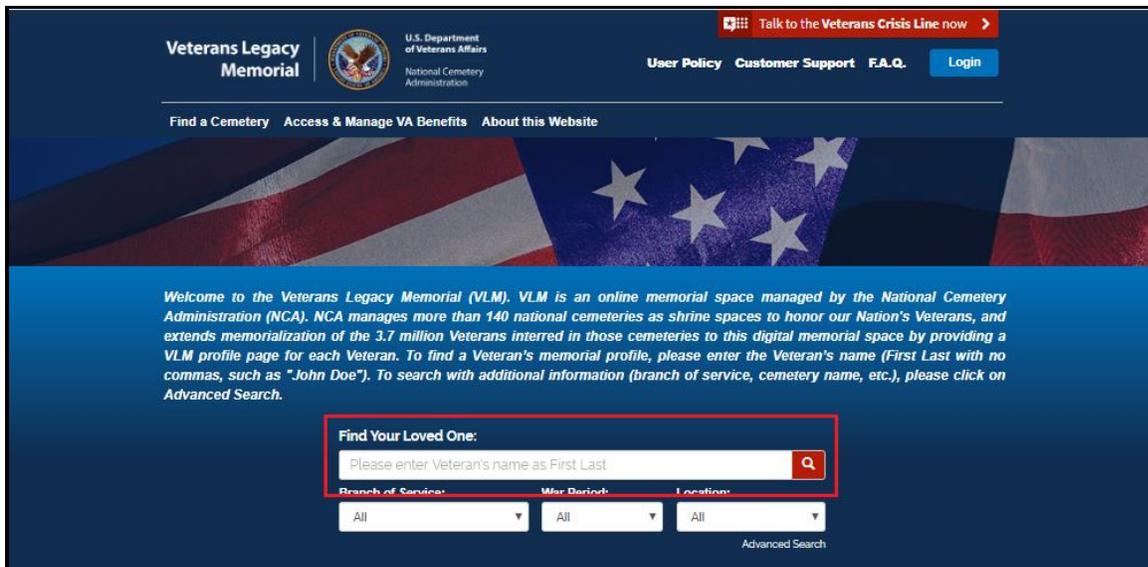
Figure 23: Home Page Cemetery Location Dropdown



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

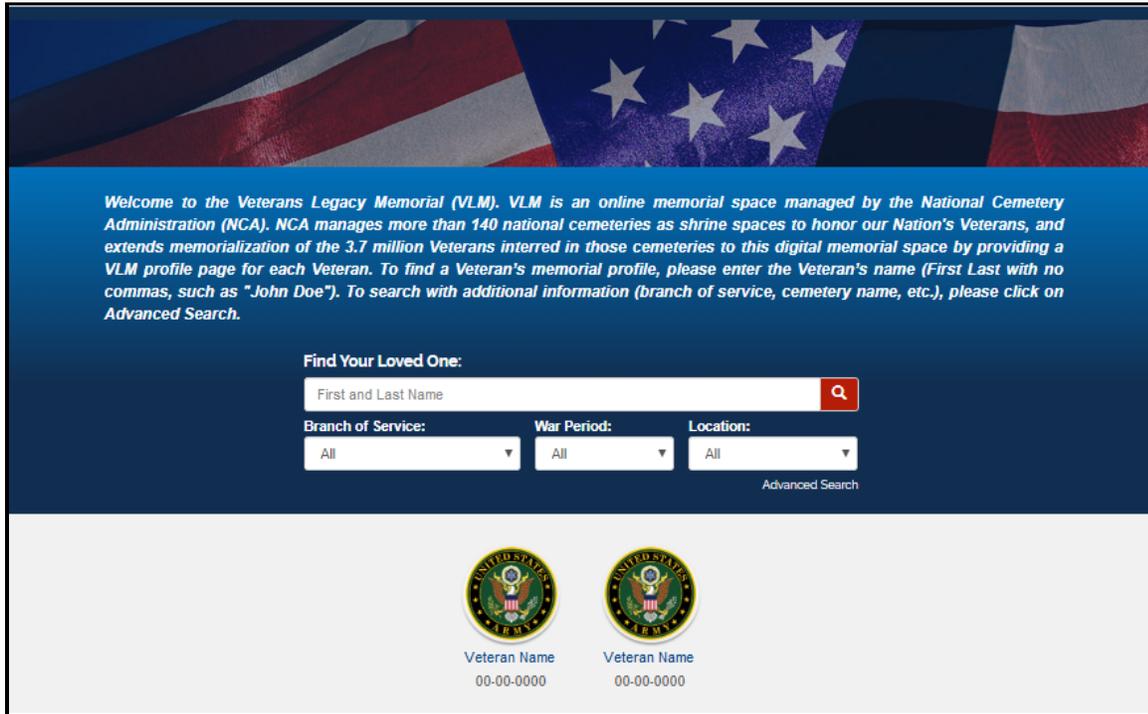
To perform a basic search, you can enter just a last name or both first and last name.

Figure 24: Using Home Page Basic Search



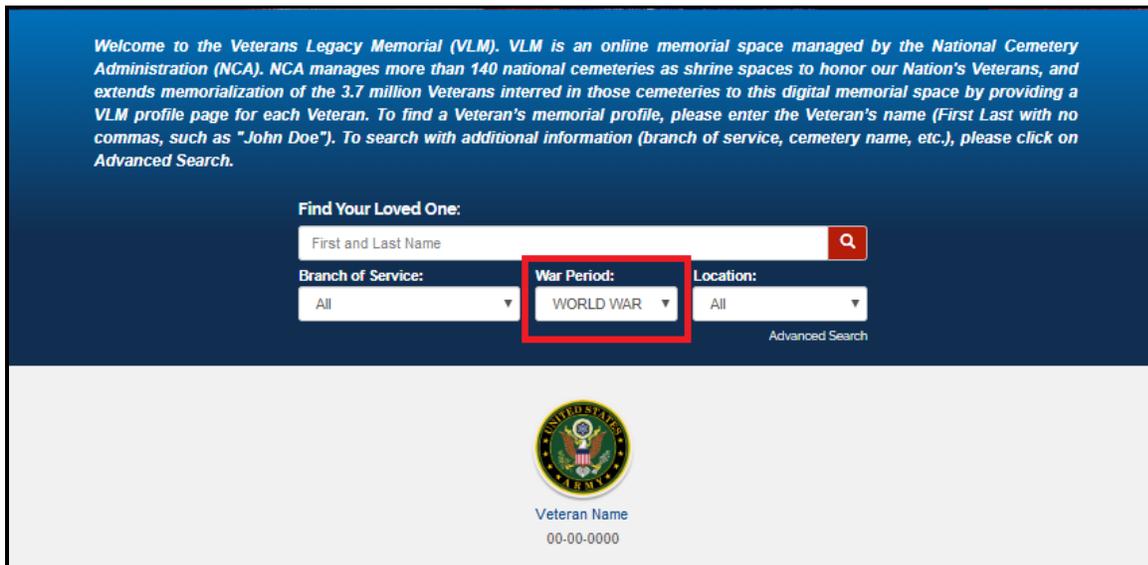
The application will return the search results on the home page.

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 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



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



The application will display the search results in the Advanced Search page.

Figure 29: Advanced Search Results from a Banner Search

Advanced Search

Last Name Name (Required)

Select Field

First Name	Last Name	DOB	DOD	Cemetery	Cemetery Location	War Period	Service Branch	Rank	Decoration(s)
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	WASHINGTON CROSSING NATIONAL CEMETERY	SECTION O-0 ROW O SITE 00	WORLD WAR II	US NAVY	MM2	

Showing 1 to 1 of 1 entries

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

Figure 30: Advanced Search Page

Advanced Search

Last Name (Required)

Select Field

Enter a search term above to search for a veteran.

First Name	Last Name	DOB	DOD	Cemetery	Cemetery Location	War Period	Service Branch	Rank	Decoration(s)
------------	-----------	-----	-----	----------	-------------------	------------	----------------	------	---------------

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

Figure 31: Advanced Search Filters Dropdown

Advanced Search

Last Name (Required)

Select Field

Enter a search term above to search for a veteran.

- Select Field
- First Name
- Middle Name
- Last Name
- Date of Birth
- Date of Death
- Cemetery Name
- War Period
- Service Branch
- Decorations

First Name	Last Name	DOB	DOD	Cemetery	Cemetery Location	War Period	Service Branch	Rank	Decoration(s)
------------	-----------	-----	-----	----------	-------------------	------------	----------------	------	---------------

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

The screenshot shows the 'Advanced Search' interface. It features a list of filters, each with a dropdown menu and a blue 'X' button to remove the filter. The filters are: Last Name (with a '(Required)' label), First Name, Middle Name, Date of Birth (with 'From:' and 'To:' date pickers), Date of Death (with 'From:' and 'To:' date pickers), Cemetery Name, War Period, Service Branch, and Decorations. Below the filters are two buttons: 'Add Filter' and 'Search'. A red message reads: 'Enter a search term above to search for a veteran.' At the bottom, there is a 'Column Filter' button and a list of columns: First Name, Last Name, DOB, DOD, Cemetery, Cemetery Location, War Period, Service Branch, Rank, and Decoration(s).

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  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

The screenshot shows the 'Advanced Search' interface. At the top, there are input fields for 'Last Name' (containing 'LAST') and 'First Name' (containing 'FIRST'). Below these are 'Add Filter' and 'Search' buttons. A 'Column Filter' button is also present. Below the filters is a table with the following columns: First Name, Last Name, DOB, DOD, Cemetery, Cemetery Location, War Period, Service Branch, Rank, and Decoration(s). The table contains one row of data: FIRST NAME, LAST NAME, 0000-00-00, 0000-00-00, NATIONAL CEMETERY, SECTION 0 SITE 0000, WAR PERIOD, SERVICE, RANK, DECORATION. At the bottom right of the table are 'Previous', '1', and 'Next' buttons. The text 'Showing 1 to 1 of 1 entries' is visible at the bottom left of the table area.

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

Figure 34: Column Filters

The screenshot shows the 'Advanced Search' interface with the 'Column Filter' dropdown menu open. The dropdown menu lists the following columns: First Name, Middle Name, Last Name, DOB, DOD, Cemetery, Cemetery Location, War Period, Service Branch, Rank, and Decoration(s). The 'First Name' option is currently selected and highlighted in blue. The background of the page is dimmed, showing the search filters and the table from the previous figure.

Grayed out filters will not display in the search results table.

Figure 35: Results Table with Adjusted Column Filters

The screenshot shows an 'Advanced Search' interface. At the top, there are input fields for 'Last Name' (containing 'LAST') and 'First Name' (containing 'FIRST'). The 'Last Name' field is marked as '(Required)'. Below these fields are 'Add Filter' and 'Search' buttons. A 'Column Filter' section is visible, containing a table with columns for various search criteria. The table has a red border around it. Below the table, it says 'Showing 1 to 1 of 1 entries'. At the bottom right, there are 'Previous', '1', and 'Next' navigation buttons.

First Name	Middle Name	Last Name	DOB	DOD	Cemetery	Cemetery Location	War Period	Service Branch	Rank	Decoration(s)
FIRST NAME	MIDDLE NAME	LAST NAME	0000-00-00	0000-00-00	NATIONAL CEMETERY	SECTION 0 SITE 0000	WAR PERIOD	SERVICE	RANK	DECORATION

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

Print


NAME OF VETERAN

Month Day Year - Month Day Year

Biography

Veteran was a highly decorated World War II and Korean War flight nurse. Immediately following high school, Veteran attended the nursing program at North Surban Hospital in Boston, Massachusetts and became a registered nurse. She was among the first flight nurse graduates of the Army School of Air Evacuation at Bowman Field, Louisville, Kentucky.

About

	Name	NAME OF VETERAN
	Date of Birth	MONTH DAY YEAR
	Date of Death	MONTH DAY YEAR

Service

	War Period	WAR PERIOD
	Decorations	DECORATION
	Last Rank/Held	RANK
	Services Branch(s)	BRANCH OF SERVICE

Memorial

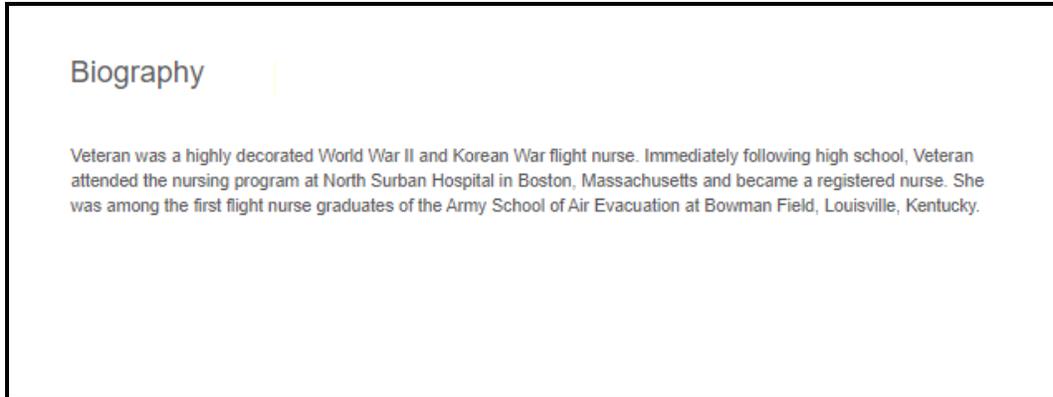
	Cemetery	NATIONAL CEMETERY
	Address	STREET ADDRESS CITY STATE ZIP
	Contact	PHONE NUMBER
	Location	SECTION SITE
	Date Of Interment	YEAR-MONTH-DAY

This Profile Has Been Viewed 17 Times

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.

