

Veterans Legacy Memorial (VLM)

VLM v5.0

Site Visitor 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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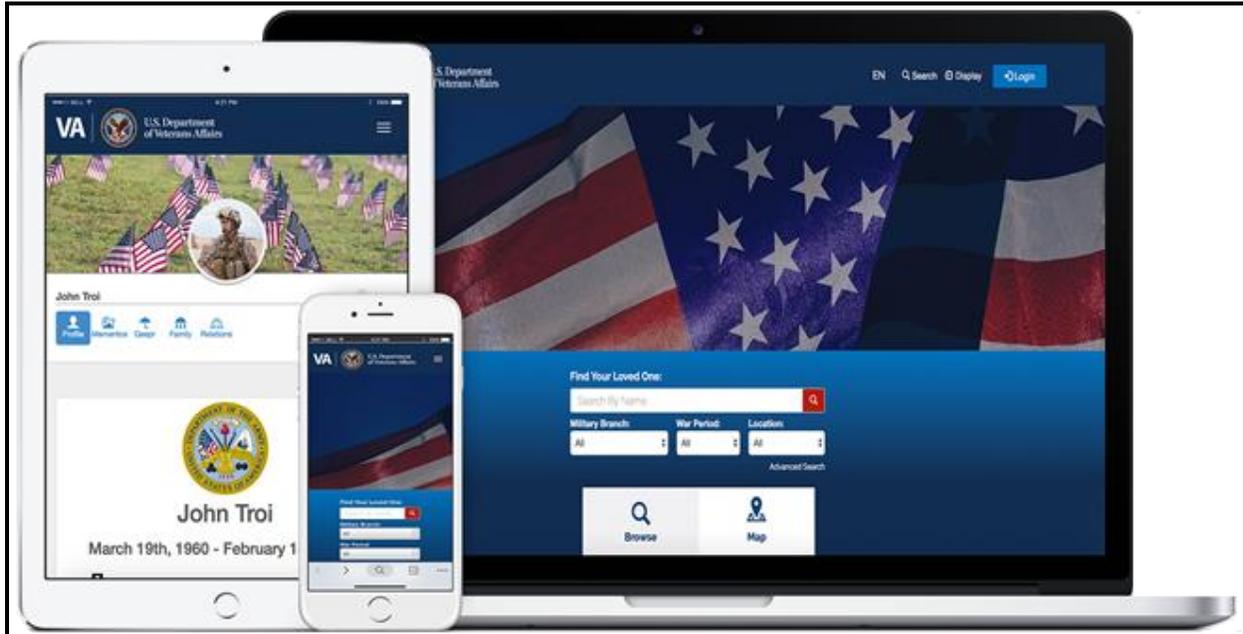
1. Introduction

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 system functions and capabilities as well as step-by-step procedures for system access and use. Graphics and screen captures are used whenever possible to explain functions and capabilities. The main sections of this guide are:

- Introduction - describes the scope of the document and gives the brief explanation of the application.
- 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 June 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 June remove comments that do not follow the Guidelines listed above, or comments that VA June reasonably believe could cause harm. VA June 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 June 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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Inclusion of information about a non-VA program or service does not constitute an endorsement or recommendation by VA or its employees.

This site June 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 June 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 June 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 June 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 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 on the Veterans Legacy Memorial link.

3.1. Logging On

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

3.2. 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.

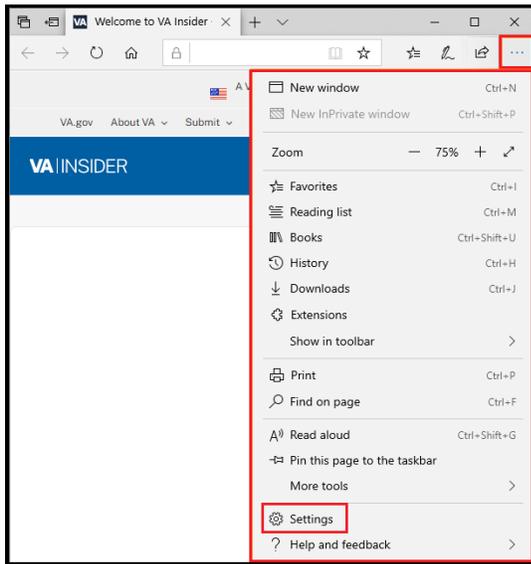
3.5. Caveats and Exceptions

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

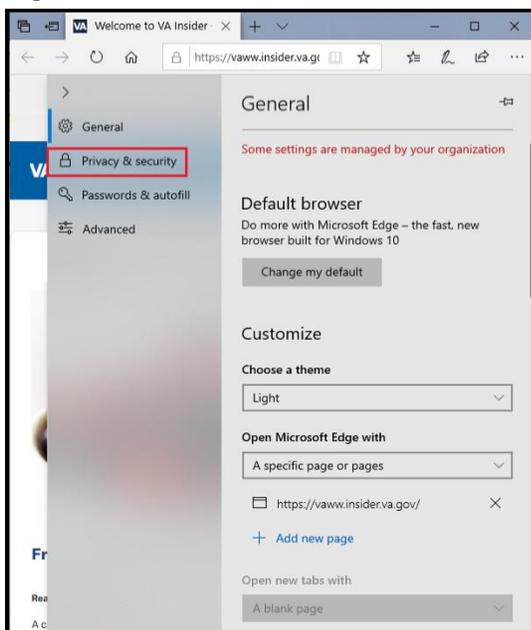
If you are using the Microsoft Edge browser, you must clear the browser cache. To clear the cache, open the Microsoft Edge browser. In the upper right-hand corner, there is an icon containing three horizontal dots. Click this icon and a fly out menu will appear from the right-hand side of the browser.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

Figure 2: Edge Settings and More Menu



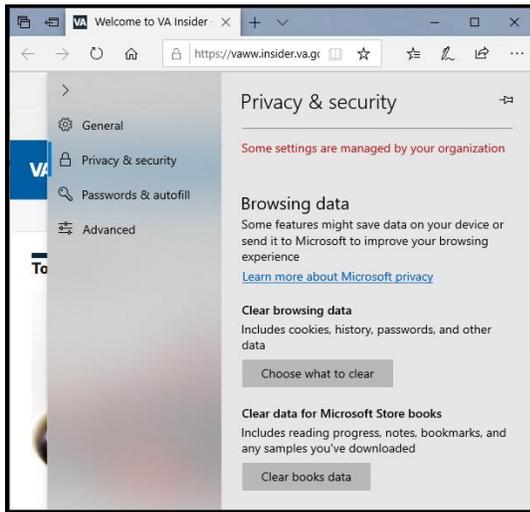
When the General menu appears, click on Privacy and security.

Figure 3: General Menu



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

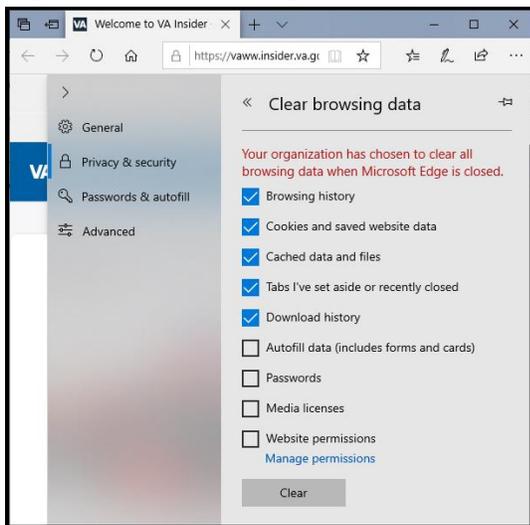
Figure 4: Privacy & Security Menu



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. Basic Search

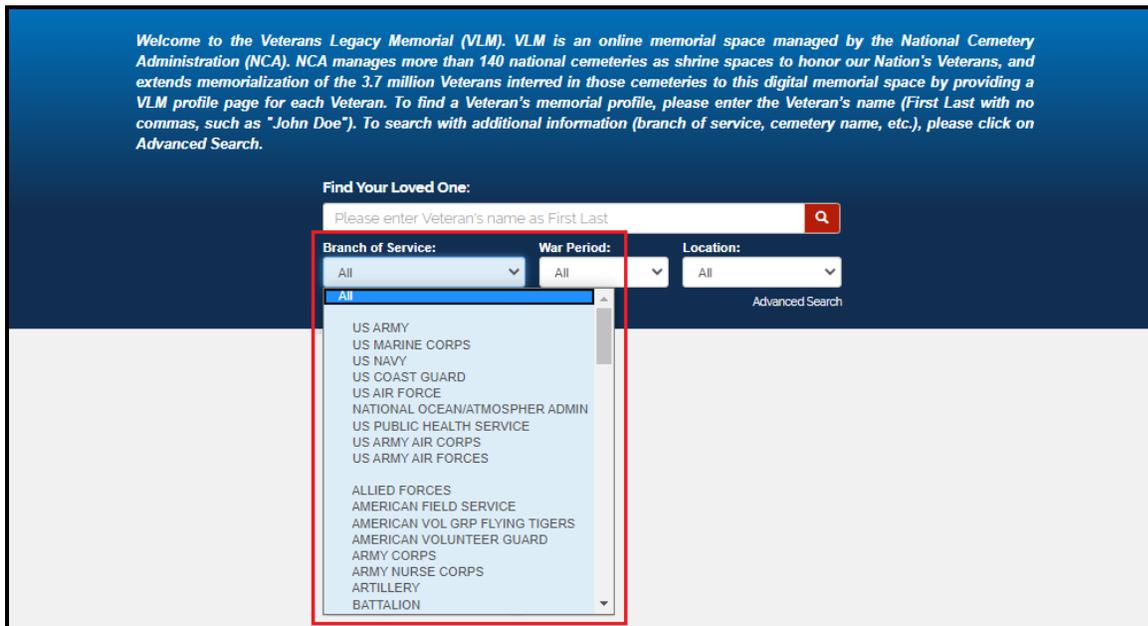
Basic search allows you to easily locate a Veteran by entering a First Name and Last Name, Branch of Service, War Period and/or Location. You must enter at least three characters of the Veteran's last name to perform a search.

Figure 9: Home Page Basic Search



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

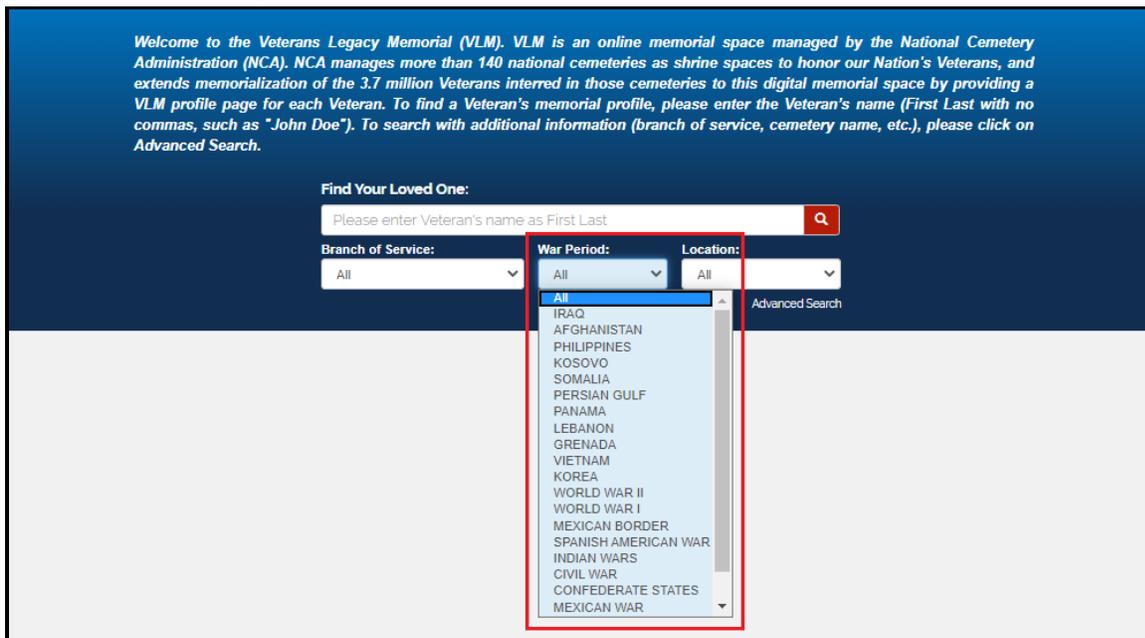
Figure 10: Home Page Branch of Service Dropdown



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.

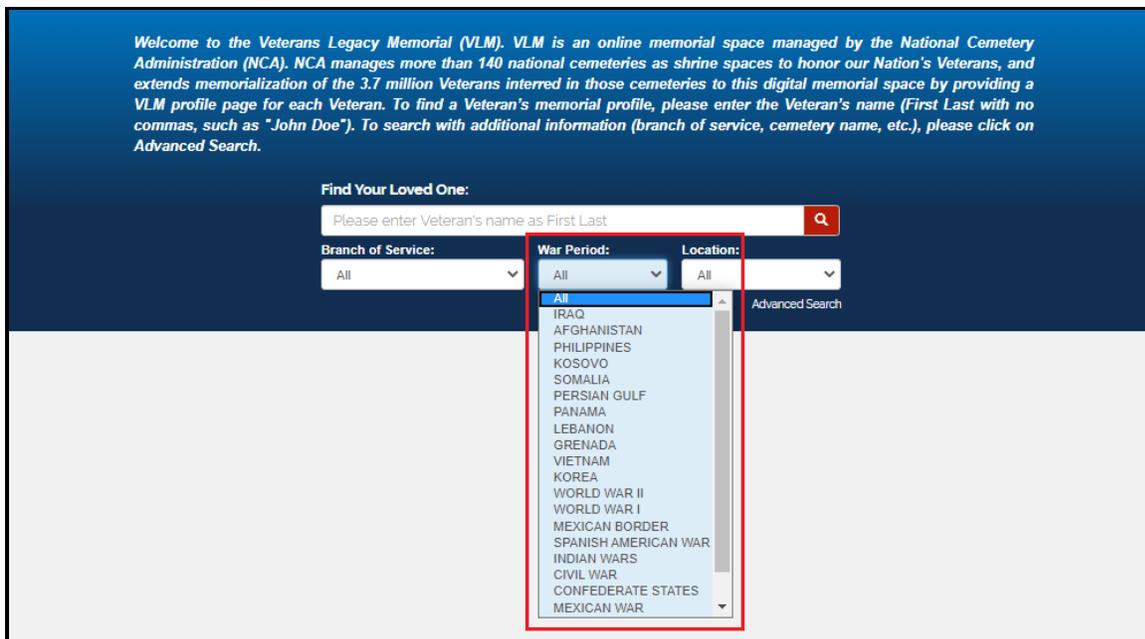
Figure 11: Home Page War Period Dropdown



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.

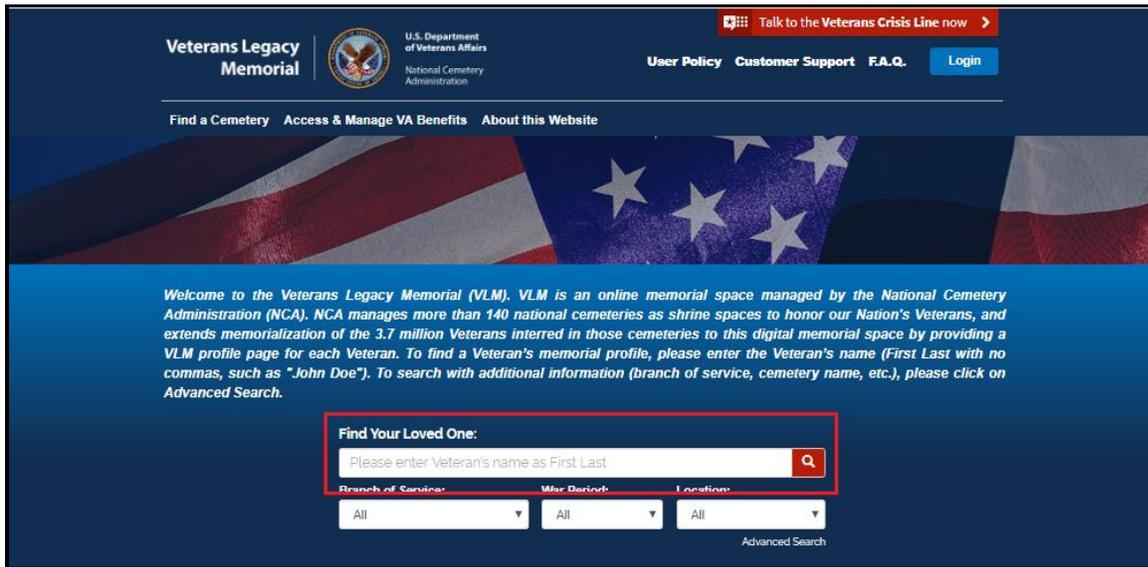
Figure 12: Home Page Cemetery Location Dropdown



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

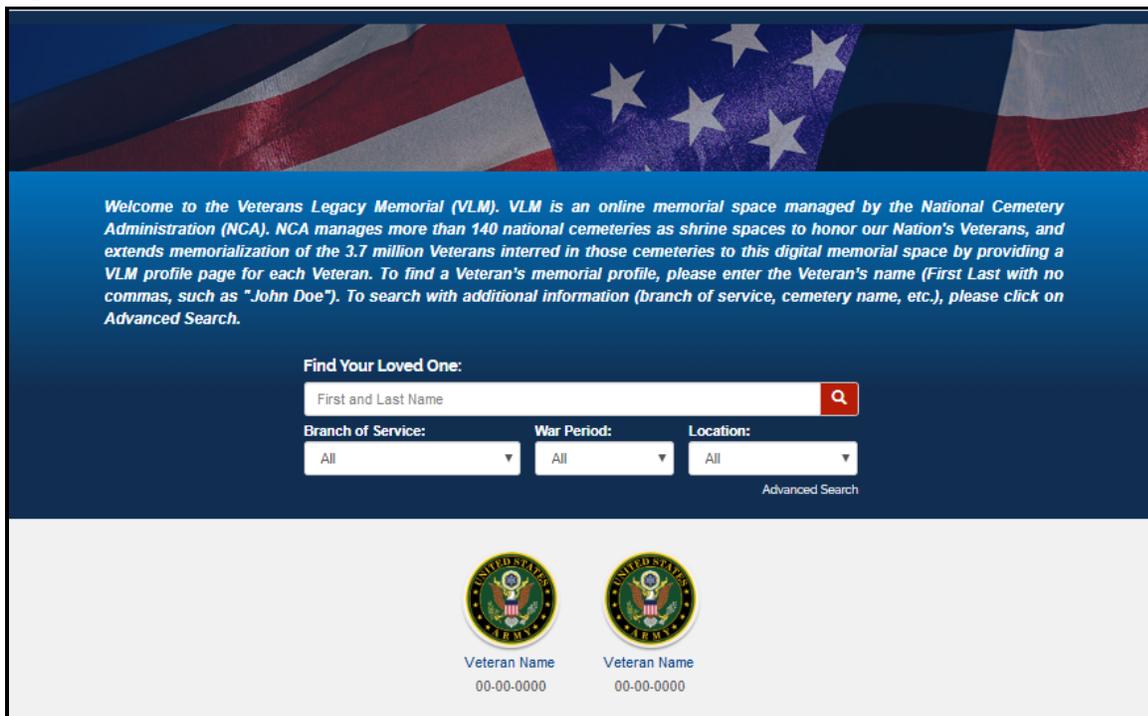
To perform a basic search, you can enter just a last name or both first and last name.

