Veterans Legacy Memorial (VLM)
VLM v12.0
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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5/06/2021	1.0	• Complete Guide rework to reflect redesign and new functionality of VLM v8.0.	GovernmentCIO

Artifact Rationale

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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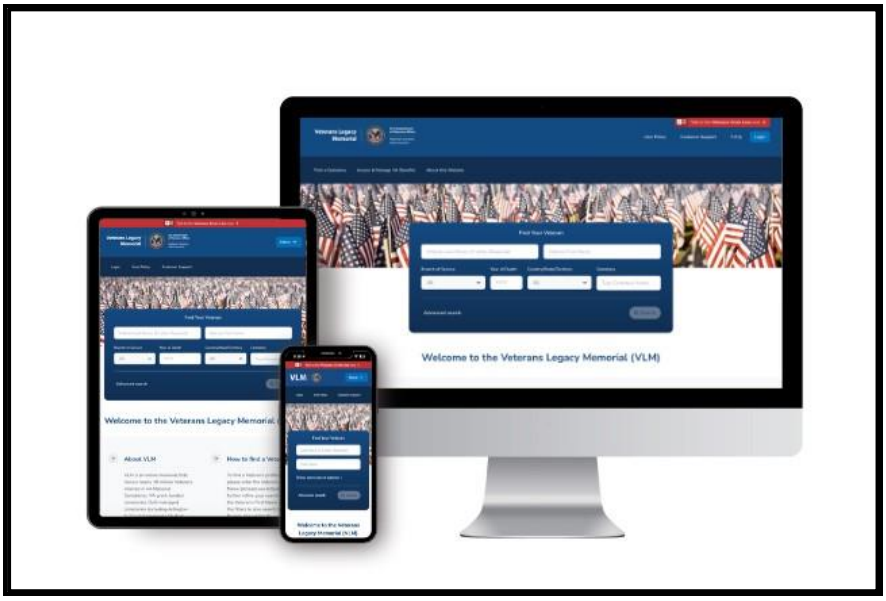
1. Introduction

The Veterans Legacy Memorial (VLM) is provided by the 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 an innovative service to allow survivors, family members, and the public to digitally grieve and memorialize their Veterans. It also presents an academic opportunity to allow researchers, students, and others 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, as seen below. This guide is written primarily for Desk Top Users.

Figure 1: Veterans Legacy Memorial Responsive Web Page Design.



1.1. Purpose

This guide helps users navigate the VLM application. Users can use most VLM features as a guest, however logging into VLM as a member (Refer to Section 3.4: Site Member Login) enhances the user experience. Regardless of role or network, all users access the VLM application through commercial web browsers, such as Microsoft Edge, Google Chrome, Safari, and Firefox.

Note: VLM does not support Internet Explorer.

1.2. Disclaimers

1.2.1. Software Disclaimer

Since VA software has no IP law protections (patent/copyright/trademark) it can be distributed freely via the Freedom of Information Act (FOIA). The Office of General Counsel submitted the following official disclaimer to the OI&T PD Documentation Standards Committee via email on 9/26/2014 to be used as a "boilerplate" legal disclaimer in software documentation:

For VA applications (apps) developed in-house and distributed internally (i.e., Anonymous Directories) or externally (i.e., VA software Library [VDL], Freedom of Information Act (FOIA>) to the VA, enter the following text:

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.

For VA apps developed in-house and distributed via an external or commercial app store (e.g., Apple App Store), include the VA-approved End-User License Agreement (EULA).

1.2.2. Documentation Disclaimer

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

1.2.3. Personal Identifiable Information

Users who contact VLM Customer Support at VLM@va.gov regarding possible data errors on their Veteran's VLM page are advised that this email box is not secure for receiving personally identifiable information (PII) such as social security numbers or military service numbers. Customers who provide documentation, including but not limited to DD-214 forms, to support their request for VLM changes or additions are advised to redact any PII before sending.

1.3. Accessibility

Users with visual disabilities can use Job Access with Speech (JAWS) to navigate VLM when the program is installed on their desktop computer. The following directions assume the user has JAWS installed. To turn on the JAWS screen reader, locate the Start Menu and select JAWS from the list of programs. Press the Tab key to navigate the screen and, as the focus moves around on the screen, JAWS reads the VLM Screen elements. To leave the Tab navigation, press escape once. To return to Tab navigation, press escape twice. You may also move to the next element in the reading order by pressing the Down Arrow. However, if the screen elements are lined up horizontally, the reader will announce them together. To prevent the reader from making a single announcement, unselect the Screen Layout Checkbox in Browser Mode.

1.4. Documentation Conventions

Table 1: Symbols and Descriptions

Symbol	Description
	Icon used to submit content
	Icon used to select a date
	Icon used to crop an image
	Icon used to drag and drop
	Icon used to edit content
	Icon used to access Facebook login
	Icon used to access Twitter login
	Expands image to full screen and view a map larger
	Icon used to exit full screen
	Icon for selecting an image
	Icon used to perform a Basic Search
	Icon used to like a tribute
	Icon used when a tribute is liked
	Icon used for a map pin and getting directions
	Icon used to flag content
	Icon used to close a popup
	Icons used to view the next or previous image
	Icon used to follow a Veteran
	Icon used to signify the phone number of a cemetery
	Icon used to print
	Icon is used to hide content
	Icon is used to share a Memorial Page
	Icon is used to signify the location of a cemetery

Symbol	Description
	Icon is used to view Tributes in Card View
	Icon is used to view Tributes in List View

2. User Access Levels

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

- Site Visitors
- Site Members

2.1. Site Visitors

Site Visitors can search for and view the Profile pages of Veterans, submit content, and flag content.

2.2. Site Members

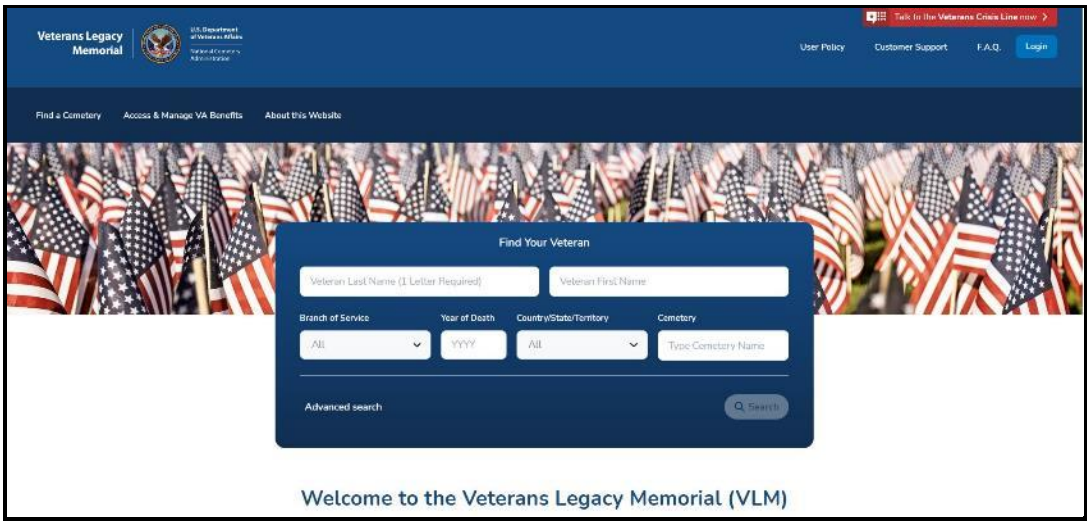
Site Members (those who have an ID.me account and are logged into VLM) can search for and view the Veteran's Profile pages, submit content, and flag content. When submitting content, - do not include name or email address each time content is submitted, because the VLM system recognizes user credentials. Members can also edit some of the- submitted content after it is posted (mementos and documents) and can "like" other user's content.

3. Using the Application

3.1. Home Page

To access VLM, go to the VLM Home Page. The Home Page provides a basic search feature. The list of Veterans interred/inurned is updated every morning at 2:00 AM Eastern Time.

Figure 2: Home Page



3.2. Home Page Header for Desktop and Mobile.

The Home Page Header contains links to the following:

- Veterans Crisis Line
- User Policy (Users must confirm acknowledgement of the user policy when submitting content)
- Customer Support
- F.A.Q.
- Login
- Find a Cemetery
- Access & Manage VA Benefits
- About this Website

Figure 3: Home Page Header for Desktop.

Figure 4: Home Page Header for Mobile.

3.3. Home Page Footer for Desktop and Mobile.

The Home Page Footer contains links to various other Department of Veterans Affairs (VA) information and services.

Figure 5: Home Page Footer for Desktop.

Figure 6: Home Page Footer for Mobile.

3.4. Site Member Login

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

Figure 7: Site Member Login on Desktop.

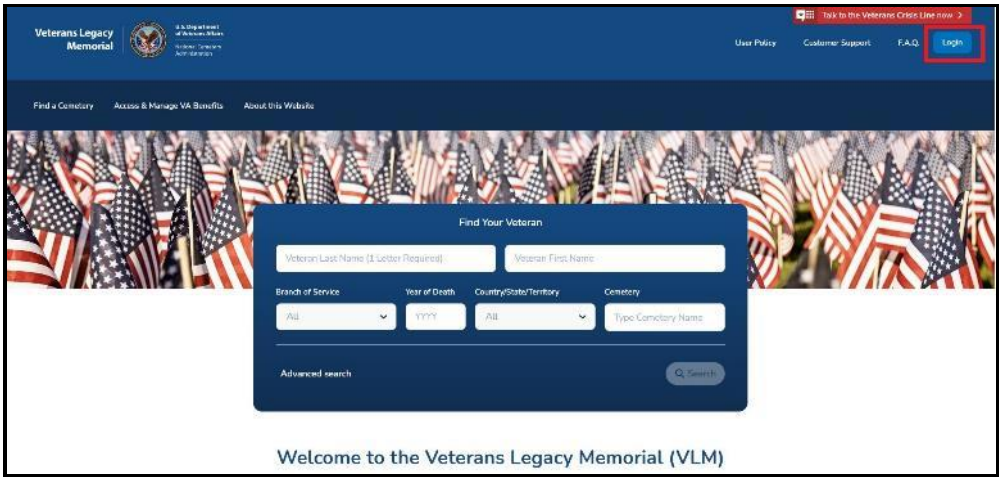
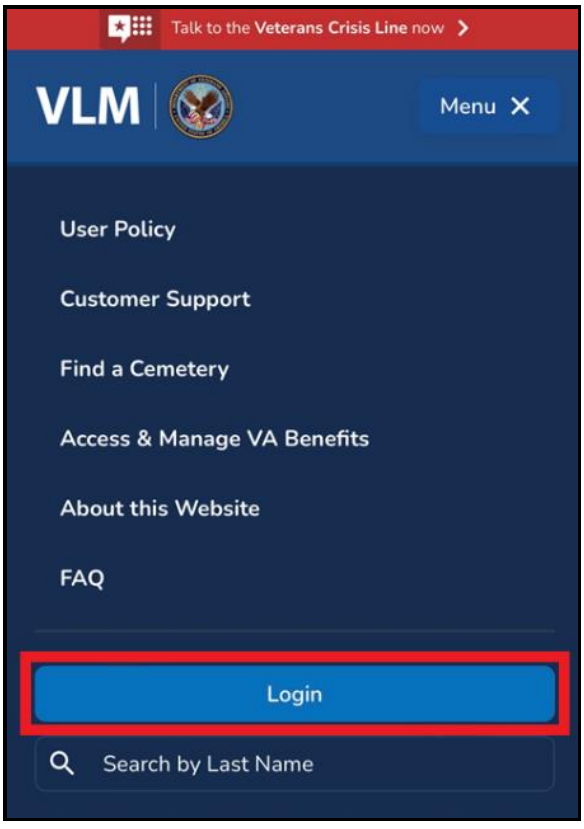


Figure 8: Site Member Login on Mobile.



The application displays Login or Register to VLM.

Figure 9: Login or Register Page on Desktop.

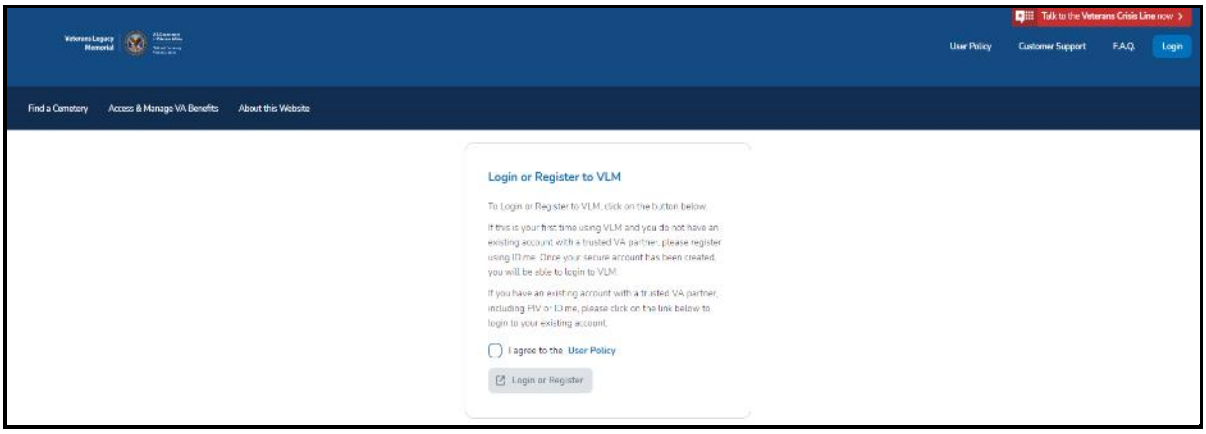
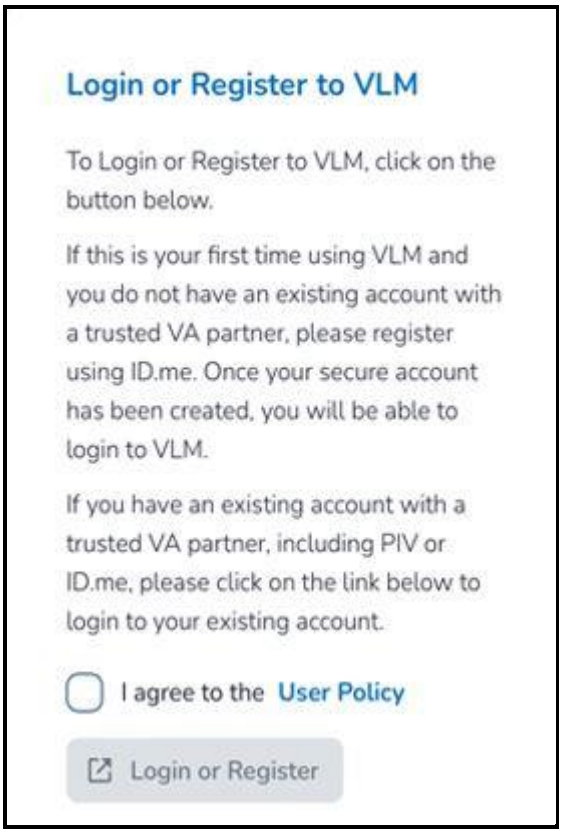


Figure 10: Login or Register Page on Mobile.



Select the **I agree to the User Policy** check box and select the **Login or Register** button.

Figure 11: I agree to the User Policy and Login Button on Desktop.

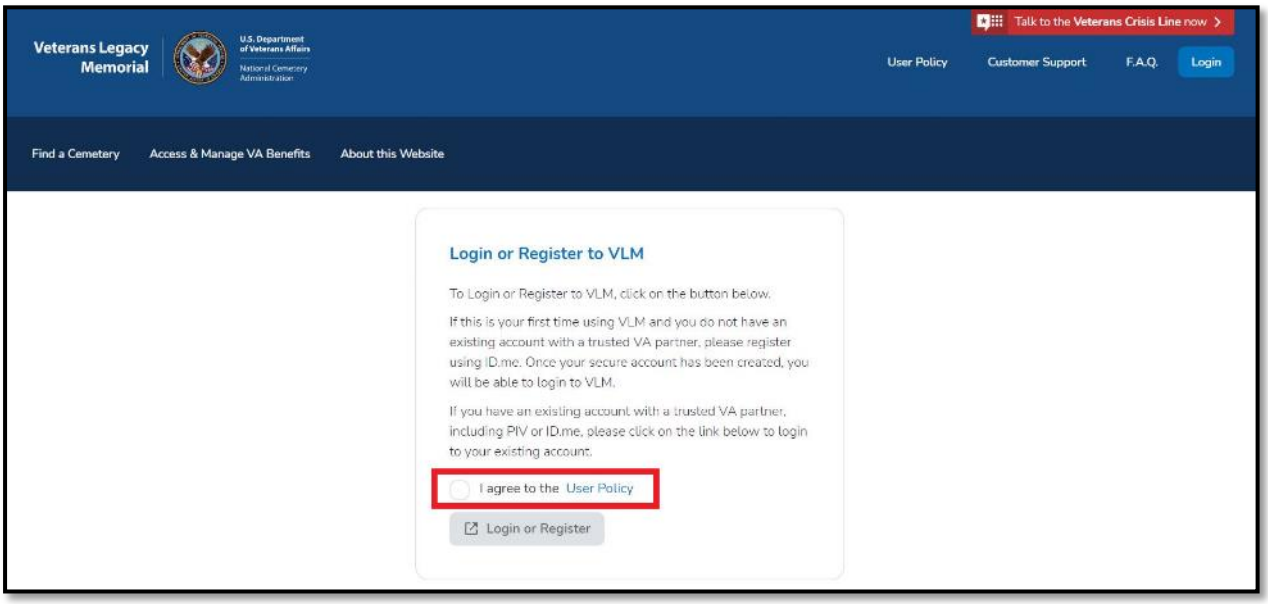
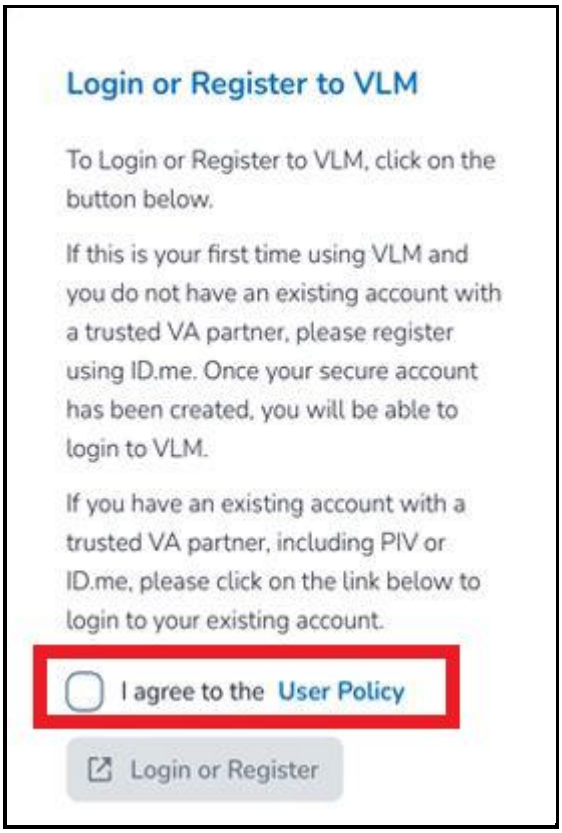


Figure 12: I agree to the User Policy and Login Button on Mobile.

