Volunteer Management Information System

Volunteer User Guide | Version 1

Contents

1.0 - Welcome to VMIS

Welcome to the **Volunteer Management Information System (VMIS)**. VMIS is a web application that allows volunteers within the military community to find and apply for volunteer opportunities, record and track their volunteer hours, and manage their volunteer service record. VMIS also assists the Army Volunteer Corps in managing these dedicated volunteers.

To access VMIS, visit the following website: https://vmis.armyfamilywebportal.com

VMIS Home Page

Supported browsers for AFWP Applications are Internet Explorer 11, Chrome, and Firefox. You may experience functionality and appearance differences when using the application depending on your browser version.

> ***Note:*** *Beware of system timeouts. Be sure to save your progress frequently, especially while filling in long forms.*

1.1 - Glossary

The following abbreviations are helpful to know as you are going through this guide:

▶ **OPOC: Organization Point of Contact** – Person in charge of a particular volunteer organization who typically approves volunteer applications and certifies or rejects volunteer hours within that organization.

▶ **AVC: Army Volunteer Corps** – Army Community Service (ACS) program that organizes and facilitates Army volunteering.

▶ **AVCC: Army Volunteer Corps Coordinator** – Person who runs a volunteer program at a garrison and manages one or more OPOCs.

▶ **AFWP: Army Family Web Portal** – Collection of software and information services that facilitate the mission of Army Community Service (ACS).

▶ **ARC: AFWP Resource Center** – Repository where important information for both family members and Army Community Service (ACS) staff is maintained.

▶ **VMIS: Volunteer Management Information System** – Web application that allows volunteers within the military community to find and apply for volunteer opportunities, record and track their volunteer hours, and manage their volunteer service record.

▶ **SSO: Single Sign-On** – Feature that allows users to log in to any AFWP systems with the same email and password as their AFWP Account, reducing the number of usernames and passwords between systems without any compromises of security.

1.2 - Register for VMIS

Creating an **AFWP Account** is required to log in and use VMIS as a Volunteer. For more information about AFWP Accounts, see **Section 1.2.1 – Army Family Web Portal & AFWP Accounts**.

To create an AFWP Account and register for VMIS:

1. Select **Register** in the Log In window on the **VMIS Home Page**.

2. Enter the required information into the **following data fields**:

   • *Email, Password,* and *Confirm Password.*

   *Note: Passwords are case-sensitive and require a minimum of 15 characters, including at least 2 of each of the following: **uppercase letters**, **lowercase letters**, **numbers**, and **2 special characters (@!#$%^+=)**.*

3. Select `Register` to finish creating an AFWP Account.

4. An **automated email** will be sent to the email that was entered in step 2 with a link and a token number.

5. Select the link in the email to verify the account.

6. On the page that appears, enter the **email address and the token number** provided in the automated email.

7. Select Verify Email.

1.2.1 - Single Sign-On (SSO)

An **AFWP Account** is used to log in to VMIS, through the **Single Sign-On (SSO)** feature. This feature allows users to provide the same email and password as their AFWP Account when logging in to VMIS, reducing the number of usernames and passwords to remember between systems without any compromises of security.

Refer to **Army Family Web Portal & AFWP Accounts** for more information on creating an AFWP Account to log in to VMIS.

Tip: *If you have ever created an* ***AFWP Account*** *for a different ACS system, you can log in to VMIS using the same credentials as those systems. See* ***Log In to VMIS****.*

Single Sign-On Login Page

1.2.2 - Army Family Web Portal (AFWP) & AFWP Accounts

The **Army Family Web Portal (AFWP)** is an online hub for Army Community Service (ACS). VMIS users can create an **AFWP Account** and use it to **log in to VMIS** and other permitted ACS systems.

To create an **AFWP Account** that can be used to log in to VMIS, visit the following website: https://www.armyfamilywebportal.com/.

1.2.3 - Log In to VMIS

1. Select [Log In] from the **VMIS Home Page**.

2. Enter a valid, registered **Email** and **Password** into the respective fields on the Log In page.

3. Select [Log In].

4. When you log in for the first time, you will need to create your **Volunteer Profile**. To do so, enter the required information into the **following data fields**:

   - *First Name, Middle Initial (optional), Last Name, Date of Birth, Military Community, Branch, Component, Disposition(s), Preferred Contact Method, Volunteer Email, Primary Phone, Secondary Phone (optional), Work Experience (optional), Volunteer Experience (optional),* and *Special Skills, Interests, and Hobbies (optional).*

5. Select [Save]. to complete the Volunteer Profile and proceed to the **Volunteer Dashboard**.

1.3 - AFWP Account Management

The **user account menu** provides a set of options that are available from any page on VMIS and allow the user to update personal, demographic, and volunteer information. . All user types can access this page via the upper-right corner of any AFWP System or directly to the URL (https://account.armyfamilywebportal.com/).