Figure 13: Using Home Page Basic Search



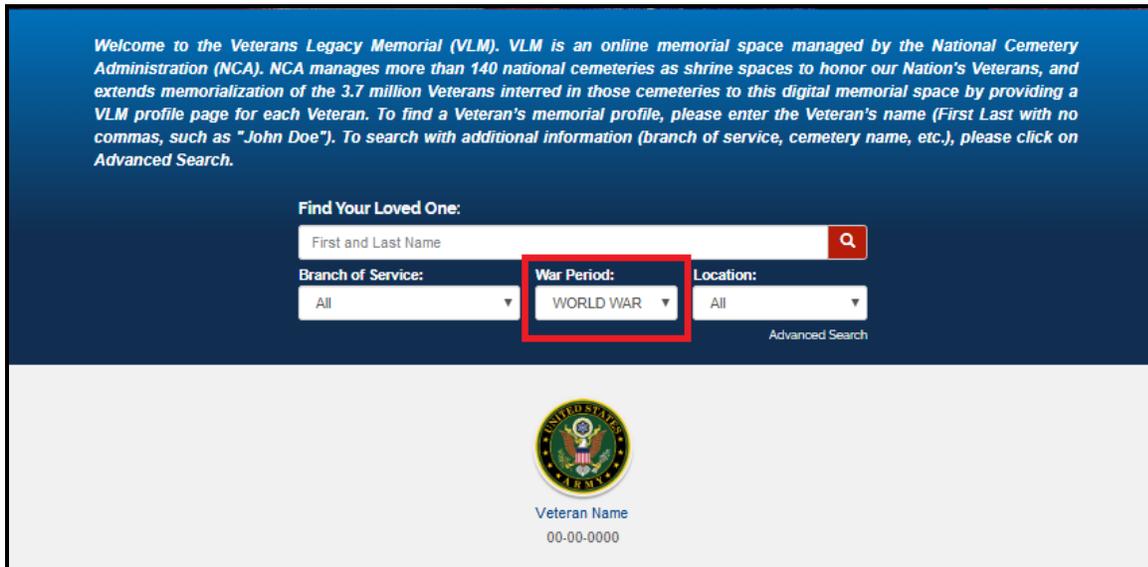
The application will return the search results on the home page.

Figure 14: Basic Search Results



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

Figure 15: Home Page Search Results



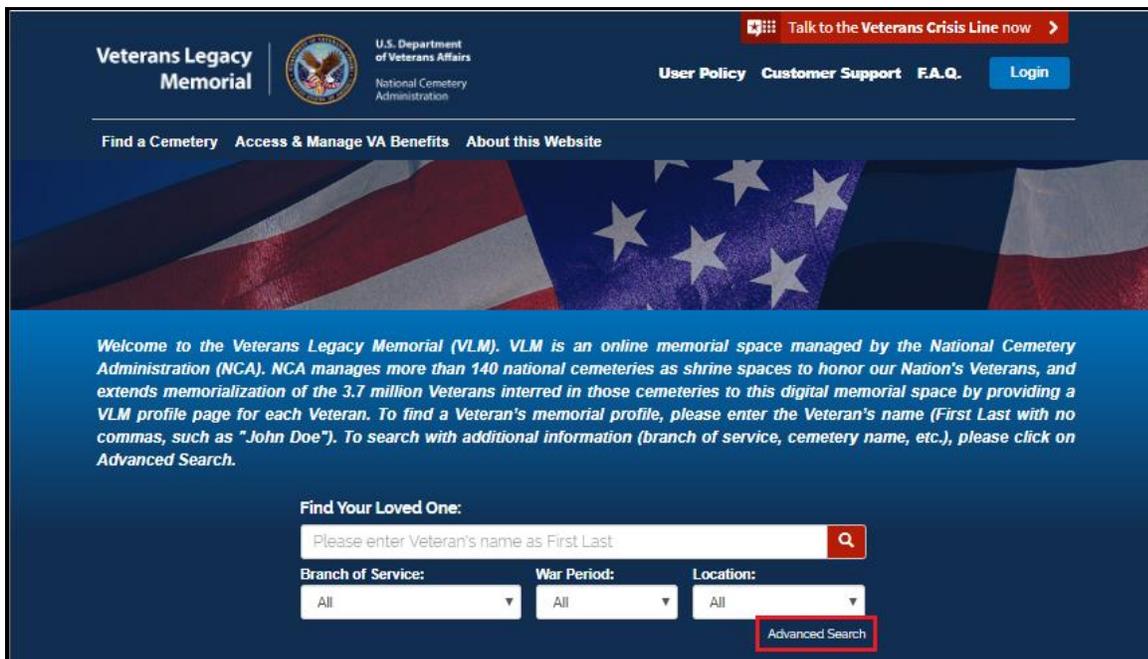
4.5. Advanced Search

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 16: Accessing Advanced Search



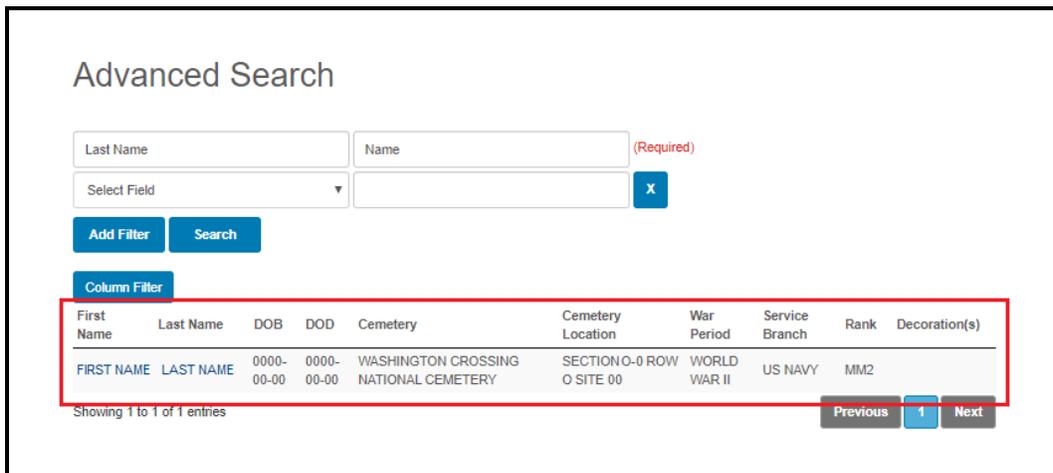
You can also access Advanced Search from the search function located in the banner on most pages within the application. You must enter at least three characters of a Veteran's name and then click the **Enter** key on your keyboard.

Figure 17: Accessing Advanced Search from the VLM Banner



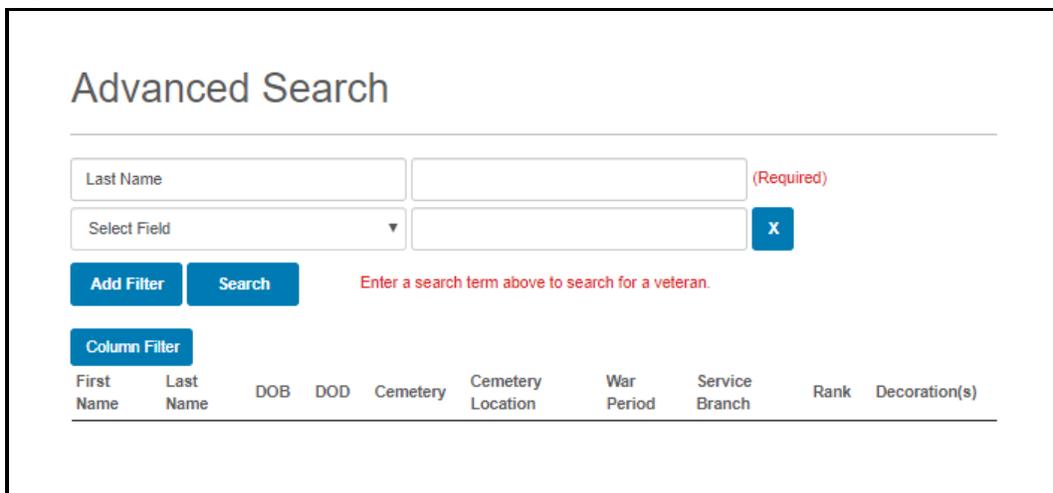
The application will display the search results in the Advanced Search page.

Figure 18: Advanced Search Results from a Banner Search



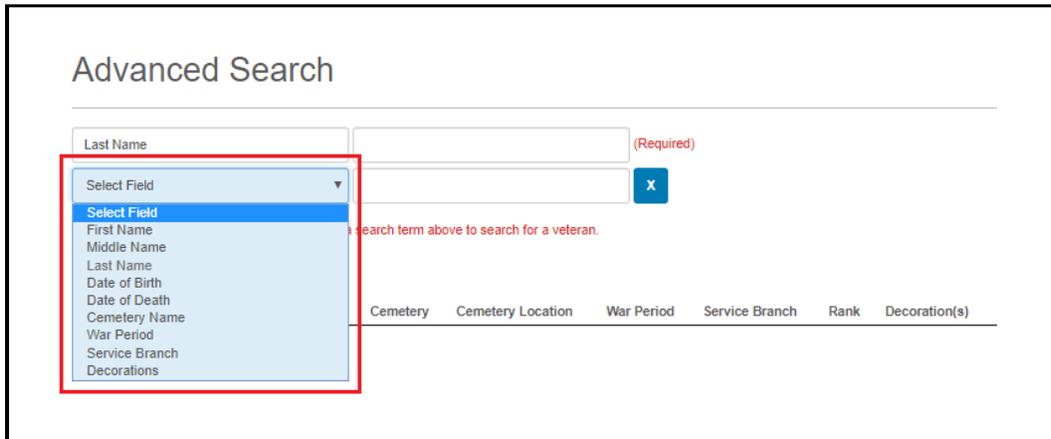
By clicking the Advanced Search link, the application will display the Advanced Search page.

Figure 19: Advanced Search Page



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

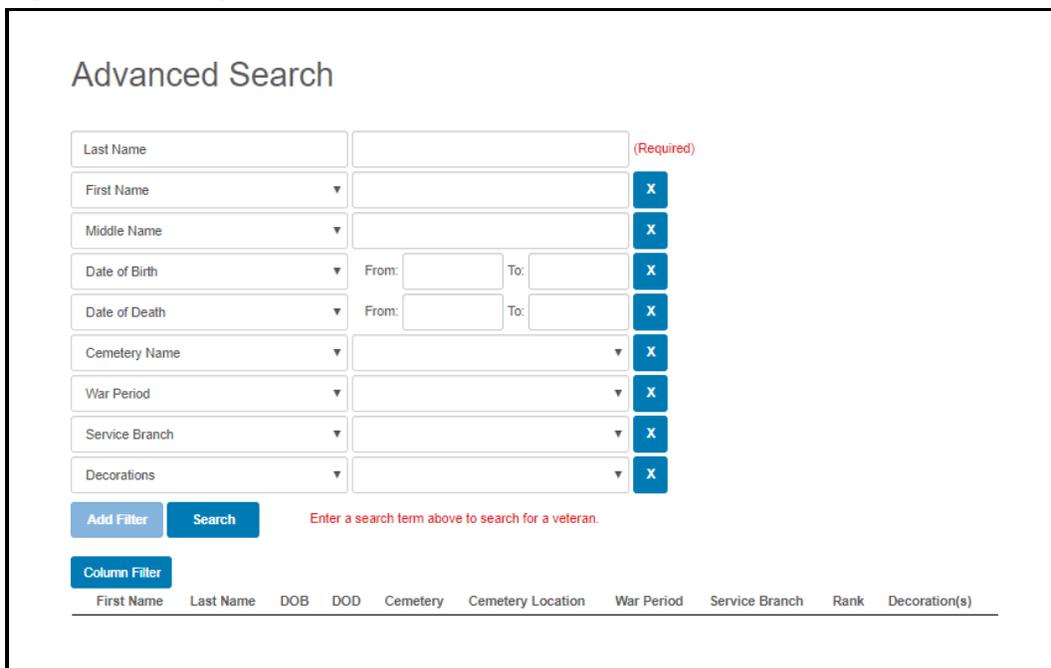
Figure 20: Advanced Search Filters Dropdown



The screenshot shows the 'Advanced Search' page. At the top, there is a 'Last Name' input field with a '(Required)' label and a blue 'X' button to its right. Below this, a dropdown menu is open, listing various search filters: 'Select Field', 'First Name', 'Middle Name', 'Last Name', 'Date of Birth', 'Date of Death', 'Cemetery Name', 'War Period', 'Service Branch', and 'Decorations'. The 'Select Field' option is highlighted in blue. Below the dropdown, there are several input fields for 'Cemetery', 'Cemetery Location', 'War Period', 'Service Branch', 'Rank', and 'Decoration(s)'. A red text prompt says 'Enter a search term above to search for a veteran.'

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

Figure 21: Adding Advanced Search Filters



The screenshot shows the 'Advanced Search' page with multiple filters added. The filters are: 'Last Name' (Required), 'First Name', 'Middle Name', 'Date of Birth' (From: To:), 'Date of Death' (From: To:), 'Cemetery Name', 'War Period', 'Service Branch', and 'Decorations'. Each filter has a blue 'X' button to its right. Below the filters, there are 'Add Filter' and 'Search' buttons. A red text prompt says '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: ! @ # \$ % ^ & * () _ + - = [\ {] } ; : ' " / ? . , > , < ` ~ .

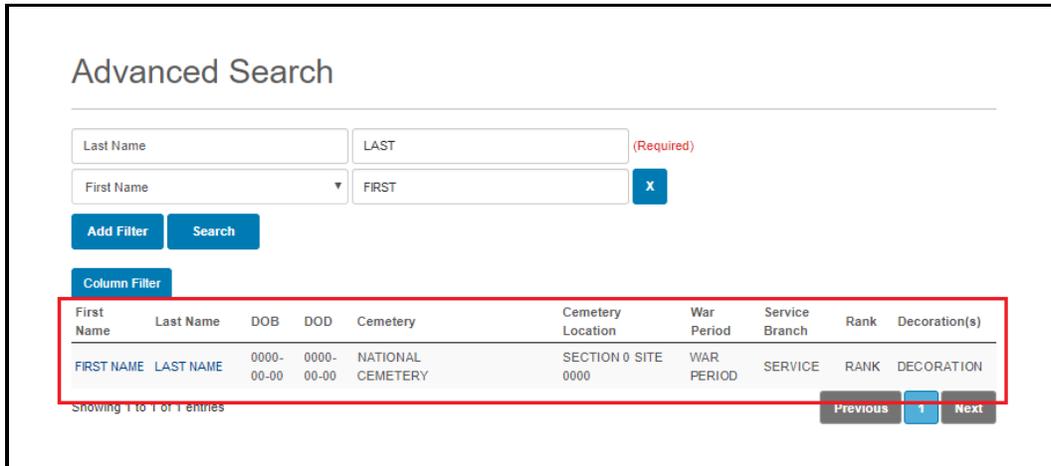
Date formats must be in the form of **yyyy-mm-dd**.

Click on the  next to the filter to remove a search filter.

Once you have set up your search filters, click on the **Search** button to run the search. The application will return the results that meet the search filters criteria.