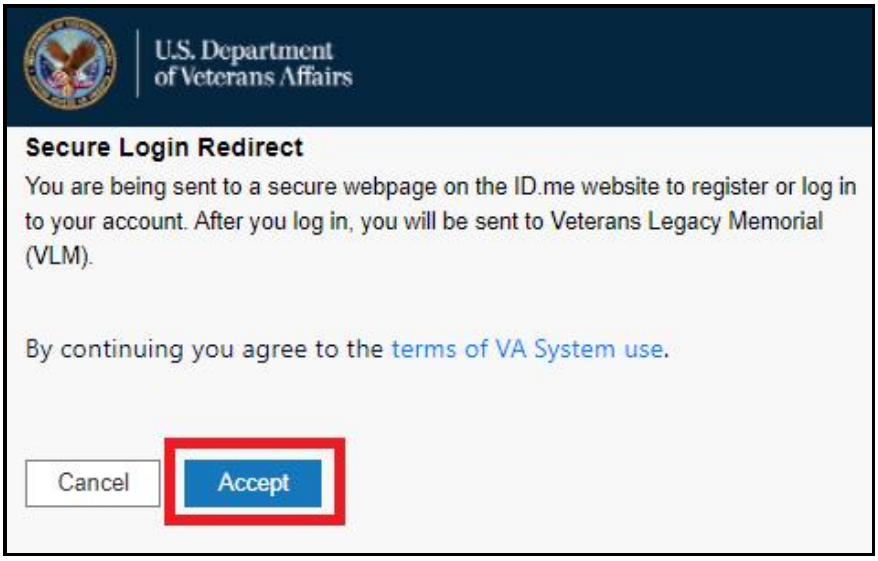


The application displays the Secure Sign in Popup. Select **ID.me**. **ID.me** is a VA-approved Sign-in Partner.

Figure 13: Login with ID.me.

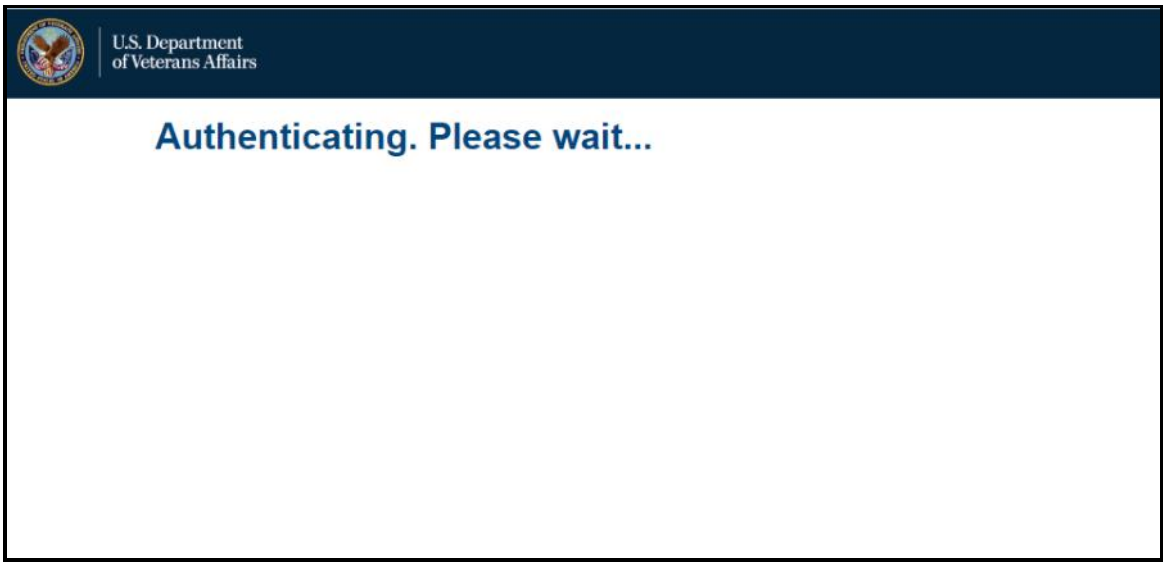
The application displays the **Secure Login Redirect** popup. Select the **Accept** button.

Figure 14: Secure Login Redirect.



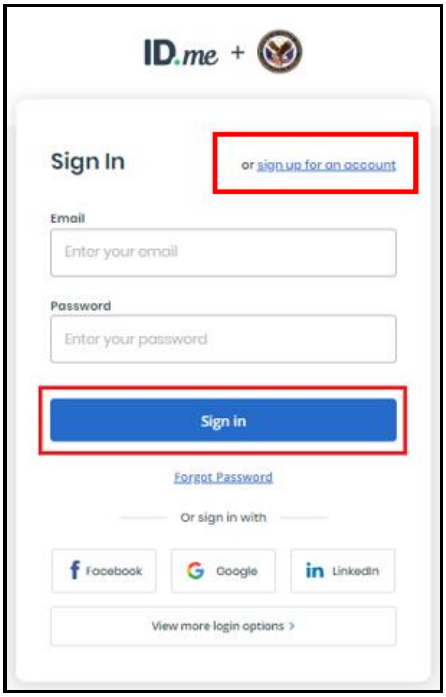
The application authenticates the user access.

Figure 15: Authenticating Message.



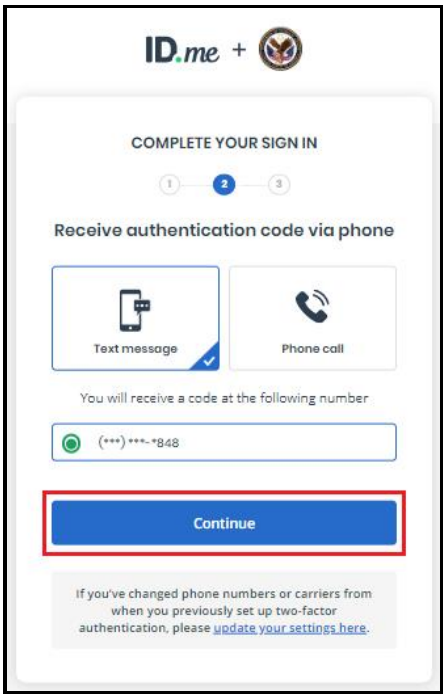
The application displays the **ID.me** Sign in popup. Enter an email address and password, then select the **Sign in** button. If no **ID.me** account is set up, select the **sign up for an account** link and follow the instructions provided.

Figure 16: ID.me Sign-in.



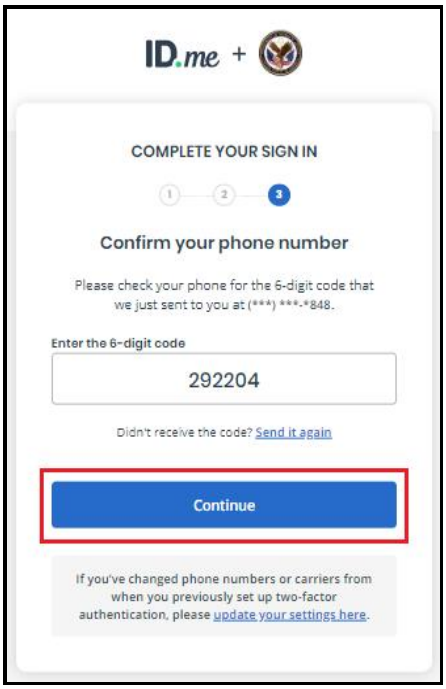
ID.me displays - Step 2 of the **ID.me** Sign in process. Select the method to **Receive an authentication code via phone**, a text message, or phone call, then select the **Continue** button.

Figure 17: Receive an Authentication Code Via Phone.



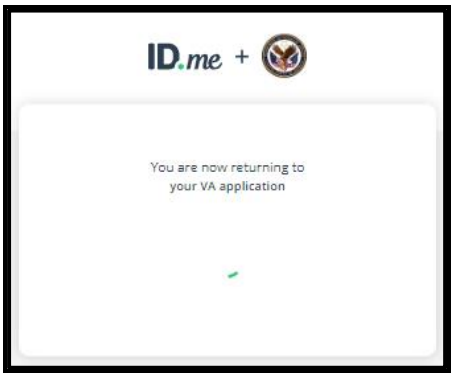
ID.me displays Step 3 of the **ID.me** Sign in process. Enter the 6-digit code into the text box provided and select the **Continue** button.

Figure 18: Confirm Your Phone Number.



With a successful login, the application displays the message: *You are now returning to your VA application*.

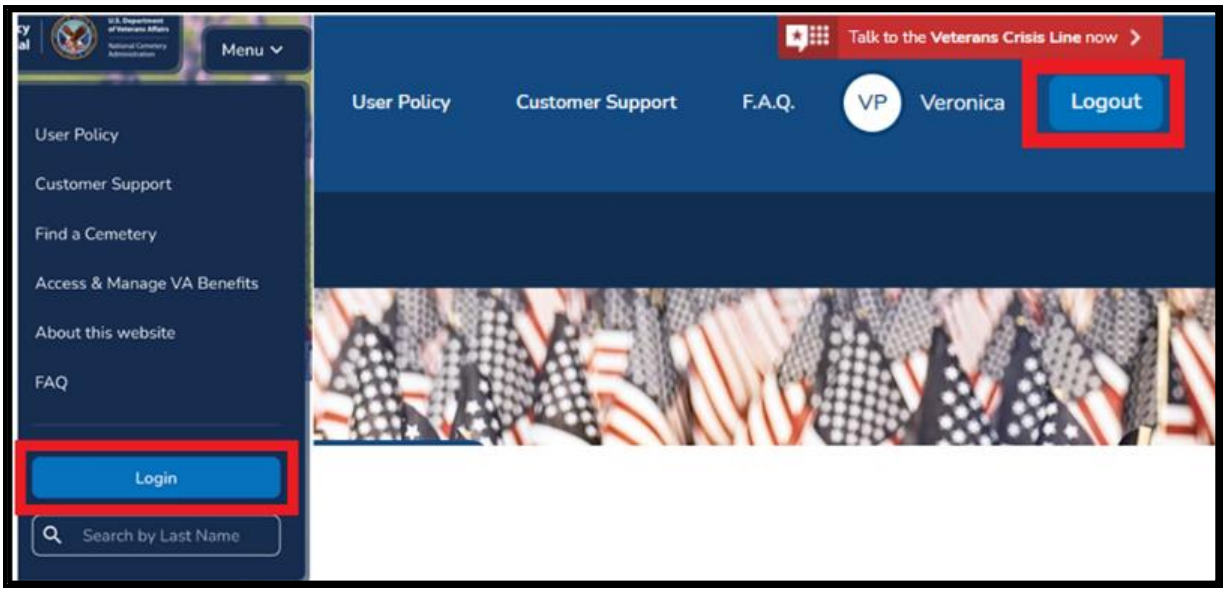
Figure 19: Return to VA Application.



When the user is logged into the application, the username displays next to the **Logout** button on the Home Page.

Use the Logout button to logout from the Home Page or from any Veteran's Profile page using the Menu Dropdown and select the **Logout** button.

Figure 20: Logged in Site Member.



3.5. Basic Search

Use Basic search to locate a Veteran.

- Enter a First Name and Last Name, Branch of Service, Year of Death, Country/State/Territory, and/or Cemetery.
- Enter at least 1 letter of the Veteran's last name.
- Narrow down the search results by adding any of the other selections: Country/State/Territory, Cemetery name, and/or year of death.
- To complete your basic search in mobile view you must click on "Show more search options.

Note: Currently, hyphen (-), apostrophe (`), and ampersand (&) are the only special characters supported, but not as the first character.

Figure 21: Home Page Basic Search on Desktop.

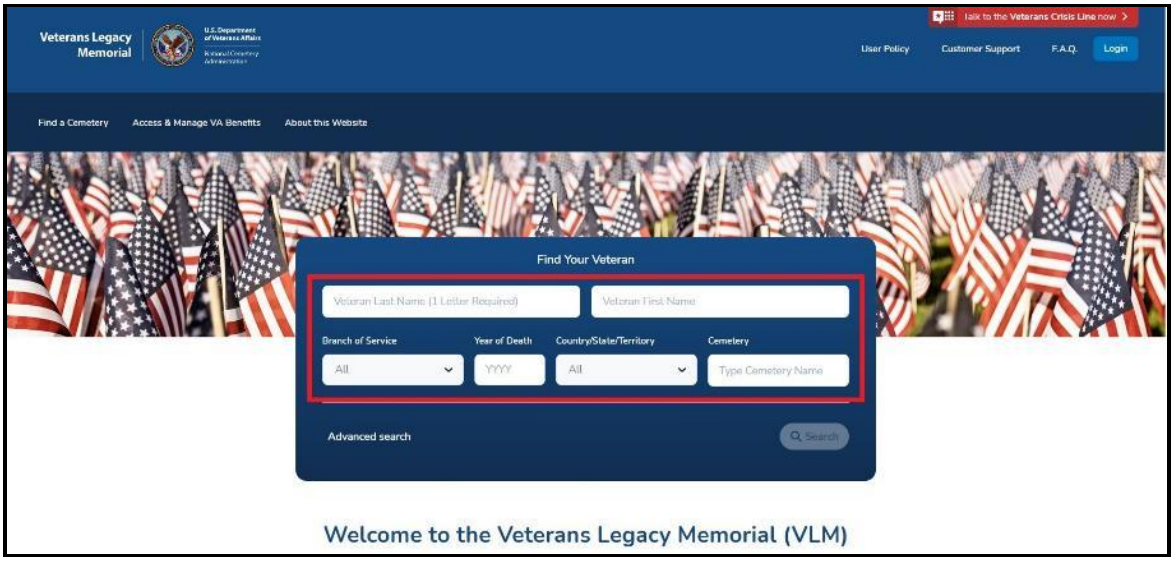
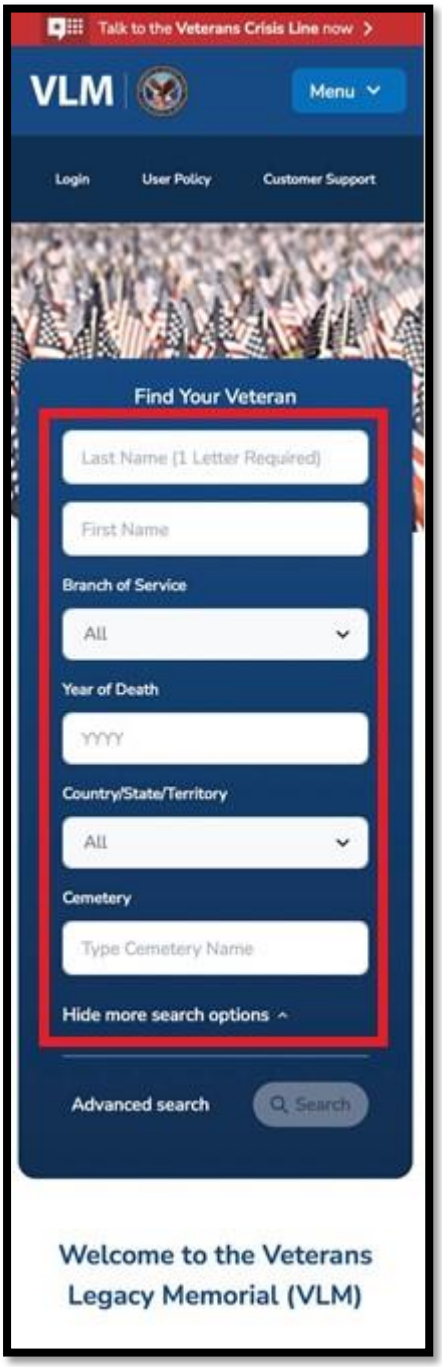


Figure 22: Home Page Basic Search on Mobile.

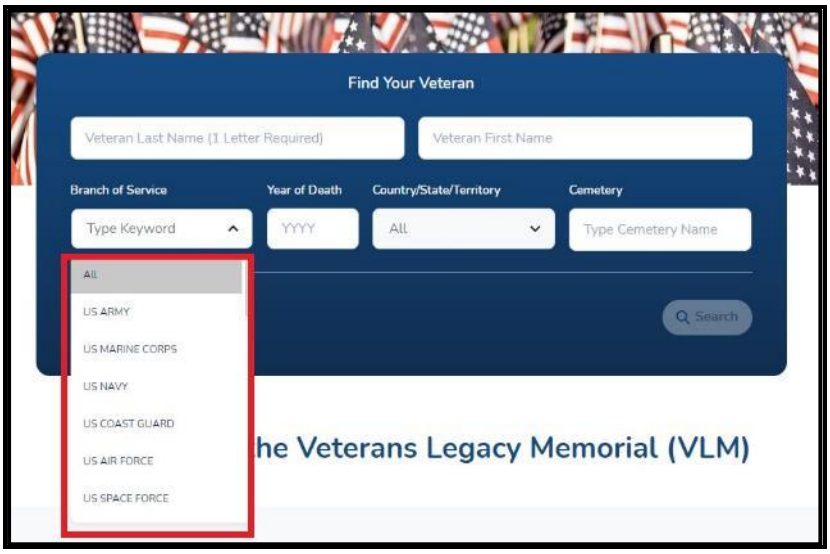
Figure 23: Home Page Basic Search on Mobile After You Click "Show More Search Options



Narrow searches by adding the Branch of Service to the search.