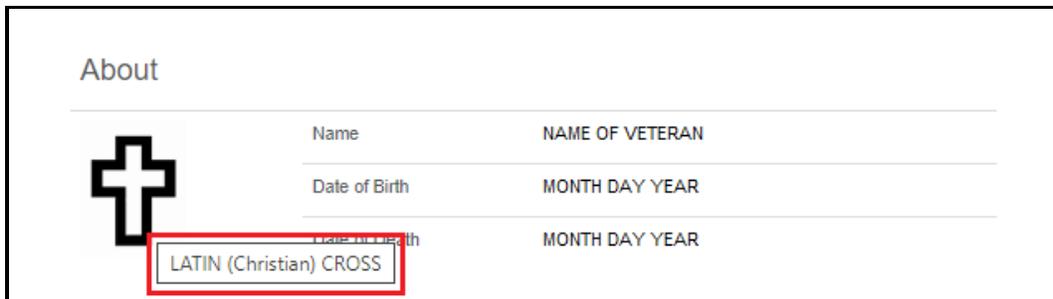
Figure 39: About Section



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](#).

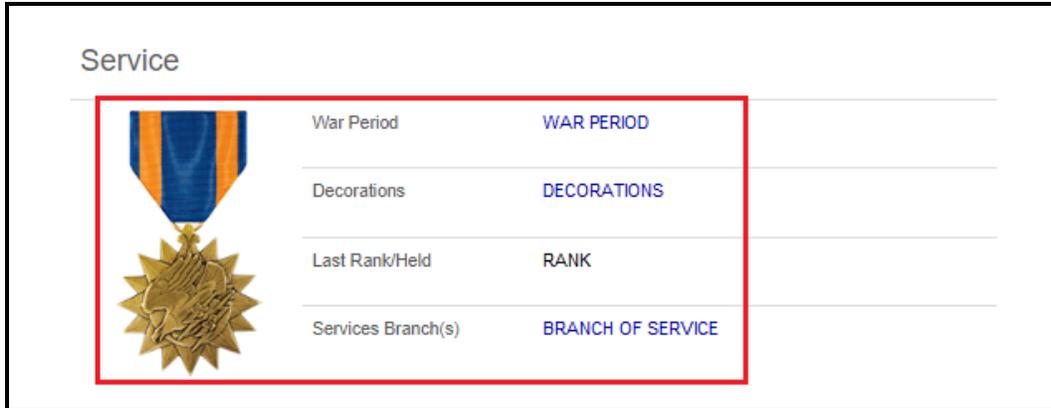
Figure 40: Emblem of Belief Popup in About Section



4.7.4. Service Section

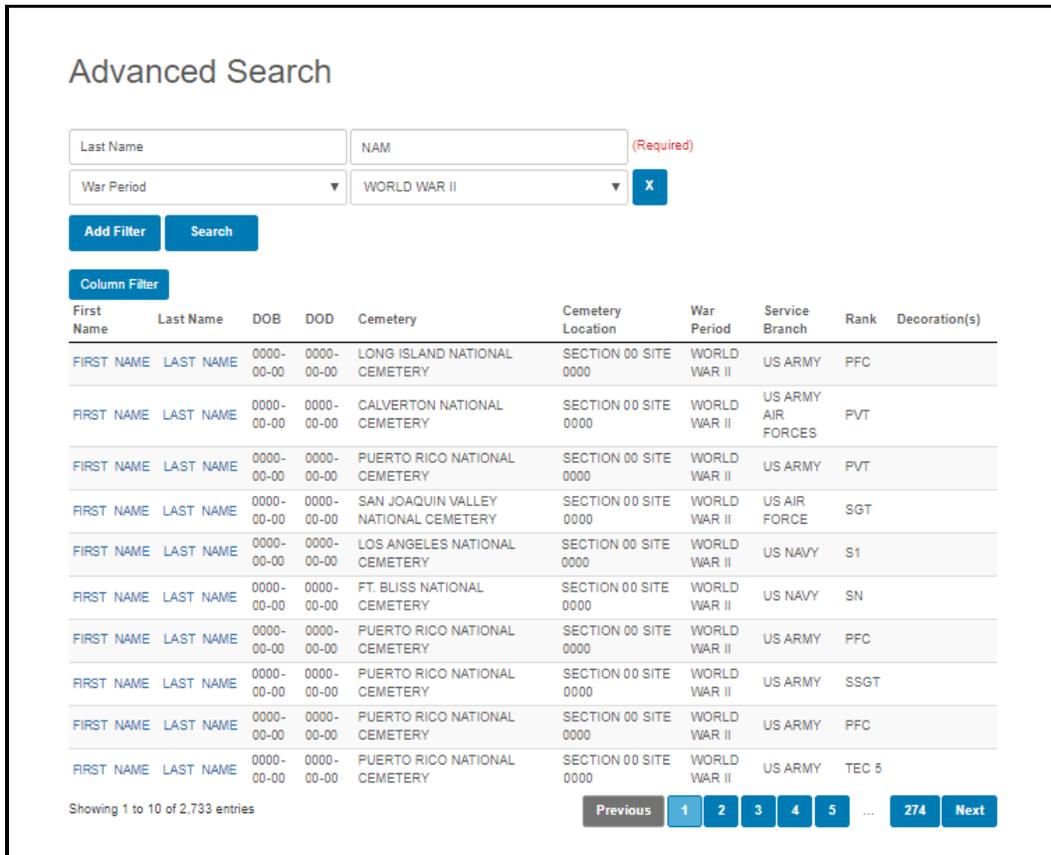
The Service section includes war periods, decorations, last rank held and service branch or branches.

Figure 41: Service Section



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



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

Advanced Search

(Required)

First Name	Last Name	DOB	DOD	Cemetery	Cemetery Location	War Period	Service Branch	Rank	Decoration(s)
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	RIVERSIDE NATIONAL CEMETERY	SECTION 0 SITE 0000	WORLD WAR II	US ARMY		MEDAL OF HONOR

Showing 1 to 1 of 1 entries

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

Advanced Search

(Required)

First Name	Last Name	DOB	DOD	Cemetery	Cemetery Location	War Period	Service Branch	Rank	Decoration(s)
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	PUERTO RICO NATIONAL CEMETERY	SECTION 0 SITE 0000	KOREA	US ARMY	SSG	
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	PUERTO RICO NATIONAL CEMETERY	SECTION 0 SITE 0000	VIETNAM	US ARMY	PVT	
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	PUERTO RICO NATIONAL CEMETERY	SECTION 0 SITE 0000		US ARMY	SP4	
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	PUERTO RICO NATIONAL CEMETERY	SECTION 0 SITE 0000	KOREA	US ARMY	PFC	
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	LONG ISLAND NATIONAL CEMETERY	SECTION 0 SITE 0000	WORLD WAR II	US ARMY	PFC	
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	PUERTO RICO NATIONAL CEMETERY	SECTION 0 SITE 0000	WORLD WAR II	US ARMY	PFC	
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	PUERTO RICO NATIONAL CEMETERY	SECTION 0 SITE 0000	WORLD WAR II	US ARMY	SSGT	
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	PUERTO RICO NATIONAL CEMETERY	SECTION 0 SITE 0000	KOREA	US ARMY	CPL	
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	PUERTO RICO NATIONAL CEMETERY	SECTION 0 SITE 0000	KOREA	US ARMY	PFC	
FIRST NAME	LAST NAME	0000-00-00	0000-00-00	PUERTO RICO NATIONAL CEMETERY	SECTION 0 SITE 0000	WORLD WAR II	US ARMY	TEC 5	

Showing 1 to 10 of 4,082 entries
 ...

4.7.5. Memorial Section

The Memorial section includes cemetery and interment/inurnment information.

Figure 45: Memorial Section

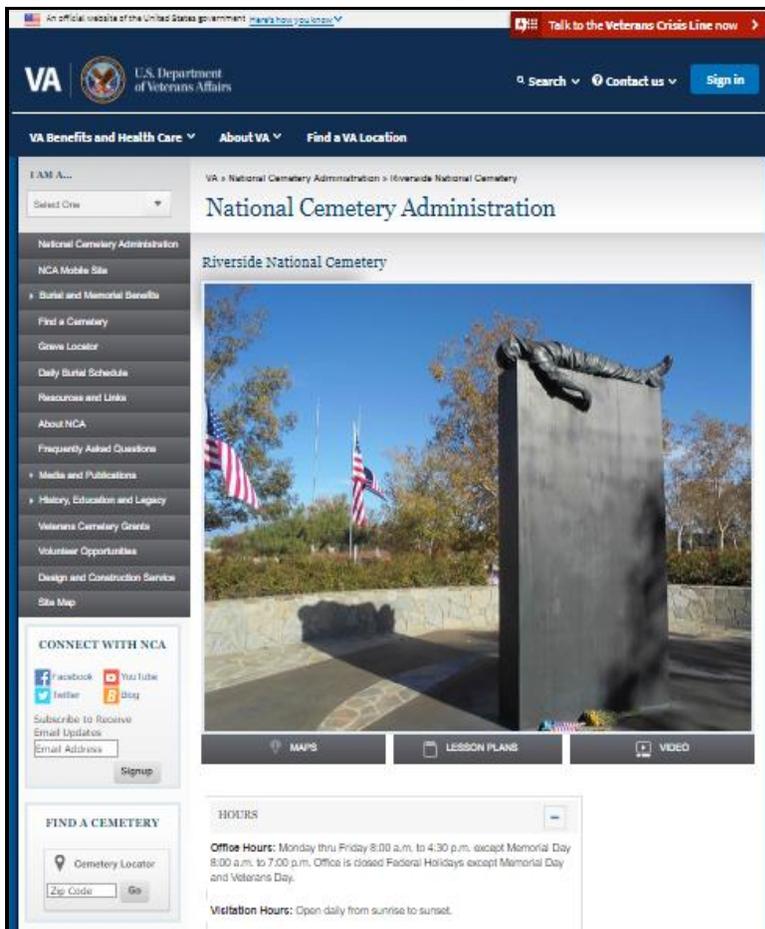
Memorial



Cemetery	NATIONAL CEMETERY
Address	STREET ADDRESS CITY STATE ZIP
Contact	000-000-0000
Location	SECTION 0 SITE 0000
Date Of Interment	0000-00-00

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



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

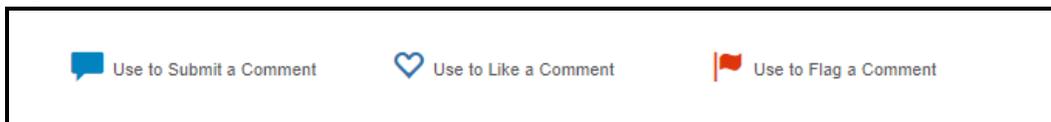
Tributes can be added to a Veteran's profile by any user and are reviewed by a VLM Administrator before being posted. Tributes are limited to 1,000 characters, including spaces.

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.

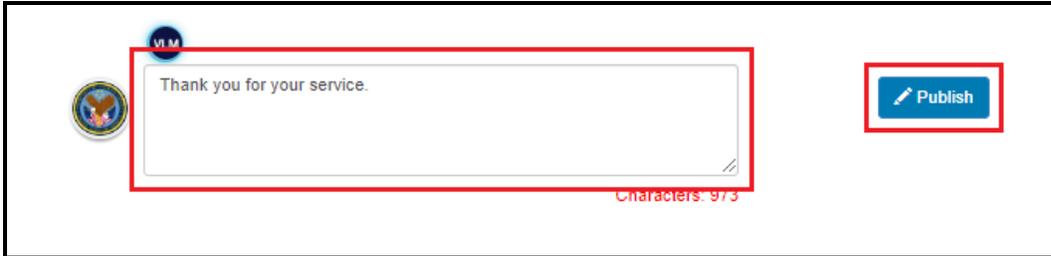
Figure 50: Icons Associated with Tributes



4.7.9. Post a Tribute

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

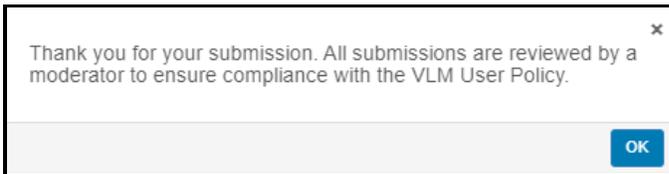
Figure 51: Adding a Tribute



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.