This menu also provides access to **Account Management**, such as updating email notification preferences, and the ability to **Log Out** of the current session.
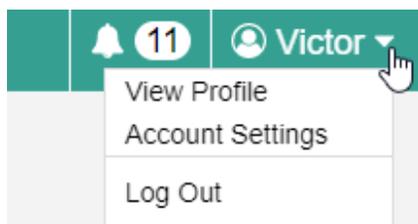
User Account Menu

1.3.1 - View and Update Profile

1. Select your **user name** on the right side of the toolbar at the top of any VMIS page.

2. Select **View Profile** from the drop-down menu to update your **Volunteer Profile**.

3. Add or modify the information in the **following data fields**:

   - *First Name, Middle Initial (optional), Last Name, Date of Birth, Military Community, Branch, Component, Disposition(s), Preferred Contact Method, Volunteer Email, Primary Phone, Secondary Phone (optional), Work Experience (optional), Volunteer Experience (optional),* and *Special Skills, Interests, and Hobbies (optional).*

   - *Check the box next to "Receive email Notifications" if you wish to receive them.*

   > **Note:** *If you opt in to receive email notifications, you will receive one email for every notification you receive in VMIS. You must input a work email and/or a volunteer email on your profile in order to receive email notifications.*

4. Select Save . The updated information should be visible on the **View Profile** page.

1.3.2 - View and Update Account Settings

1. Select your **user name** on the right side of the toolbar at the top of any VMIS page.

2. Select **Account Management**.

3. Select the **pencil icon** 🖊 next to *Email* and *Password*.

4. **Add** or **modify** the selected information.

5. Select Save to apply the changes.

1.3.3 - Connect a CAC

Users can connect their own **Common Access Card (CAC)** with their AFWP Account, making it possible to **log in using their CAC** instead of an email address and password. The CAC must be inserted into the CAC reader **before** beginning the CAC connection process.

To **connect a CAC**:

1. Once you login, select "Account Management" from the drop down in the upper right corner.

2. Select `Connect my CAC` on the AFWP Account Management page to begin the CAC connection process, and keep the following in mind as you read the instructions on the site carefully:

▶ The connection process will require the CAC's **associated pin** to be entered correctly **each time** the CAC is used to log in.

▶ You **can't connect an expired CAC**, your browser will not allow you to authenticate your CAC.

▶ Using a CAC may require you to download specific CAC certificates for specific browsers. Make sure to do this before attempting to connect a CAC to your AFWP Account.
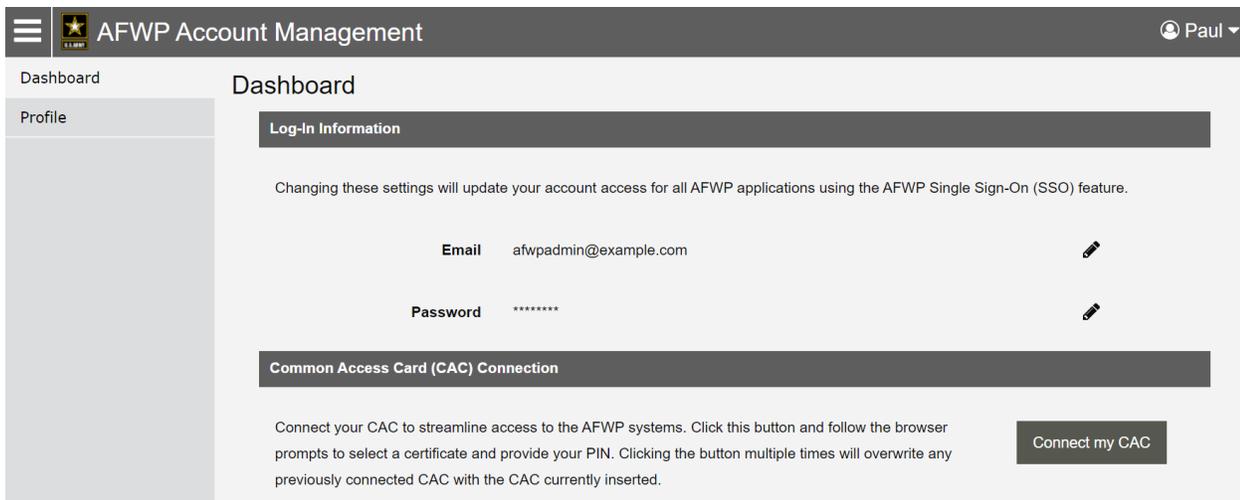
3. Follow the prompts that appear.

1.3.4 - Check if a CAC is connected to your account

▶ An AFWP account can only have one CAC connected at a time

▶ To see if you have a CAC connected to your AFWP account, go to Account Management. You should see a confirmation there whether you login with your CAC or with your username/password.

| | AFWP Account Management | ⊕ Ross ▾ |

Dashboard
Profile

Dashboard

Log-In Information

Changing these settings will update your account access for all AFWP applications using the AFWP Single Sign-On (SSO) feature.