For a complete list of service branches. refer to **Appendix 5.2: Branches of Service**

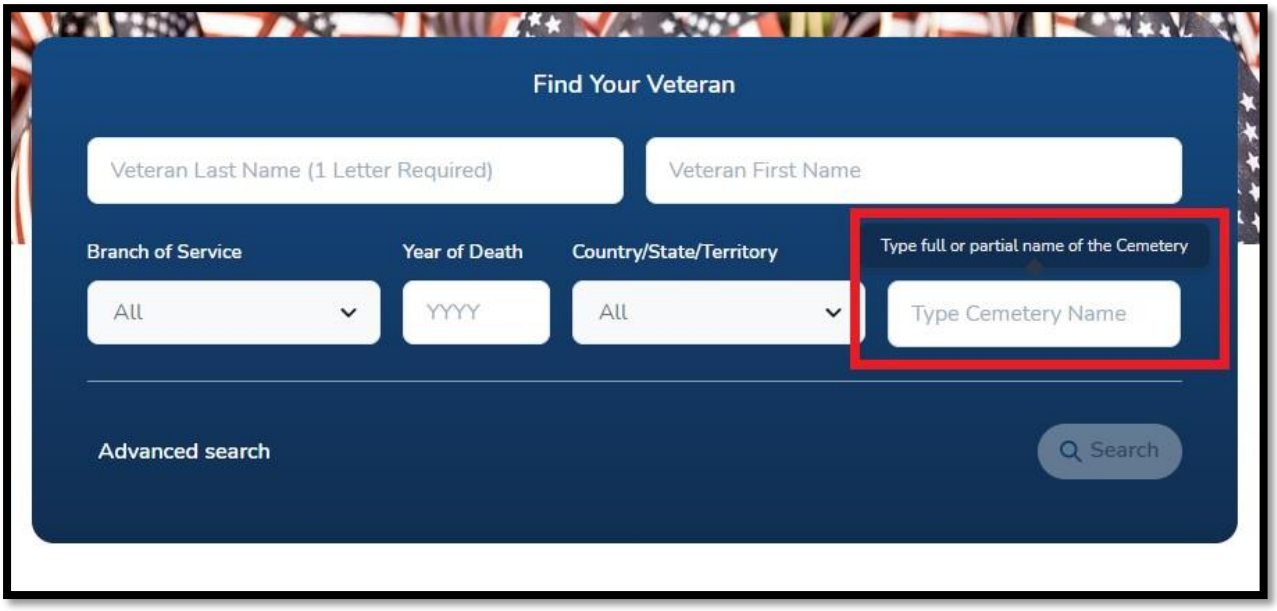
Figure 24: Home Page Branch of Service Dropdown.



Narrow searches by inputting the Cemetery name to the search. Currently, VLM only includes Veterans laid to rest at VA National Cemeteries, most (but not all) VA-funded state/tribal/territory Veteran cemeteries, 27 Department of Defense cemeteries (including Arlington National Cemetery), and two National Park Service cemeteries.

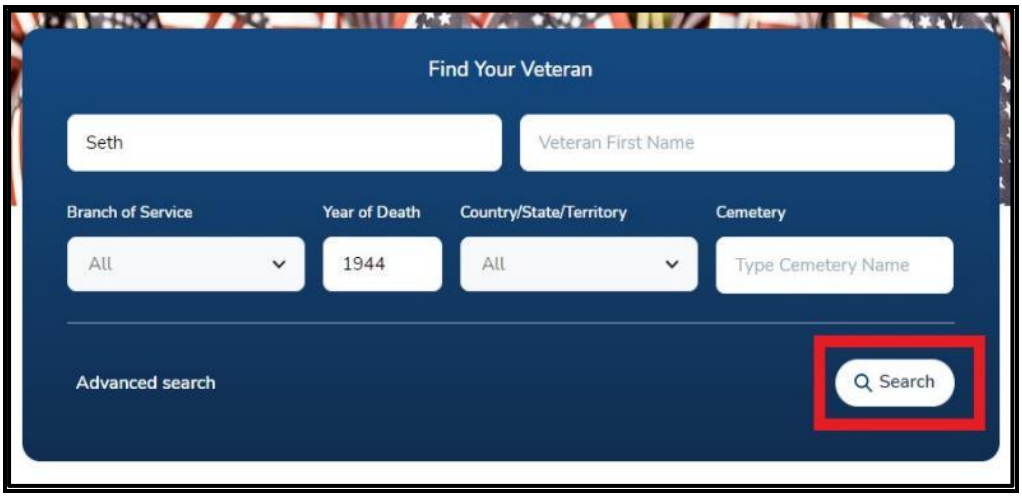
For cemetery information, refer to VA National Cemeteries.

Figure 25: Home Page Cemetery Location.



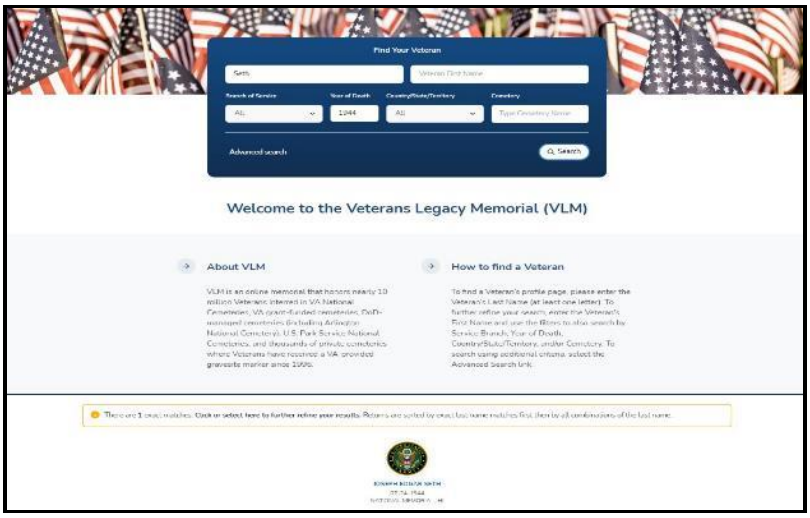
To find the search result using the name and/or one of three filters, Branch of Service, Year of Death, or Cemetery, press the **magnifying glass search** button. The page refreshes with a list of all Veteran profiles that match the search, in quantities of up to 50, sorted by interment date. Select the **Load 50 More Profiles** button at the bottom of the home page to load the next 50 profiles that match the search criteria and repeat as necessary.

Figure 26: Search Results.



The search results will appear below.

Figure 27: Search Results with Search Options Selected.



3.6. Advanced Search for Desktop and Mobile.

The **Advanced search** feature allows users to locate a Veteran's Profile page using additional search filters.

Access Advanced Search from the home page by selecting the **Advanced Search** link located under the Service Branch Dropdown or by using the Advanced Search Bar while on a profile page.

Figure 28: Accessing Advanced Search for Desktop.

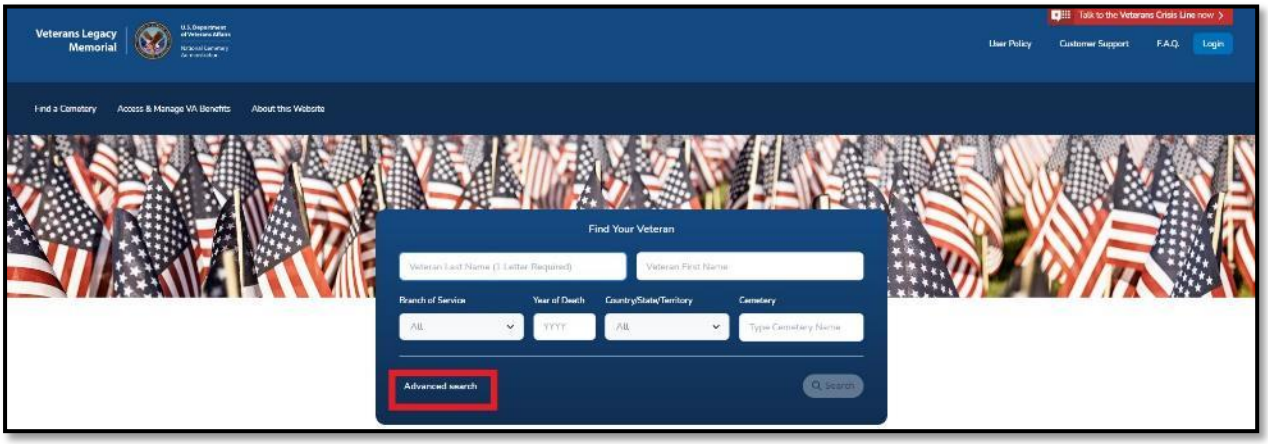


Figure 29: Accessing Advanced Search for Mobile.

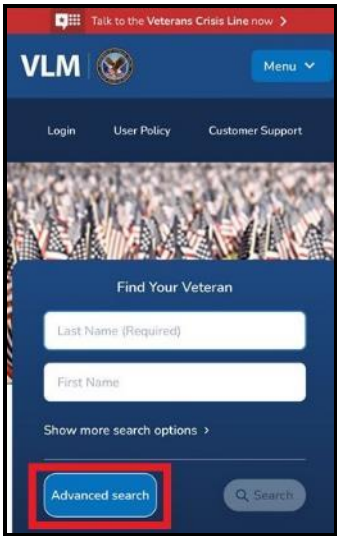


Figure 30: Profile Page Advanced Search Bar on Desktop.

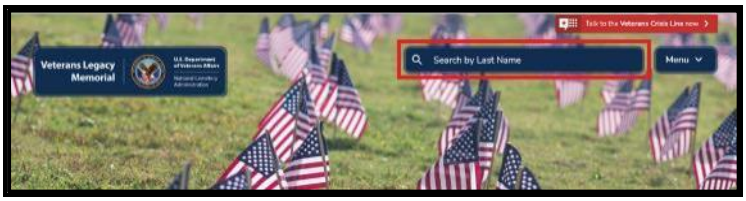
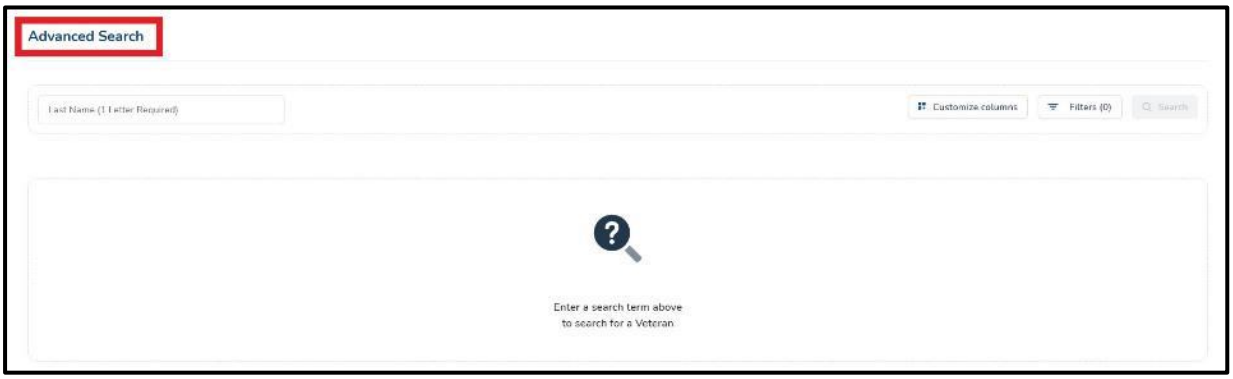


Figure 31: Profile Page Advanced Search Bar on Mobile.

The application displays the Advanced Search page.

Figure 32: Advanced Search Page.

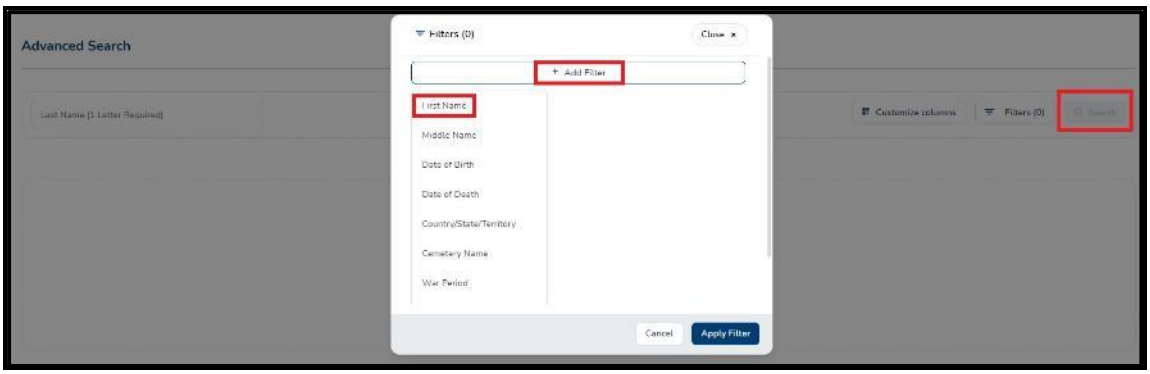


Add filters to narrow the Advanced Search. To access filters, select the **Filters** button.

Figure 33: Selecting Filters.

To narrow searches, use the Advanced Search filters in the Dropdown list.
Select a filter in the left-hand column, select **Add Filter**,
select **Apply Filters** button, and **Search**.
Narrow searches by adding a War Period to the search.
Refer to American War Periods for a complete list of war periods.

Figure 34: Adding Advanced Search Filters.



The selected filters display in the search results table. For Veterans with a **hyphenated last name** (two **last names** joined with a hyphen (-)), use the hyphenated name when searching by last name.

Notes:

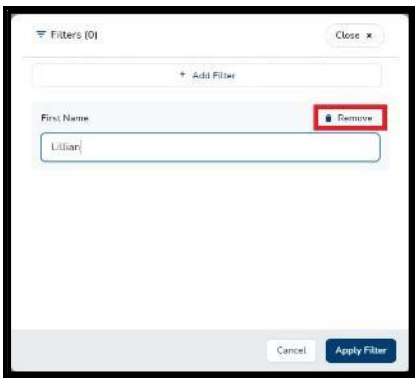
- Special characters not accepted as search criteria include**:**
  ! @ # $ % ^ ( ) _ + - = [\ {] } ; : ' " / ? . > , < ` ~.
- Date formats must be in the form of **yyyy-mm-dd**.

When search filters are set up, select the **Search** button to run the search. The application returns results that meet the search criteria. Go to the Veteran's Profile page and select the first or last name in the list.

Figure 35: Advanced Search Page.

Note: If a JSON error is encountered, contact VLM Customer Support at vlm@va.gov or call 1-888-245-1490.

Figure 36: Remove Filter.



Select **Customize columns** to display the full list of available columns. You can add/remove columns displayed in Advanced Search results.

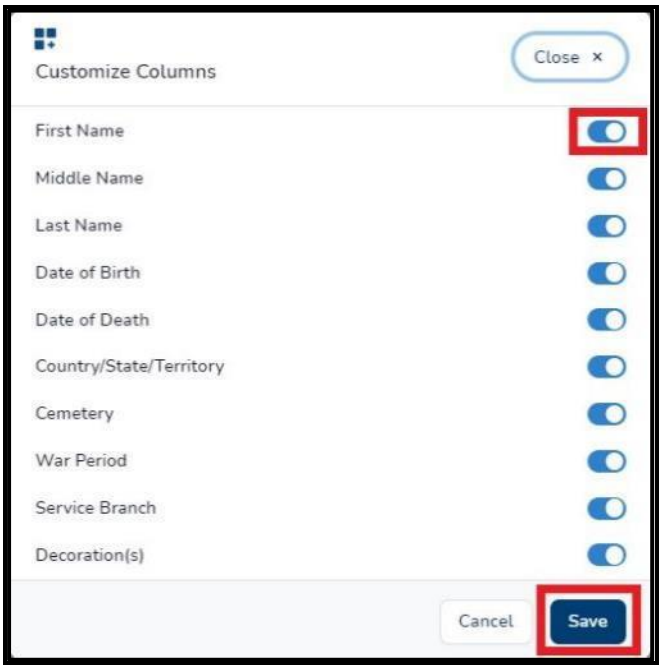
Figure 37: Customize Columns shown in Advanced Search.

A full list of Columns displays.

- Toggle the button to the left removes that column from the results.
- Toggle the button to the right leaves that column in the Advanced Search results.
- Scroll up or down to view additional columns.

Select the **Save** button to display the customized columns in the Advanced Search results.

Figure 38: Full List of Available Columns.



The selected filters display in the search results table.

Figure 39: Advanced Search with Revised Columns.

3.7. Veteran Profile Page

The Veteran's Profile page header displays a rotating theme photo and includes the Veteran's Service Branch seal as the default Profile Image next to the Veteran's name. VLM Administrators from NCA choose a Profile Image from images submitted and posted to the Veteran's Profile page. The page also displays the Veteran's personal information, such as name, dates of birth/death, and religious Emblem of Belief (when available in the Veteran's record).

Refer to the approved list of **Emblems of Belief**.

The Veteran's Profile page header persists throughout all three tabs of a Veteran's Profile page.

Figure 40: Veteran Profile Header.

Under the Veteran's personal information, the Follow Veteran and Leave a tribute options display. Select the **Leave a tribute** button to go to the Tribute section. For instructions to follow a Veteran, refer to *Section 3.7.1 Follow Veteran*.

There are three tabs on a Veteran's Profile page.

- Memorial – The page defaults to the Memorial tab and includes the Veteran's Military Service data, cemetery resting place information, a carousel of images (if images are added to the page), and Tributes. Users can submit tributes and mementos on the memorial tab.
- Life & Mementos – Users can contribute words to describe the Veteran in the Word Cloud section, submit a life story to the Biography section, create career personal milestones by Service timeline and awards/decorations, and submit photos.
  Note: If images are submitted for a Veteran, the Life & Mementos tab displays a small red circle with the total number of images.
- Historical Docs – Historical documents are .PDF files uploaded to the Veteran's Profile page.
  Note: If documents are submitted for a Veteran, the Historical Docs tab at the top of the Veteran's Profile page displays a small red circle with the total number of historical documents.

Email, Facebook, and Twitter – Use Social Media Accounts to share a Veteran's Profile with others. Select **Share Memorial** to share a Veteran's Profile. For instructions to share a Veteran's Profile, refer to *Section 3.11 Social Media Access*.

Note: Select the **Print** button to print the Veteran's main page or save the page to a .PDF.

Note: The number of times the profile was viewed, displays at the bottom of the Veteran's Profile page.

Figure 41: Veteran Profile.

3.7.1. Follow Veteran

To follow a Veteran, select the **Follow Veteran** button.

Note: The user must sign in using an **ID.me** account to **Follow Veteran**.

Figure 42: Follow Veteran on Desktop.

Figure 43: Follow Veteran on Mobile.

A confirmation message displays after following the Veteran:

Thank you for your interest in this Veteran. An email will be sent if there are any updates on this profile.

The **Follow Veteran** button changes to **Unfollow Veteran**.