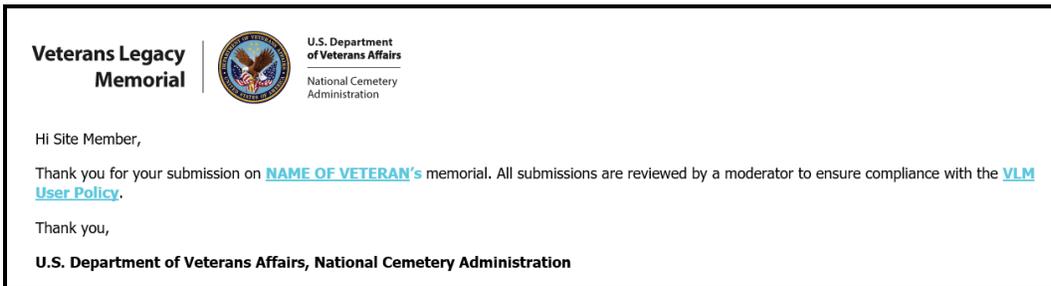
Figure 52: Submission Confirmation Message



Click the **OK** button to close the message.

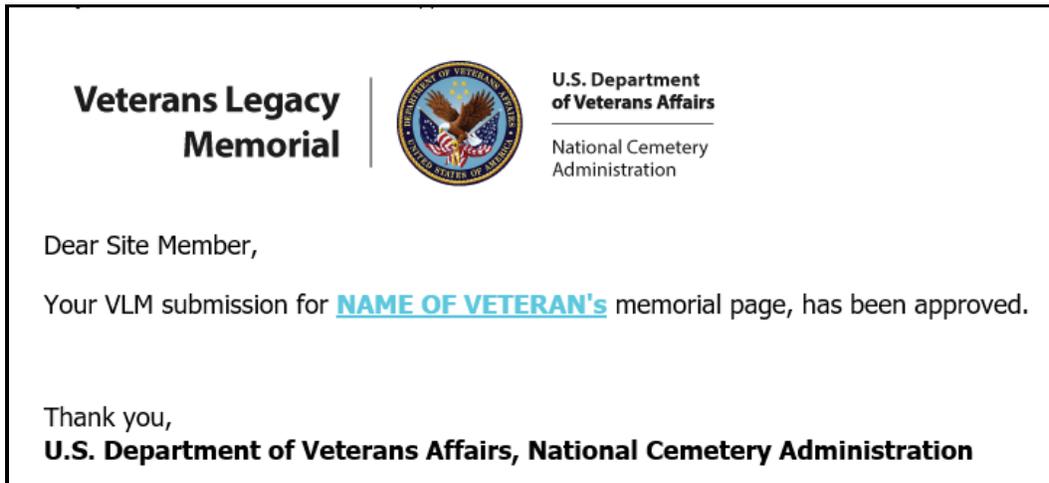
The application will send you an email notification acknowledging that your post was received and will be reviewed by a VLM Administrator.

Figure 53: Email Notification of Received Tribute



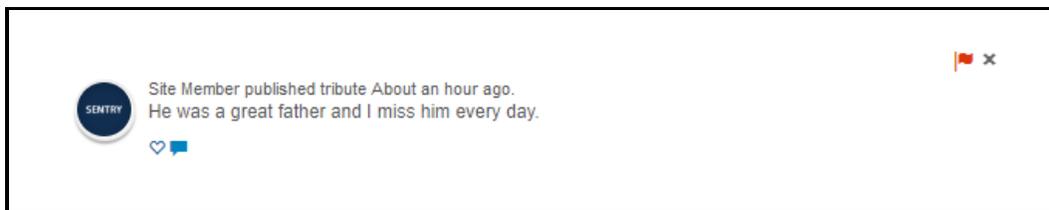
If the VLM Administrator approves your tribute, you will receive an approval email.

Figure 54: Email Notification of Approved Tribute



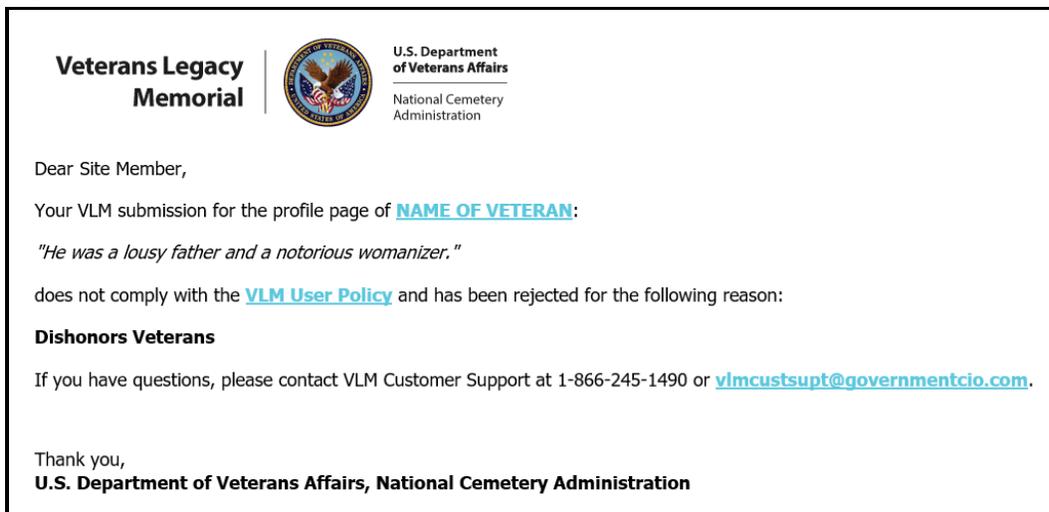
The post will be published and displayed on the Veteran's profile.

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.

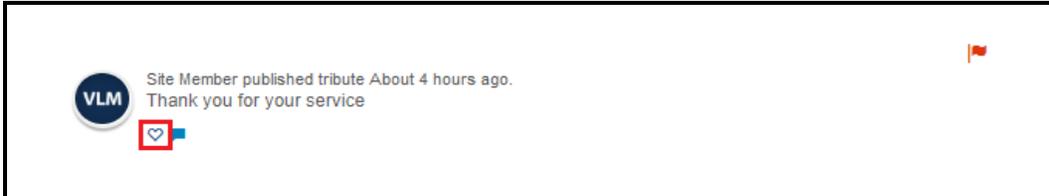
Figure 56: Email Notification of Rejected Tribute



4.7.10. Like a Tribute

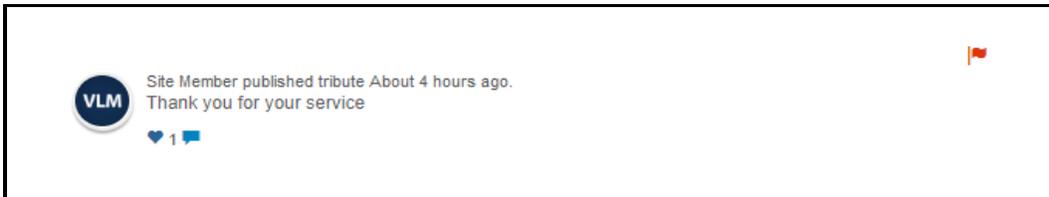
The  icon provides the ability to like a tribute. Click the  icon and the application will display a number next to the heart.

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.

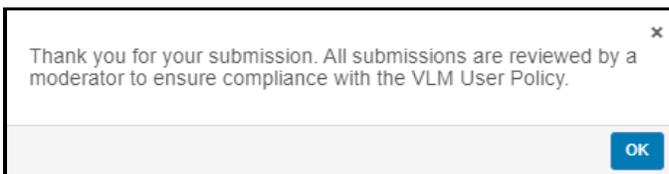
Enter your comment in the space provided then click the **Post comment** button.

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.

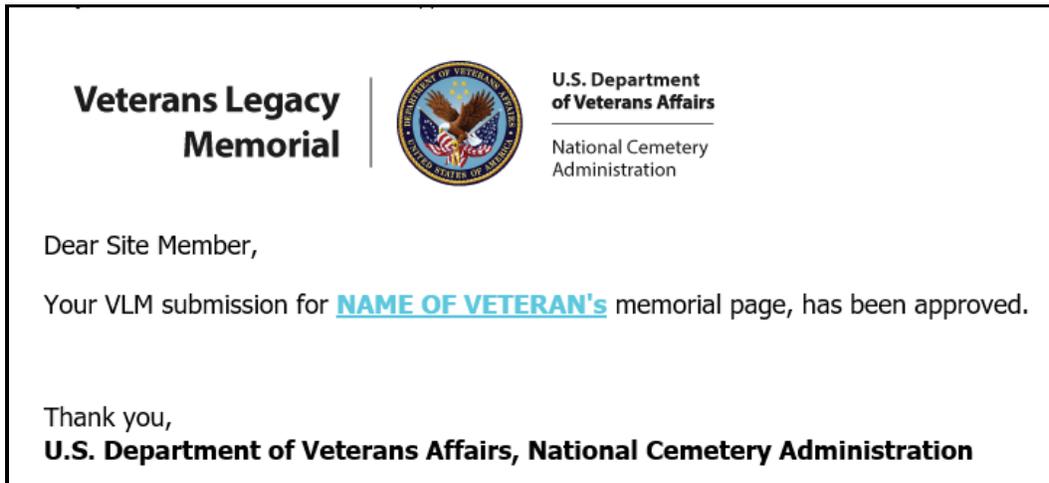
Figure 60: Information Received Message



Click the **OK** button to close the message.

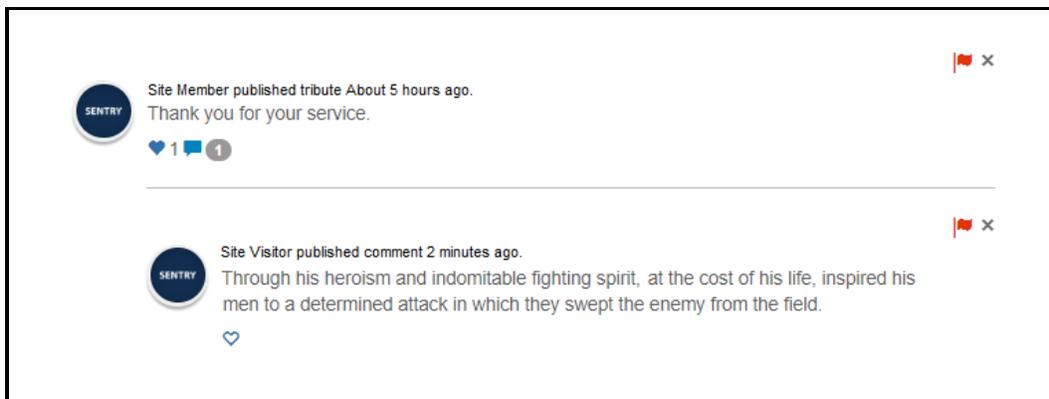
If the VLM Administrator approves your tribute, you will receive an approval email.

Figure 61: Email Notification of Approved Comment



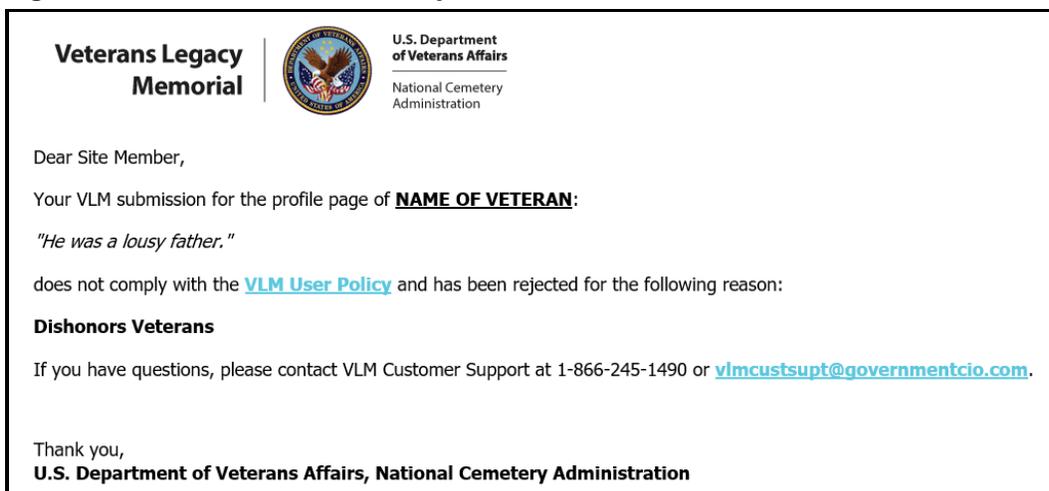
If the comment is approved by the VLM Administrator, it will be posted to the Veteran's profile.

Figure 62: Posted a Comment to a Tribute



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.