Email   ▮▮▮▮▮▮▮▮▮▮   ✏

Password   ********   ✏

Common Access Card (CAC) Connection

Your CAC is successfully connected to your account. ✔
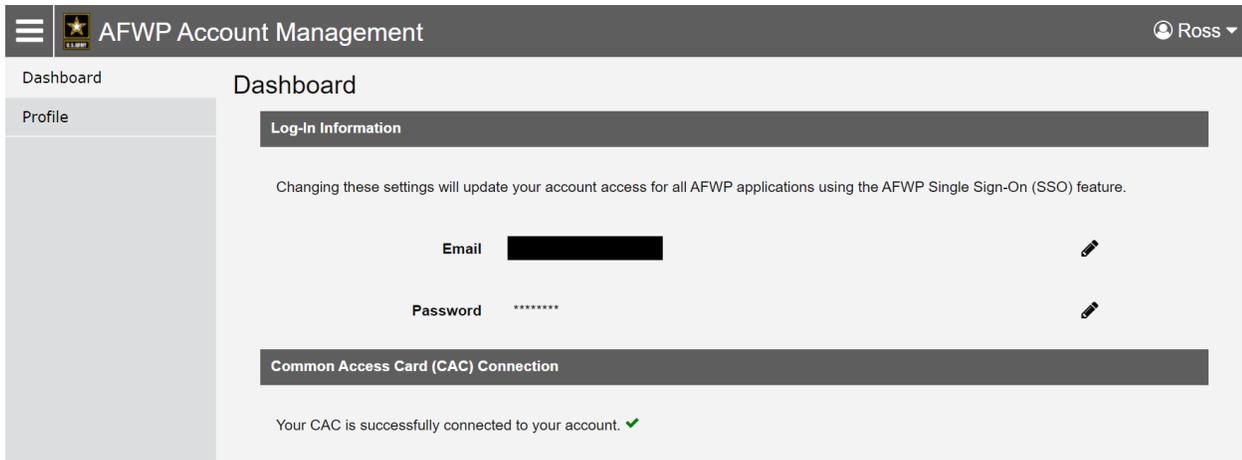
This screenshot shows what should appear when a CAC is successfully added.

1.3.5 - Replace your CAC

Only one CAC can be connected to an account at a time, therefore if you have a new CAC or your CAC needs to be updated, you will need to replace the old CAC with a new one. Keep in mind that a CAC can only be replaced, not removed.

To **replace a CAC**:

1. To replace your CAC - you have to login with your username and password and then connect your replacement CAC

2. Once you login, select "Account Management" from the drop down in the upper right corner.

3. Select Replace my CAC on the AFWP Account Management page to begin the CAC connection process, and refer to section 1.1.1 for things to keep in mind.

4. Follow the prompts that appear.
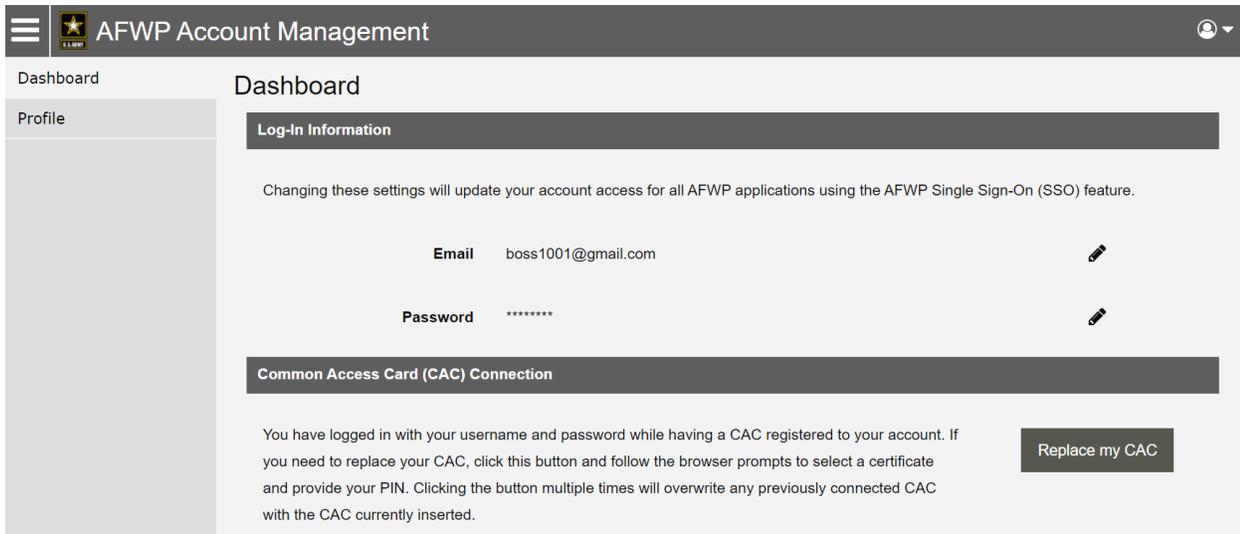
This screenshot shows what should appear when attempting to replace a CAC.