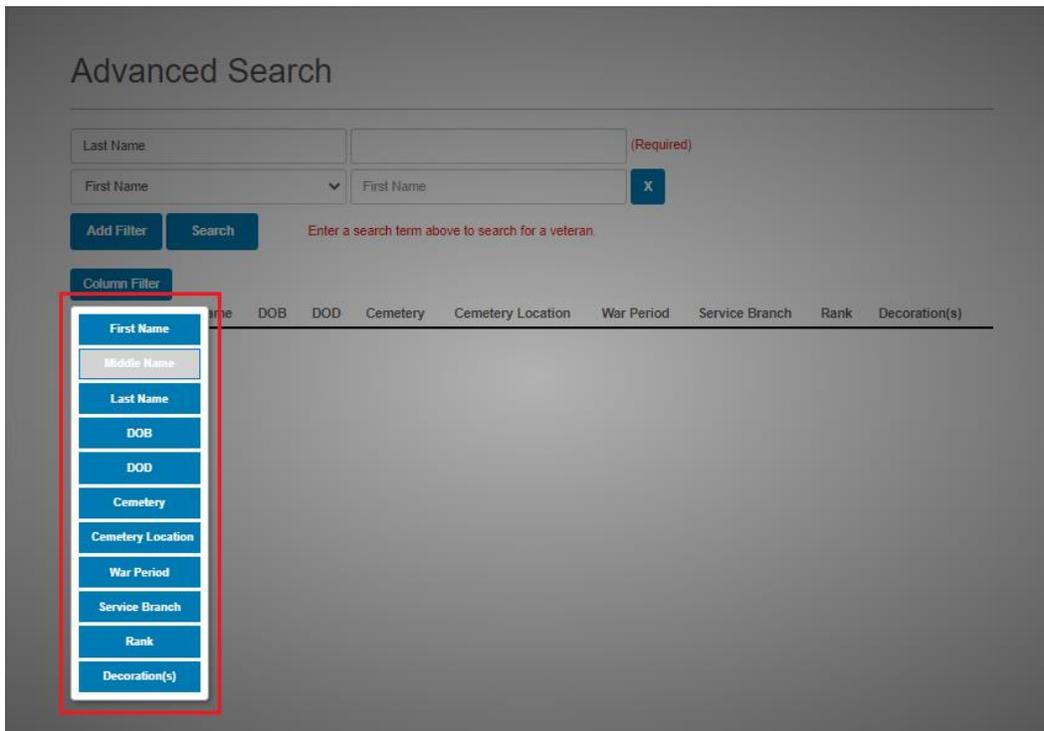
Note: If you encounter a JSON error, contact VLM Customer Support. A JSON error occurs when one or more of the records searched, contains an empty data field.

Figure 22: Advanced Search Results



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

Figure 23: Column Filters



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

Figure 24: Results Table with Adjusted Column Filters

The screenshot shows an 'Advanced Search' interface. At the top, there are two input fields: 'Last Name' with the value 'LAST' and a '(Required)' label, and 'First Name' with the value 'FIRST'. Below these 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 and contains the following data:

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

Below the table, it says 'Showing 1 to 1 of 1 entries'. At the bottom right, there are 'Previous', '1', and 'Next' navigation buttons.

4.6. 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 the name.

Figure 25: 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 26: 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



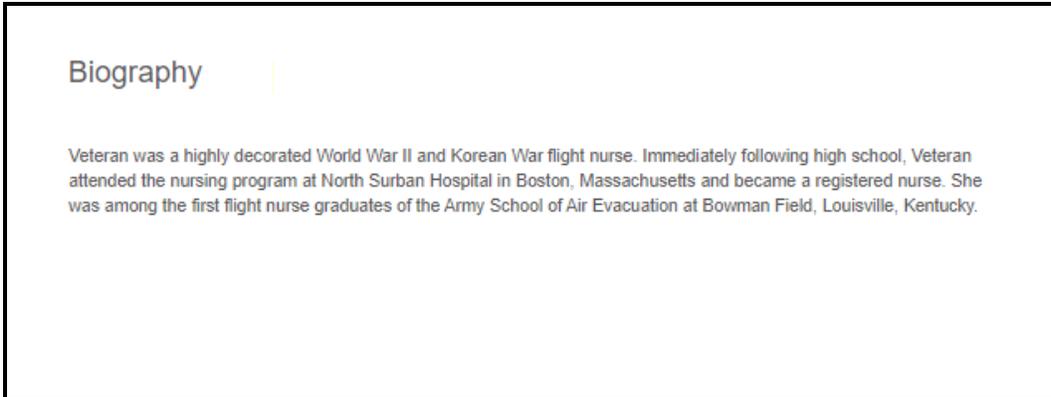
Cemetery	NATIONAL CEMETERY
Address	STREET ADDRESS CITY STATE ZIP
Contact	PHONE NUMBER
Location	SECTION SITE
Date Of Interment	YEAR-MONTH-DAY

This Profile Has Been Viewed 17 Times

4.6.1. Biography Section

The Biography section allows the Sentry and VLM Administrators to add a biography/obituary to the Veteran's Profile.

Figure 27: Biography Section



4.6.2. About Section

The About section includes biographical and religious preference information.

Figure 28: About Section



4.6.3. 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](#).

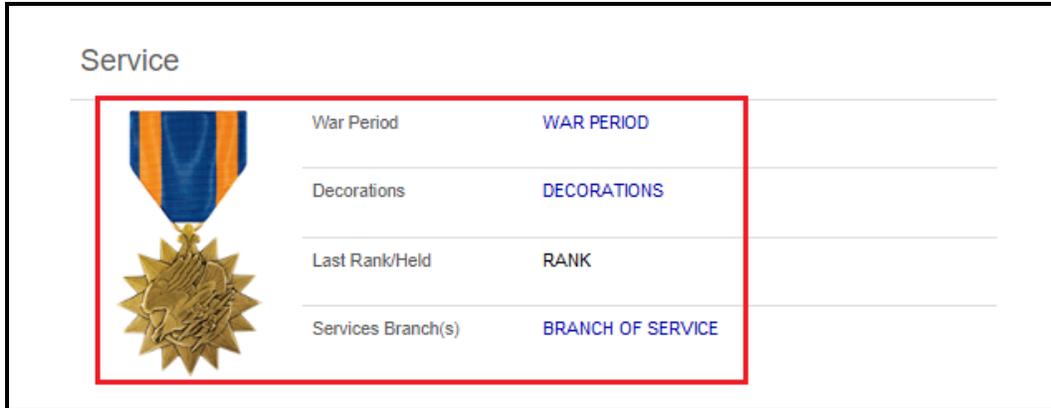
Figure 29: Emblem of Belief Popup in About Section



4.6.4. Service Section

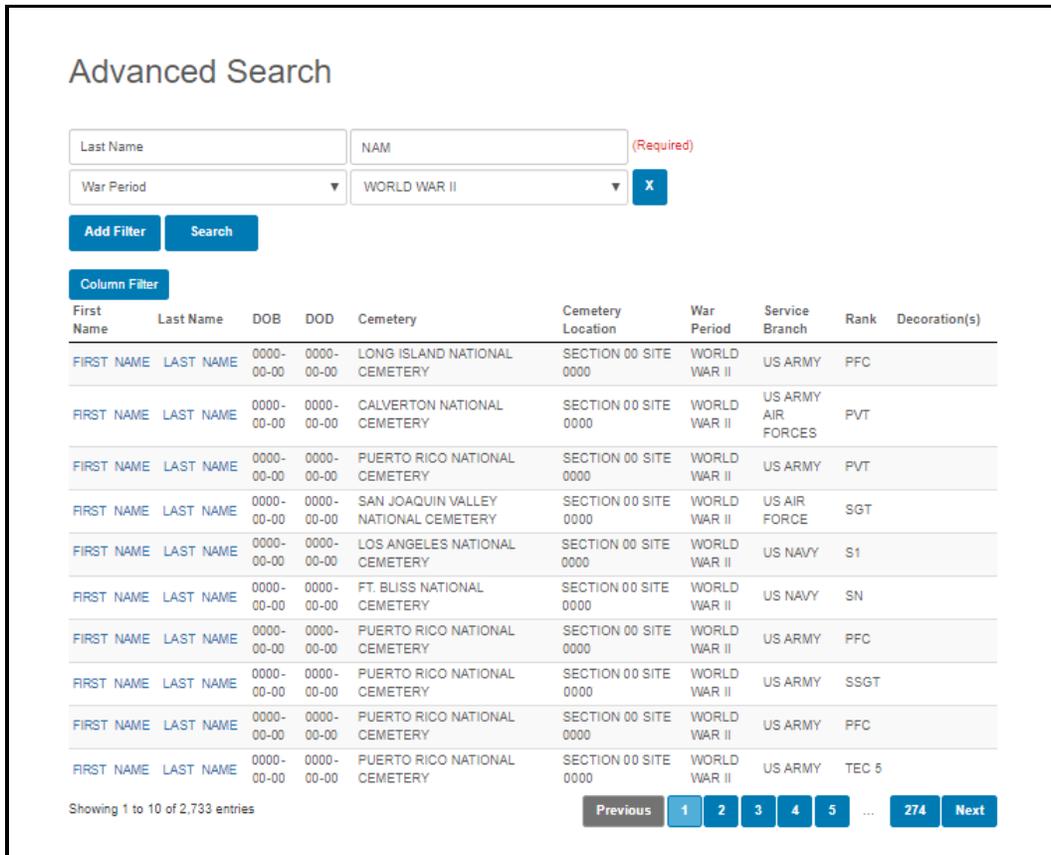
The Service section includes war periods, decorations, last rank held and service branch or branches.

Figure 30: 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 31: 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 32: Advanced Search Results by Similar Name and Decoration

Advanced Search

Last Name: NAM (Required)

Decorations: MEDAL OF HONOR

Buttons: Add Filter, Search

Column Filter

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

Navigation: Previous, 1, Next

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 33: Advanced Search Results by Similar Name and Service Branch

Advanced Search

Last Name: NAM (Required)

Service Branch: US ARMY

Buttons: Add Filter, Search

Column Filter

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

Navigation: Previous, 1, 2, 3, 4, 5, ..., 407, Next

4.6.5. Memorial Section

The Memorial section includes cemetery and interment/inurnment information.

Figure 34: Memorial Section

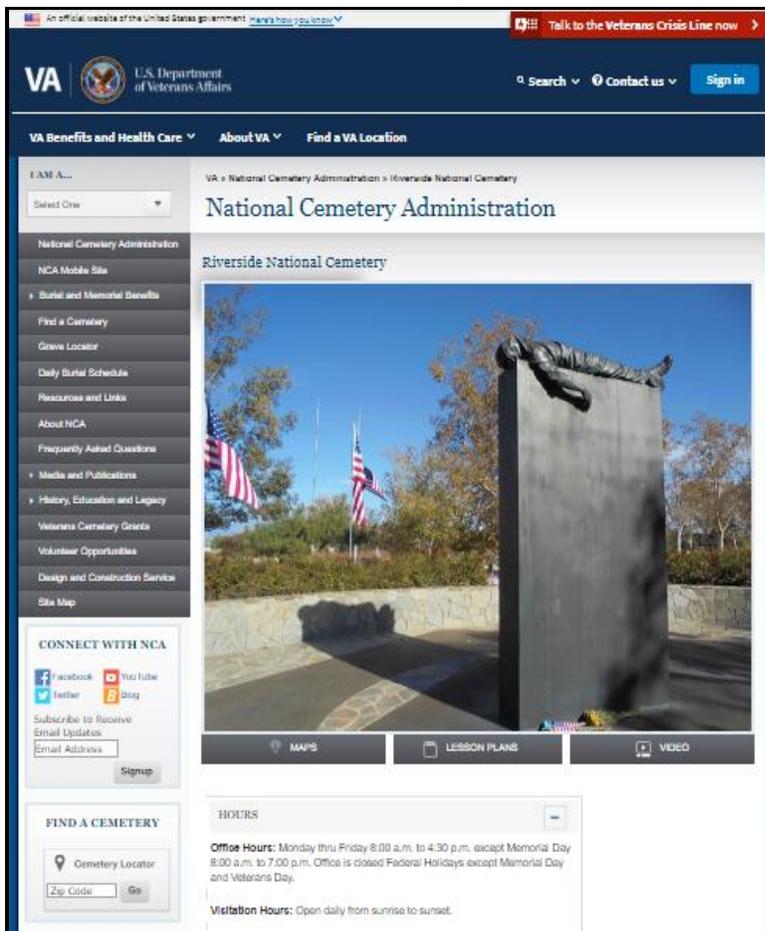
Memorial



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 35: Cemetery Information Page



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

4.6.6. 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 36: Milestones Section



4.6.7. Profile Views

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

Figure 37: Profile Views



4.6.8. 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 38: 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 39: Icons Associated with Tributes



4.6.9. Post a Tribute

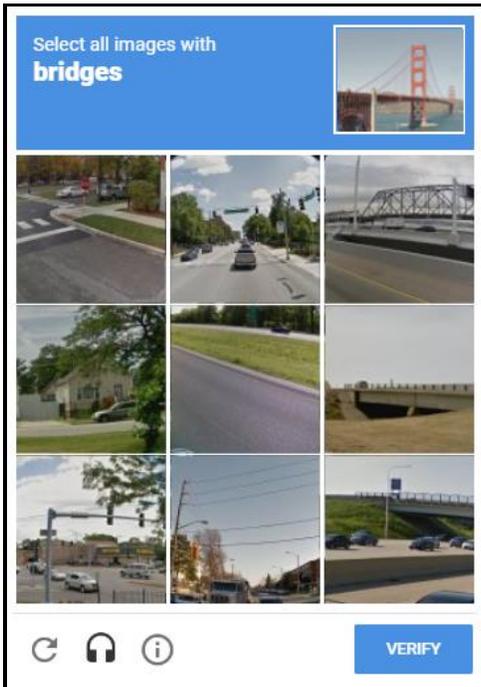
To post a tribute, enter your tribute message, then enter your name, email address; click the **I agree to the User Policy** check box and **I'm not a robot** reCAPTCHA.

Figure 40: Post a Tribute

The screenshot shows a form for posting a tribute. At the top left, there is a profile picture placeholder and a user icon labeled 'VLM'. Below this is a text input field containing the message 'Thank you for your service.'. To the right of the text field is a 'Send as Guest:' section with two input fields: 'Site Visitor' and 'sitevisitor@gmail.com'. Below the text field is a checked checkbox labeled 'I agree to the User Policy'. To the right of the checkbox is a red text label 'Characters: 973'. Below the checkbox is a reCAPTCHA box with a green checkmark and the text 'I'm not a robot', along with a reCAPTCHA logo and 'reCAPTCHA Privacy - Terms' link. At the bottom left is a blue 'Publish' button.

If this is your first post, the application will require you to use reCAPTCHA to ensure that the individual publishing a tribute is not a bot. This feature is used once per session and will not be required as long as you are active within the application.

Figure 41: reCAPTCHA



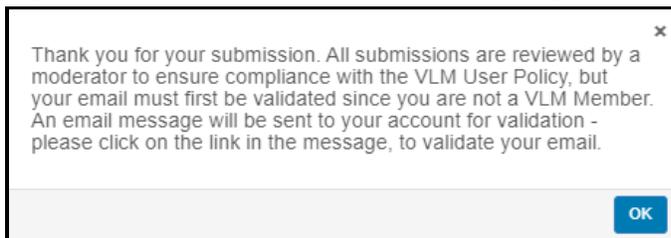
Once the application has verified that you are not a robot, click the **Publish** button.

Figure 42: Publish a Tribute

The screenshot shows a web form for submitting a tribute. At the top left, there are two circular icons: one with a person silhouette and another with 'VLM'. Below them is a text input field containing 'Thank you for your service.'. To the right of the input field is a 'Send as Guest:' section with two buttons: 'Site Visitor' and 'sitevisitor@gmail.com'. Below the input field is a checked checkbox labeled 'I agree to the User Policy' and a red text indicator 'Characters: 973'. Below that is a reCAPTCHA box with a green checkmark, the text 'I'm not a robot', and the reCAPTCHA logo with 'reCAPTCHA Privacy - Terms' below it. At the bottom left, a blue 'Publish' button with a pencil icon is highlighted with a red rectangular border.

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

Figure 43: Submission Confirmation Message



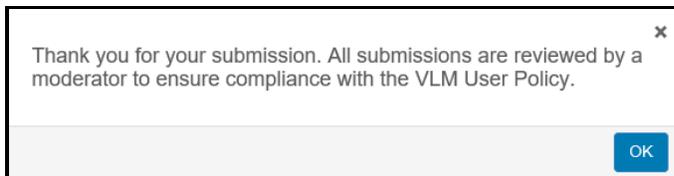
The application will send you an email to confirm your email address. If you do not confirm your email address, your tribute will not be sent for review.

Figure 44: Email Notification to Confirm Email Address



Once you confirm your email address, the application will display a message informing you that your submission will be reviewed by a moderator to ensure compliance with the VLM user policy.

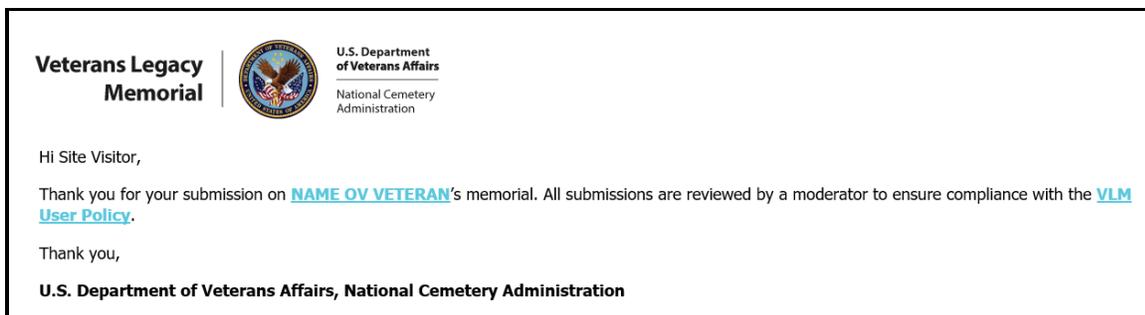
Figure 45: Email Confirmation Message Submission



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

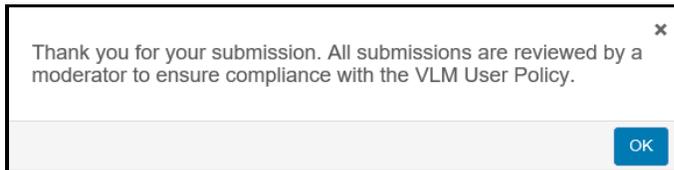
The application will send you an email notification acknowledging that your post was received and will be reviewed by a VLM Administrator.