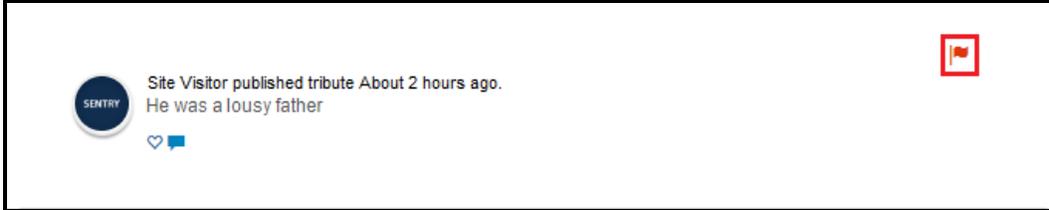
Figure 63: Email Notification of Rejected Comment



4.7.12. Flag a Tribute

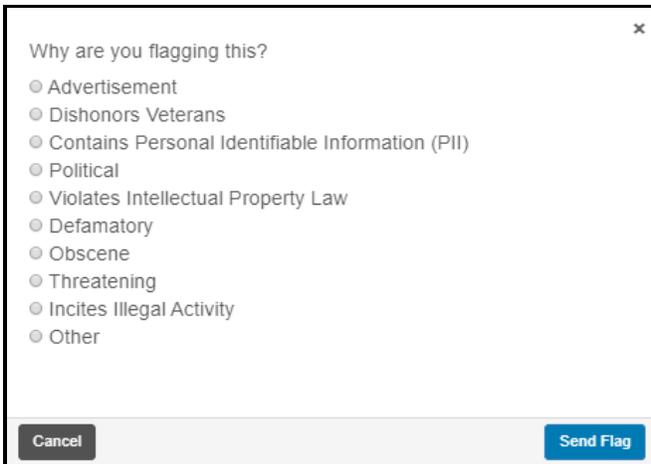
You can also flag a post for VLM Administrator to review. Click the  icon to flag a post.

Figure 64: Flag a Tribute



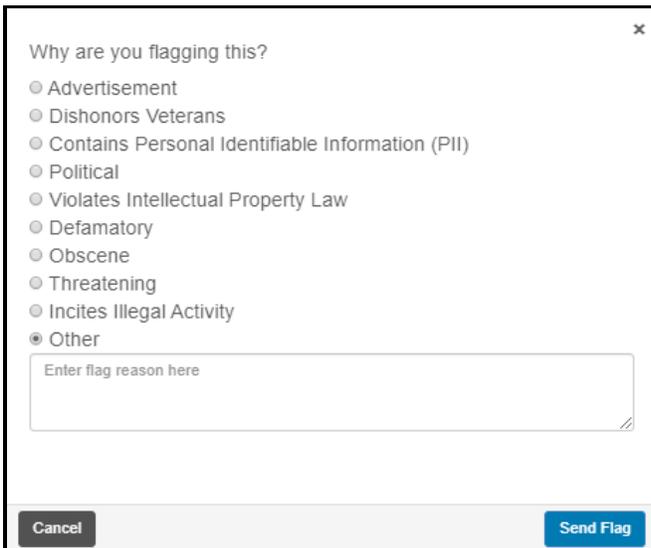
The application will display a popup for you to select the reason why you want to flag a post. Select the reason by clicking the radio button next to the reason, then click the **Send Flag** button to complete the process.

Figure 65: Reason for Flagging a Tribute



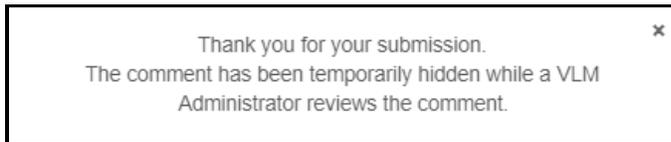
Select the reason you are flagging the post, then click the **Send Flag** button. If you select Other, you will need to provide the other reason you are flagging the post.

Figure 66: Reason for Flagging a Tribute - Other



The application will display an Information Received message.

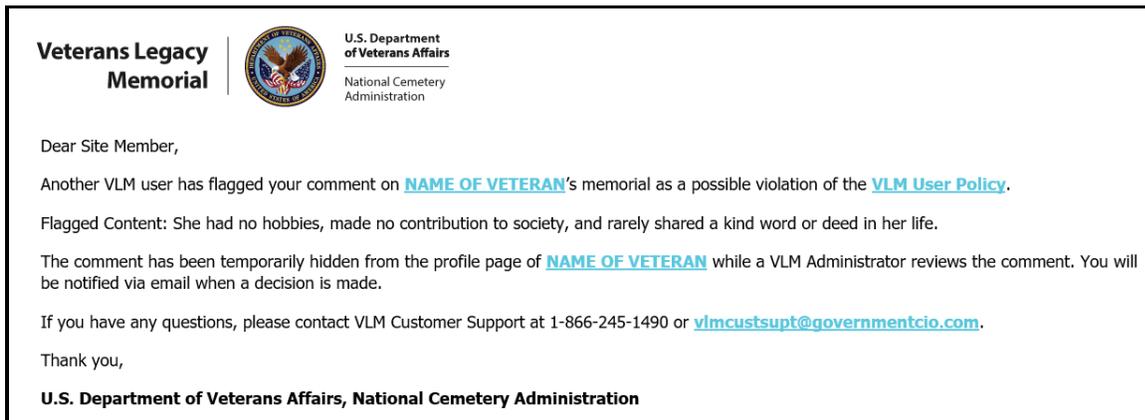
Figure 67: Information Received Message



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.

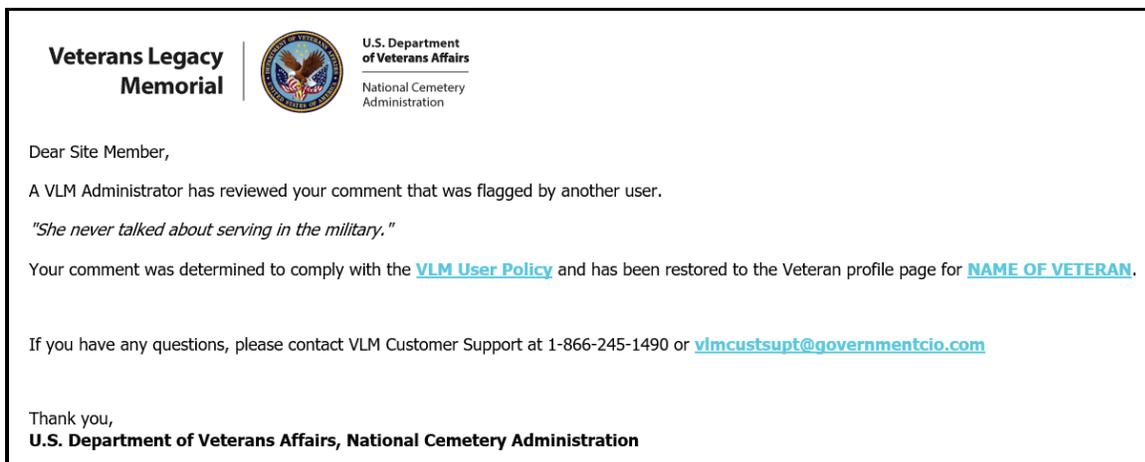
Figure 68: Email Notification of Flagged Tribute



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



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

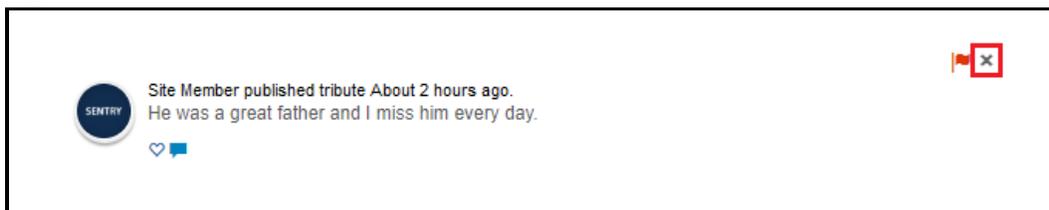


4.7.13. Hide a Tribute

If you want to hide your Tribute or Comment, click the **X** in the upper right corner.

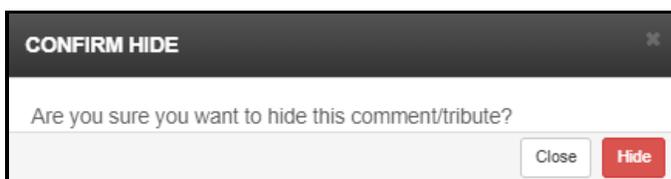
VLM Administrators are able to hide any Tribute or Comment on a profile page (their own or another user's). Members can only hide their own tributes.

Figure 71: Hide a Tribute



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

Figure 72: Confirm Hide Message



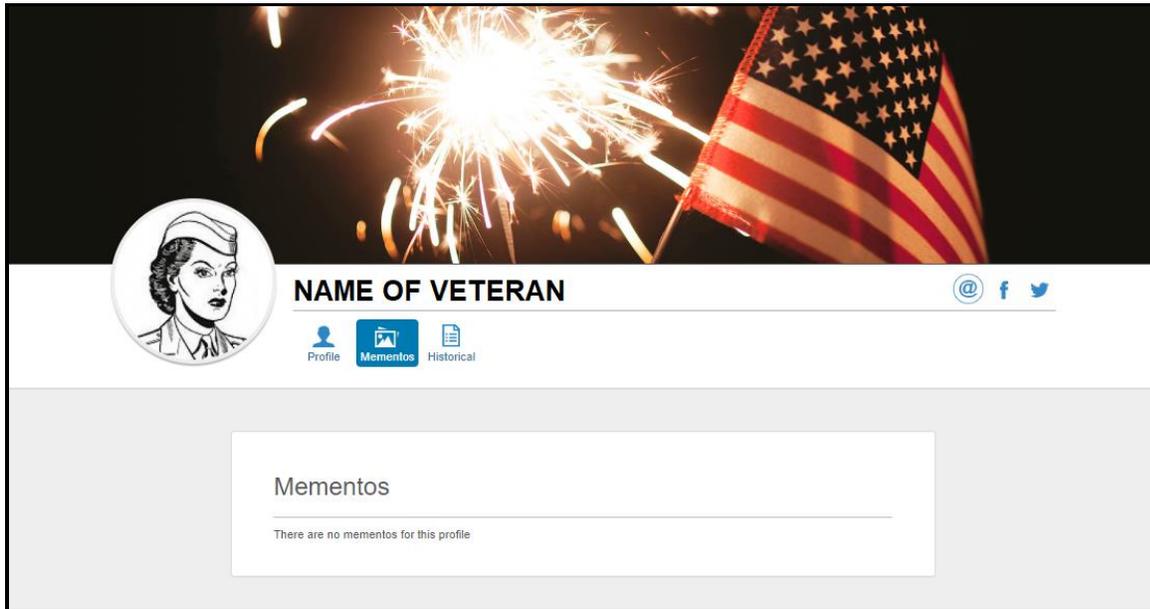
Click the **Hide** button to hide the post. The post will be hidden in the Veteran's Profile.

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.

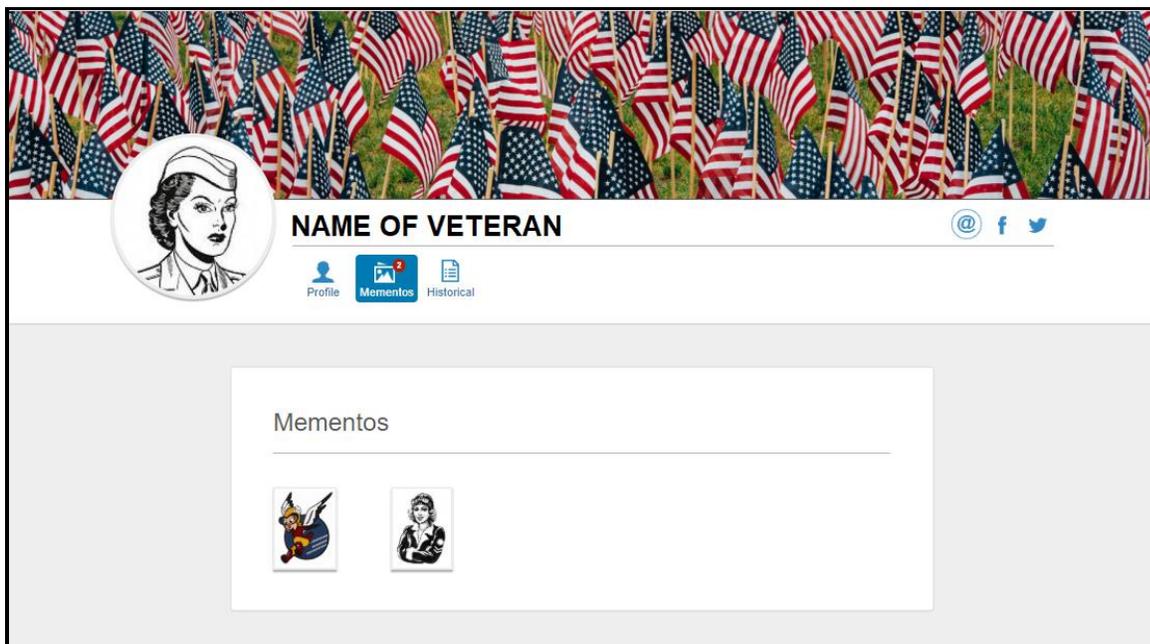
If there are no Mementos, the application will display the message **There are no mementos for this profile.**