1.3.6 - Recover Forgotten Password

1. Select **Login** in the upper-right corner of the **ARC Home Page** while logged out.

2. Select **Need to reset your password?** at the bottom of the login page that appears.

3. Enter the **email address** of the AFWP Account that needs to be reset.

4. Select Reset Your Password and a **confirmation email** will be sent to the provided email address.

5. There will be two links in the email, be sure to select the URL for **changing your password**.

6. Navigate to the **unique URL** in the confirmation email to log in to vSFRG.

7. Follow the prompts to **create a new password** and complete the recovery.

> **Note:** *If you change your password for any reason, you will be logged out of any open AFWP system sessions. You will then have to log back in using your new password.*

1.3.7 - Log Out

1. Select your **user name** on the right side of the toolbar at the top of any VMIS page.

2. Select **Log Out** to log out of VMIS and return to the Log In screen.

1.4 - Contact the Help Desk

1. Select **FAQ/Help** in the left corner of the footer at the bottom of any page on VMIS.

2. A new tab will open that will direct you to the Army Family Web Portal Resource Center (ARC)

3. Select **Contact the Help Desk** at the bottom of any ARC page.

4. Provide the necessary information in the **following data fields**:

   - *Your Name, Your Email Address, Subject, Category, Message,* and *Attachment.*

5. Select Send Message to complete the submission for review.

> **Note:** *Your message will be processed as soon as possible. You may receive direct follow up communication from the help desk via email.*

1.5 - AVCC Locator

The **AVCC Locator** can be accessed after logging in to VMIS. This page is accessed from the left-hand Navigation Panel and allows you to search for **specific AVCCs and their contact information**, including their names, email addresses, and phone numbers.
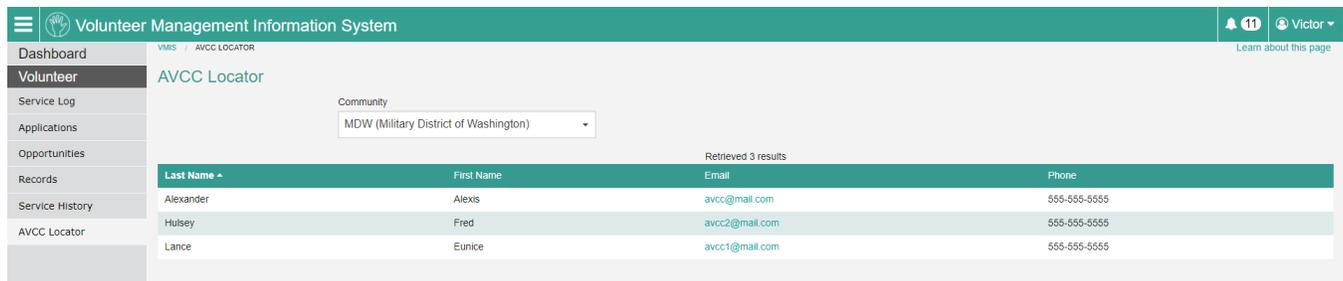
AVCC Locator page

▶ Use the **Community drop-down** to show the AVCCs for that community in the table below.

▶ **Sort the list** of AVCCs by selecting each of the **column headings** in the table.

▶ **Refer to this information** in the event of registration issues or a need to contact an AVCC.

2.0 - Volunteer Dashboard

The **Volunteer Dashboard** provides several resources to volunteers that are useful on a daily basis. These resources include a **Notifications** area, **Log Hours** area, and **hour chart** representing the volunteer's current number of submitted, approved, and rejected hours for the month.

The Volunteer Dashboard can be accessed from any page on VMIS while logged in as a volunteer – simply select **Dashboard** from the left-hand navigation menu.

Volunteer Dashboard

2.1 - Notifications

Here are some important things to know about Notifications:

▶ There are two ways to view your **notifications** at any time:

　1) Select **Dashboard** on the left-hand navigation menu, or

　2) Select the **Notifications bell icon** 🔔 on the toolbar at the top of any page.

▶ The **Notifications area** displays all of the user's current notifications, such as changes to submitted applications, hours that have been approved, and hours that have been rejected.

▶ The number of **unread notifications** appears at the top of the section in a blue circle 36, and unread notifications will have a **blue dot** 🔵 next to them.

- ▶ Selecting a notification will display **additional information** about it, **marking it as read** and removing the blue dot 🔵.