To unfollow a Veteran, select the **Unfollow Veteran** button.

Figure 44: Unfollow Veteran on Desktop.

Figure 45: Unfollow Veteran on Mobile.

A confirmation message displays after unfollowing the Veteran
Thank you for your interest in this Veteran. Emails will no longer be sent if there are any updates on this profile.

3.8. Memorial Tab

The Memorial tab includes the Veteran's Military Service data, cemetery resting place information, a carousel of images (if images are added to the page), and Tributes.

3.8.1. Military Service Section

The Military Service section includes Veteran information on war periods, decorations, service branches and ranks. Also listed: is/was Veteran a Prisoner of War, Missing in Action, or Killed in Action.

Figure 46: Service Section on Desktop.

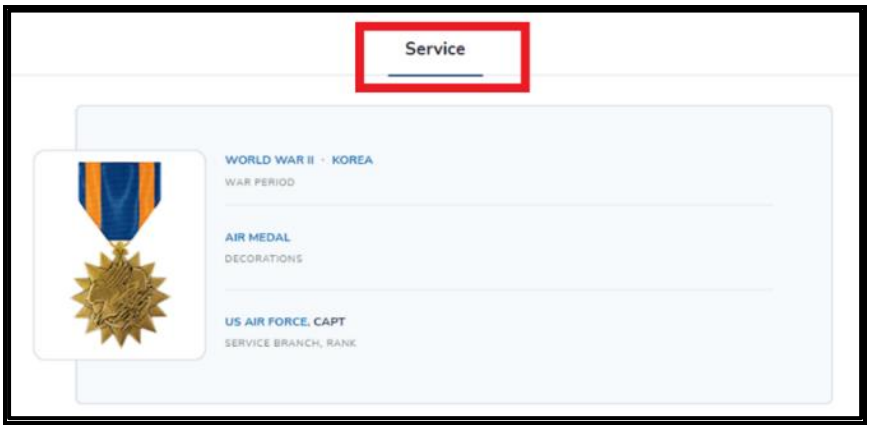
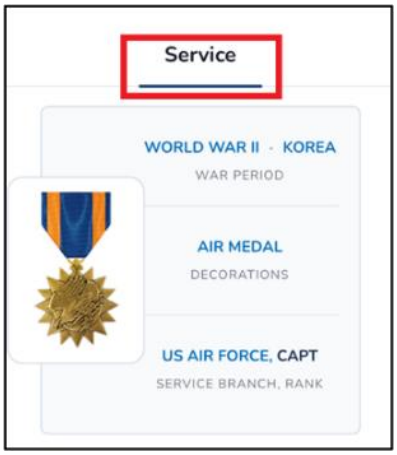


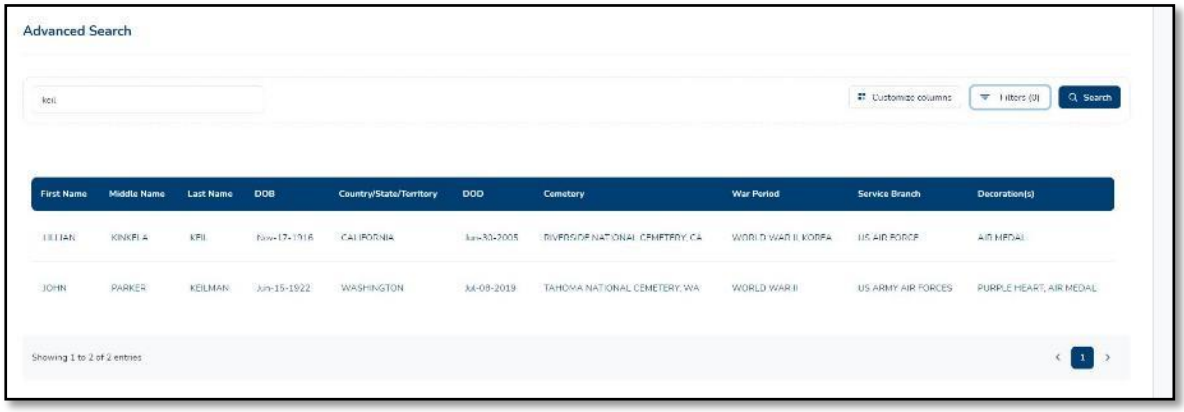
Figure 47: Service Section on Mobile.



Select the **Appendix Section 5.3** **War Period** and the application displays the Advanced Search page with a list of Veterans who have a similar last name and served during the same war period.

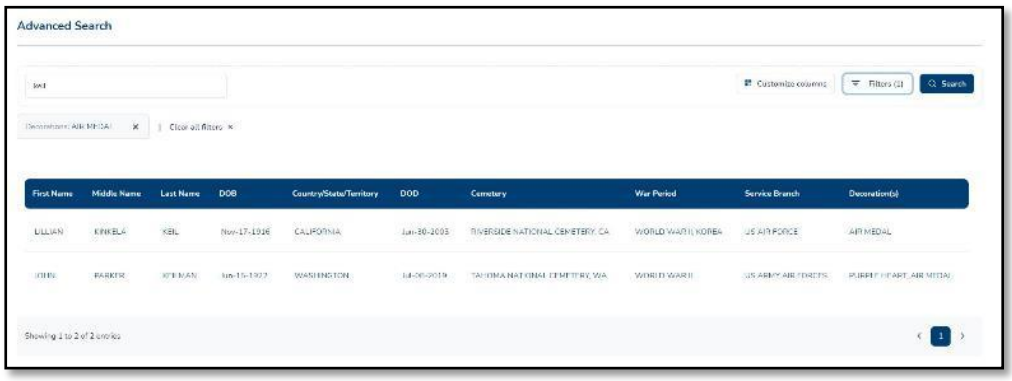
Figure 48: Advanced Search Results by Similar Name and War Period.

Figure showing Advanced Search Results by Similar Name and War Period on desktop.



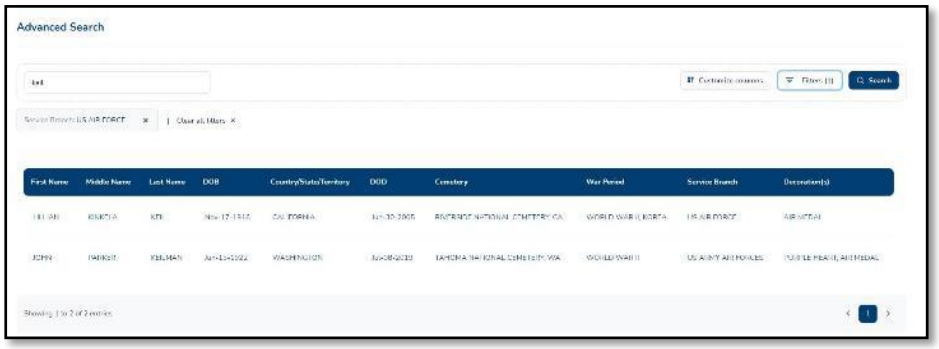
Select the **Appendix Section 5.4** **Decorations** and the application displays the Advanced Search page with a list of Veterans who have a similar last name and received the same award.

Figure 49: Advanced Search Results by Similar Name and Decoration.



Select the **Appendix Section 5.2** [Service Branch] and the application displays the Advanced Search page with a list of Veterans who have a similar last name and served in the same branch of service.

Figure 50: Advanced Search Results by Similar Name and Service Branch.



3.8.2. Resting Place Section

The Memorial Resting Place section includes cemetery and interment/inurnment information, an image of the Veteran's headstone/marker (if available from NCA records), and a map to the gravesite or cemetery.

Figure 51: Memorial Section on Desktop.

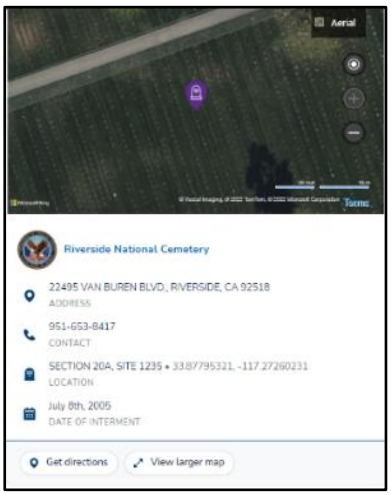
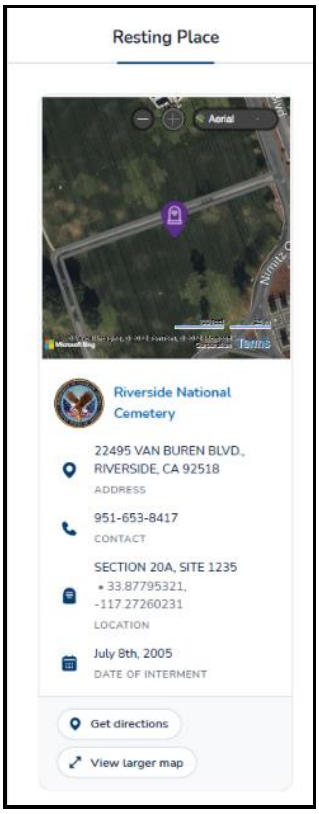


Figure 52: Memorial Section on Mobile.



- Select the headstone picture and the application displays a larger image.
- Select the left or right arrow **(< >)** to navigate through the images.
- Select the **Print** button to print the image.
- Select the **Close** button to close the popup.

Figure 51: Headstone.

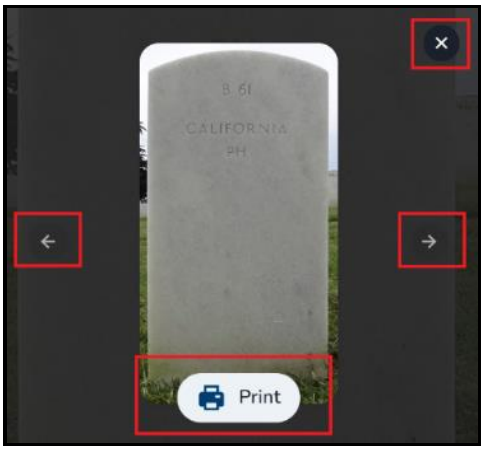


Figure 52: Flat Marker.

Figure 53: Niche Covering.

Select the **headstone** icon in the map to display the headstone/marker location (if available in the NCA database) or the cemetery office location.

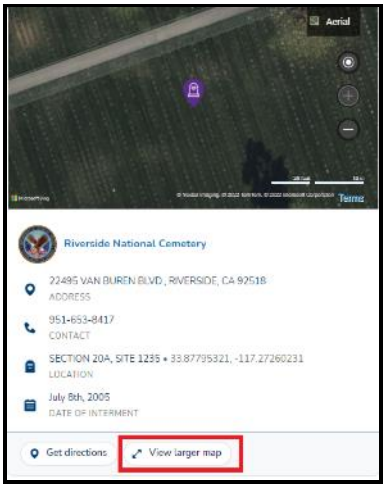
Figure 54: Gravesite Icon.

The application displays a popup with the Name of Veteran and Location of the gravesite.

Figure 55: Gravesite Information.

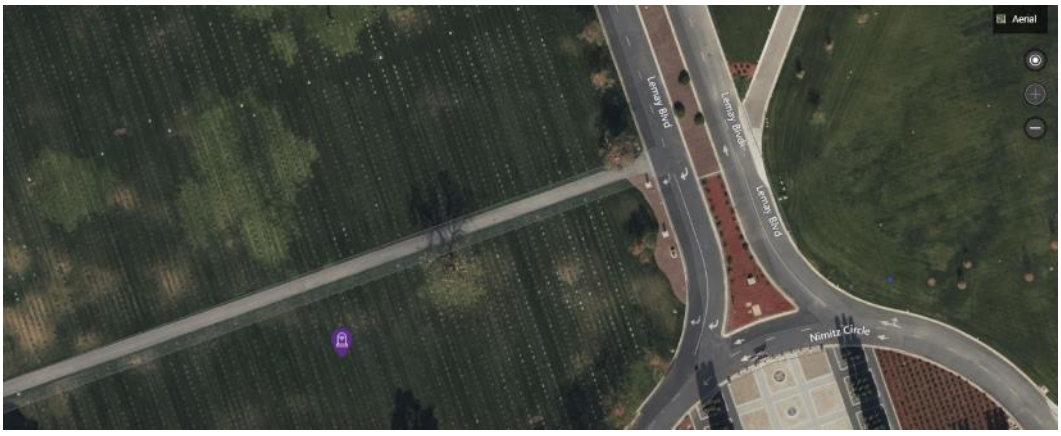
Select the **View Larger Map** link to view a large map of the cemetery.

Figure 58: View Larger Map.



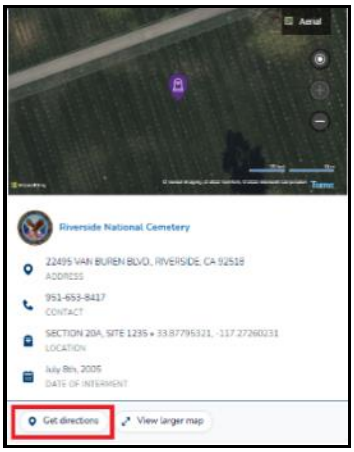
The application displays a full window view of the cemetery.

Figure 56: Larger Map of Gravesite



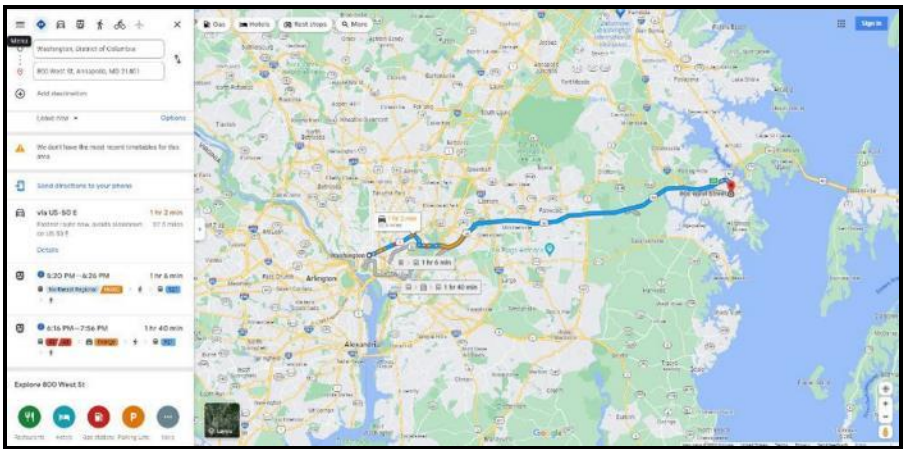
Select the **Get Directions** link to get directions to the cemetery.

Figure 57: Get Directions to Veteran's Gravesite.



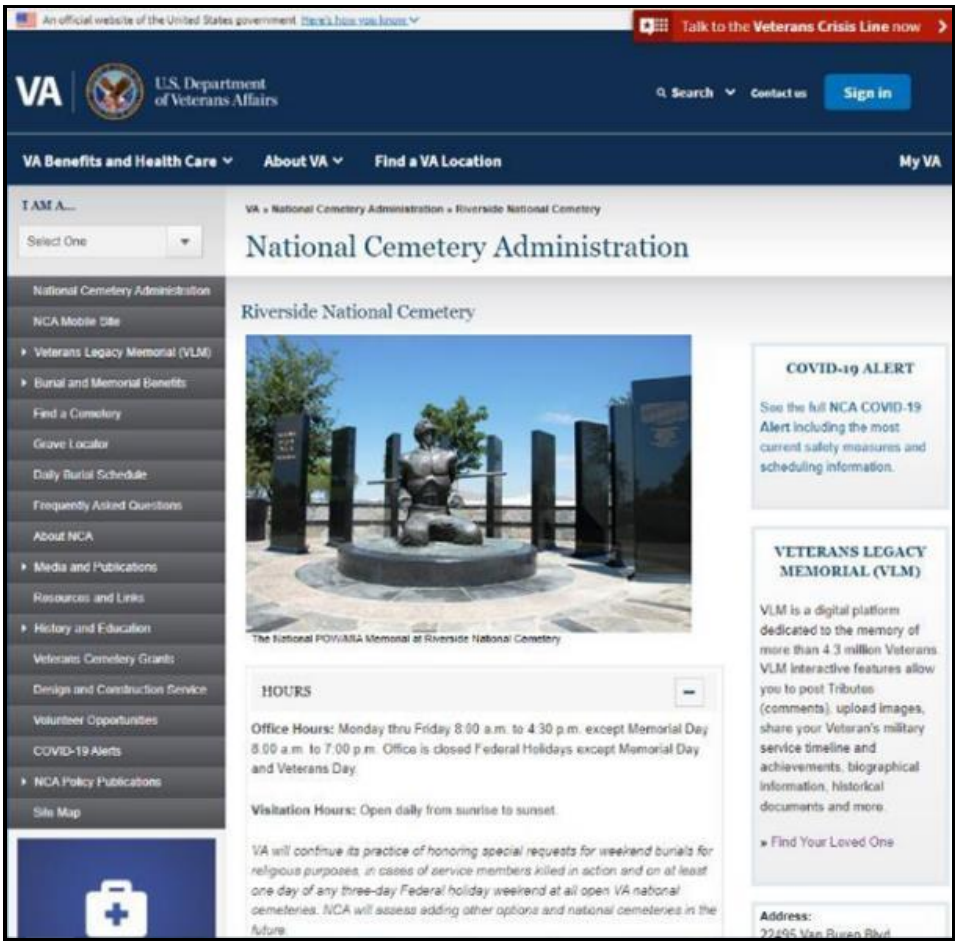
Google maps opens in **directions** mode. The cemetery's location is pre-populated. Enter a starting point and Google maps displays the route to the cemetery.

Figure 58: Directions to Veteran's Gravesite.



Select the **Cemetery** link and the application displays (in a new Browser tab) the cemetery web page identified in the Veteran's Profile.

Figure 59: Cemetery Information Page.



For cemetery information, refer to VA National Cemeteries.

3.8.3. Memento Carousel

When on the Memorial Tab, or Life & Mementos Tab, the user can scroll down view and select the memento image carousel, if mementos are present. The user will be able to view the memento and navigate left/right with the Previous Arrows buttons and the Next Arrow button.

Figure 60: Memento Carousel Display on Desktop.