Figure 73: Mementos Page



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

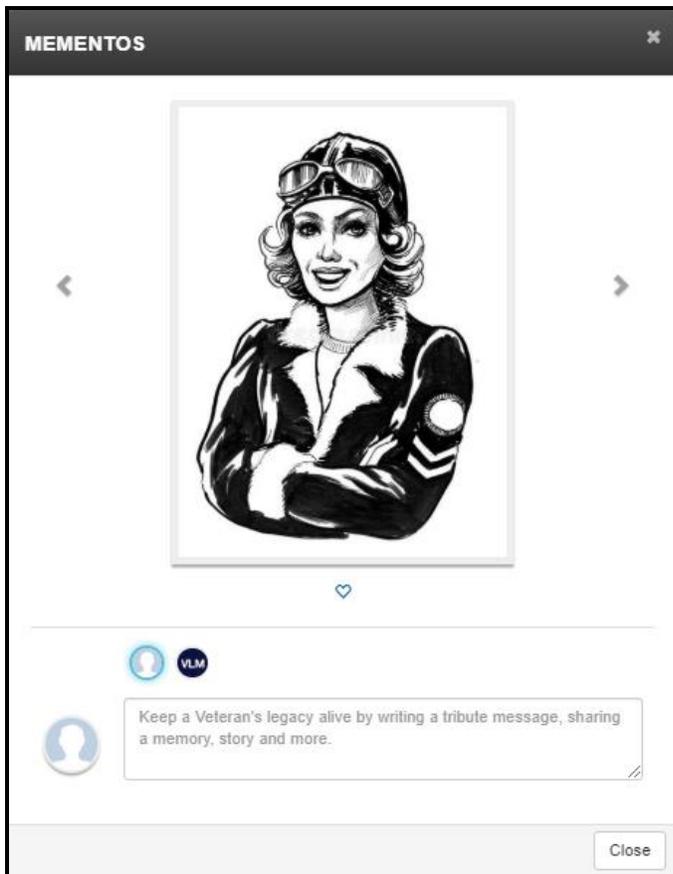
Figure 74: Mementos Page with Mementos



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



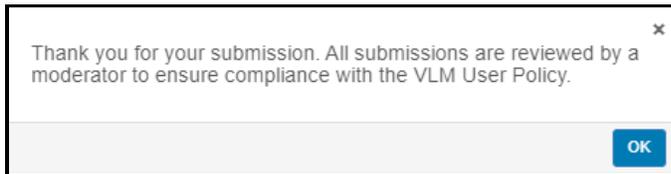
Enter your tribute message and click the **Post comment** button.

Figure 76: Post Comment to a Memento



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

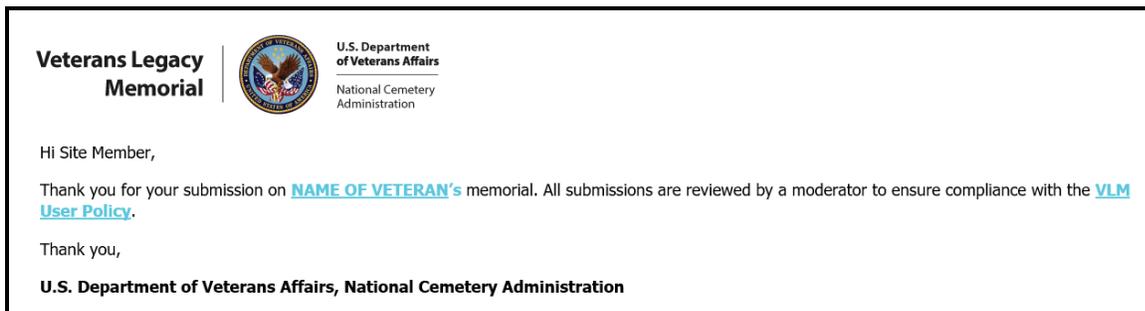
Figure 77: Information Received Message



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

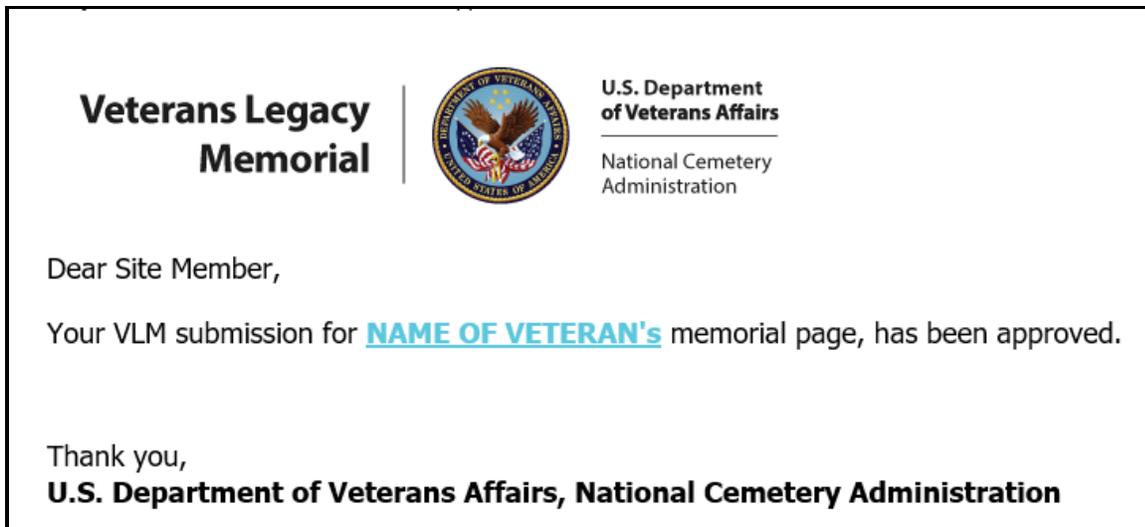
The application will send you an email notification that your post will be reviewed by the VLM Administrator.

Figure 78: Email Notification of Moderator Review



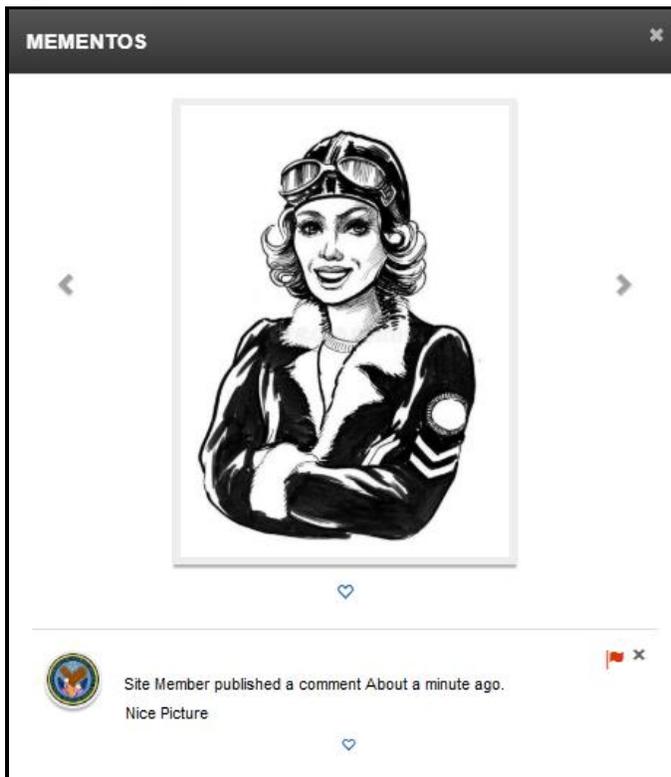
If the VLM Administrator approves your tribute, you will receive an approval email.

Figure 79: Email Notification of Approved Comment to a Memento



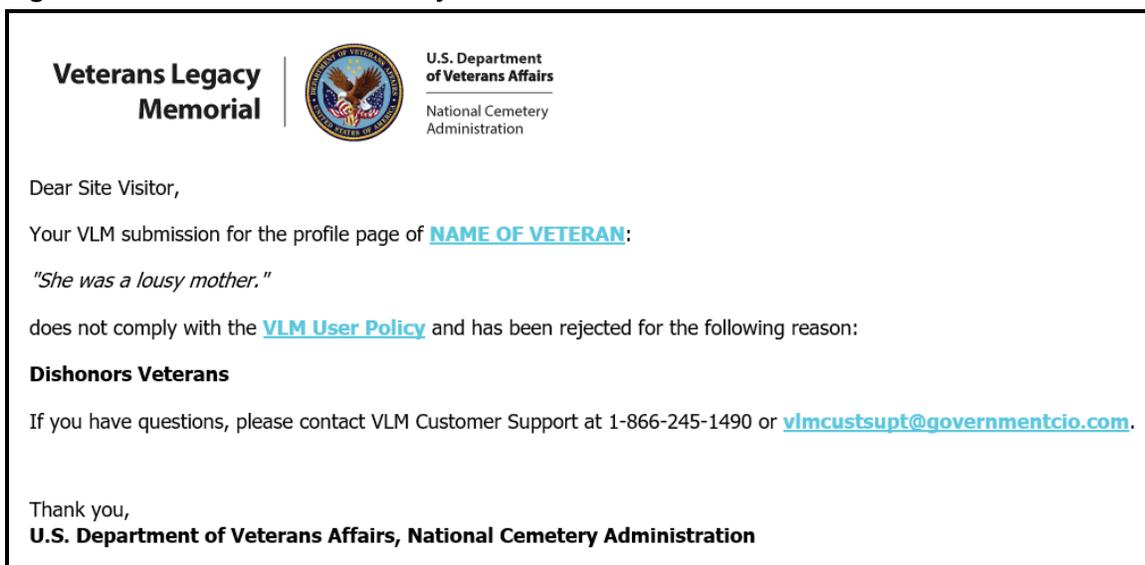
The approved post will be displayed in the Veteran's profile.

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



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.

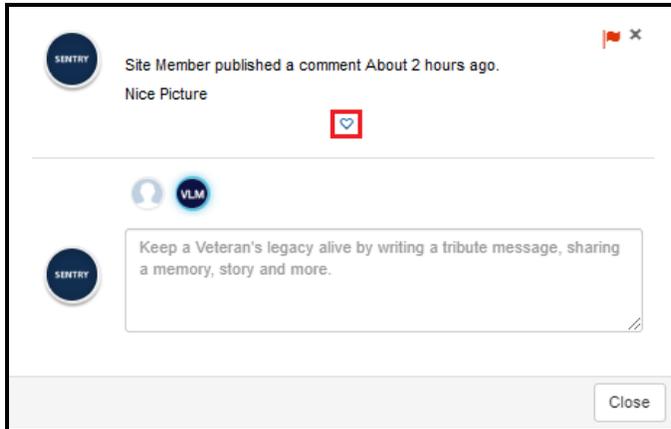
Figure 83: Memento Likes



4.8.3. Like a Memento Tribute

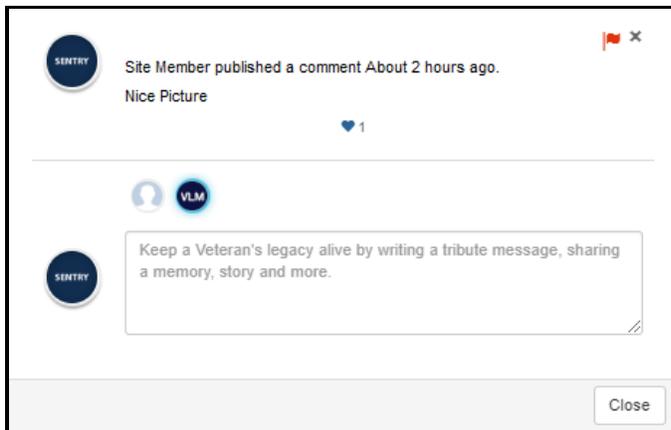
The  icon provides the ability to like a tribute. Click the  icon underneath the tribute to like a tribute.

Figure 84: Like a Memento Tribute



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

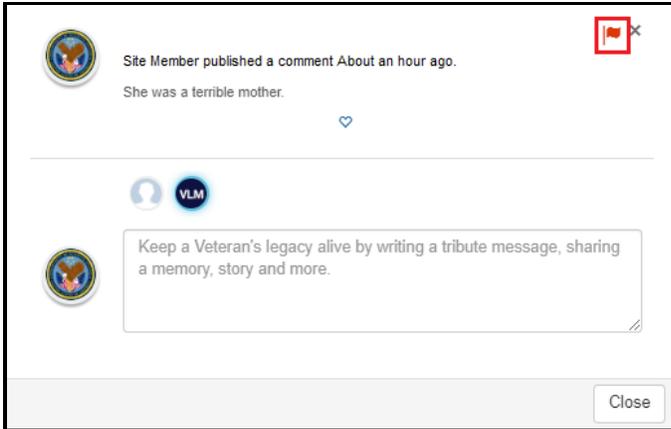
Figure 85: Memento Tribute Likes



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.