- ▶ Select **Mark All Read** to mark all notifications as read and remove their blue dots 🔵.

- ▶ Select **Delete All** to delete all notifications from the Dashboard.

- ▶ Select the **trash can icon** 🗑 to the right of any notification to delete that individual notification from your dashboard.

> *Warning: Deleted notifications **cannot be restored**.*

2.2 - My Volunteering

My Volunteering is part of the Volunteer Dashboard that contains two major features: one is the **Log Hours** area, which offers a quick way to record and update volunteer hours, and the other is a **Volunteer Hours Chart** that summarizes the volunteer hours entered into one or more positions during the given month.
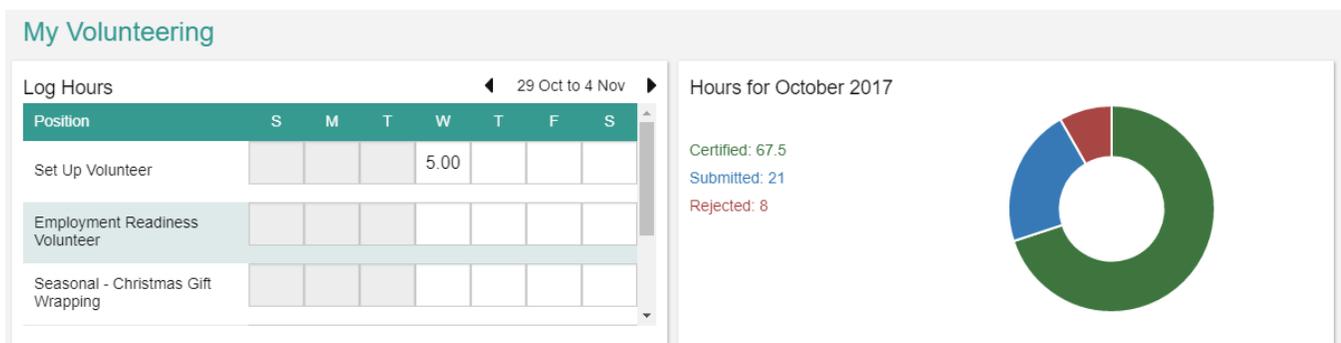
My Volunteering section of the Volunteer Dashboard, with Log Hours Area (left) and Volunteer Hour Chart (right)

2.2.1 - Log Hours Area

To quickly enter hours into one or more Volunteer positions on My Volunteering, complete the following steps:

1. Select **Dashboard** on the left-hand navigation menu.

2. Under the **My Volunteering** section, the **Log Hours** table contains a list of your active volunteering positions with boxes to enter your hours for each day of the week.

3. Use the **left and right arrow buttons** ◀▶ at the top right of this table to select the desired weekly period.

> **Note:** *You may only enter hours for dates that fall within a position's open period, and you may not enter hours for future dates.*

4. Select the box corresponding to the **position and day of the week** for which you want to enter hours.

5. Enter the **number of hours** volunteered on the selected day, with a **0.25-hour minimum**. Your hours will be automatically submitted upon entry.

> **Note:** *Logging hours on the Volunteer Dashboard does not allow you to add a note or attach documentation. To learn how to do this refer to **Log Hours**.*

2.2.2 - Volunteer Hours Chart

The **Volunteer Hours Chart** of the **My Volunteering** section contains a breakdown of the volunteering hours for the month currently selected in the **Log Hours** area.

▶ **Certified hours** are hours that have been entered and **approved** for certification by the position's OPOC or AVCC. This portion is **green**.

▶ **Submitted hours** are hours that have been entered but are still **pending** certification or rejection by the position's OPOC or AVCC. This portion is **blue**.

▶ **Rejected hours** are hours that have been entered but were **denied** certification by the position's OPOC or AVCC. This portion is **red**.

▶ Entries made in the **Log Hours** area will be automatically reflected in the **Hour Chart** as submitted hours.

3.0 - Service Log

The **Service Log** provides another way to log volunteer hours and a calendar view for each volunteer position. Hours can be logged by the day (daily hours) or in bulk for the month (period hours), and you can add notes or attachments related to those hours.