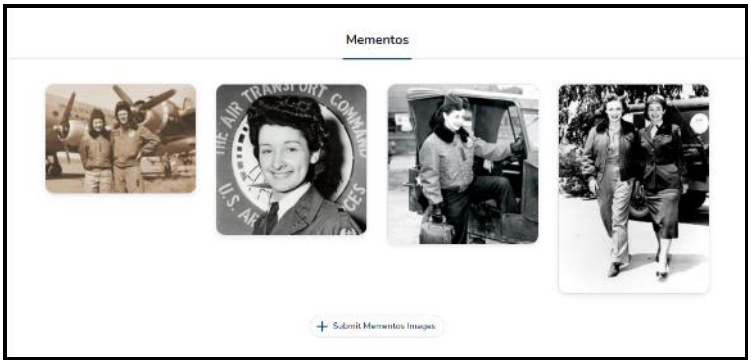


Figure 61: Memento Carousel Display on Mobile.

3.8.4. Tributes Section on Desktop and Mobile

Anyone can submit Tributes by scrolling down to the Memorial section of a Veteran's Profile or selecting on the **Submit a Tribute** button located underneath the Veteran's name. VLM Administrator reviews Tributes before posting.

Note: Tributes are limited to 6,000 characters, including spaces.

Figure 62: Tributes Section on Desktop.

Figure 63: Tributes Section on Mobile.

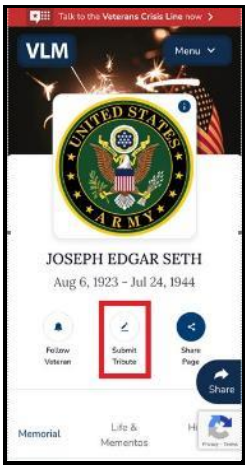


Figure 64: Submit a Tribute on Desktop.

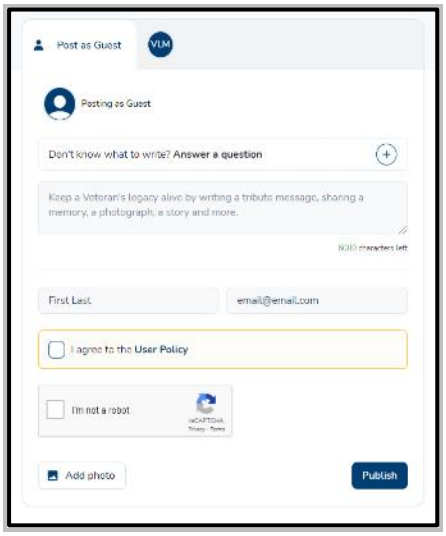
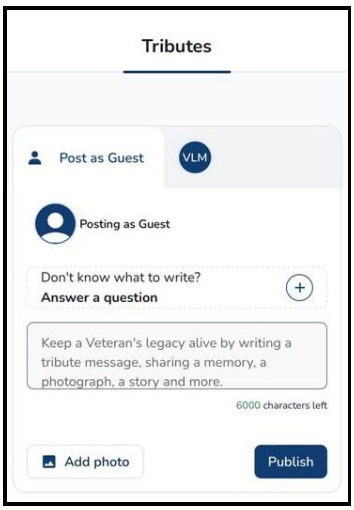


Figure 65: Submit a Tribute on Mobile.



There are three icons associated with Tributes: to flag a comment, like a comment, and/or to submit a comment.

Figure 66: Icons Associated with Tributes.

3.8.5. Submit a Tribute

To submit a Tribute, enter text in the text field or use the **Answer a question** feature.

Select the **Publish** button.

Notes:

- Guests must include name and email address, acknowledge the VLM User Policy, and complete the reCAPTCHA feature to submit a Tribute.

- Site Members log in and submit a tribute. Site Member credentials are recognized in the system.

Figure 67: Adding a Tribute on Desktop.

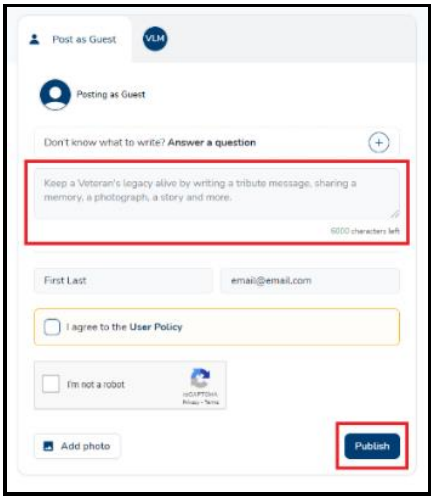
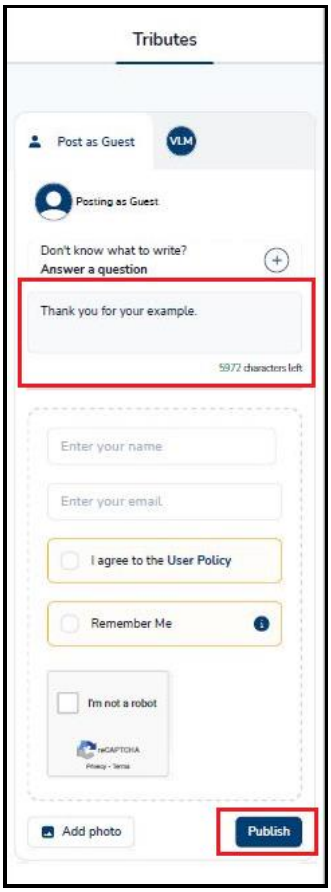
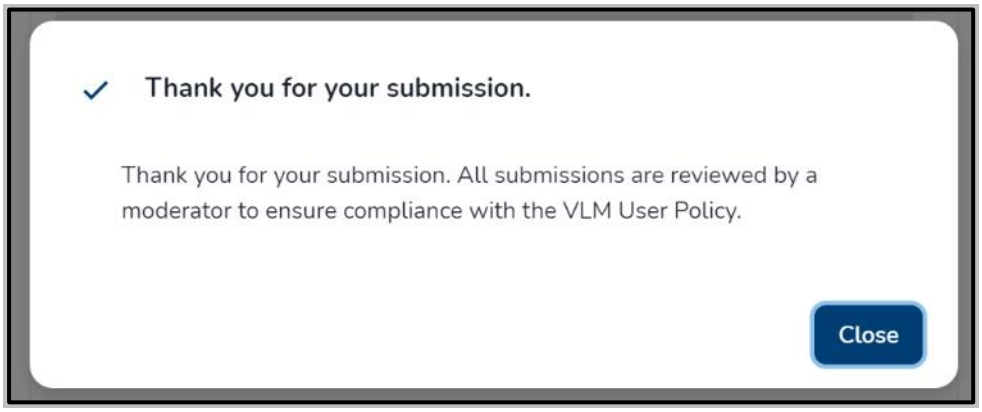


Figure 68: Adding a Tribute on Mobile.



The application displays a Submission Confirmation Message indicating the submission was received and is reviewed by a moderator, ensuring compliance with the VLM User Policy.
Select the **Close** button to close the message.

Figure 69: Submission Confirmation Message.



The application sends an email notification acknowledging the post was received and is reviewed by a VLM Administrator.

Figure 70: Email Notification of Tribute Submission.

If the VLM Administrator approves the tribute, an approval email is sent.

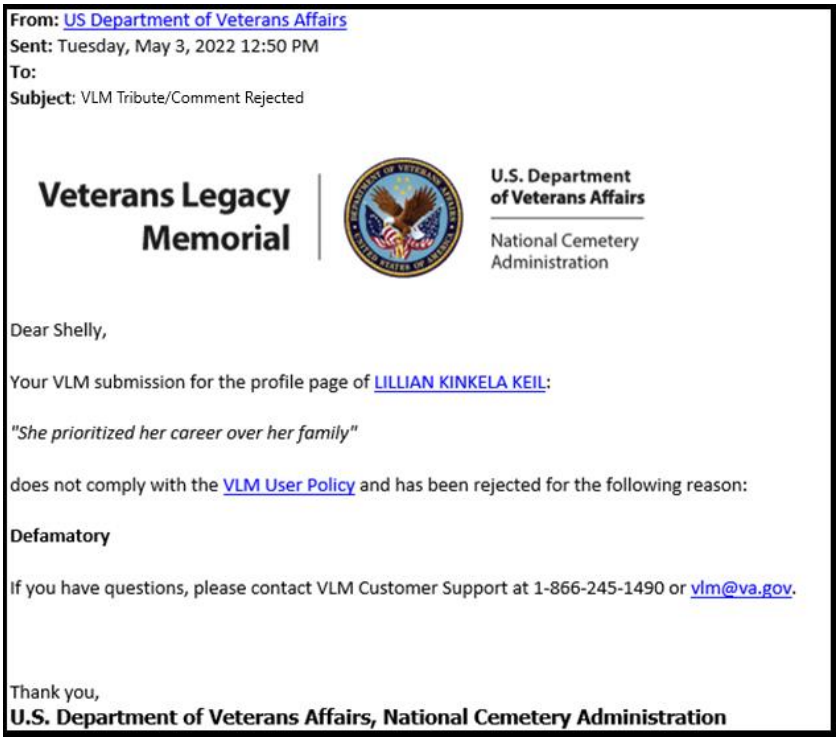
Figure 71: Email Notification of Tribute Approved.

The submission is posted to the Veteran's Profile page.

Figure 72: Posted Tribute.

If the VLM Administrator determines that the tribute does not conform to the VLM User Policy, an email is sent indicating the tribute was rejected and the reason for the rejection.

Figure 73: Email Notification of Tribute Rejected.



From: US Department of Veterans Affairs
Sent: Tuesday, May 3, 2022 12:50 PM
To:
Subject: VLM Tribute/Comment Rejected

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

Dear Shelly,

Your VLM submission for the profile page of LILLIAN KINKELA KEIL:

"She prioritized her career over her family"

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

Defamatory

If you have questions, please contact VLM Customer Support at 1-866-245-1490 or vlm@va.gov.

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

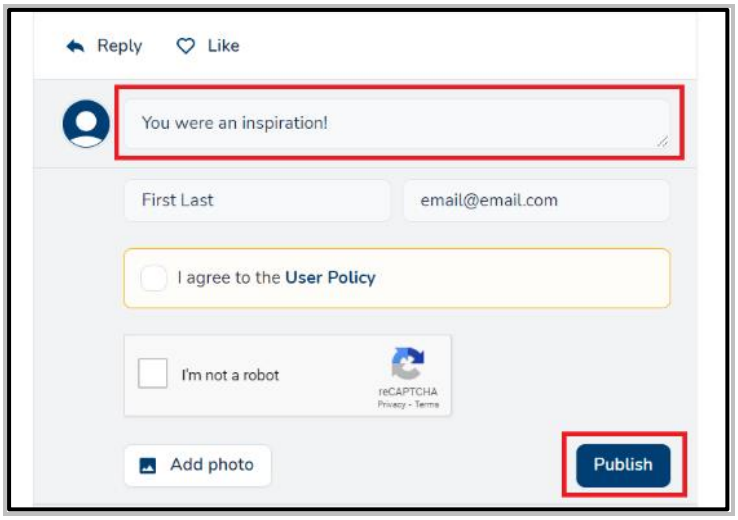
3.8.6. Add a Comment to a Tribute

Select the **Reply** link to add a comment to a tribute/condolence. Comments are limited to 6,000 characters, including spaces. The same information from Site Visitors is required to submit a Comment.

Figure 74: Add a Comment to a Tribute.

Enter the comment in the space provided, then select the **Publish** button.

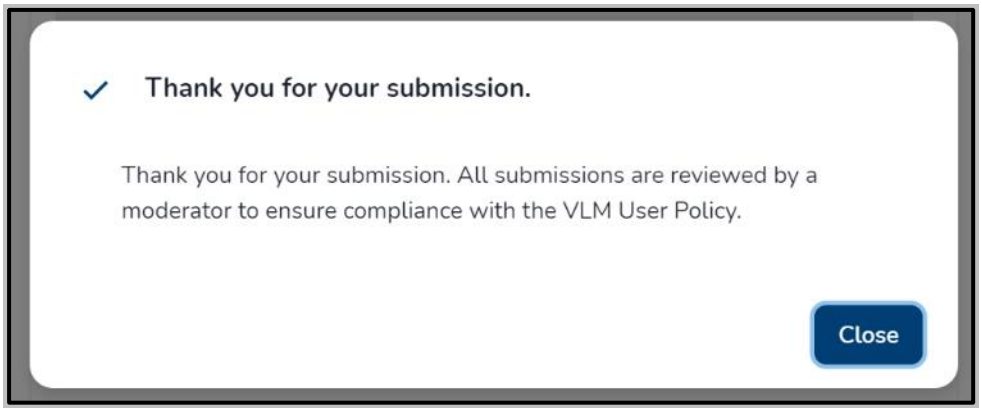
Figure 75: Comment on a Tribute.



The application displays a Submission Confirmation Message indicating the submission was received and is reviewed by a moderator, ensuring compliance with the VLM User Policy.

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

Figure 76: Submission Confirmation Message.



The application sends an email notification that the post is reviewed by the VLM Administrator.

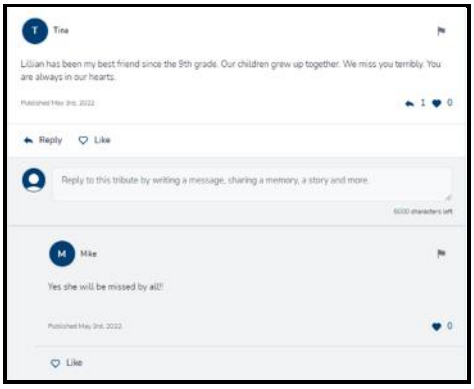
Figure 77: Email Notification of Tribute Comment Submission.

If the VLM Administrator approves the comment, an approval email is sent.

Figure 78: Email Notification of Approved Comment.

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

Figure 79: Posted a Comment to a Tribute.



If the VLM Administrator determines the comment does not conform to the VLM User Policy, an email is sent indicating the comment was rejected and the reason for the rejection.

Figure 80: Email Notification of Rejected Comment.

From: US Department of Veterans Affairs
Sent: Tuesday, May 3, 2022 12:50 PM
To:
Subject: VLM Tribute/Comment Rejected

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

Dear Shelly,

Your VLM submission for the profile page of LILLIAN KINKELA KEIL:

"She prioritized her career over her family"

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

Defamatory

If you have questions, please contact VLM Customer Support at 1-866-245-1490 or vlm@va.gov.

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

3.8.7. Like a Tribute or Comment

The ♡ icon provides the ability to "like" a Tribute or a Comment to a Tribute. Only logged in Site Member Users can use this feature. Select the ♡ icon and the application displays a number next to the heart.

Figure 81: Like a Tribute.

Every time the ♥ icon is selected to Like a tribute, the number next to the heart ♥ 1 increases.

Figure 82: Likes for a Tribute.

3.8.8. Flag a Tribute or a Comment

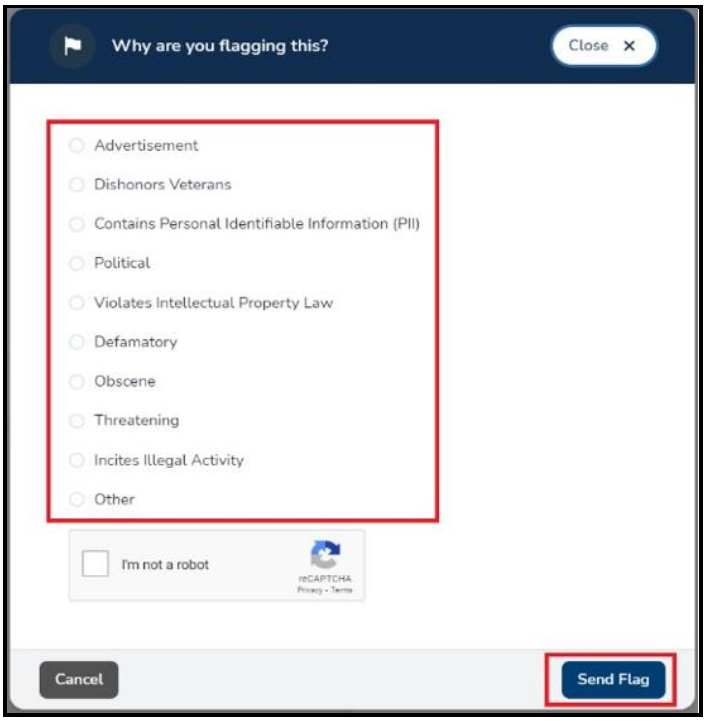
Flag a post for the VLM Administrator to review.

Select the icon to flag a post.

Figure 83: Flag a Tribute.

The application displays a popup to select the reason to flag the post. To send a flag, select the radio button next to the reason, then select the **Send Flag** button.

Figure 84: Reason for Flagging a Tribute.



VLM Reasons for Flagging a Tribute from Figure 86

Why are you flagging this?

Advertisement

Dishonors Veterans

Contains Personal Identifiable Information (PII)

Political

Violates Intellectual Property Law

Defamatory

Obscene

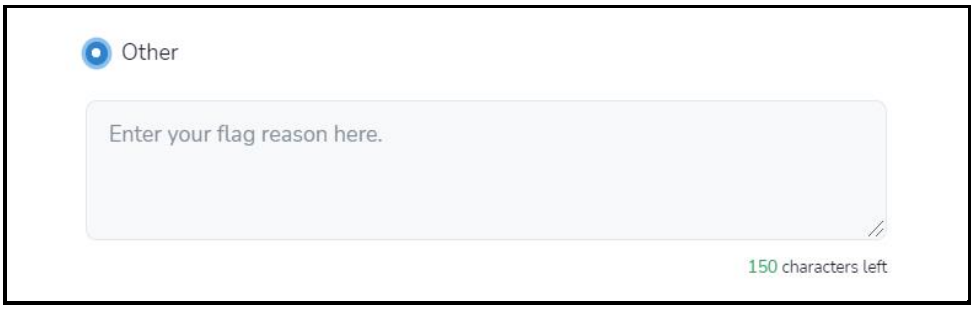
Threatening

Incites Illegal Activity

Other

If Other is selected, provide the reason for flagging the post in the field provided, then select the **Send Flag** button to complete the process.