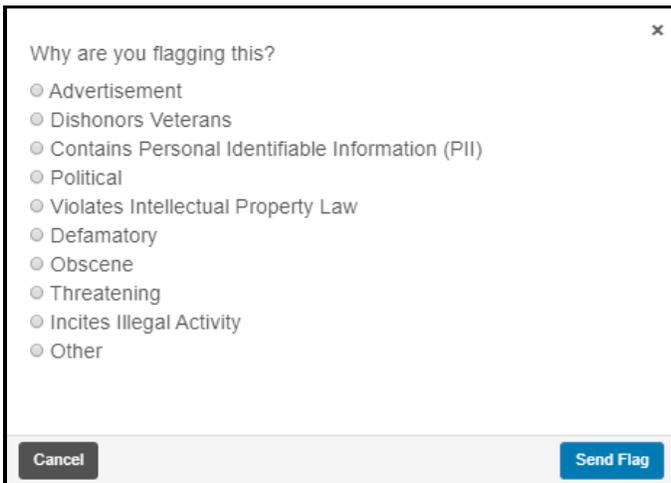
Figure 86: Flag a Memento Tribute



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

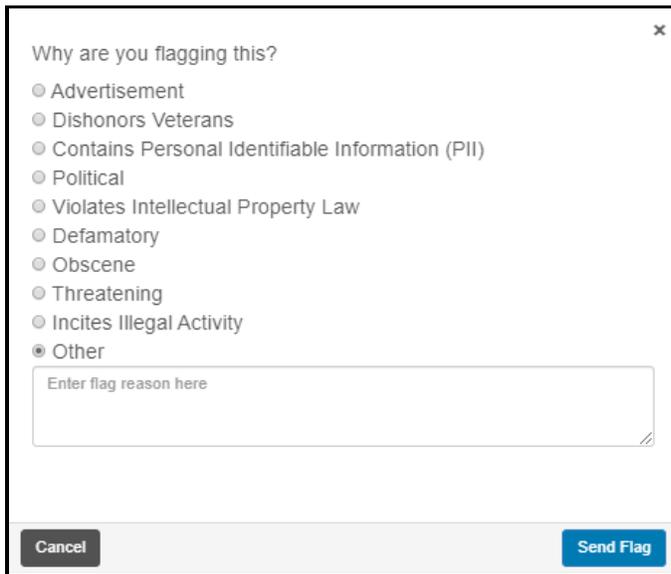
Select the reason by clicking the radio button next to the reason, then click the **Send Flag** button to complete the process.

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



Why are you flagging this? ✕

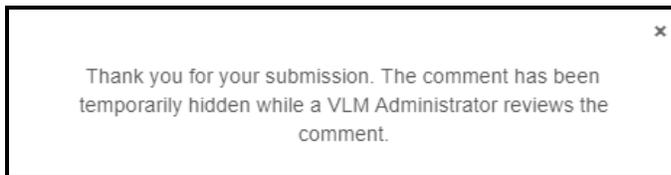
- Advertisement
- Dishonors Veterans
- Contains Personal Identifiable Information (PII)
- Political
- Violates Intellectual Property Law
- Defamatory
- Obscene
- Threatening
- Incites Illegal Activity
- Other

Enter flag reason here

Cancel Send Flag

The application will display an Information Received Message.

Figure 89: Information Received Message



✕

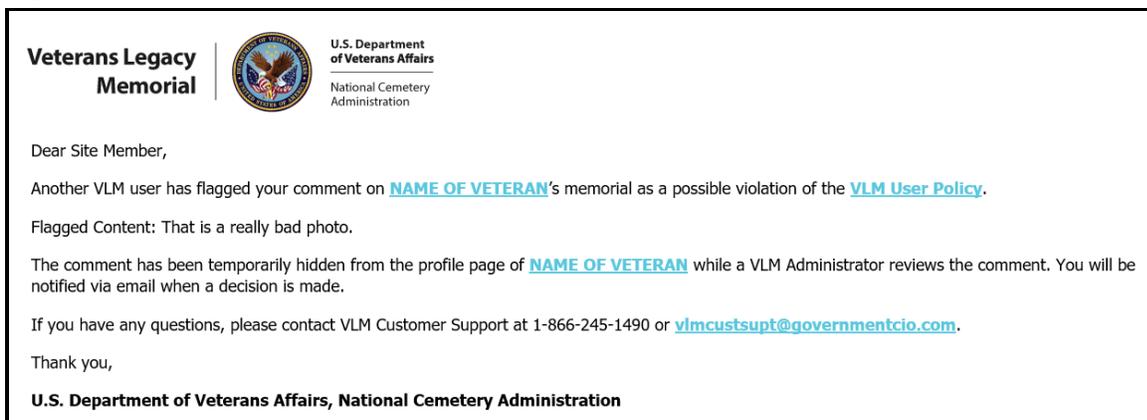
Thank you for your submission. The comment has been temporarily hidden while a VLM Administrator reviews the comment.

Click the **X** to close the message.

The post will be hidden until it is reviewed by a VLM Administrator 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



Veterans Legacy Memorial  U.S. Department of Veterans Affairs
National Cemetery Administration

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 vlmcustsupt@governmentcio.com.

Thank you,

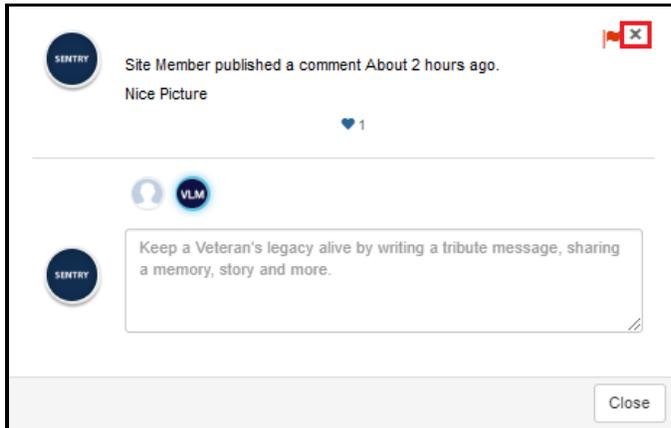
U.S. Department of Veterans Affairs, National Cemetery Administration

4.8.5. Hide a Memento Tribute

If you want to hide your Tribute or Comment, click the **X** in the upper right corner.

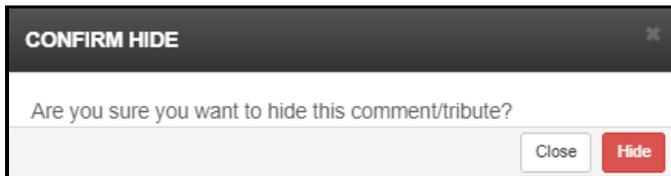
VLM Administrators are able to hide any Tribute or Comment on a profile page (their own or another user's). Members can only hide their own tributes.

Figure 91: Hide a Memento Tribute



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

Figure 92: Confirm Hide Message



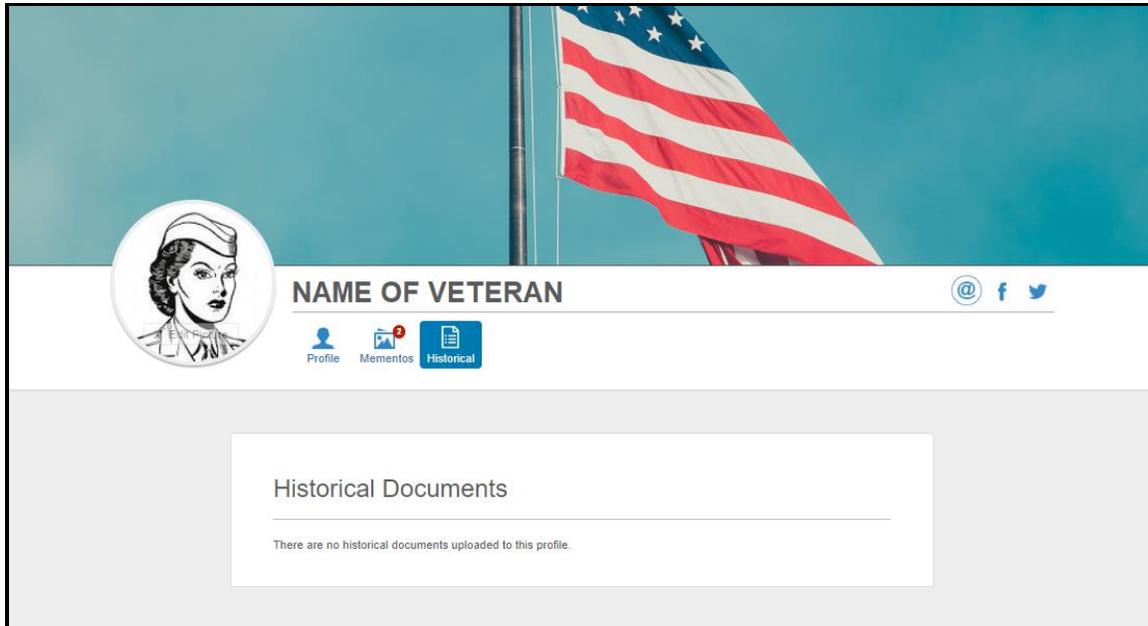
Click the **Hide** button to hide the post. The post will be hidden in the Veteran's profile.

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.

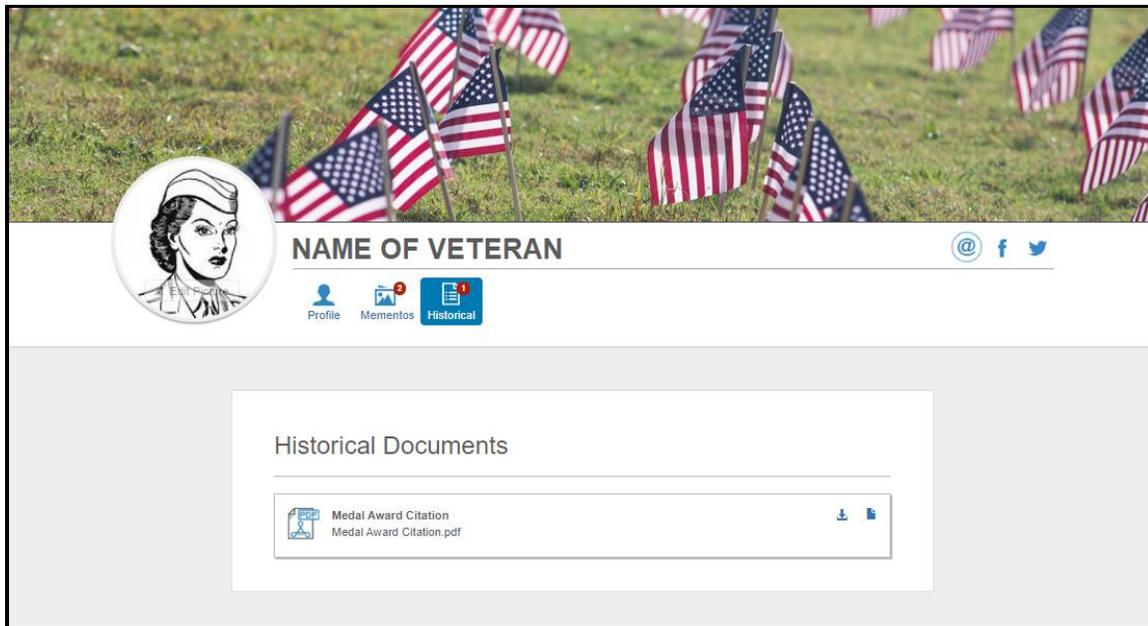
If there are no Historical Documents, the application will display the message **There are no historical documents for this profile.**

Figure 93: Historical Documents Page



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

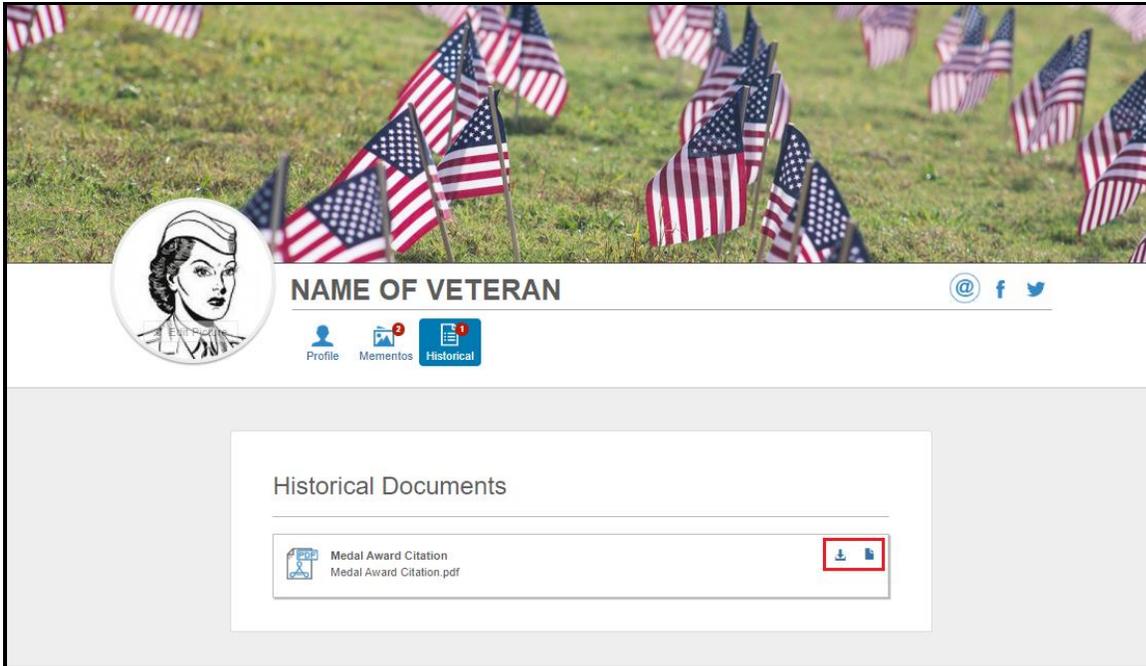
Figure 94: Historical Documents Page with Documents



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.