Figure 46: Email Notification of Received Tribute



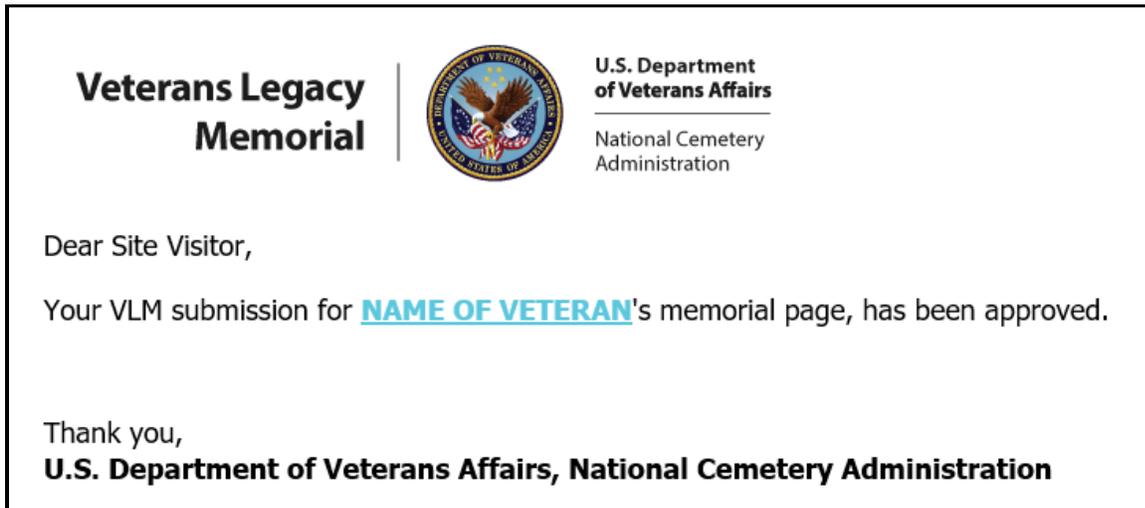
The application will display a message informing you that your submission will be reviewed by a moderator to ensure compliance with the VLM user policy.

Figure 47: Email Confirmation Message Submission



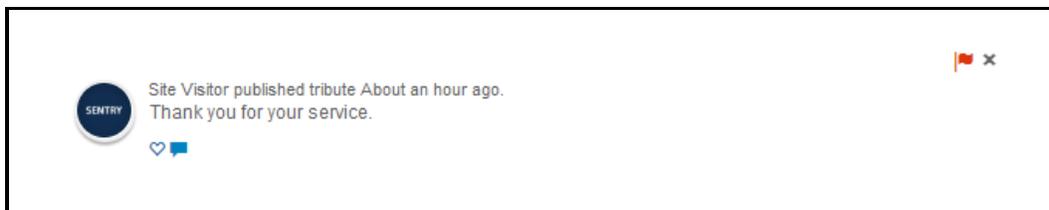
If the VLM Administrator approves your tribute, you will receive an approval email.

Figure 48: Email Notification of Approved Tribute



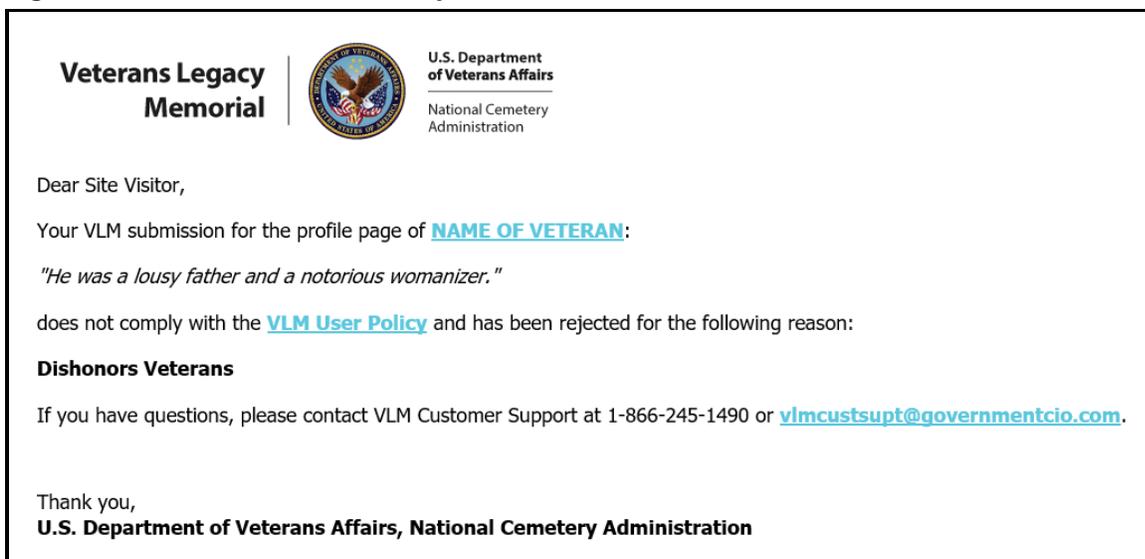
The post will be published and displayed on the Veteran's Profile.

Figure 49: Posted Tribute



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

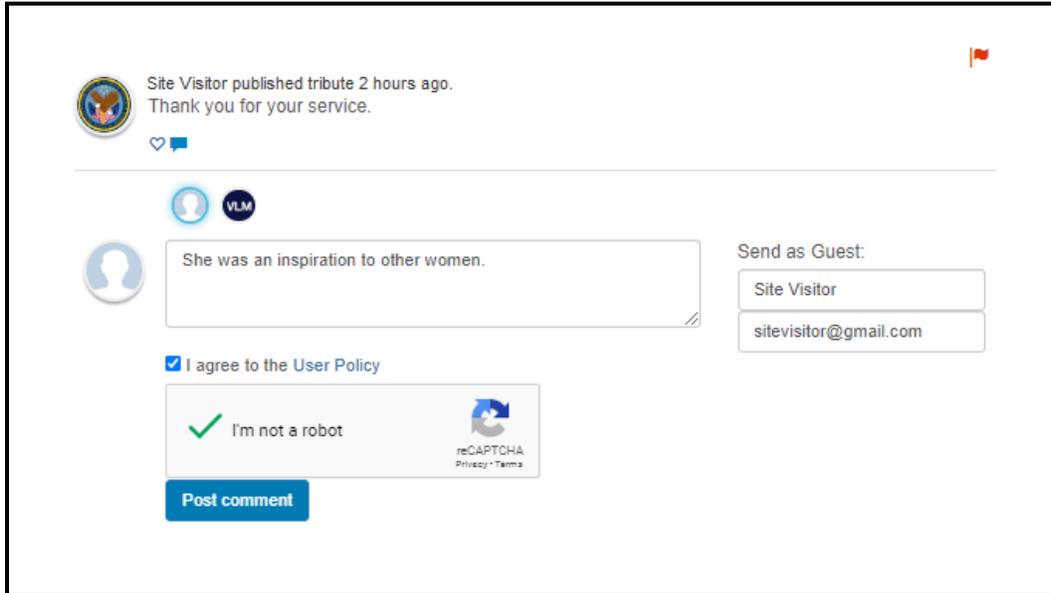
Figure 50: Email Notification of Rejected Tribute



4.6.10. Add a Comment to a Tribute

Click the  icon to add a comment to a tribute. Enter your tribute message, then enter your name, email address; click the **I agree to the User Policy** check box and **I'm not a robot** reCAPTCHA.

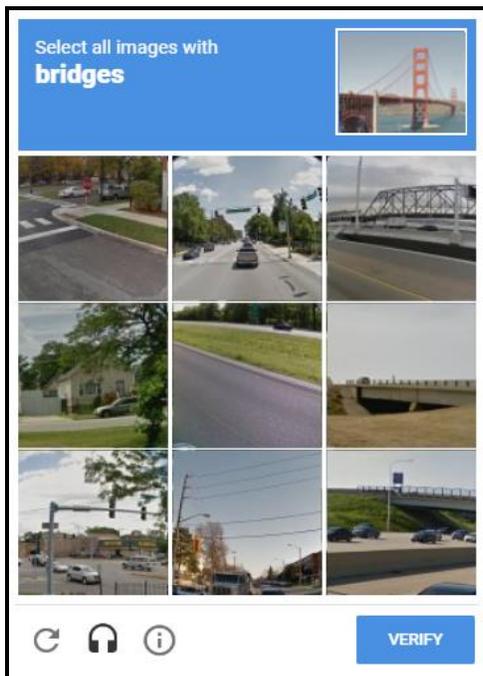
Figure 51: Add a Comment on a Tribute



The screenshot shows a comment form for a tribute. At the top, a profile picture of a site visitor is shown next to the text: "Site Visitor published tribute 2 hours ago. Thank you for your service." Below this is a comment input field containing the text "She was an inspiration to other women." To the right of the input field is a "Send as Guest:" section with two input fields: "Site Visitor" and "sitevisitor@gmail.com". Below the input fields are two checkboxes: "I agree to the User Policy" (checked) and "I'm not a robot" (checked). The "I'm not a robot" checkbox is accompanied by a reCAPTCHA logo and a "Privacy - Terms" link. A blue "Post comment" button is located at the bottom of the form.

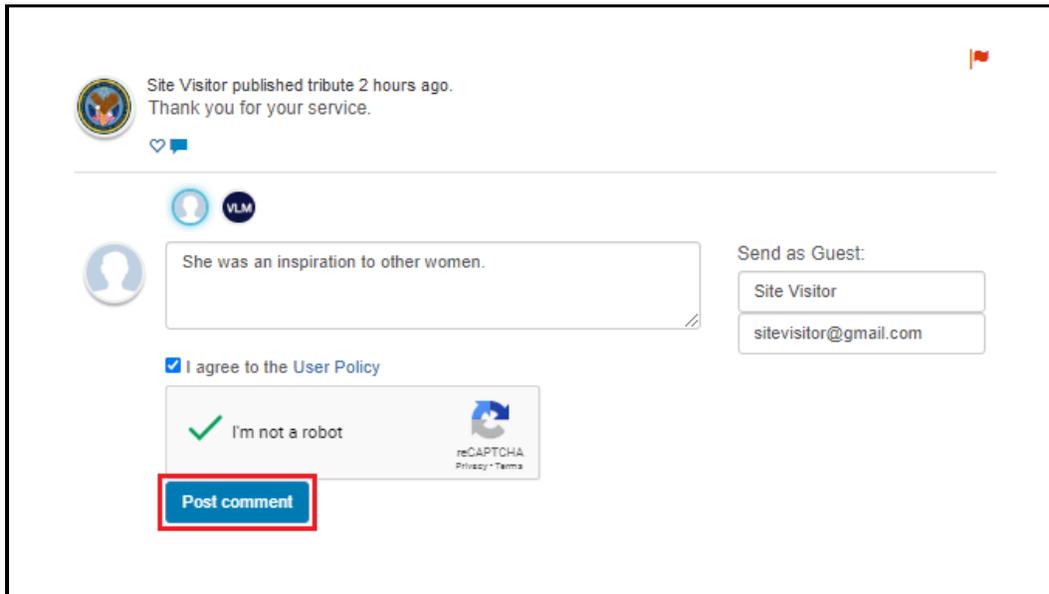
If this is your first post, the application will require you to use reCAPTCHA to ensure that the individual publishing a tribute is not a bot. This feature is used once per session and will not be required as long as you are active within the application.

Figure 52: reCAPTCHA



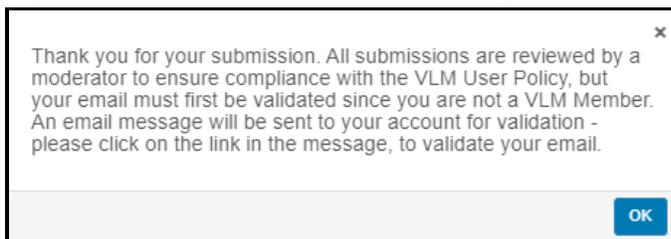
Once the application has verified that you are not a robot, click the **Post comment** button.

Figure 53: Publish a Comment to a Tribute



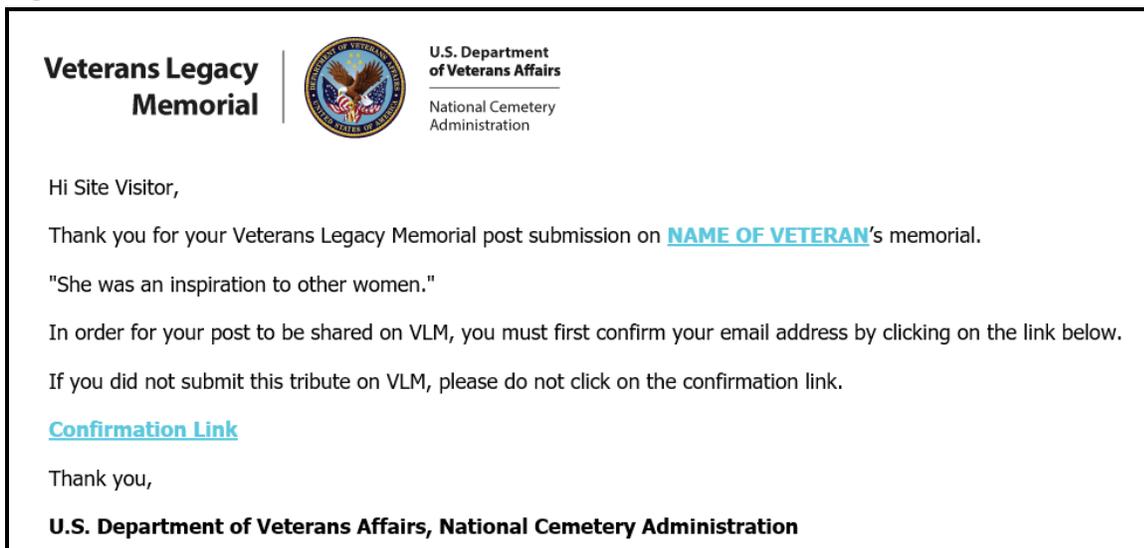
The application will display a confirmation message that the tribute was received for review.

Figure 54: Information Received Message



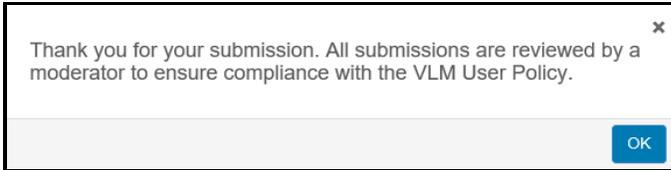
The application will send you an email to confirm your email address. If you do not confirm your email address, your tribute will not be sent for review.

Figure 55: Email Notification to Confirm Email Address



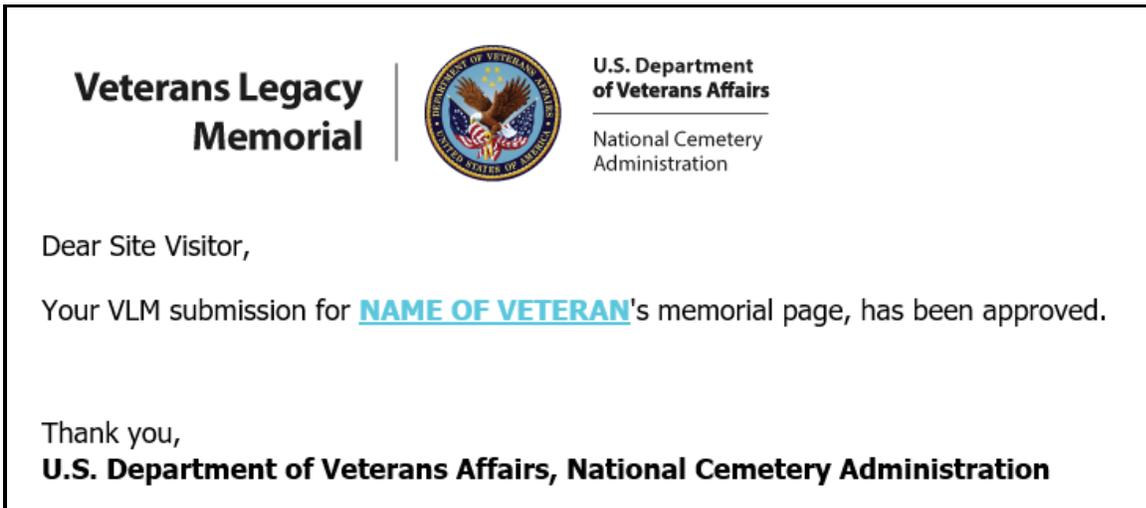
Once you confirm your email address, the application will display a message informing you that your submission will be reviewed by a moderator to ensure compliance with the VLM user policy.

Figure 56: Email Confirmation Message Submission



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

Figure 57: Email Notification of Approved Comment



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

Figure 58: Posted 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 rejection.