The Service Log can also be used to view volunteer hours for positions with *Active, Finished, Blocked, No Background Check,* or *Inactive* statuses. For a definition of each status, refer to **Service Statu**.
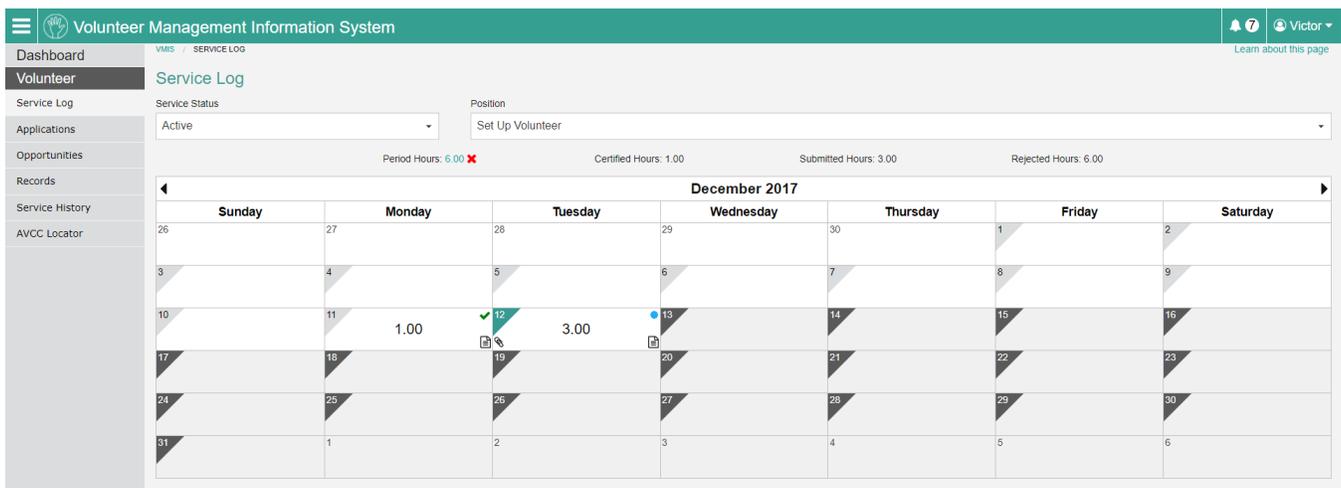
Service Log page

3.1 - Icons and Colors

▶ Dates with **submitted hours** have a **blue dot** 🔵 in the top right corner.

▶ Dates with **certified hours** have a **green check** ✔ in the top right corner.

▶ Dates with **rejected hours** have a **red X** ✖ in the top right corner.

> *Tip: Refer to **Volunteer Hours Chart** for more information on submitted, certified, and rejected hours.*

▶ Dates with **attachments** have a **paperclip icon** 📎 in the bottom left corner.

▶ Dates with **notes** have a **paper icon** 📄 in the bottom right corner.

▶ **White boxes** indicate dates for which you can submit hours. **Gray boxes** indicate dates for which you cannot submit hours, including future dates and dates outside the open period.

▶ Today's date appears with a **green triangle** ◥ in the top left corner.

3.2 - Period Hours

Period hours allow you to submit hours in bulk for a specific month and a specific position but should only be used if you are unable to log daily hours for that position.

> *Note: Period hours can be added only for the current fiscal year, which ends on September 30.*

3.3 - Log Hours

1. Select **Service Log** on the left-hand navigation menu.

2. Select a **Service Status** using the drop-down, or select "All" to select from any approved volunteer positions.

   - *Active indicates positions that you are actively volunteering within.*

   - *Finished indicates positions that you are no longer volunteering within.*

   - *Blocked indicates positions that you are temporarily prevented from volunteering within.*

   - *No Background Check indicates positions that you are temporarily prevented from volunteering within while waiting for favorable background check results.*

   - *Inactive indicates positions that are no longer valid. Contact your OPOC or AVCC for assistance.*

3. Use the **Position** drop-down to select the position for which you will be recording hours.

4. Use the **left and right arrow buttons** ◀ ▶ to select the desired month.

5. Select the **date box** corresponding to when the hours were performed.

6. Enter the **required information** into the following data fields:

   - *Hours, Minutes,* and *Submitter Note (optional).*

7. Select the **paperclip button** 📎 to attach a document. This step is optional.

> *Note: The OPOC for the organization will be able to see all of the information you enter, including attachments. You may attach up to 3 documents. These documents should be for one-time reference only. Once your hours are certified or rejected, these attachments will disappear from your service log.*

8. Select Submit to submit your hours for certification.

> *Warning: You have until the 15th of the following month to enter and edit daily hours for the current month. This is known as the open period.*

3.3.1 - Submit Period Hours

1. Select **Service Log** on the left-hand navigation menu.

2. Select the **Service Status** and **Position** for which you want to enter period hours.

3. Use the **left and right arrow buttons** ◀ ▶ to select the desired month.

4. Select the numbers or the **black plus sign** ✚ next to **Period Hours**, found just below the Service Status and Position drop-downs.

5. Enter the **required information** into the following data fields:

   • *Hours, Minutes,* and *Submitter Note.*

   > *Note: The submitter note should include: point of contact information; more specific volunteering dates (if possible); and a brief description of the duties completed.*

6. Complete the **required note** field when submitting period hours, containing **point of contact information** to verify the hours; **specific dates for the hours**, if possible; and a **brief volunteer duties description**.