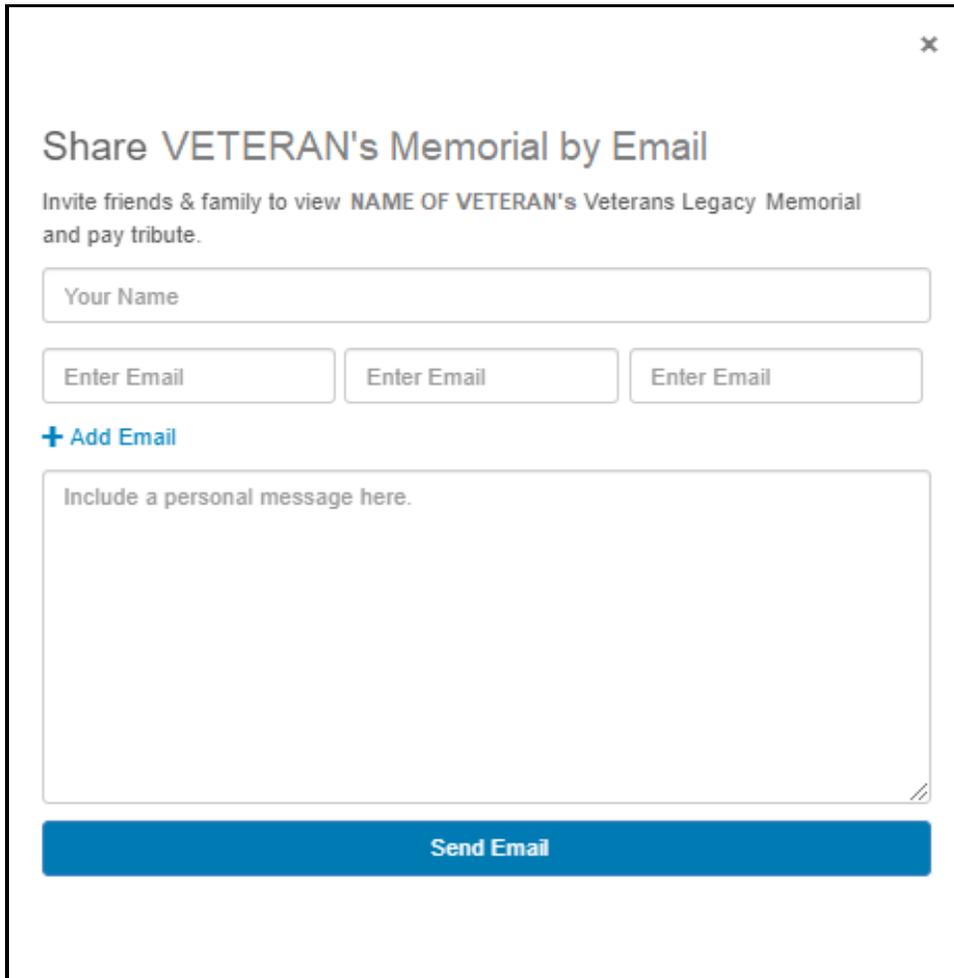
Figure 97: Social Media Access



4.10.1. Email Popup

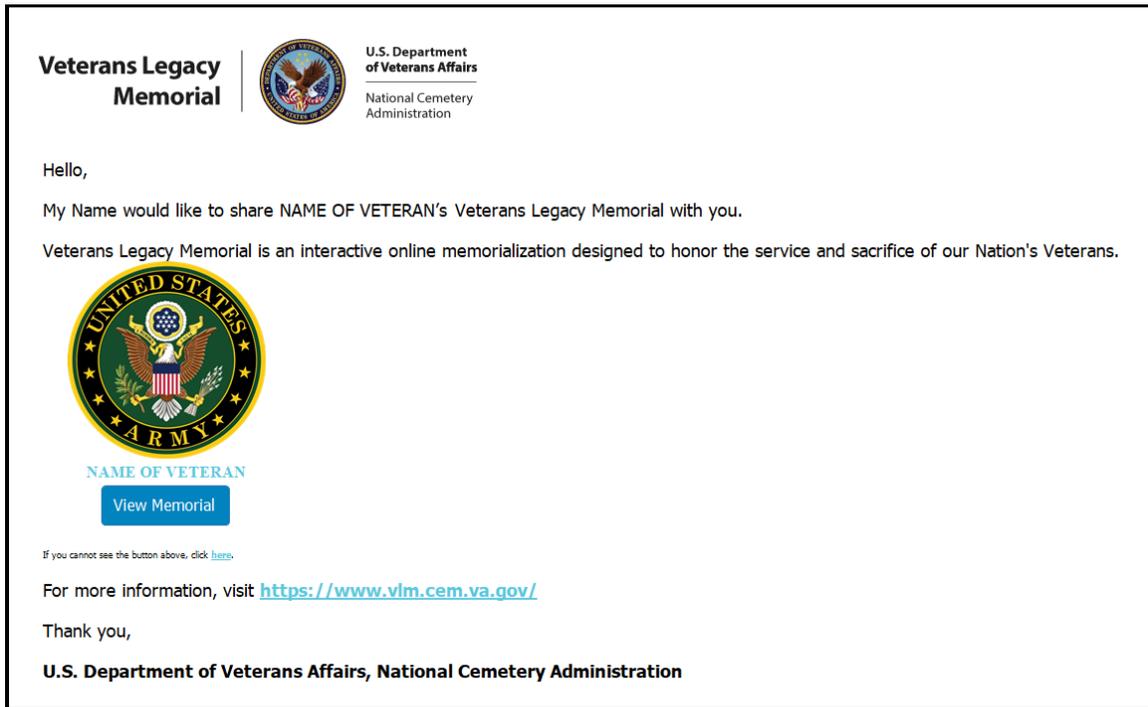
Click the @ icon located in the upper right-hand corner Veteran's profile to display the email popup. Fill in your name and email addresses of the recipients, optional comments and click the **Send Email** button. If you do not have an email account, you will have to create one.

Figure 98: Email Popup

A screenshot of an email sharing popup window. The title is "Share VETERAN's Memorial by Email". Below the title is the text "Invite friends & family to view NAME OF VETERAN's Veterans Legacy Memorial and pay tribute." There is a text input field for "Your Name". Below that are three "Enter Email" input fields. A blue link with a plus sign says "+ Add Email". Below that is a large text area with the placeholder "Include a personal message here." At the bottom is a blue button labeled "Send Email".

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

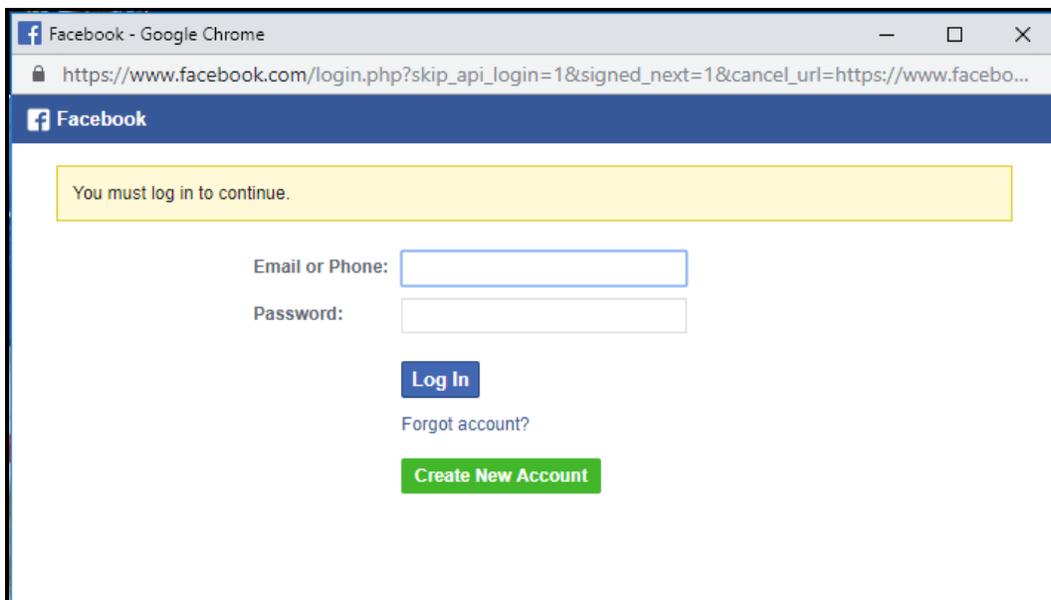
Figure 99: Email Sent Sharing Veteran's Profile



4.10.2. Facebook Popup

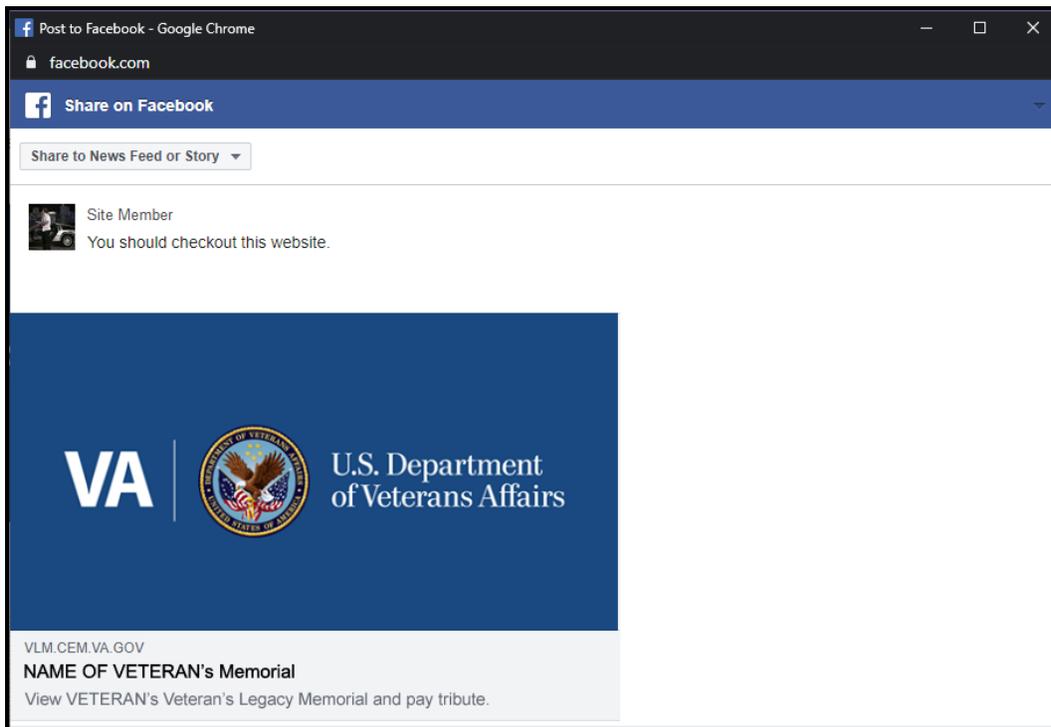
Click the **f** icon located in the upper right-hand corner under the Veteran's profile to display the Facebook login popup. Fill in your email address or phone, password and click the **Log In** button. If you don't have a Facebook account, you will need to create one.

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.