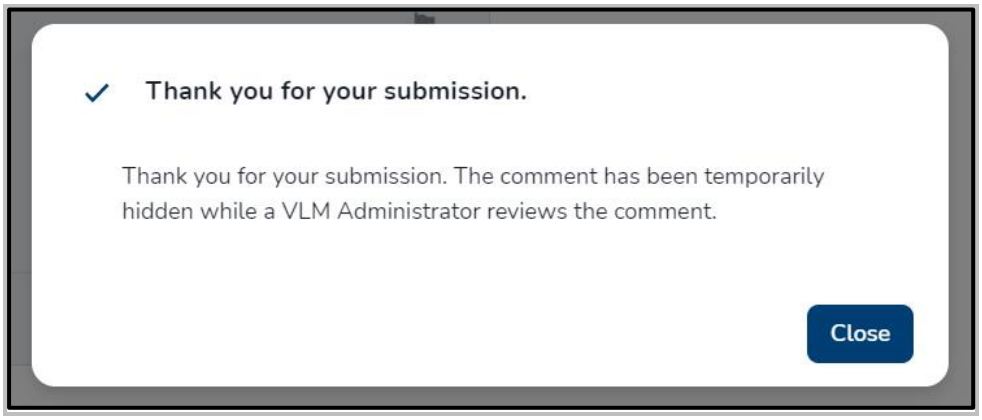
Figure 85: Other Reason for Flagging a Tribute



The application displays a Submission Confirmation Message indicating the comment is hidden until reviewed by a VLM Administrator.

Select **Close** to close the message.

Figure 86: Submission Confirmation Message.



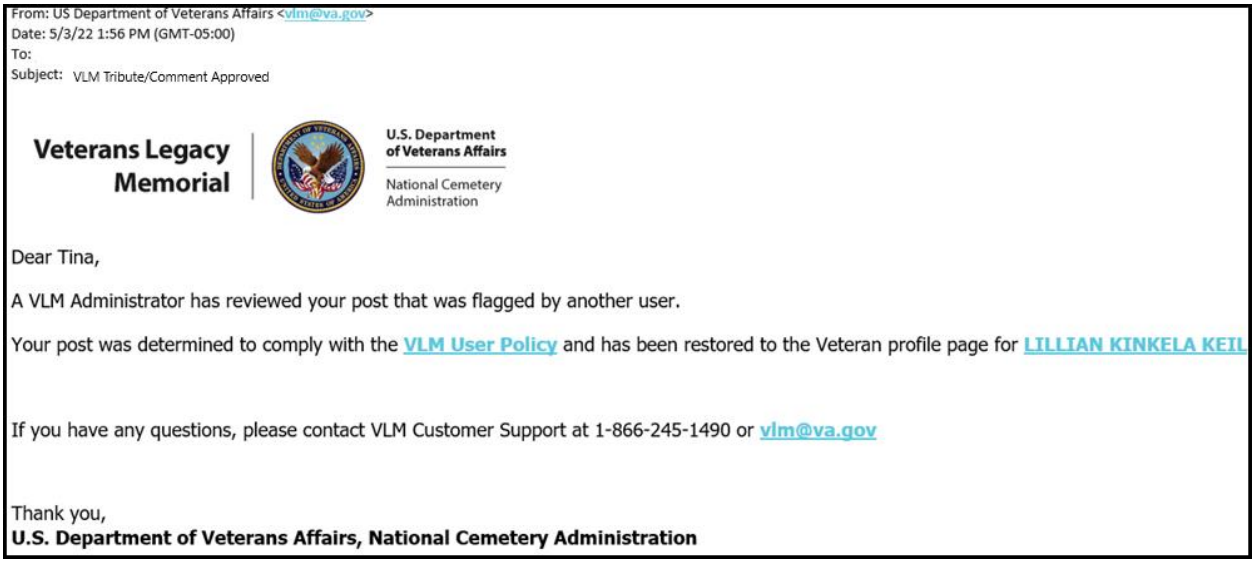
The application sends an email notification to the submitter of the Tribute or Comment, acknowledging the post was flagged and is hidden from the Veteran's Profile until it is reviewed by a VLM Administrator, and a decision made.

Figure 87: Email Notification of Flagged Tribute.

Once the VLM Administrator reviews the post, the submitter of the item is notified of the decision.

If the VLM Administrator determines the post does not violate the VLM User Policy, the submitter receives a notification that the post is re-approved and redisplayed on the Veteran's Profile.

Figure 88: Email Notification of Flagged Tribute Approved.


From: US Department of Veterans Affairs <vlm@va.gov>
Date: 5/3/22 1:56 PM (GMT-05:00)
To:
Subject: VLM Tribute/Comment Approved

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

Dear Tina,

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

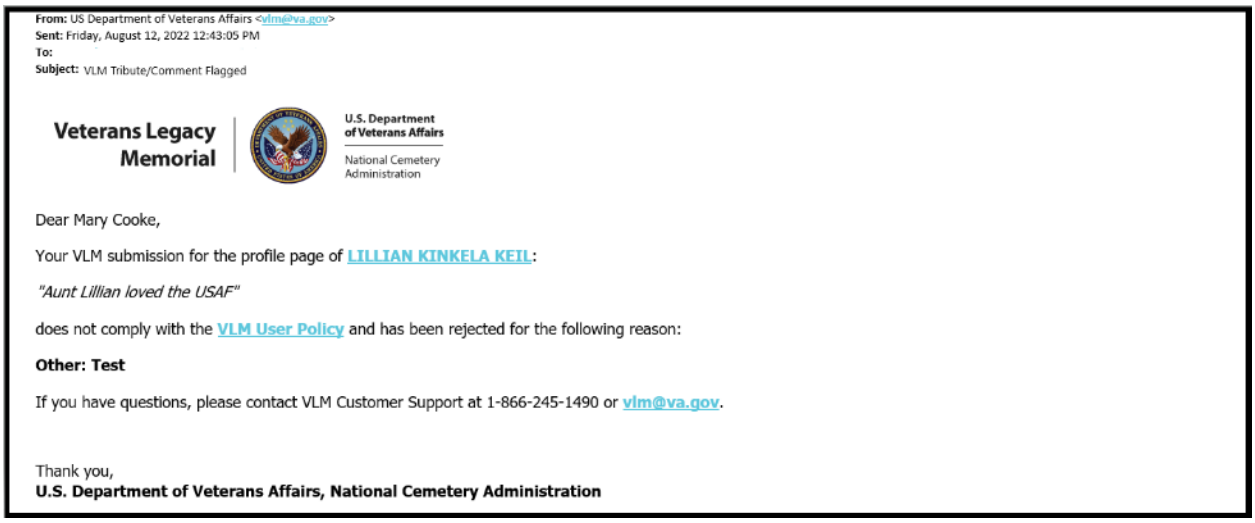
Your post was determined to comply with the VLM User Policy and has been restored to the Veteran profile page for LILLIAN KINKELA KEIL

If you have any questions, please contact VLM Customer Support at 1-866-245-1490 or vlm@va.gov

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

If the VLM Administrator determines the post violates the VLM User Policy, the submitter of the Tribute or Comment, receives a notification that the post is rejected, and the item will NOT be redisplayed on the Veteran's Profile.

Figure 89: Email Notification of Flagged Tribute Rejected.


From: US Department of Veterans Affairs <vlm@va.gov>
Sent: Friday, August 12, 2022 12:43:05 PM
To:
Subject: VLM Tribute/Comment Flagged

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

Dear Mary Cooke,

Your VLM submission for the profile page of LILLIAN KINKELA KEIL:

"Aunt Lillian loved the USAF"

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

Other: Test

If you have questions, please contact VLM Customer Support at 1-866-245-1490 or vlm@va.gov.

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

3.8.9. Delete a Tribute

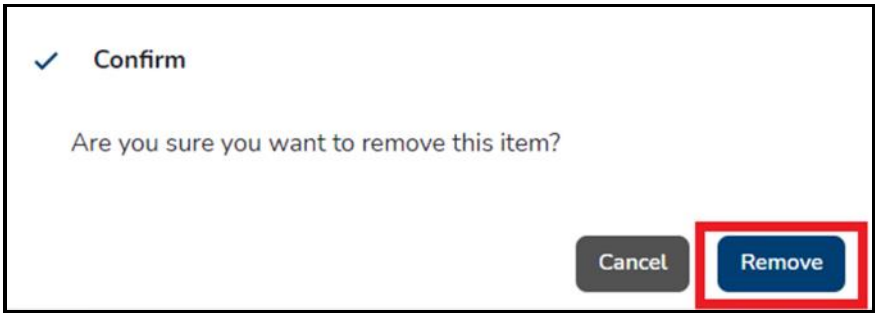
Logged in Site Members can delete the Tribute or Comment.

To delete a Tribute or Comment, select the in the upper right corner of the item on the Veteran's Profile page.

Figure 90: Delete a Tribute.

The application displays a confirmation message to remove the item. Select the **Remove** button to delete the post in the Veteran's Profile page.

Figure 91: Confirm Delete Message.



3.9. Life & Mementos Tab

The Life & Memorial tab includes the Word Cloud, Biography, Milestone, and Mementos Sections. Any visitors can add to any of these sections.

3.9.1. Word Cloud Section

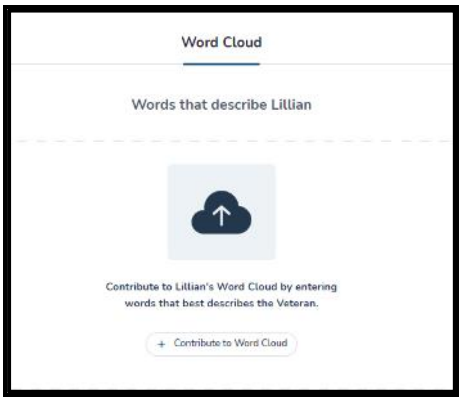
Visitors can contribute to a Veteran's Word Cloud by entering words that best describes the Veteran. To create a Word Cloud on the Veteran's Profile page, enter a word that best describe the Veteran.

The user must enter at least one word with no spaces. Users can add more words after one word is entered.

Multiple words in a single text box, display an error message. *Please enter only one word per line, with no spaces.*

The words display in the Word Cloud after a review to confirm compliance with the VLM User Policy.

Figure 92: Word Cloud.



3.9.2. Biography Section

In the Biography section add a biography to the Veteran's Profile. The Biography feature provides for lengthy text summaries of a Veteran's life, with a character limit of 10,000.

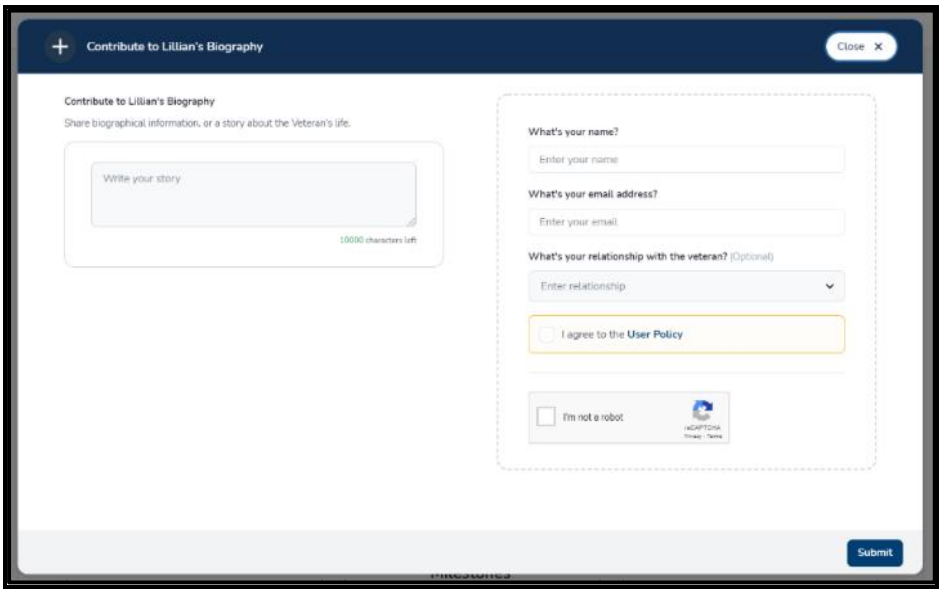
Examples of a Biography include obituaries, life profile, or other life stories. A Biography may be attributed to a person related to the Veteran. To submit a biography to a Veteran's Biography, select on

Submit A Biography

Figure 93: Biography Section.

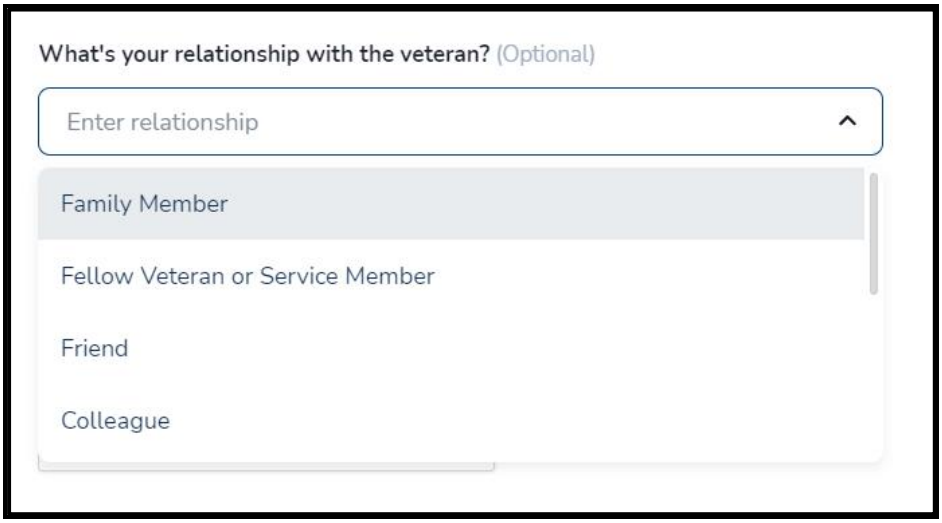
A submit biography popup appears, so, the user can write a biography by filling in the appropriate fields.

Figure 94: Submit Biography.



When submitting a biography, it is optional to select the appropriate relationship between the Veteran and the user. After submitting the biography would follow the same approval process outlined in Section **3.8.5. Submit a Tribute.**

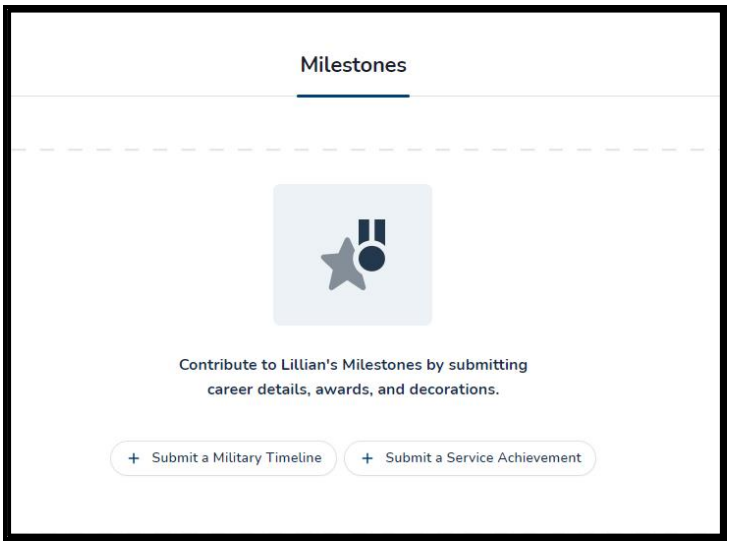
Figure 95: Relation to Veteran.



3.9.3. Milestones Section

Milestones can include a timeline of military assignment (Service Branch, rank, duty station or ship) or a list of achievements (awards, decorations, academic degrees, personal, etc.). On the Veteran's Profile page, timelines and achievements display together, chronologically.

Figure 96: Milestones Section.

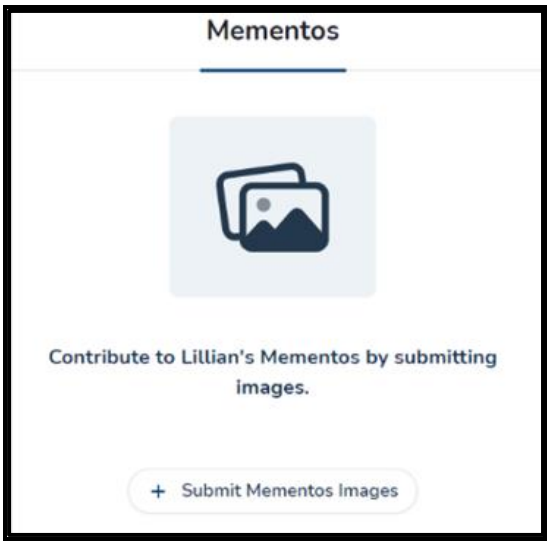


3.9.4. Mementos Section

Mementos are images and can be submitted by any user. The approved formats for images are .png, and .jpg. If there are no Mementos on a Veteran's Profile page, the application displays a message prompting the user to contribute a memento.

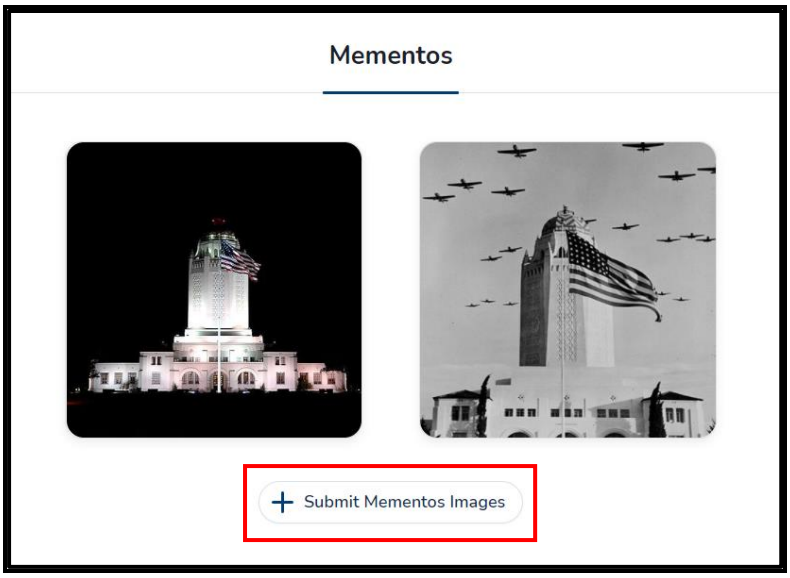
If there are Mementos on a Veteran's Profile page, the total number of Mementos display in a red circle on the Life & Mementos Tab.

Figure 97: Mementos.



Mementos added to the Profile page display in the Mementos section.

Figure 98: Mementos Page with Mementos.



3.9.5. Submit a Memento

A visitor can add a figure by selecting **Submit Mementos Image**. After a pop up to either select a file from their computer or to drag and drop a file will appear

Figure 99: Select File.