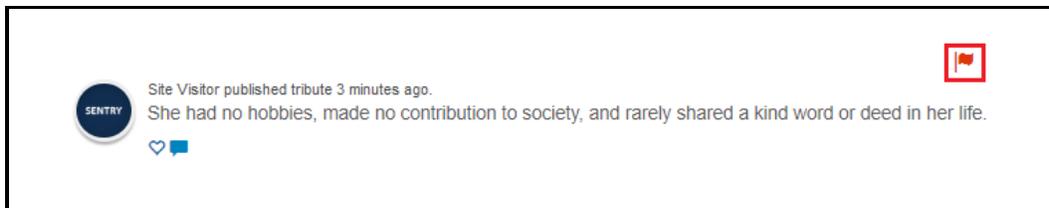
Figure 59: Email Notification of Rejected Comment



4.6.11. Flag a Tribute

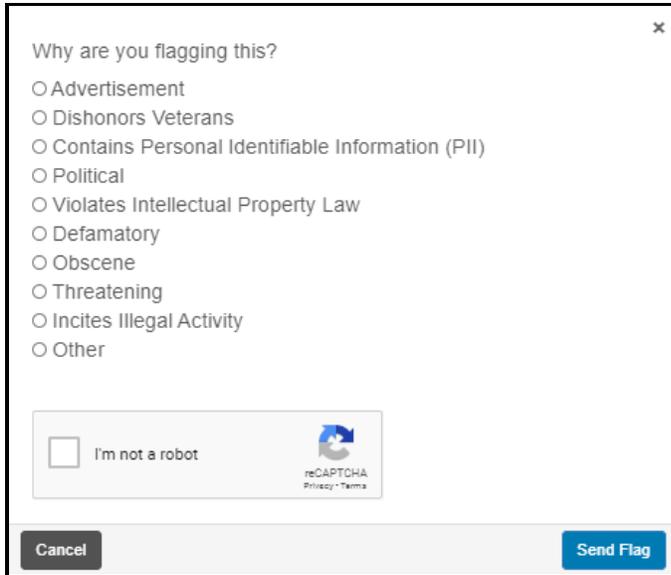
You can also flag a post for VLM Administrator to review. Click the  icon to flag a post.

Figure 60: Flag a Post



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.

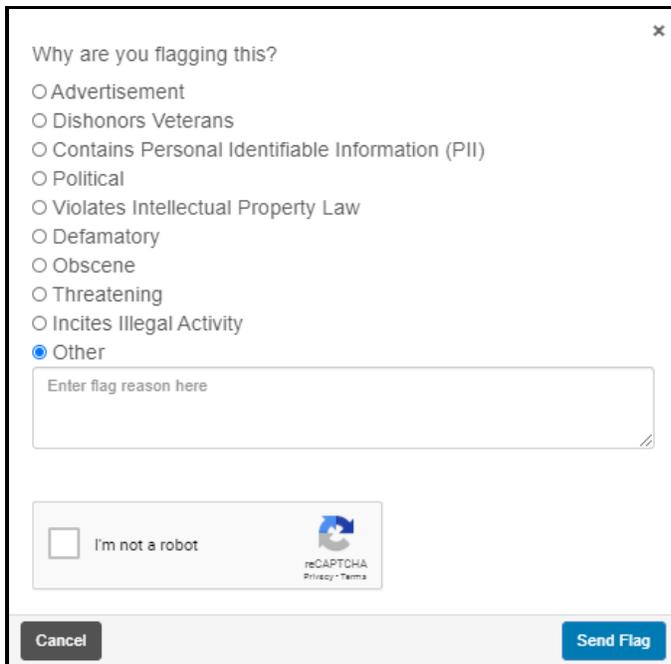
Figure 61: Reason for Flagging a Post



A dialog box titled "Why are you flagging this?" with a close button (X) in the top right corner. It contains a list of radio button options: Advertisement, Dishonors Veterans, Contains Personal Identifiable Information (PII), Political, Violates Intellectual Property Law, Defamatory, Obscene, Threatening, Incites Illegal Activity, and Other. Below the list is a reCAPTCHA widget with the text "I'm not a robot" and the reCAPTCHA logo. At the bottom, there are two buttons: "Cancel" on the left and "Send Flag" on the right.

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

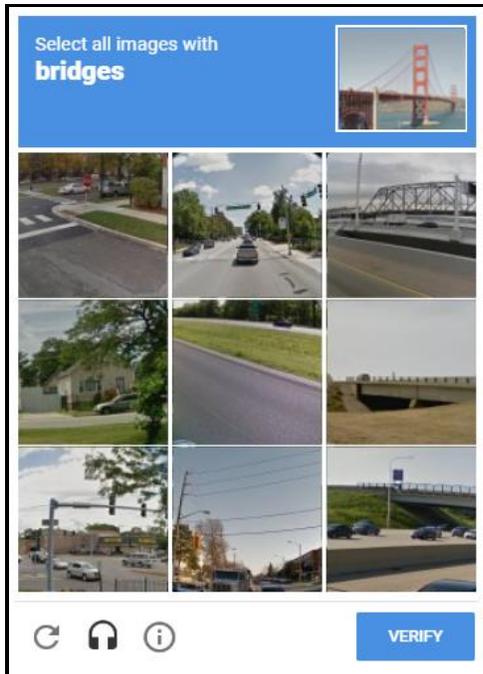
Figure 62: Other Reason for Flagging a Post



A dialog box titled "Why are you flagging this?" with a close button (X) in the top right corner. It contains a list of radio button options: Advertisement, Dishonors Veterans, Contains Personal Identifiable Information (PII), Political, Violates Intellectual Property Law, Defamatory, Obscene, Threatening, Incites Illegal Activity, and Other. The "Other" option is selected with a blue dot. Below the list is a text input field with the placeholder text "Enter flag reason here". Below the input field is a reCAPTCHA widget with the text "I'm not a robot" and the reCAPTCHA logo. At the bottom, there are two buttons: "Cancel" on the left and "Send Flag" on the right.

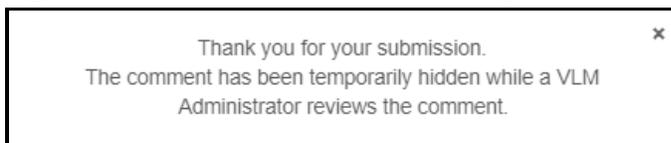
If this is your first post, the application will require you to use reCAPTCHA to ensure that the individual publishing a tribute is not a bot. This feature is used once per session and will not be required as long as you are active within the application.

Figure 63: reCAPTCHA



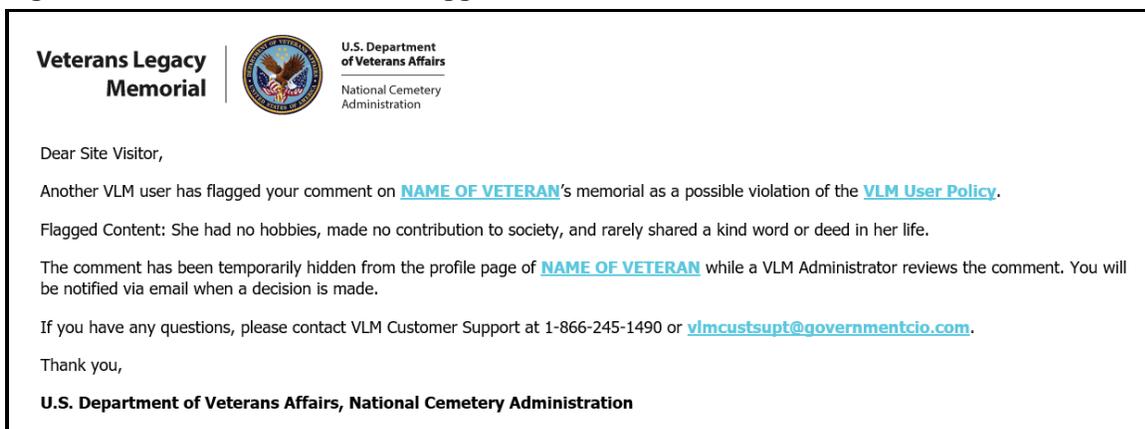
The application will display an Information Received Message.

Figure 64: Information Received 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.

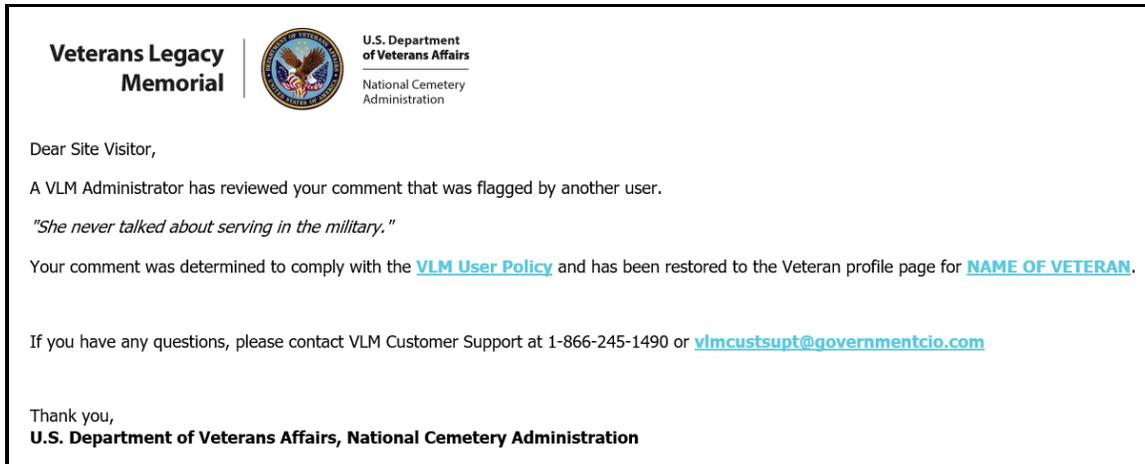
Figure 65: Email Notification of Flagged Post



Once the VLM Administrator has reviewed the post the user will be notified of their decision.

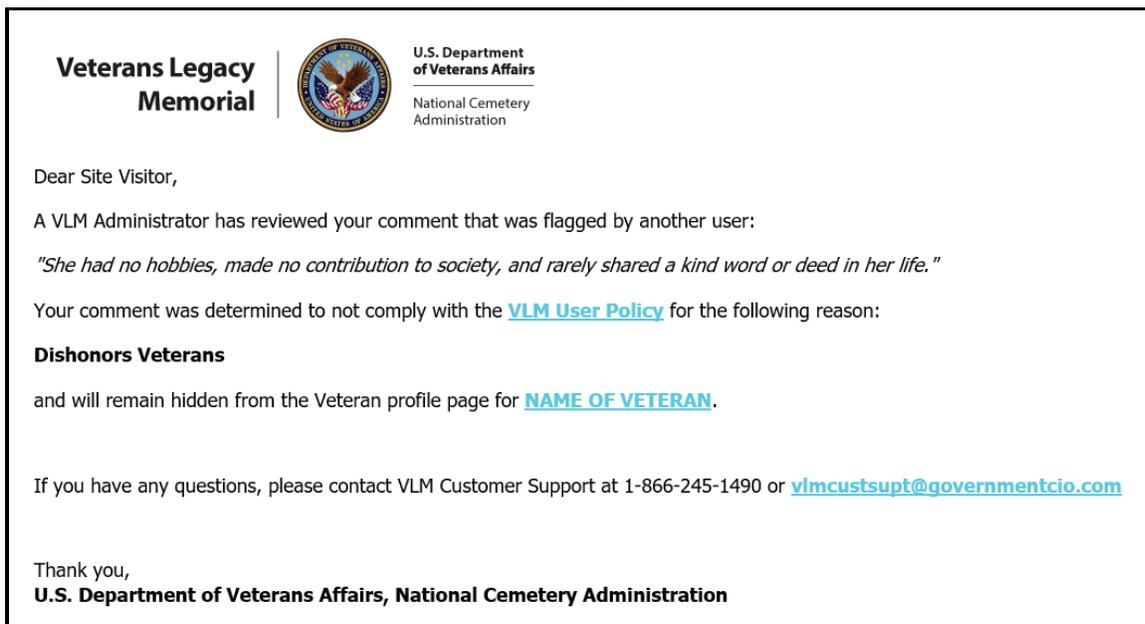
If the VLM Administrator has determined that the post does not violate the VLM User Policy, the user will receive a notification that the post was approved, and the post will be displayed on the Veteran's Profile.

Figure 66: Email Notification of Flagged Post Approved



If the VLM Administrator determined that the post does violate the VLM User Policy, the user will receive a notification that the post was rejected, and the post will NOT be displayed on the Veteran's Profile.

Figure 67: Email Notification of Flagged Post Rejected

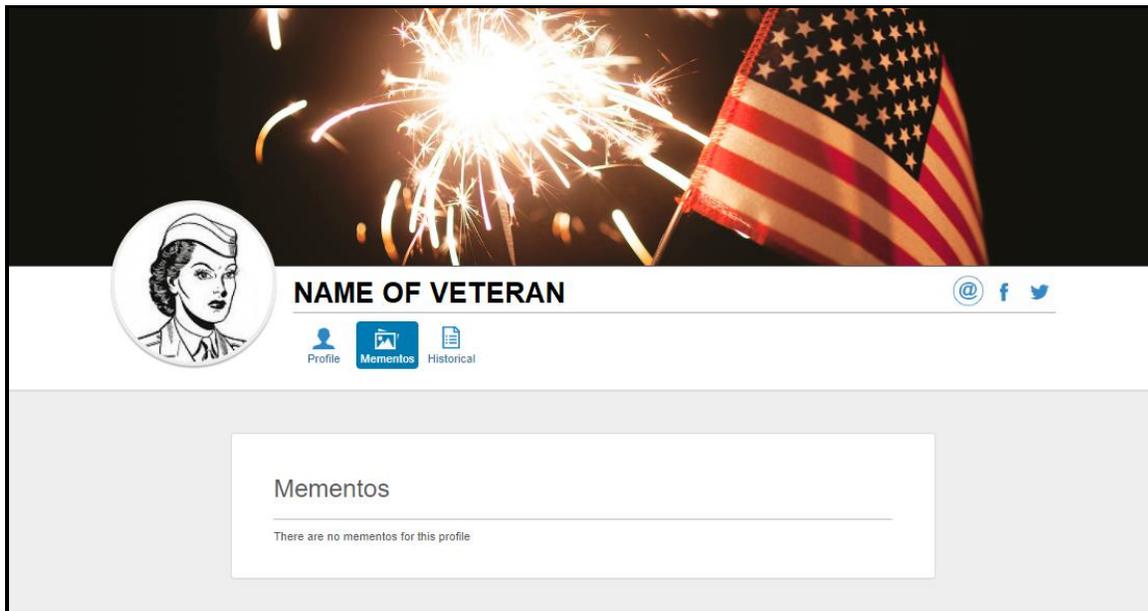


4.7. Mementos Page

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.

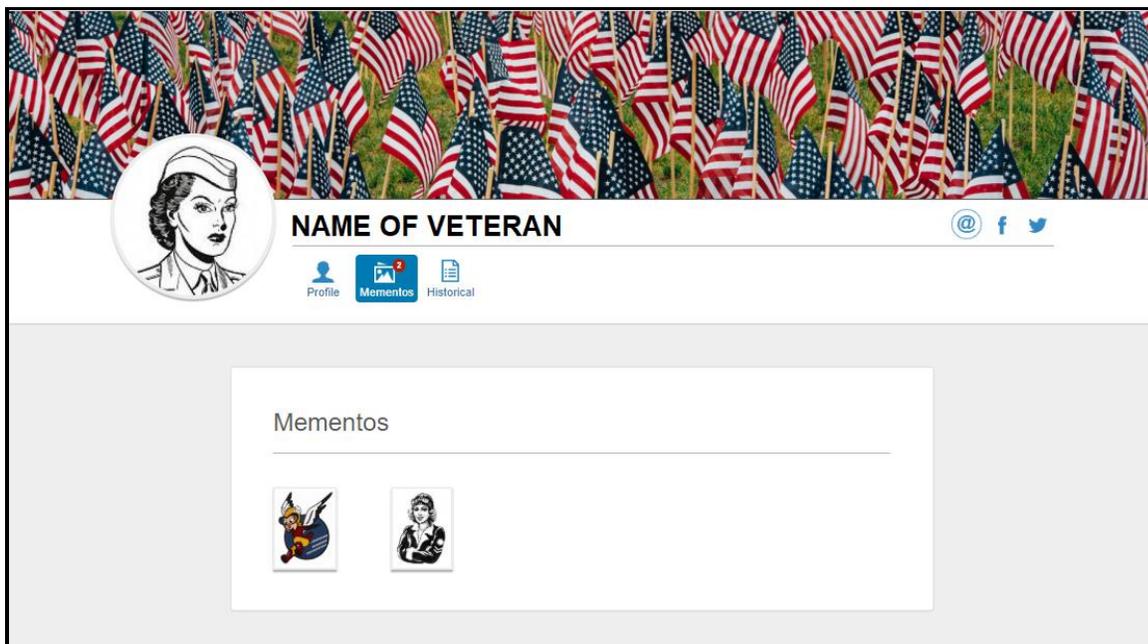
If there are no Mementos, the application will display the message **There are no mementos for this profile.**

Figure 68: Mementos Page



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

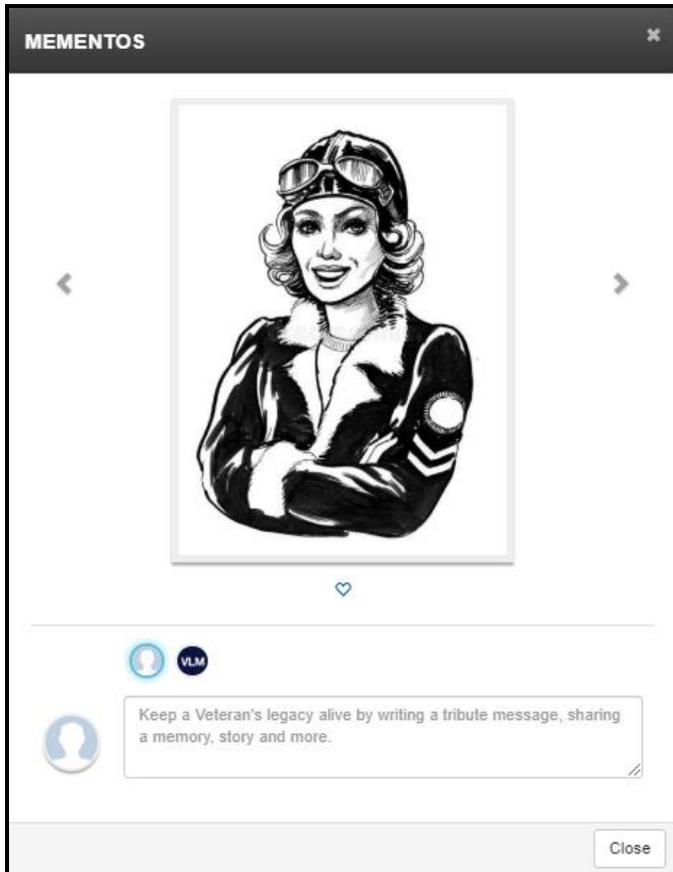
Figure 69: Mementos Page with Mementos



4.7.1. Add a Comment to a Memento

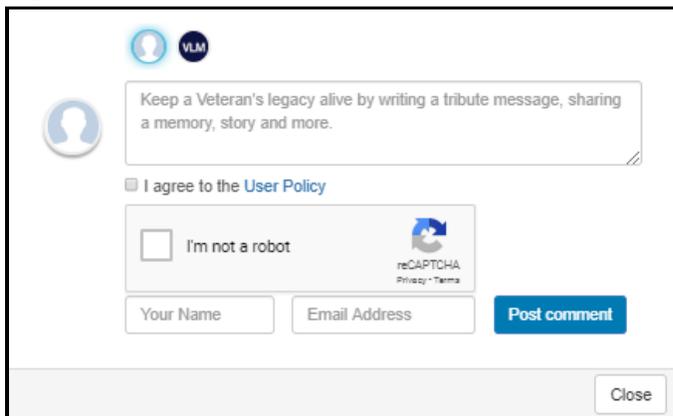
Click on the memento and the application will open the memento in a new popup window.