7. Select the **paperclip button** 🖇 to optionally attach a document. Up to three documents can be attached at one time.

   > *Note: The OPOC for the organization will be able to **see all entered information**, including attachments.*
   >
   > *Attachments should be for **one-time reference only** and once hours are certified or rejected, these attachments will **disappear from the service log**.*

8. Select Submit to submit your period hours for certification.

3.3.2 - Period Hours Information

▶ **Submitted period hours** will appear next to Period Hours with a **blue dot** 🔵 and a **pencil icon** ✏️ .

▶ Select the **numbers**, **blue dot** 🔵, **or pencil icon** ✏️ of your Period Hours to **edit or delete** your submitted period hours.

▶ **Certified period hours** appear next to Period Hours with a **green check** ✔️ .

▶ Select the **numbers or green check** ✔️ to view your certified period hours.

> *Note: You cannot edit or delete certified period hours.*

▶ **Rejected period hours** appear next to Period Hours with a **red X** ❌.

▶ Select the **numbers or red X** ❌ to edit or delete your rejected period hours.

> *Tip: Refer to **Volunteer Hours Chart** for more information on submitted, certified, and rejected hours.*

▶ Above the calendar will be a display of your total **Submitted Hours**, **Certified Hours**, and **Rejected Hours** for the selected month. These reflect hours entered through either the **Service Log** or the **Volunteer Dashboard**, as well as any **period hour** entries.

4.0 - Applications

The **Applications** page gives detailed information about the volunteer opportunities you have already applied for, including an application's status, submission date, and organization. This page can also be used to submit non-AVC volunteer positions.

If no opportunity applications or non-AVC positions have been submitted, the table will be left blank. To learn more about submitting applications, see **Apply for Opportunities**.

Applications page

4.1 - Application Statuses

► **Submitted** indicates opportunities you have applied for, or non-AVC positions you have submitted, that are not yet approved or declined.

► **Approved** indicates opportunities you have applied for, or non-AVC positions you have submitted, for which an OPOC or an AVCC has accepted you as a volunteer.

► **Declined** indicates opportunities you have applied for, or non-AVC positions you have submitted, for which an OPOC has not accepted you as a volunteer.

4.2 - View Application Details

1. Select **Applications** on the left-hand navigation menu.

2. Select a **Status** using the drop-down, or select "All" to view all applications regardless of status.

   > *Tip: You can sort the list of applications by clicking on any of the column headings in the table.*

3. Select an **application** from the table to view more details about it.

4.3 - Submit Non-AVC Positions

> ***Warning:*** *Before submitting a non-AVC position, please ensure there is not already an AVC position for this volunteering opportunity. Use the Opportunities page to conduct this search.*

1. Select **Applications** on the left-hand navigation menu.

2. Select `Submit Non-AVC Position` .

3. Enter the **required information** into the following data fields:

   - *Title, Organization Name, Background Check Required, Duties, Qualifications, Training, Orientation, Time Required, Comment (optional), Country, Address Line 1, Address Line 2 (optional), City, State (optional), Zip/Postal Code, Name, Email (optional),* and *Phone*.

4. Select `Save` to submit your non-AVC position to be approved by your AVCC.

5. Your application will appear in the table with a **Submitted** status.

5.0 - Opportunities

The **Opportunities** page allows you to search for and apply to many different volunteer opportunities within various communities and organizations. You can sort and filter opportunities, and you can browse opportunities without creating a VMIS account.

Opportunities page

5.1 - Search and Filter Opportunities

1. Select **Opportunities** on the left-hand navigation menu.

2. Use the **search box** at the top of the page to search for opportunities using the following fields:

   - *Title, Application Status, Community, Organization, City,* or *Region.*

3. Select Filters and use the drop-downs to further filter opportunities using the following fields:

   - *Community, Organization Group, Organization, Country, State,* or *Zip/Postal Code.*

4. Select OK and the updated list will appear.

> *Tip: You can sort the list of opportunities by clicking on any of the column headings in the table.*

5.2 - Apply for Opportunities

1. Select **Opportunity** on the left-hand navigation menu.

2. Select the **row of an opportunity** on the table to view details about it.

3. Select Apply at the bottom of the window that appears.

4. **Add** or **modify** information in the following fields:

   - *Preferred Contact Method, Volunteer Email, Primary Phone, Secondary Phone (optional), Work Experience (optional), Volunteer Experience (optional),* and *Special Skills, Interests, and Hobbies (optional).*

5. Select `Apply`.

6. The position will appear in the table with a **Submitted** status.

6.0 - Records

The **Records** page allows a user to document any awards, trainings, or orientations they have completed, as well as the certification status for any of these items. This page also stores any background checks and documents about the user. Only an OPOC or AVCC can add background checks and documents. You can view these records, but you cannot edit or delete them. If you want to add documentation to these sections, contact your OPOC or AVCC.