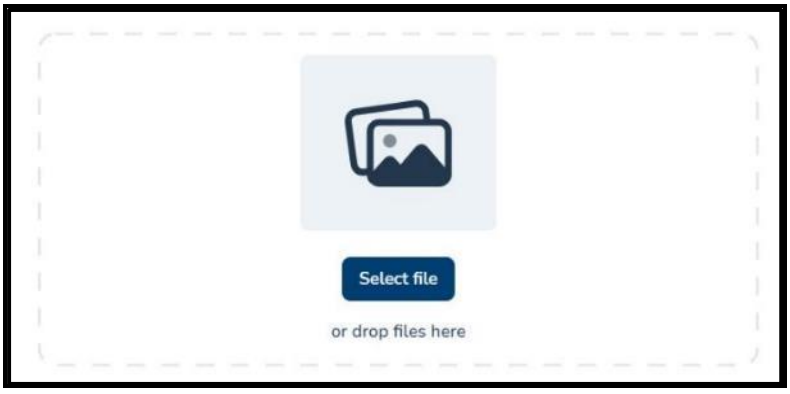
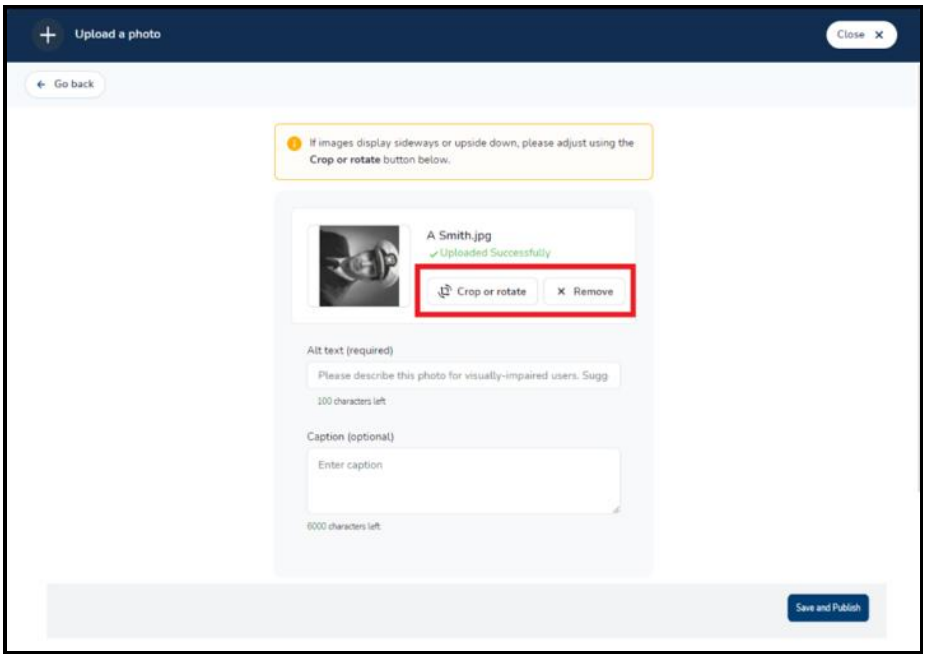
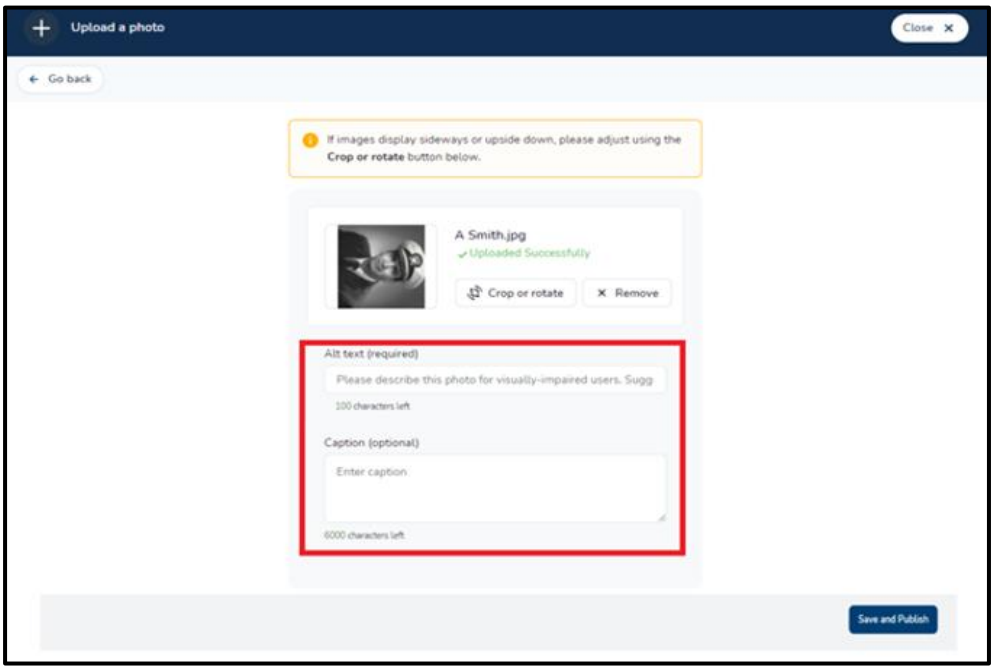


Figure 100: Crop or Rotate a Memento.



The user must enter **Alt text**. Alt text or alternative text is a written copy that helps screen-reading tools describe images to visually impaired readers.

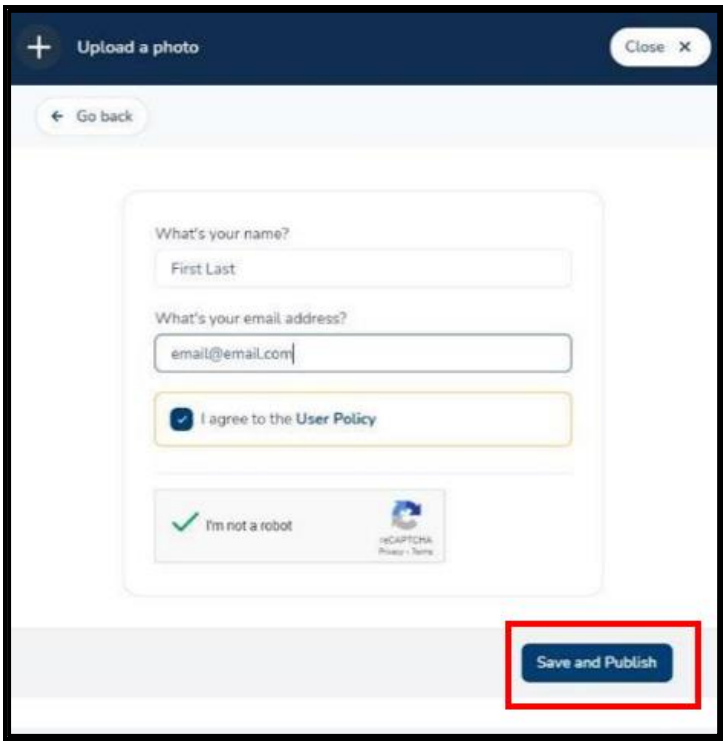
Figure 101: Uploading, Alt Text, and Caption.



Afterwards the user would enter **Save and Publish** and follow the same approval process outlined in the Section

3.9.6. Submit a Memento.

Figure 102: Entering Information for Memento.



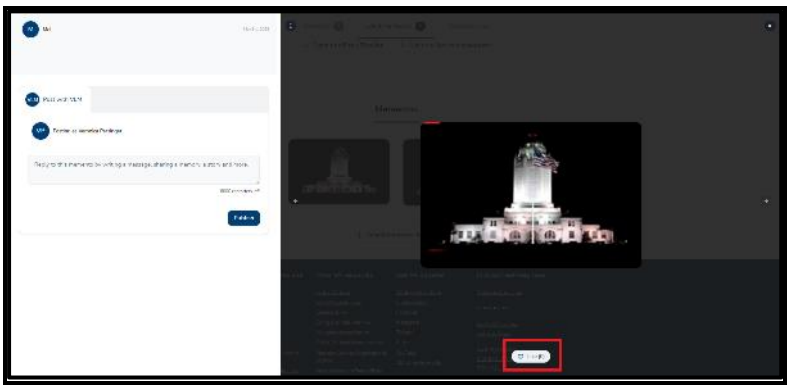
3.9.7. Like a Memento

The ♡ icon provides the ability for logged in VLM Site Members to like a memento comment.

Select the ♡ icon and the application displays a number next to the **Like** link.

Every time the ♡ icon is selected to like a memento comment, the number next to the Like increases.

Figure 103: Like a Memento.



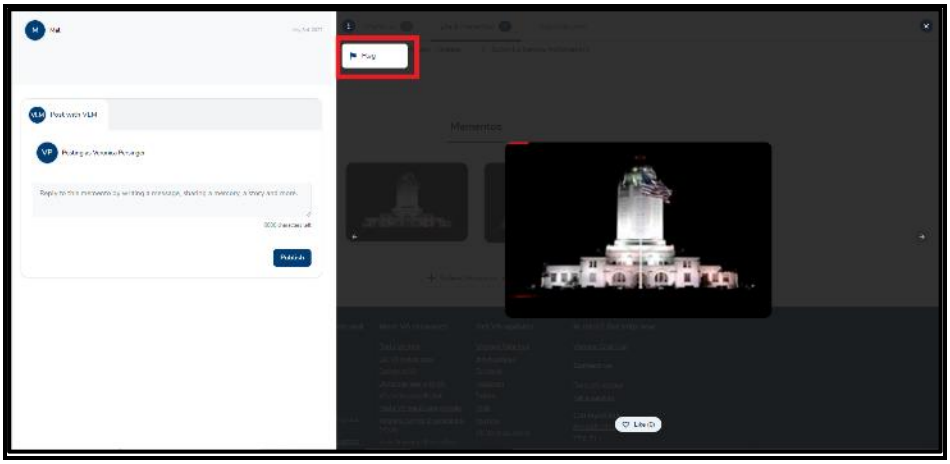
3.9.8. Flag a Memento

Any user can flag the posting of a memento for the VLM Administrator to review.

- Select the **three vertical dots** to view the ⚑ icon
- Select the ⚑ icon to flag a post.

To continue the process, follow the instructions in section **3.8.8 Flag a Tribute or a Comment**.

Figure 104: Flag a Memento.



3.10. Historical Documents Tab

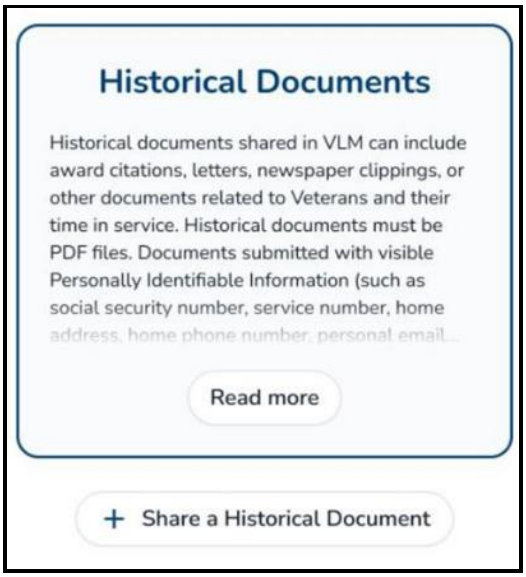
Submitted Historical documents must be PDF files and can include diaries, newspaper clippings, award citations, etc. Should users need assistance in creating a PDF file they can follow this link

https://acrobat.adobe.com/us/en/acrobat/how-to/create-pdf.html

If there are no Historical Documents, the application displays the message: *Currently there are no historical documents uploaded to this Veteran's Profile page*. *Contribute to <Veteran's Name>profile by submitting a PDF document.*

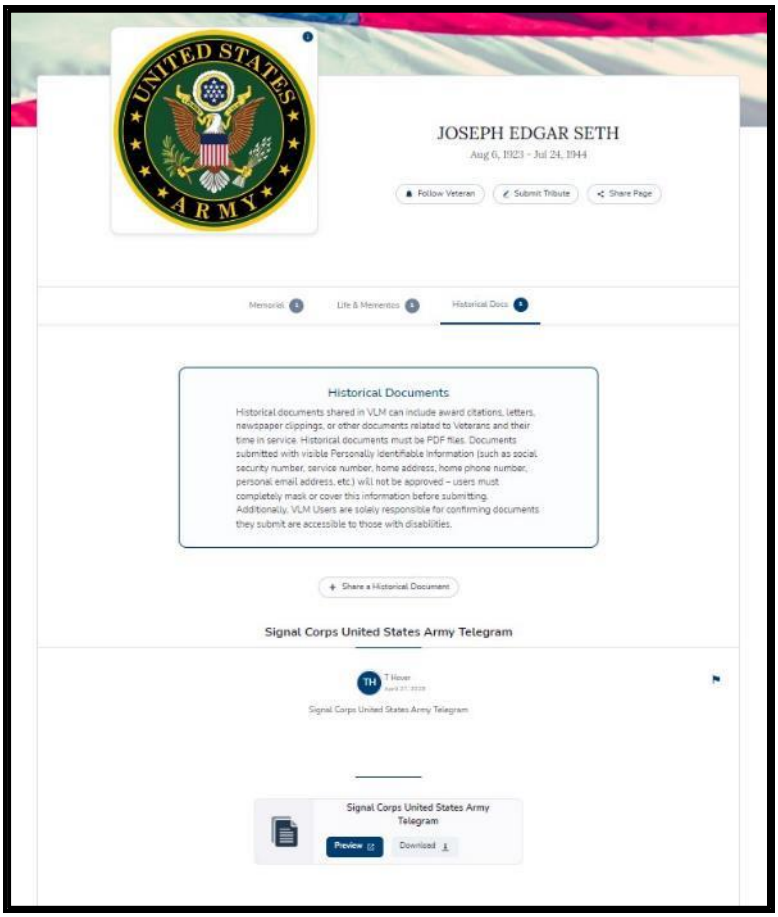
Figure 105: Historical Documents Page on Desktop.

Figure 106: Historical Documents Page on Mobile.



Historical Documents added to the profile, display in this section. The total number of Historical Documents display within a red circle next to the Historical Docs Tab on a Veterans page.

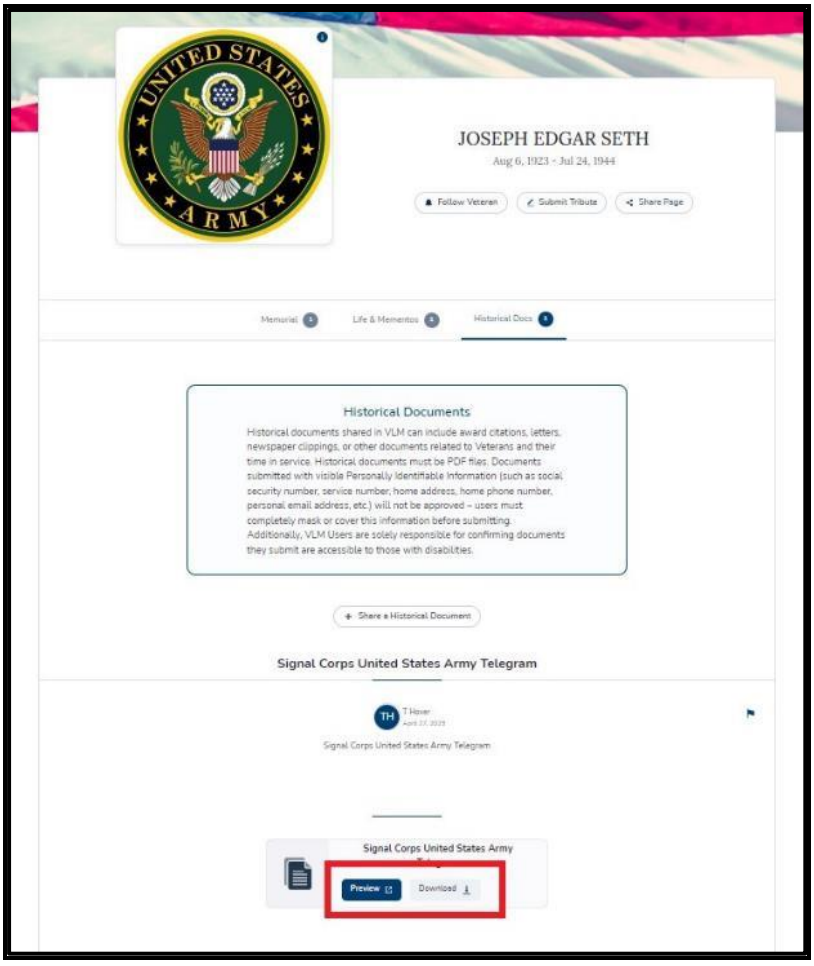
Figure 107: Historical Documents Page with Documents.



3.10.1. View and Download Historical Documents

To download or print a document, select the icon to download the document to a device.

Figure 108: Historical Documents; Preview and Download.



Select the **Preview** icon to open the viewer and view the document.

Figure 109: Example - Historical Document.

THE UNITED STATES OF AMERICA

TO ALL WHO SHALL SEE THESE PRESENTS, GREETING:

THIS IS TO CERTIFY THAT
THE PRESIDENT OF THE UNITED STATES OF AMERICA
AUTHORIZED BY EXECUTIVE ORDER, MAY 11, 1942
HAS AWARDED

THE AIR MEDAL

TO

RANK NAME OF VETERAN

FOR
MERITORIOUS ACHIEVEMENT
WHILE PARTICIPATING IN AERIAL FLIGHT

GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON
THIS DAY OF 19

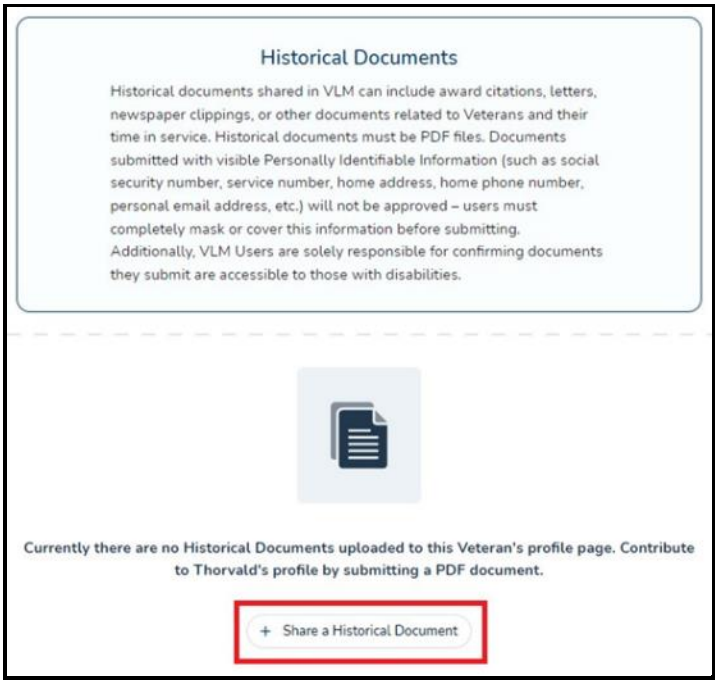
Major General, United States Army

SECRETARY OF THE ARMY

3.10.2. Share Historical Documents

Select the **Share a Historical Document** button, to share and add a Veteran's historical document(s).