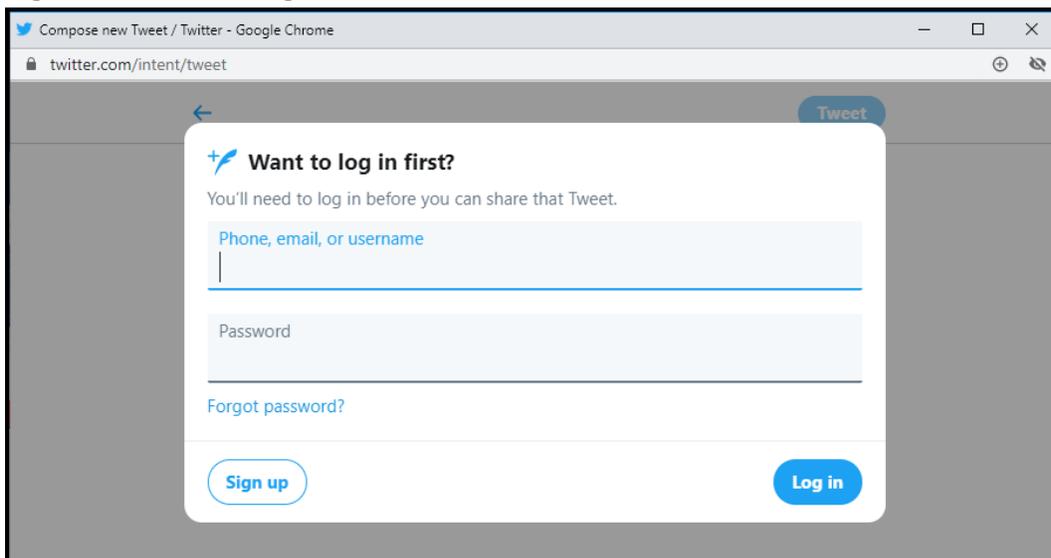
Figure 101: Share on Facebook



4.10.3. Twitter Popup

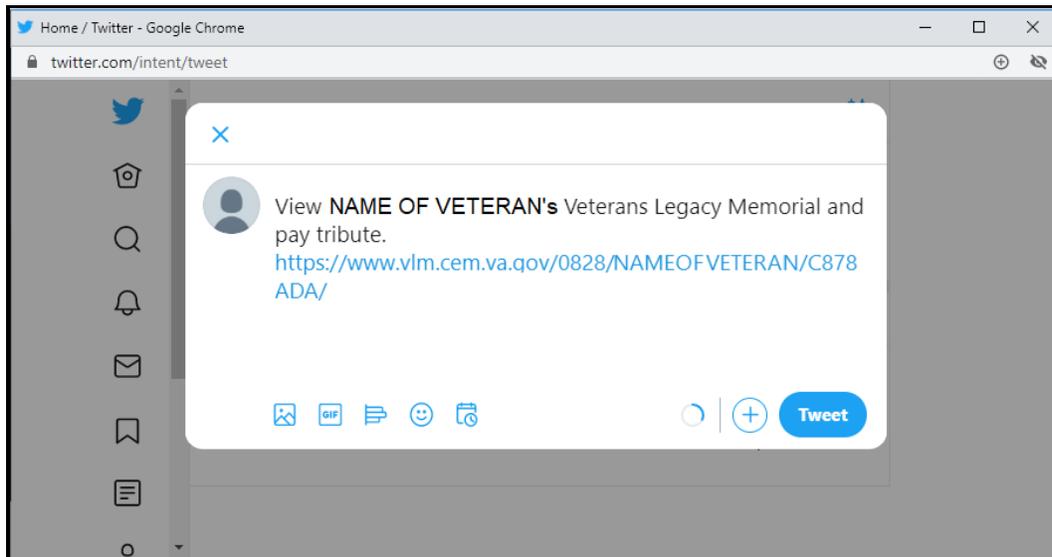
Click the  icon located in the upper right-hand corner under the Veteran's profile to display the Twitter login popup with the link to the Veteran's profile page. Fill in the phone, email or username and password and click the **Log In** button. If you don't have a Twitter account, you will need to sign-up.

Figure 102: Twitter Login



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 to contact the [VLM Customer Support](#) for assistance.

Acronyms and Abbreviations

Table 3: Acronyms and Abbreviations

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

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

Service Branch	Emblem	Service Branch	Emblem
US Army		US Marine Corps	
US Navy		US Coast Guard	
US Air Force		Intentionally Left Blank	Intentionally Left Blank
National Oceanic and Atmospheric Administration		US Public Health Service	
US Army Air Corps		US Army Air Forces	
Allied Forces		American Field Service	

Service Branch	Emblem	Service Branch	Emblem
American Volunteer Group Flying Tigers		American Volunteer Guard	
Army Corps		Army Nurse Corps	
Artillery		Battalion	
Battery		Cadet or Midshipman	
Cavalry		Civil Air Transport Command (TWA)	
Civil Air Transport Command (United)		Civil Air Transport Command (Vultee)	
Civil Air Transport Command (NW)		Civil Air Transport Command (American)	
Civil Crew of/US Cargo Vessels		Civil Identification Friend/Foe (IFF) Technician	

Service Branch	Emblem	Service Branch	Emblem
Civilian W/Strategic Svc (OSS)		Civilian Wake Island NAS	
Commissary of Substance		Confederate States Army	
Confederate States Marine Corps		Confederate States Navy	
Continental Line		Continental Marine	
Continental Navy		Dietitian World War I	
Division Hospital		Engineer Field Clerk WWI	
Foreign Forces		General Hospital	
Guam Combat Patrol		Infantry	

Service Branch	Emblem	Service Branch	Emblem
Irregular Forces Laos		Male Civilian Ferry Pilot	
Merchant Son in Operation Mulberry		Navy Nurse Corps	
Non-Military Civilian		Philippine Army	
Philippine Guerilla		Provisional Army Confederate States	
Provisional Marine Corps Confederate States		Provisional Navy Confederate States	
Provisional Army		Provisional Marine Regt	
Provisional Navy		Quartermaster Corps Keswick Crew	
Quartermaster Corp Female Clerk		Reconstruction Aide	

Service Branch	Emblem	Service Branch	Emblem
Regiment		Regimental Hospital	
Regular Philippine Scouts		ROTC of Army Navy or Air Force	
Royal Canadian Air Force		Royal Canadian Corps Signal	
Russian Railway Service		Signal Corps Telephone Operator	
Special Guerilla Unit Laos		US Air Force Reserve	
US Air National Guard		US Army Air Forces	
US Army Air Service		US Army National Guard	
US Army Reserve		US Army Signal Corps Aeronautical Division	

Service Branch	Emblem	Service Branch	Emblem
US Army Signal Corps Aviation Section		US Army Transport Service	
US Citizen Who Served W/Allies		US Civilian of American Field Service WWI	
US Civilian of American Field Service WWII		US Civilian Volunteers Defense of Bataan	
US Cold Troops		US Coast and Geodetic Survey	
US Coast Guard Reserve		US Marine Corp Reserve	
US Merchant Marine		US Navy Reserve	
US Navy Transport Service		US Revenue Cutter Service	
Utah Territorial Militia		Veteran Reserve Corps	

Service Branch	Emblem	Service Branch	Emblem
Volunteers		Wake Island Defenders-Guam	
Women Air Force Service Pilots		Women's Army Auxiliary Corps	
Women's Army Corps		Women's Reserve of Navy, Marine Corps, Coast Guard	

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

War Period	Start Date	End Date
Iraq	March 20, 2003	Intentionally Left Blank
Afghanistan	October 7, 2001	Intentionally Left Blank
Philippines	October 7, 2001	Intentionally Left Blank
Kosovo	March 24, 1999	Intentionally Left Blank
Somalia	December 4, 1992	Intentionally Left Blank
Persian Gulf	August 2, 1990	February 28, 1991
Panama	December 20, 1989	December 20, 1989
Grenada	October 25, 1983	December 12, 1983
Lebanon	September 6, 1983	March 30, 1984
Vietnam	February 28, 1961	May 7, 1975
Korea	June 27, 1950	January 31, 1955
Mexican War	April 25, 1946	May 30, 1948
World War I	April 6, 1917	July 2, 1921
World War II	December 7, 1941	December 31, 1946
Mexican Border	March 15, 1916	April 5, 1917
Spanish American War	April 21, 1898	July 15, 1903
Confederate States	April 15, 1861	August 20, 1866
Civil War	April 15, 1861	August 20, 1866
Indian Wars	January 1, 1817	December 31, 1898
War of 1812	June 18, 1812	February 17, 1815
Revolutionary War	April 19, 1775	January 14, 1784

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

Medal	Description
	<p>Navy and Marine Corps Medal of Honor</p> <p>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>
	<p>Army Medal of Honor</p>
	<p>Air Force Medal of Honor</p>
	<p>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.</p>
	<p>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).</p>
	<p>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>

Medal	Description
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>

Medal	Description
	<p>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."</p>
	<p>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.</p>
	<p>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".</p>
	<p>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.</p>
	<p>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.</p>
	<p>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: "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."</p>
	<p>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.</p>

Medal	Description
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>

Medal	Description
	<p>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.</p>
	<p>Joint Service Commendation Medal</p> <p>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.</p>
	<p>Army Commendation Medal</p>
	<p>Navy and Marine Corps Commendation Medal</p>
	<p>Air Force Commendation Medal</p>
	<p>Coast Guard Commendation Medal</p>
	<p>Joint Service Achievement Medal</p> <p>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.</p>

Medal	Description
	Army Achievement Medal
	Navy and Marine Corps Achievement Medal
	Air Force Achievement Medal
	Coast Guard Achievement Medal
	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.
	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.
No Image Available	Ex-Prisoner of War Medal
No Image Available	Killed in Action Medal
No Image Available	Missing in Action Medal

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

Veterans Legacy Memorial U.S. Department of Veterans Affairs National Cemetery Administration

[User Policy](#) [Customer Support](#) [F.A.Q.](#) [Login](#)

[Find a Cemetery](#) [Access & Manage VA Benefits](#) [About this Website](#) Search By Last Name

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/oiig>.

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

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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.

[Print](#)

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.

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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.

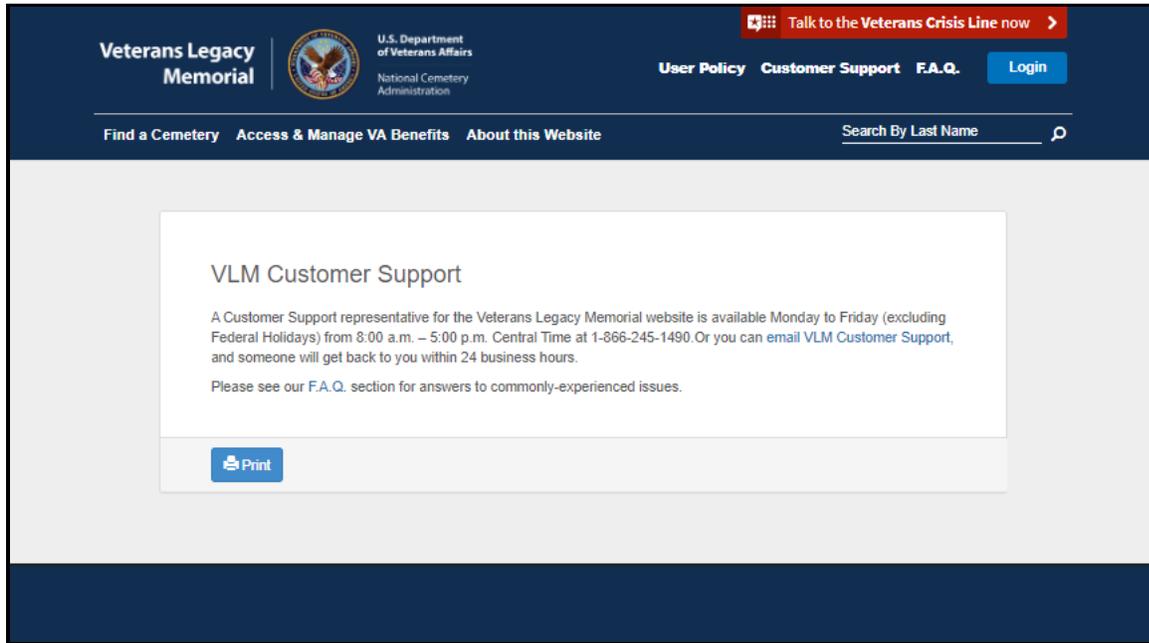
VA may use any user content, including displaying, reformatting, or incorporating it to the VA website and the VA's [privacy policies](#) apply.

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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

The screenshot shows the top navigation bar of the Veterans Legacy Memorial website. It includes the VLM logo, the U.S. Department of Veterans Affairs logo, and links for User Policy, Customer Support, F.A.Q., and Login. Below the navigation bar is a search bar with the text "Search By Last Name" and a dropdown arrow. The main content area is titled "Veterans Legacy Memorial: Frequently Asked Questions" and contains several expandable question sections. The first section is "What is the Veterans Legacy Memorial (VLM)?", followed by "Which Veterans are in VLM? Where is my Veteran?", "How do I find my Veteran?", "How do I use VLM?", "What should I do if the information that comes up in a search is incomplete or inaccurate?", "How can my school/organization/military unit/non-profit/company etc. contribute to this project?", "Where does the Veterans' information come from? How is it being stored? Who has access to it?", "Why are there features like 'Tributes,' 'Mementos,' and 'Historical' showing but not available to use yet?", and "How can I learn about burial and memorial benefits provided by VA and NCA?". Each section has a plus sign icon to its left and a corresponding answer below it.

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