Figure 70: Memento Comment Message



Click on a photo and the application will display the memento with tribute field.

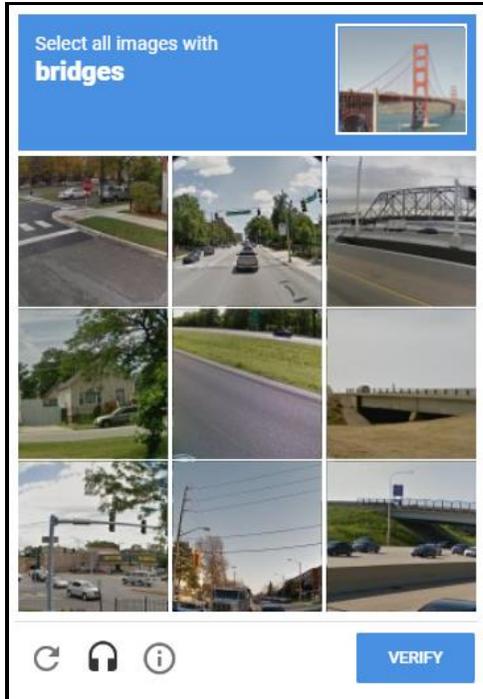
Figure 71: Post a Comment to a Memento



Enter your tribute message, then enter your name and email address; click on the **I agree to the User Policy** check box and **I'm not a robot** reCAPTCHA.

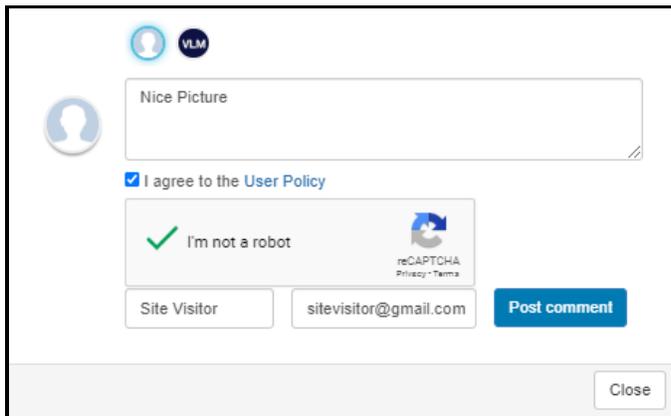
If this is your first post, the application will require you to use reCAPTCHA to ensure that the individual publishing a tribute is not a bot. This feature is used once per session and will not be required as long as you are active within the application.

Figure 72: reCAPTCHA



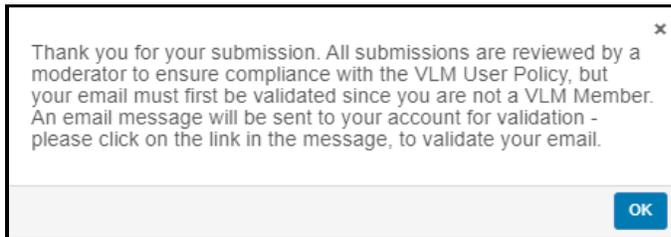
Once the application has verified that you are not a robot, click the **Post comment** button.

Figure 73: Post Comment to a Memento



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

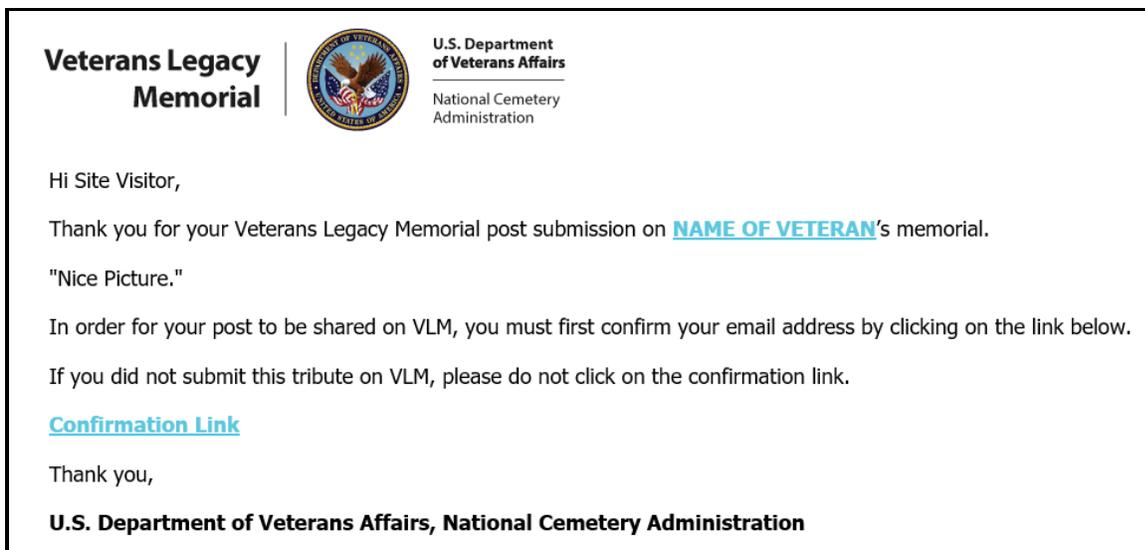
Figure 74: Information Received Message



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

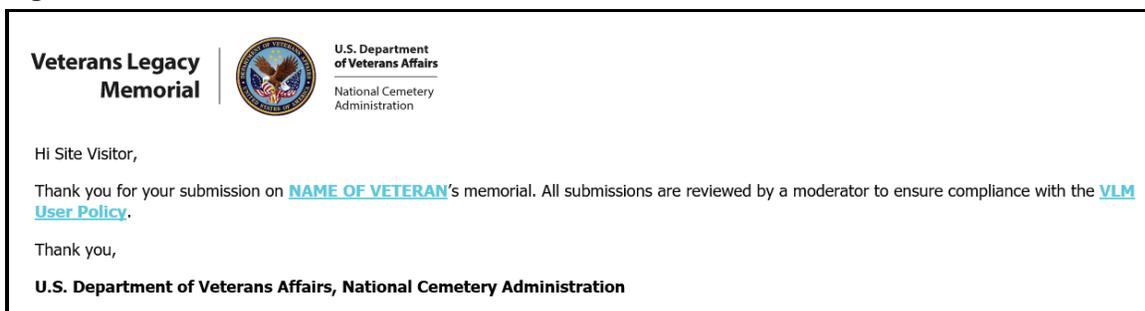
The application will send you an email to confirm your email address. If you do not confirm your email address, your tribute will not be sent for review.

Figure 75: Email Notification to Confirm Email Address



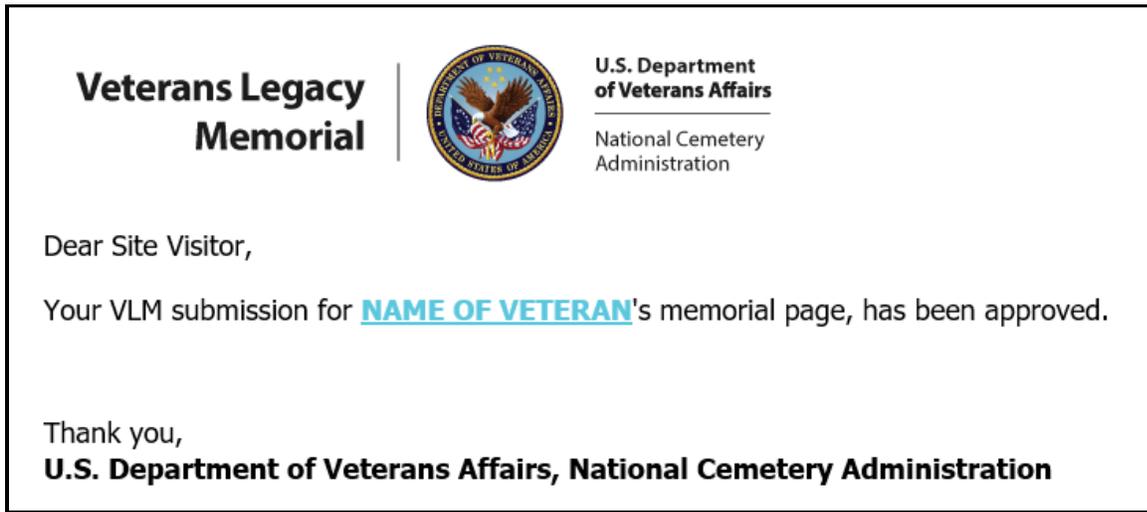
The application will send you an email notification that your post will be reviewed by the VLM Administrator.

Figure 76: Email Notification of Moderator Review



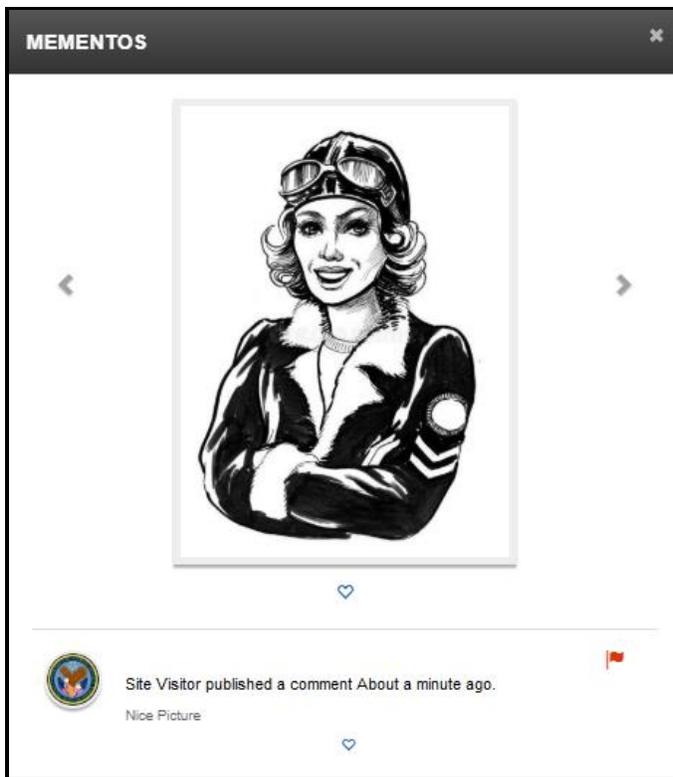
If the VLM Administrator approves your tribute, you will receive an approval email.

Figure 77: Email Notification of Approved Comment to a Memento



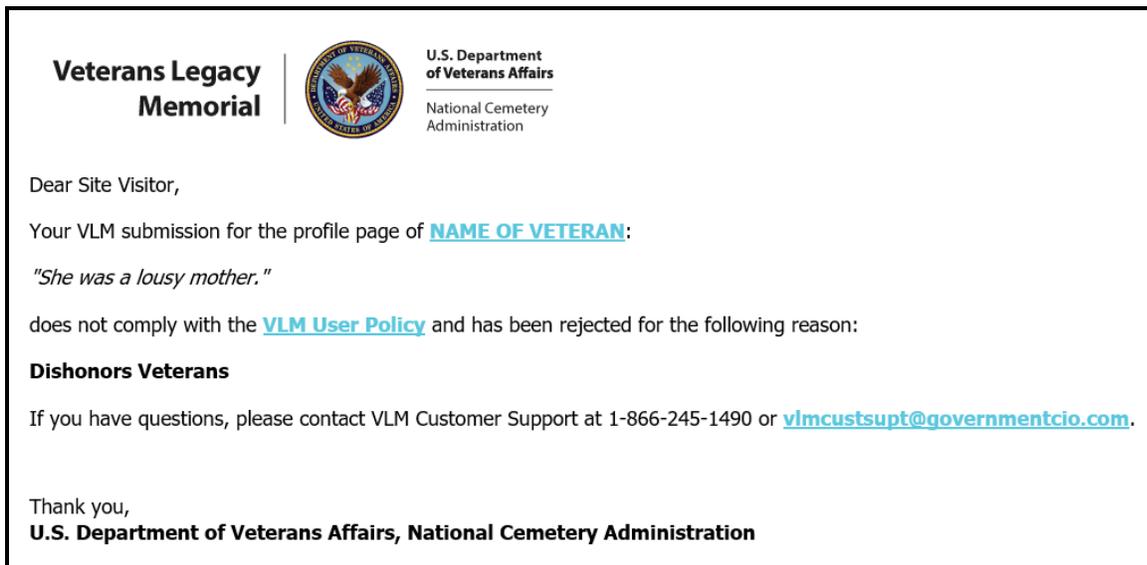
The approved post will be displayed in the Veteran's profile.

Figure 78: 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.

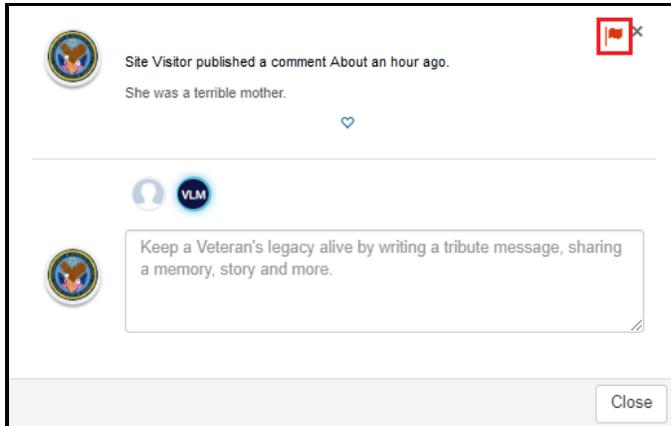
Figure 79: Email Notification of Rejected Comment to a Memento



4.7.2. Flag a Memento Comment

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

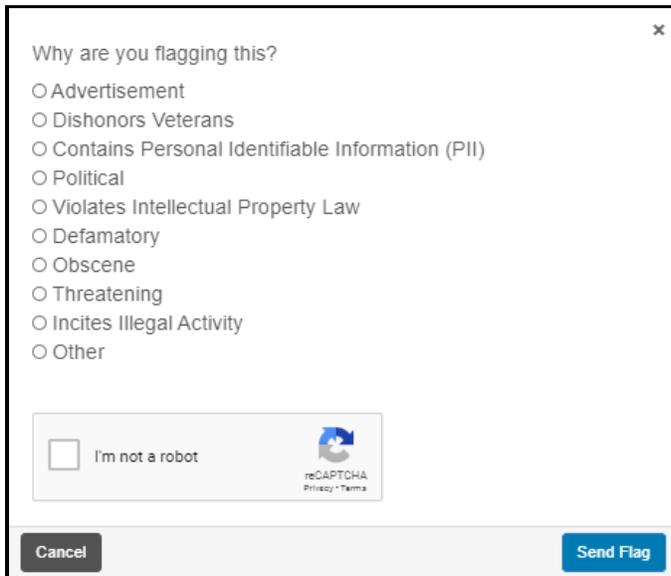
Figure 80: Flag a Memento Comment



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 81: Reason for Flagging a Comment



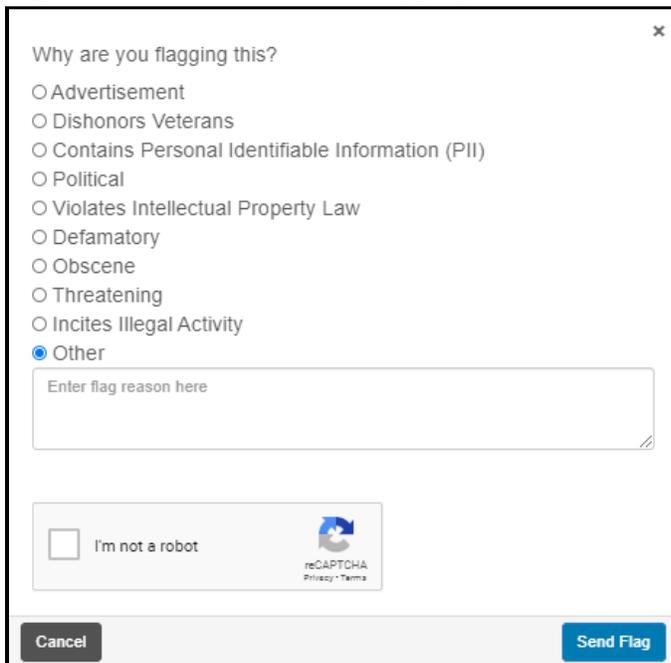
Why are you flagging this? ✕

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

I'm not a robot  reCAPTCHA
Privacy - Terms

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

Figure 82: Other Reason for Flagging a Comment



Why are you flagging this? ✕

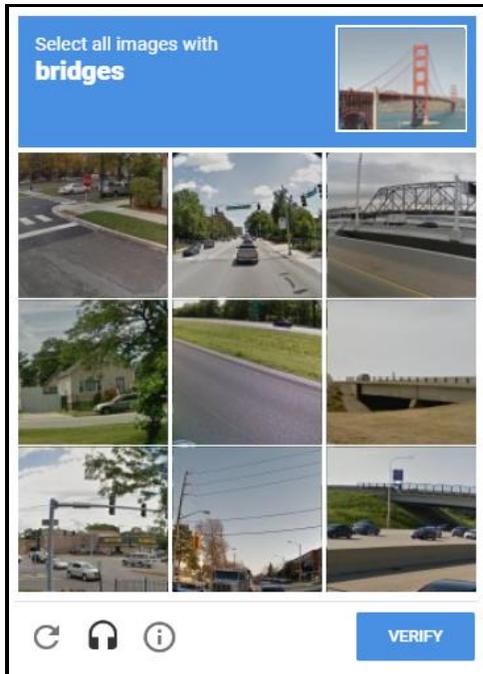
- Advertisement
- Dishonors Veterans
- Contains Personal Identifiable Information (PII)
- Political
- Violates Intellectual Property Law
- Defamatory
- Obscene
- Threatening
- Incites Illegal Activity
- Other

Enter flag reason here

I'm not a robot  reCAPTCHA
Privacy - Terms

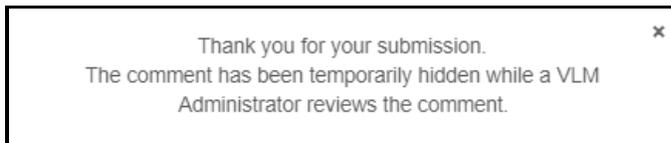
If this is your first post, the application will require you to use reCAPTCHA to ensure that the individual publishing a tribute is not a bot. This feature is used once per session and will not be required as long as you are active within the application.