Note that awards, trainings, and certifications can **only be deleted or modified** if they have **not** yet been certified.

Records page

6.1 - Add Awards

1. Select **Records** on the left-hand navigation menu.

2. Select Add Award .

3. Enter the **award information** into the following data fields:

   - *Award, Date Received,* and *Description (optional).*

   > **Note:** *You cannot enter a Date Received that is in the future.*

4. Select Save .

5. The entered award will appear in the **Awards and Special Recognitions** table.

   > **Note:** *Send any supporting documentation related to this award to the OPOC or AVCC.*

6.2 - Edit Awards

1. Select **Records** on the left-hand navigation menu.

2. Select the **pencil icon** 🖉 in the row of the award to be edited.

3. **Add** or **modify** the information in the following data fields:

   - *Award, Date Received,* and *Description (optional).*

4. Select `Save`.

6.3 - Delete Awards

1. Select **Records** on the left-hand navigation menu.

2. Select the **pencil icon** 🖉 in the row of the award to be deleted.

3. Select `Delete` and a confirmation window will appear.

4. Select `Delete` on the confirmation window.

5. The deleted award will no longer appear in the **Awards and Special Recognitions** table.

6.4 - Add Training

1. Select **Records** on the left-hand navigation menu.

2. Select `Add Training`.

3. Enter the **training information** into the following data fields:

   - *Training, Date Started (optional), Date Completed, Hours Completed, Description (optional),* and *Reason for Training (optional).*

   > *Note: You cannot enter a Date Started or Date Completed that is in the future.*

4. Select `Save`.

5. The entered training will appear in the **Trainings** table.

   > *Note: Send any supporting documentation related to this training to the OPOC or AVCC.*

6.5 - Edit Training

1. Select **Records** on the left-hand navigation menu.

2. Select the **pencil icon** 🖉 in the row of the training to be edited.

3. **Add** or **modify** the information in the following data fields:

- *Training, Date Started (optional), Date Completed, Hours Completed, Description (optional),* and *Reason for Training (optional).*

4. Select Save .

6.6 - Delete Training

1. Select **Records** on the left-hand navigation menu.

2. Select the **pencil icon** 🖉 in the row of the training to be deleted.

3. Select Delete and a confirmation window will appear.

4. Select Delete on the confirmation window.

5. The deleted training will no longer appear in the **Trainings** table.

6.7 - Add Orientations

1. Select **Records** on the left-hand navigation menu.

2. Select Add Orientation .

3. Enter the **orientation information** into the following data fields:

- *Orientation* and *Date Completed.*

   Note: You cannot enter a Date Completed that is in the future.

4. Select Save .

5. The entered orientation will appear in the **Orientations** table.

   Note: Send any supporting documentation related to this orientation to the OPOC or AVCC.

6.8 - Edit Orientations

1. Select **Records** on the left-hand navigation menu.

2. Select the **pencil icon** 🖉 in the row of the orientation to be edited.

3. **Add** or **modify** the information in the following data fields:

- *Orientation* and *Date Completed.*

4. Select Save .

6.9 - Delete Orientations

1. Select **Records** on the left-hand navigation menu.

2. Select the **pencil icon** 🖉 in the row of the orientation to be deleted.

3. Select Delete and a confirmation window will appear.

4. Select Delete on the confirmation window.

5. The deleted orientation will no longer appear in the **Orientations** table.

7.0 - Service History

The Service History page provides a high-level summary of volunteer hours broken down by position and a total number of your certified hours for the current year. Information found on this page is based on **certified** volunteer hours only.

Service History page

7.1 - Service Statuses

▶ **Active** positions are ones for which hours can still be logged.

▶ **Finished** positions can no longer have hours added to them.

▶ **Blocked** positions are ones that you are temporarily prevented from volunteering within.

▶ **NoBackgroundCheck** positions are ones that you are temporarily prevented from volunteering within while waiting for favorable background check results.

▶ **Inactive** positions are no longer valid. Contact your OPOC or AVCC for assistance.

7.1.1 - Edit a Service Status

1. Select **Service History** on the left-hand navigation menu.

2. Select the **pencil icon** 🖉 next to the position to be edited.

3. Select the **Service Status** drop-down to change the status of the position.

4. Select Save .

> *Note: You can only edit the status of positions with an **Active** status. Once you have changed the status of a position to **Finished**, only an OPOC or AVCC can change it back to **Active**.*

7.2 - Downloads

▶ Select `Download DA 4713` and select a year to download a PDF of your **Volunteer Daily Time Record** that will show your volunteering hours for each day that calendar year.

▶ Select `Download DA 4162` to download a PDF of your **Volunteer Service Record**. This record contains information about your qualifications, volunteer positions, trainings, and awards. Specifically, this form contains your 7 most recent:

- *Certified awards*

- *Certified trainings*

- *Positions, determined by the most recent date of certified hours.*