Figure 83: reCAPTCHA



The application will display an Information Received Message.

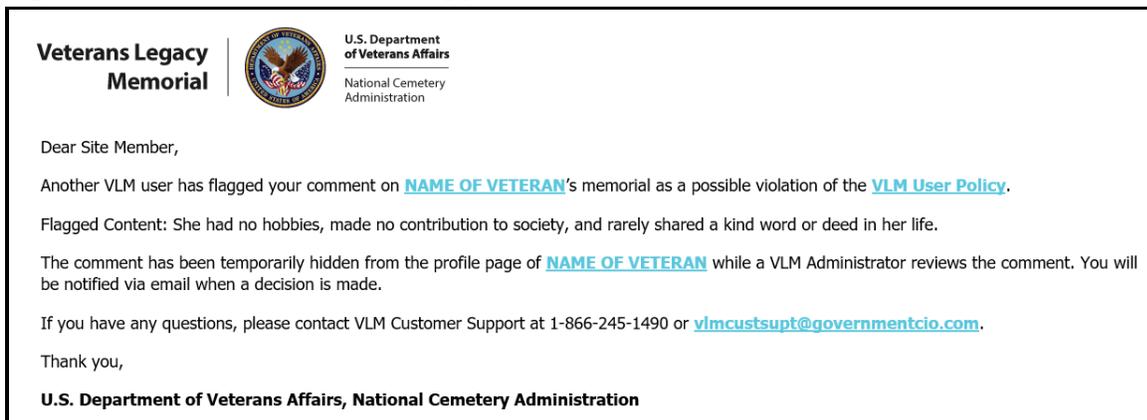
Figure 84: Information Received Message



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.

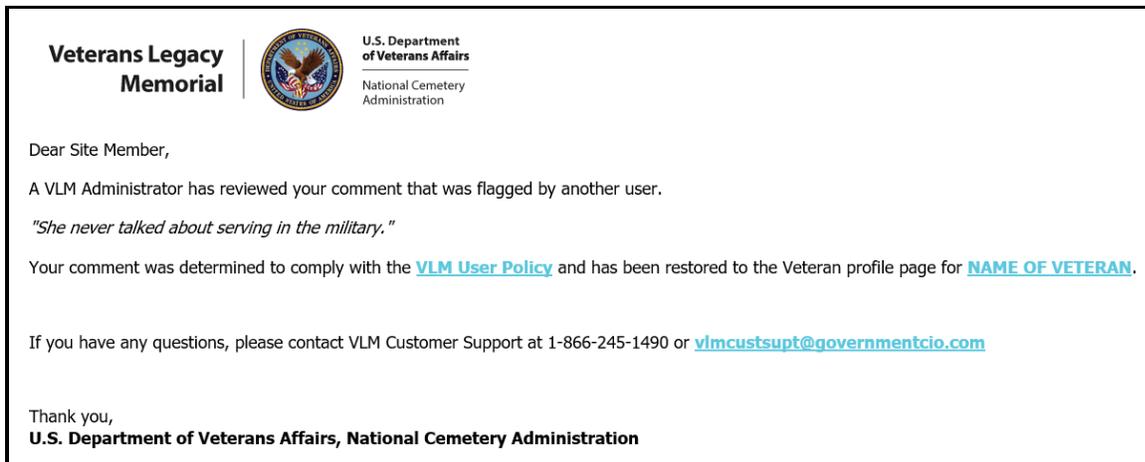
Figure 85: Email Notification of Flagged Comment



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 86: Email Notification of Flagged Comment 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 87: Email Notification of Flagged Comment Rejected

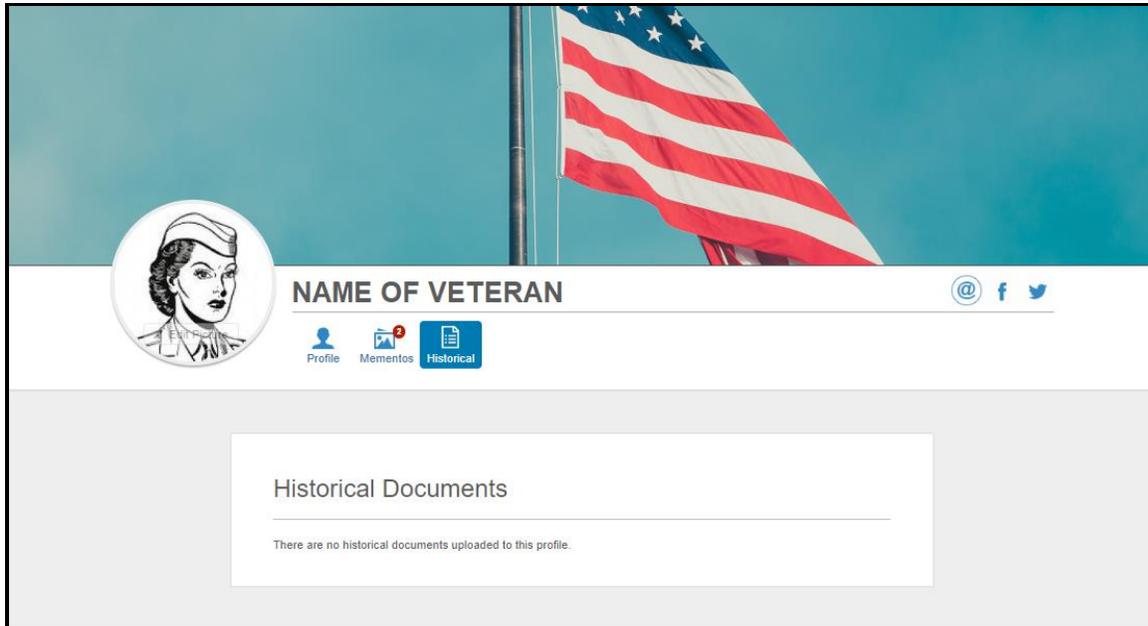


4.8. Historical Documents Page

Historical documents can include diaries, newspaper clippings, and other information that can be added to the Veteran's 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.

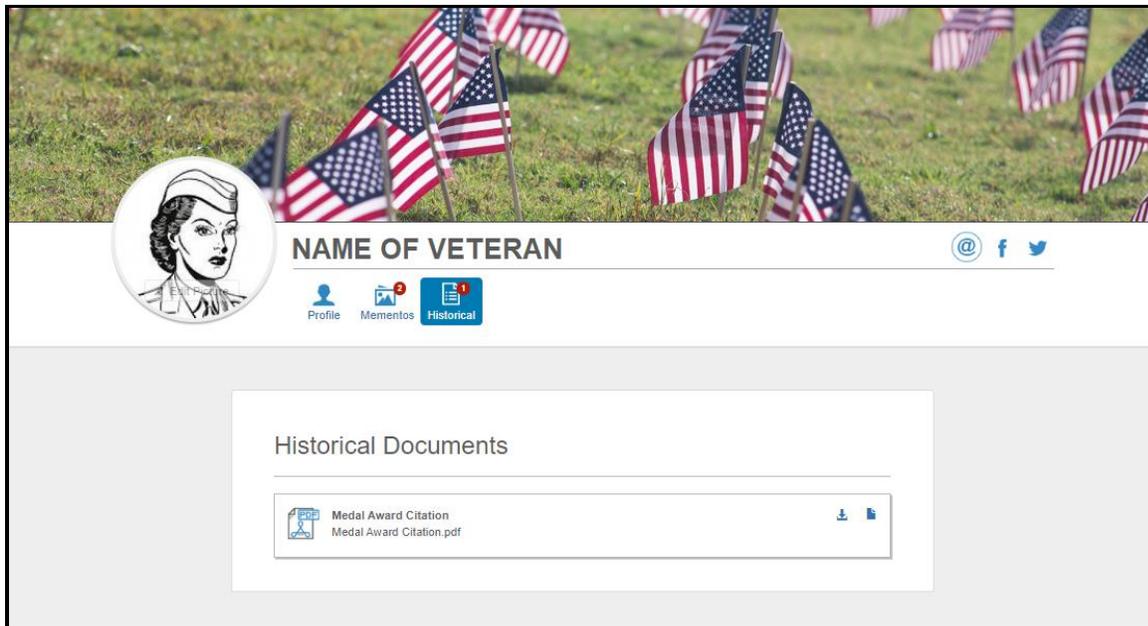
If there are no Historical Documents, the application will display the message **There are no historical documents for this profile.**

Figure 88: Historical Documents Page



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

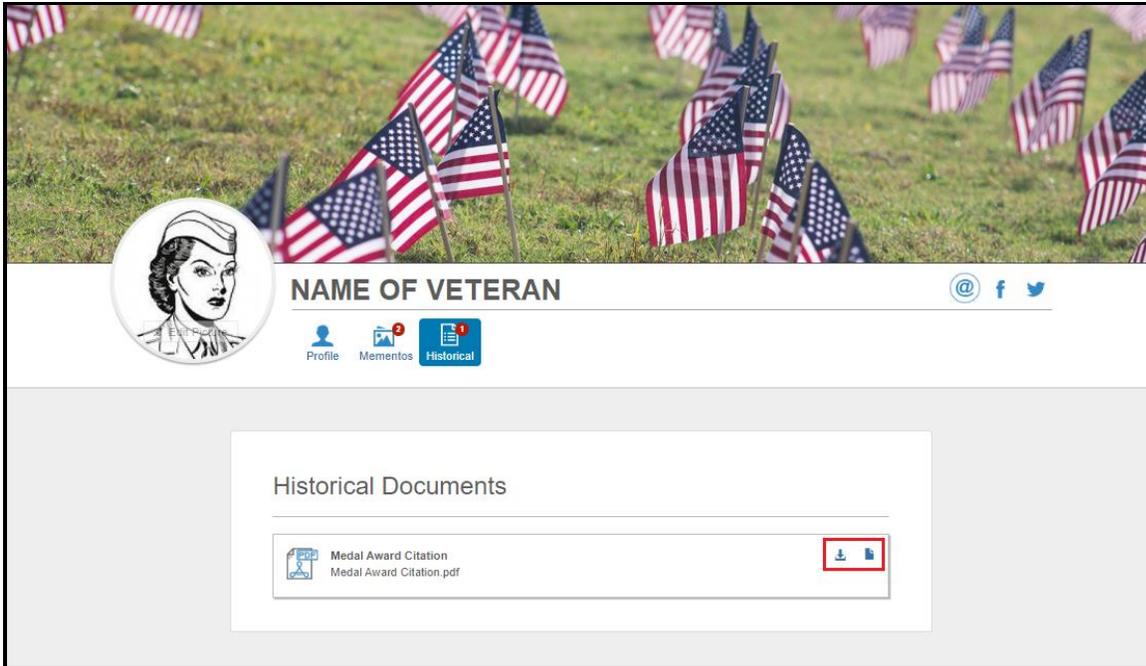
Figure 89: Historical Documents Page with Documents



4.8.1. View and Download Historical Documents

Click the  icon to download the document to your computer.

Figure 90: Historical Documents View and Download Options



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

Figure 91: View Historical Documents



4.9. 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.

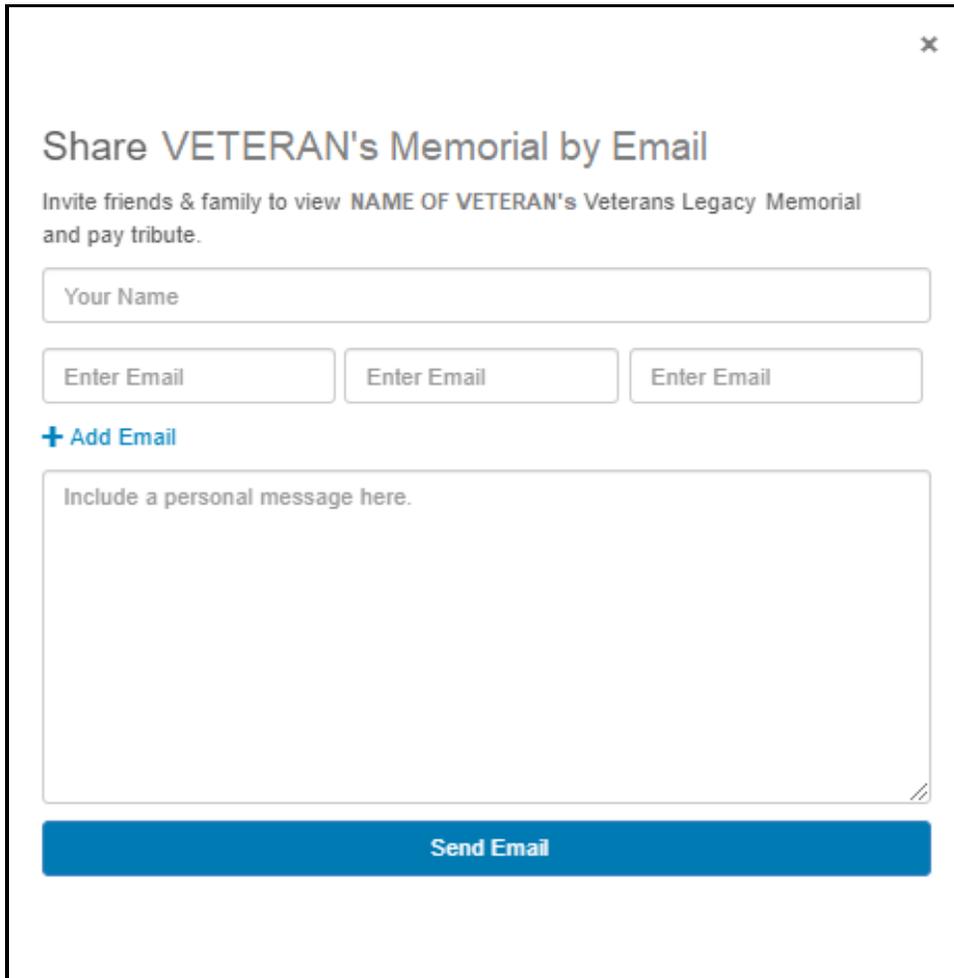
Figure 92: Social Media Access



4.9.1. Email Popup

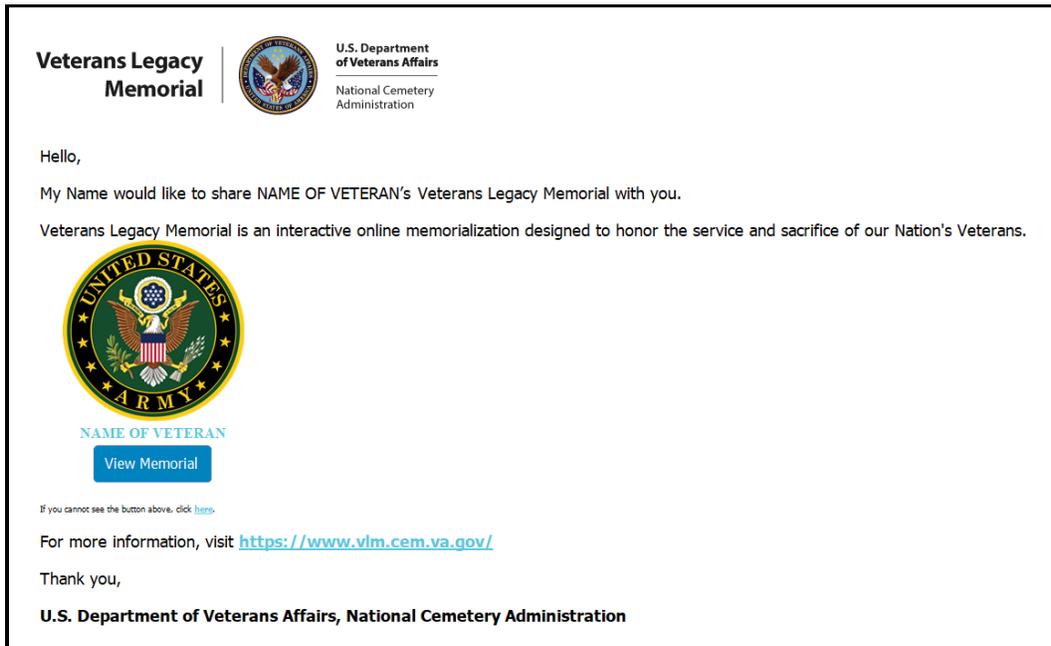
Click the @ icon located in the upper right-hand corner Veteran's profile to display the email popup. Fill in your name and email addresses of the recipients, optional comments and click the **Send Email** button. If you do not have an email account, you will have to create one.

Figure 93: 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 labeled "Your Name". Below that are three "Enter Email" input fields. A blue link with a plus sign says "+ Add Email". Below the email fields is a large text area with the placeholder text "Include a personal message here." At the bottom of the popup is a large blue button labeled "Send Email".

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

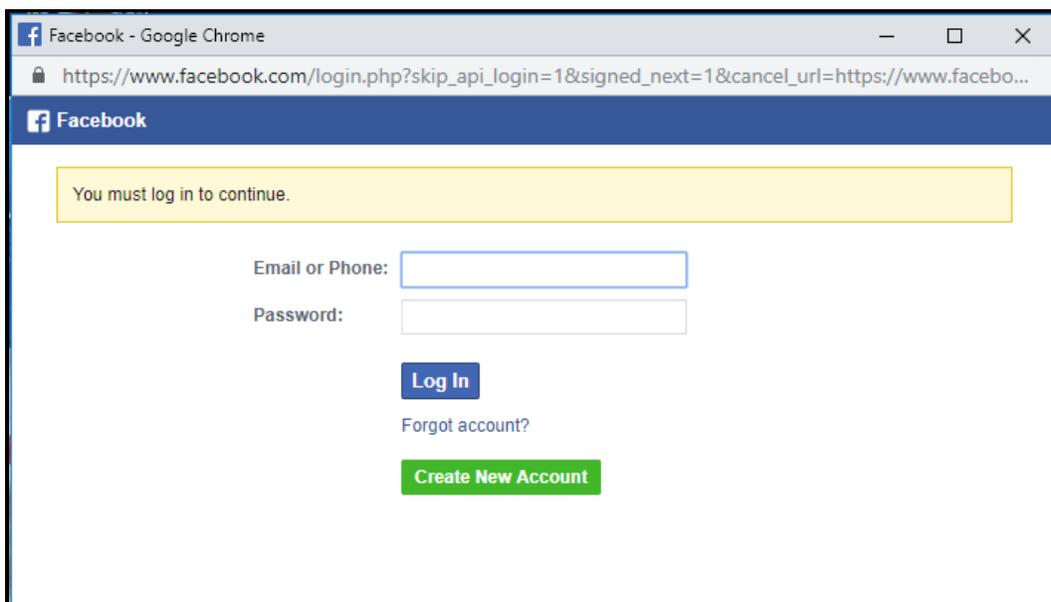
Figure 94: Email Sent Sharing Veteran's Profile



4.9.2. Facebook Popup

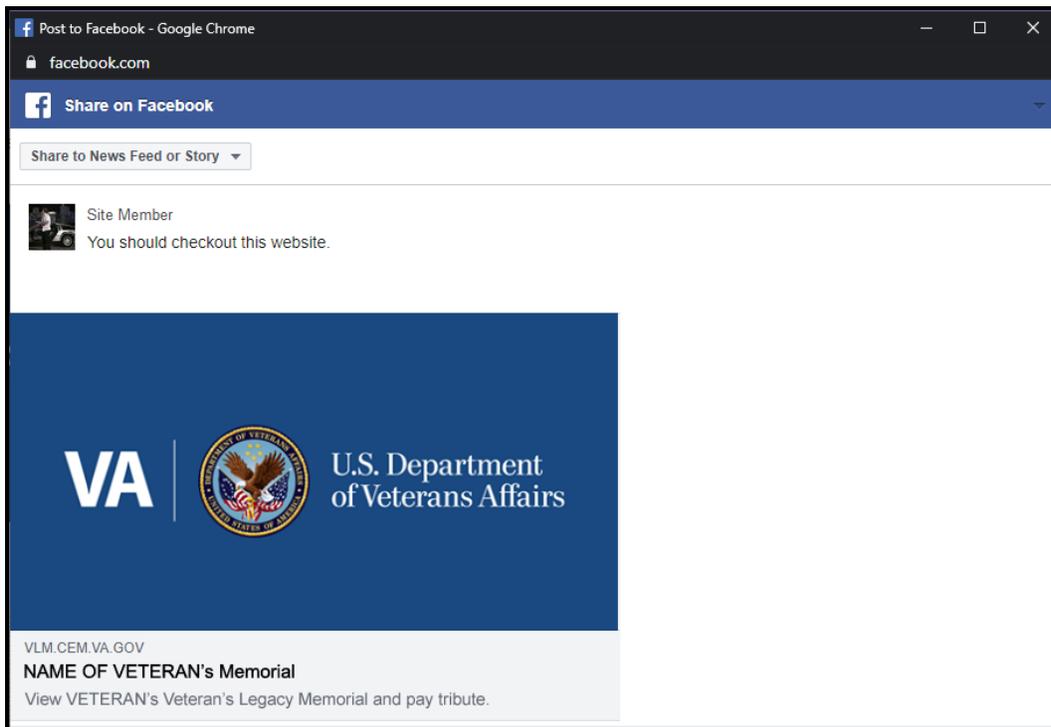
Click the **f** icon located in the upper right-hand corner under the Veteran's profile to display the Facebook login popup. Fill in your email address or phone, password and click the **Log In** button. If you do not have a Facebook account, you will have to create one.

Figure 95: 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.

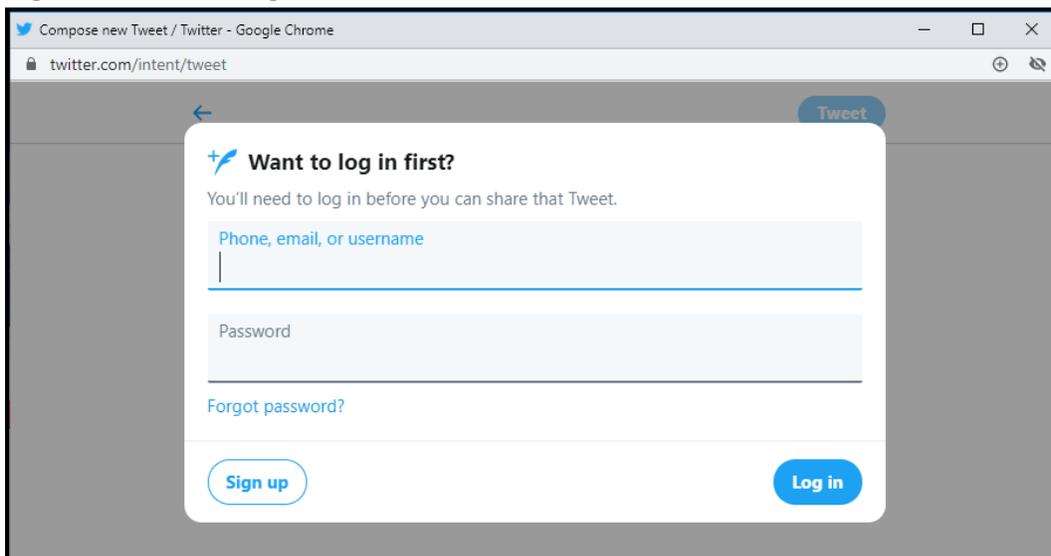
Figure 96: Share on Facebook



4.9.3. Twitter Popup

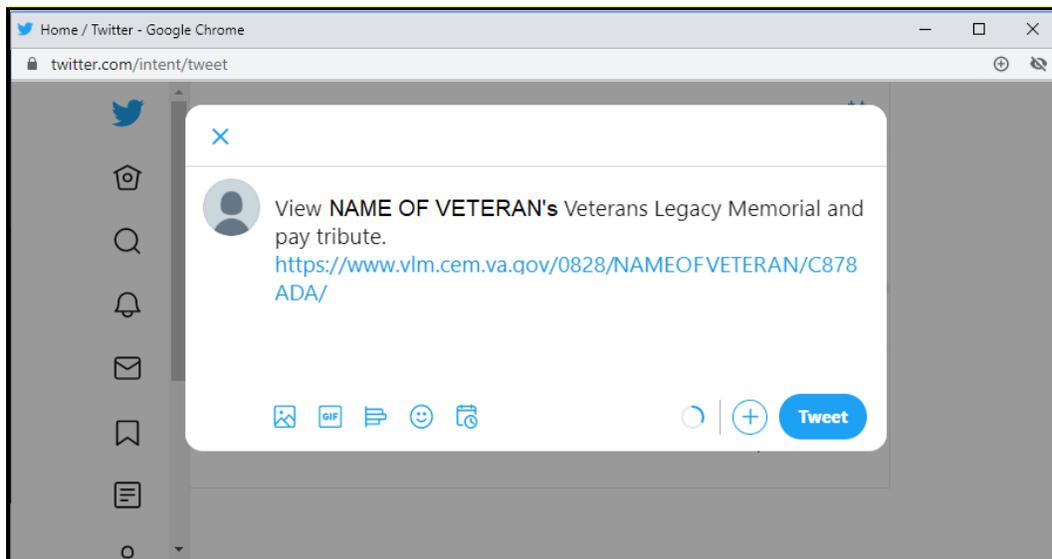
Click the  icon located in the upper right-hand corner under the Veteran's profile to display the Twitter login popup with the link to the Veteran's profile page. Fill in the phone, email or username and password and click the **Log In** button. If you do not have a Twitter account, you will have to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

Figure 97: 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 98: 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, the user should contact [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	June 7, 1975
Korea	June 27, 1950	January 31, 1955
Mexican War	April 25, 1946	June 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 June 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 June 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 99: 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/oig>.

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

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

Disclaimer

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

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

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

Inclusion of information about a non-VA program or service does not constitute an endorsement or recommendation by VA or its employees.

[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 June 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 June 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 June 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 June also flag comments posted by other users, which alerts site moderators to the content.

Users June 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 June 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>.

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VA disclaims any liability for any loss or damage resulting from any comments posted on this site. VA June 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.

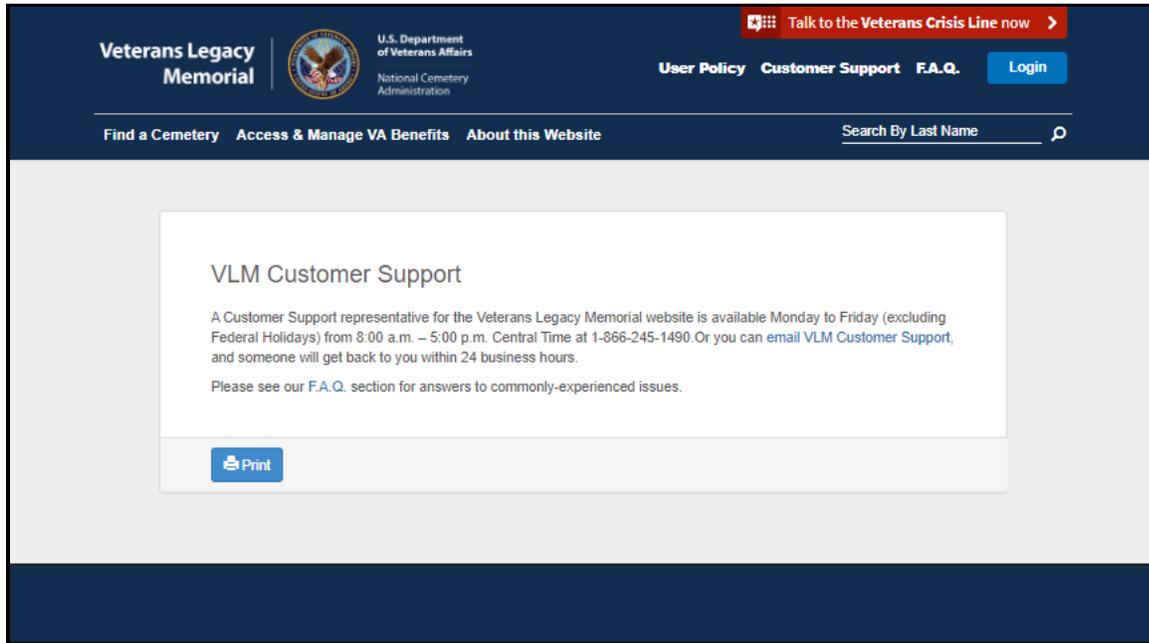
VA June use any user content, including displaying, reformatting, or incorporating it to the VA website and the VA's [privacy policies](#) apply.

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 100: 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 101: Frequently Asked Questions

Veterans Legacy Memorial: Frequently Asked Questions

+ What is the Veterans Legacy Memorial (VLM)?

VLM is an online memorial space managed by the National Cemetery Administration (NCA) of the U.S. Department of Veterans Affairs (VA). NCA manages the national cemeteries as a digital space to honor our Nation's Veterans. VLM was created to expand the memorialization of the 3.7 million Veterans interred in NCA cemeteries to a digitally-accessible environment, by providing a memorial page for each Veteran.

+ Which Veterans are in VLM? Where is my Veteran?

Currently, VLM offers a digital memorial space for Veterans memorialized in NCA cemeteries.

NCA manages most national cemeteries, but not all. If you are looking for a Veteran or servicemember interred at Arlington National Cemetery, please visit <https://www.aefdc.com/ncm/ncm.html>. If you are looking for a servicemember interred in a cemetery managed by the American Battle Monuments Commission, please visit <https://www.abmc.gov>.

To find information about the final resting place of Veterans interred in Veteran cemeteries managed by the National Park Service, state governments or tribal governments, please visit <https://graveslocator.com/va.gov>.

In the future, VLM may include Veterans interred in private cemeteries with headstones provided by VA. This information is currently available at VA's Nationwide Gravesite Locator at <https://graveslocator.com/va.gov/>.

+ How do I find my Veteran?

In the search window, please type in a last name. Even a partial spelling with at least three letters will yield search results. The search results will be displayed below. (Note: Incorrect spellings will not yield the result you seek. If you are unsure of the spelling, try a partial-name search.)

Searches will provide more specific results when you can enter more information, such as exact spellings of names, branch of service, name of cemetery, etc. If you do not know some of those, enter what you know, but please be patient as you sort through the results.

If you have more specific information about your Veteran, please try the Advanced Search. You can click on "add filter" to introduce additional search criteria, such as branch of service, rank, decorations, etc.

+ How do I use VLM?

You can use VLM as a "Member" by logging in with (or creating) a secure ID.me account using the Login button at the top right corner of the VLM menu bar. As a Member, you can submit Tributes and "like" other Tributes without validating your email address each time. For more information on how to use VLM as a Member, check out the VLM Member User Guide.

You can use VLM as a "Visitor" without logging in, but each time you submit a Tribute, you'll be required to validate your email address. As a Visitor, you cannot "like" other Tributes. For more information on how to use VLM as a Visitor, check out the VLM Visitor User Guide.

Download VLM User Guides

[VLM Member Guide PDF](#)

[VLM Visitor Guide PDF](#)

+ What should I do if the information that comes up in a search is incomplete or inaccurate?

NCA manages many cemeteries, some that date to the Civil War era. Unfortunately, there may be a mistake in a Veteran's profile. For historic Veterans, this can be due to manual entry from old records; for Veterans of other periods, this can be due to an error in a form submitted to NCA. Whatever the reason, we want to make it right, and we may need your help.

For some historic Veterans, the profile may be incomplete. Each Veteran's profile reflects what we do know about the Veteran. For example, it is not uncommon for a Civil War soldier's profile to have only a last name and year of death. These were difficult, and that may have been all that was known.

If you believe that you have found an error, please click here for Customer Support, or call (866) 345-1400. Each case is different, but NCA team members will work to rectify the Veteran's record if needed. Errors are rare, but our goal is to have none.

+ How can my school/organization/military unit/non-profit/company etc. contribute to this project?

NCA Veterans Legacy Program (VLP, or "tagging") works with schools, universities, non-profit groups, and any organization who wants to share our mission to tell Veterans' stories. Please visit Legacy's site, <https://www.com.va.gov/legacy> or email: VeteransLegacyProgram@va.gov. We are always looking for new partners.

To see examples of Legacy work, please visit the site of these two Legacy partners: University of Central Florida, <https://vo.cofc.edu/ucf>; and University of California-Riverside, <https://history.ucr.edu/>.

+ Where does the Veterans' information come from? How is it being stored? Who has access to it?

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). VLM is, in many ways, a digital national cemetery.

VLM is a site designed by VA's National Cemetery Administration with high security standards, and is stored in a secure, VA-controlled environment.

NCA has taken every safeguard to prevent any commercial use of Veteran data, and commercial activity on VLM is prohibited. VLM is for the Veteran community and for those who want to join us in memorializing America's Veterans.

+ Why are there features like Tributes, Mementos, and Historical showing but not available to use yet?

VLM has several features but not all that NCA may enable over time. If NCA chooses to enable some or all of these functions, we will monitor the site closely in order to maintain the same level of decorum our customers experience at our national cemeteries.

+ How can I learn about burial and memorial benefits provided by VA and NCA?

Please visit <https://www.com.va.gov> to learn more about Burial and Memorial Benefits.

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 102: About this Website