Figure 110: Example – Share Historical Document.

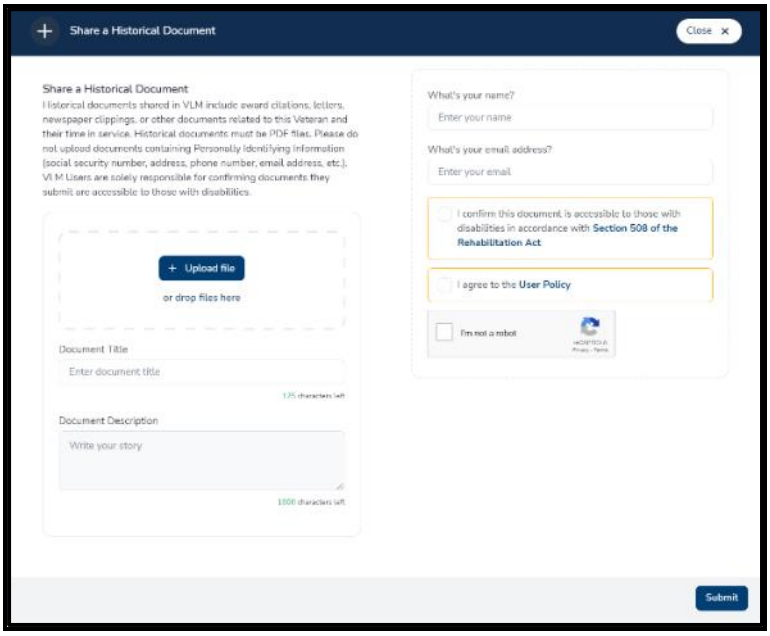


Historical documents must be PDF files. Examples include award citations, letters, newspaper clippings, or other documents.

Notes:

- Do not upload documents containing Personally Identifiable Information (PII) (social security number, address, phone number, email address, etc.).
- VLM Users are solely responsible for submitting documents that are accessible to anyone with disabilities.
- VLM Users are solely responsible for confirming the documents are compliant.

Figure 111: Example – Uploading Historical Document.



Users can also flag historical documents by Select the flag icon on the right of documents. To continue the process, follow the instructions in section **3.8.8 Flag a Tribute or a Comment**.

Figure 112: Flagging a Historical Document.

3.11. Social Media Access

Share the profiles of Veterans by Email, Facebook, and Twitter. Select the **Share Memorial** button on the Veteran's Profile to access the Social Media sharing options.

Figure 113: Veteran's Profile - Share Memorial on Desktop.

Figure 114: Veteran's Profile - Share Memorial on Mobile.

Figure 115: Share Memorial on Desktop- Social Media Access.

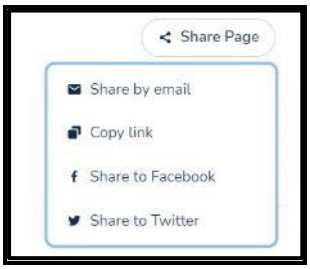


Figure 116: Share Memorial on Mobile- Social Media Access.

3.11.1. Email Popup

1. Select the **Share by email** option to display the email popup.
2. Enter name and the email addresses of the recipients.
3. Add a **Personal message** (optional)
4. Select the **Send Email** button.

Figure 117: Example – Share profile by email on Desktop.

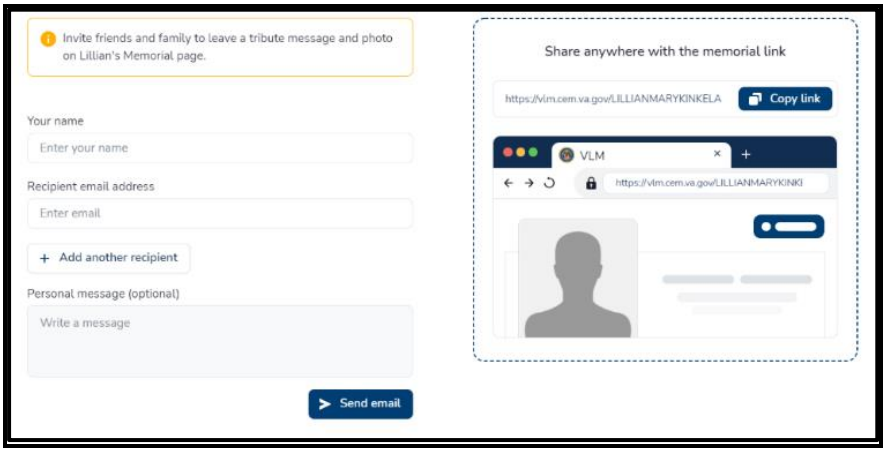
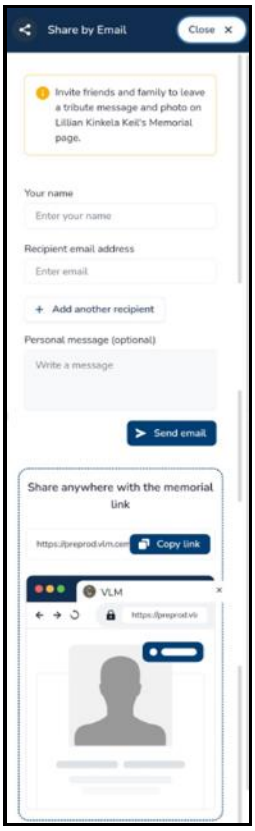
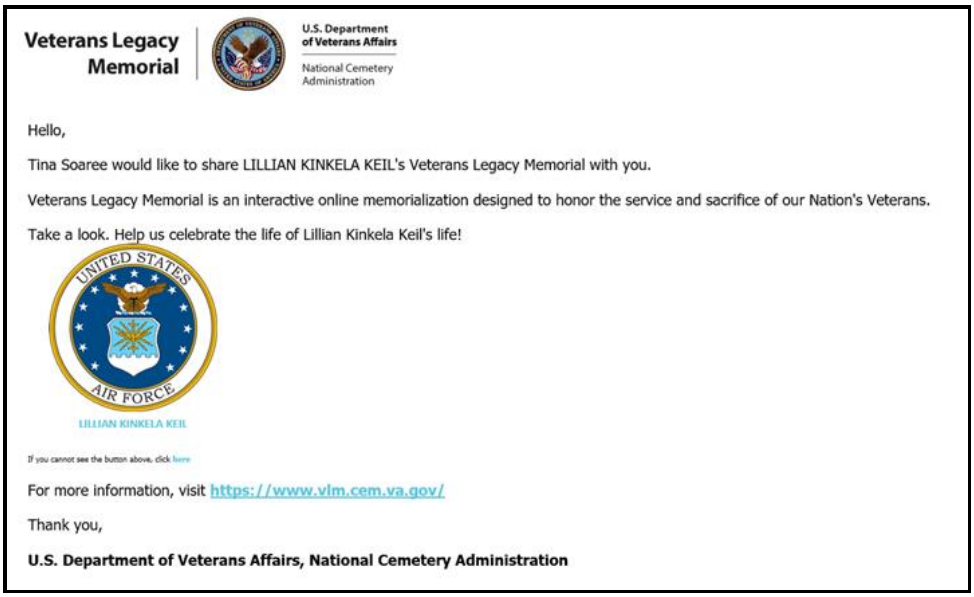


Figure 118: Example – Share profile by email on Mobile.



An email is sent to the recipient(s) with a link to the Veteran's Profile.

Figure 119: Email Sent Sharing Veteran's Profile.

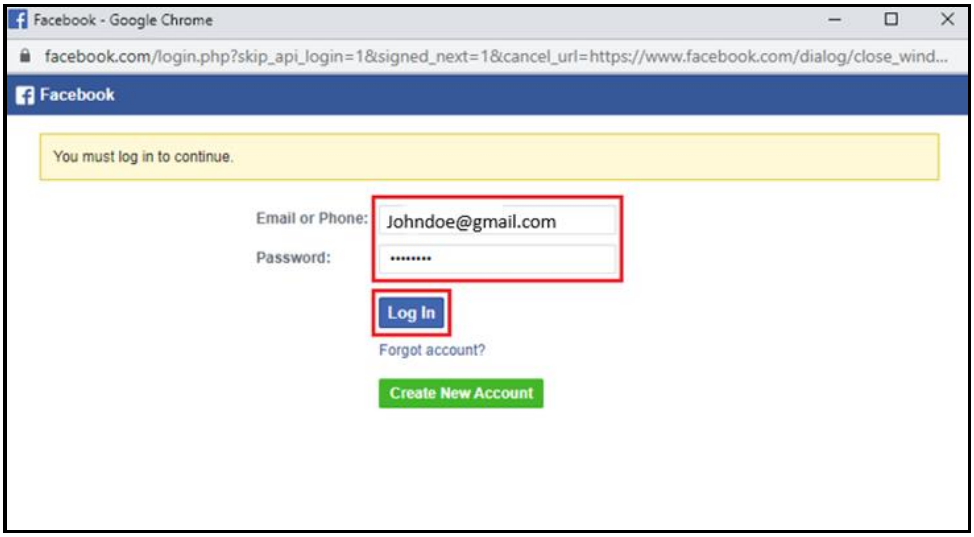


3.11.2. Facebook Popup

1. Select the f icon to display the Facebook login popup.
2. Enter an **Email or Phone**
3. Enter **Password.**
4. Select the **Log In** button.

Note: A Facebook Account is required to use this VLM feature.
Select the **Create New Account** button.

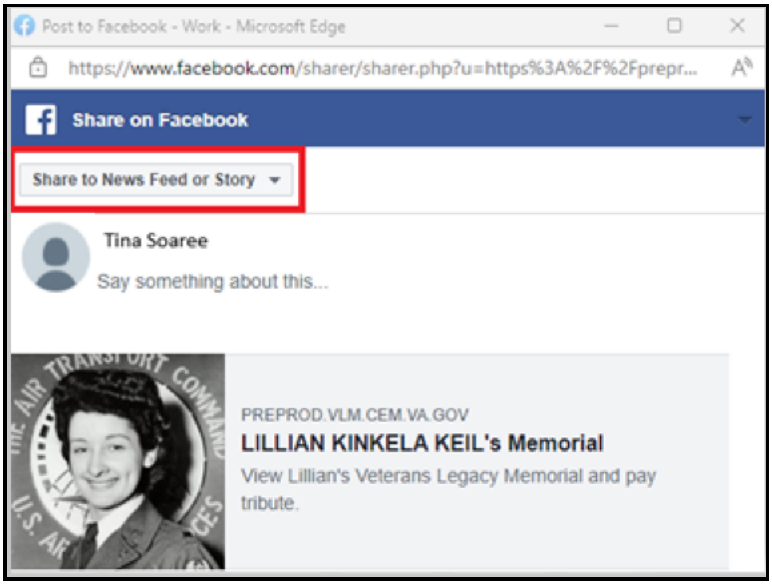
Figure 120: Facebook Login Popup.



Once logged into Facebook, the Veteran's Profile is populated to share on Facebook.

Select the **Share to News Feed or Story** Dropdown to share the Veteran's Profile.

Figure 121: Share on Facebook.

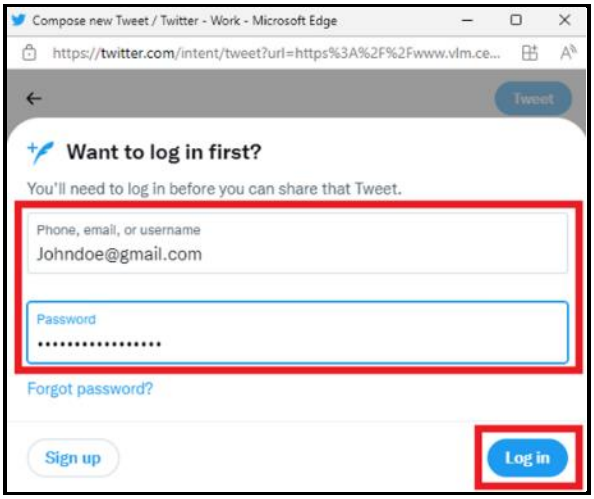


3.11.3. Twitter Popup

1. Select the icon to display the Twitter login popup.
2. Enter **Phone, email, or username**.
3. Enter **Password**.
4. Select the **Log in** button.

   Note: A Twitter Account is required to use this VLM feature.

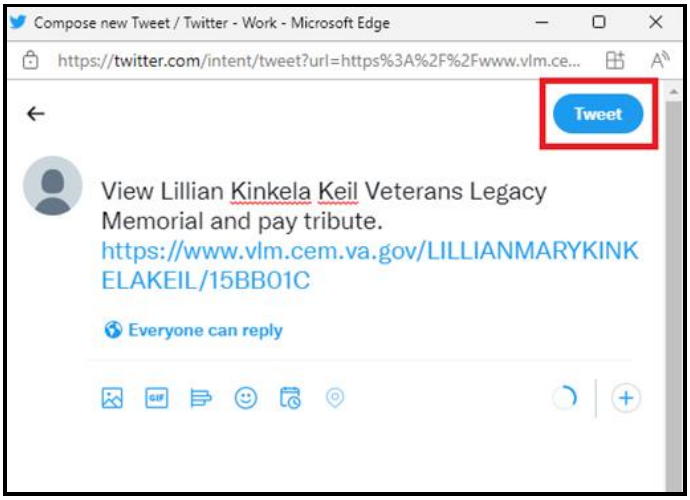
Figure 122: Twitter Login.



Once logged into Twitter, the Veteran's Profile is populated to share on Twitter.

Select the **Tweet** button to share the Veteran's Profile.

Figure 123: Share on Twitter.



4. Troubleshooting

While using this website, in any user role, there is 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, contact VLM Customer Support for assistance.

5. Appendices

5.1. Acronyms and Abbreviations

Table 2: 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

Acronym	Definition
VPN	Virtual Private Network

5.2. Branches of Service

Below is a list of the various branches of service with associated emblems as displayed in the Veteran's Profile in the VLM application for persons eligible for burial in a VA National Cemetery.

Note: The **Great Seal** of the United States displays on the Veteran's VLM page, when some Veterans with historical older records from war periods do not have a Service Branch listed.

Table 3: Branches of Service

Service Branch	Emblem	Service Branch	Emblem
US Army		US Marine Corps	
US Navy		US Coast Guard	
US Air Force		Great Seal of the United States (No Branch of Service)	
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	
United States Space Force			

5.3. American War Periods

Many wars or conflicts in U.S. history have federally designated “periods of war” with dates marking the start date and the end date.

Table 4: American War Periods

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

5.4. Decorations

Below is the list of the decorations that are medals and badges that recognize military service and personal accomplishments.

Table 5: Decorations

Medal	Description
	Navy and Marine Corps Medal of Honor The Medal of Honor is the United States of America's highest and most prestigious personal military decoration that may be awarded to recognize U.S. military service members who have distinguished themselves by acts of valor. The medal is normally awarded by the President of the United States in the name of the U.S. Congress.
	Army Medal of Honor
	Air Force Medal of Honor
	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.
	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).
	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.

Medal	Description
	The Air Force Cross is the second highest military award that can be given to a member of the United States Air Force. The Air Force Cross is the Air Force decoration equivalent to the Distinguished Service Cross (Army), the Navy Cross (Navy and Marine Corps), and the Coast Guard Cross (Coast Guard). The Air Force Cross is awarded for extraordinary heroism not justifying the award of the Medal of Honor. It may be awarded to any individual who, while serving in any capacity with the U.S. Air Force, distinguishes him or herself by extraordinary heroism in combat.
	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.
	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.
	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.
	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.
	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.
	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.

Medal	Description
	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."
	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.
	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".
	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.
	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.
	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."
	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.

Medal	Description
	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.
	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.
	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.
	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.
	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.
	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.
	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.

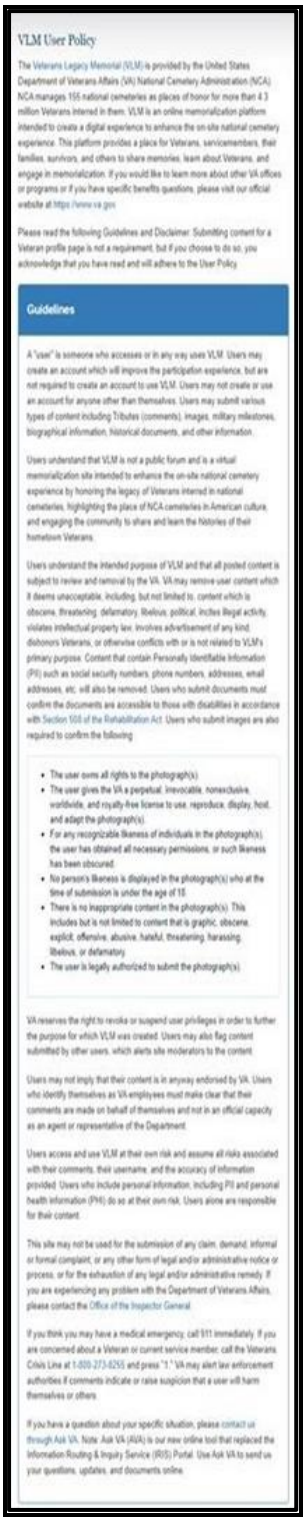
Medal	Description
	The Aerial Achievement Medal is a decoration of the United States Air Force which was established in 1988. The decoration is intended to recognize the contributions of aircrew members who would, otherwise, not be qualified for the award of the Air Medal.
	Joint Service Commendation Medal 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.
	Army Commendation Medal
	Navy and Marine Corps Commendation Medal
	Air Force Commendation Medal
	Coast Guard Commendation Medal
	Joint Service Achievement Medal 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.

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.

5.5. 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.

Figure 124: User Policy.



VLM User Policy

The Veterans Legacy Memorial (VLM) is provided by the United States Department of Veterans Affairs (VA) National Cemetery Administration (NCA). NCA manages 155 national cemeteries as places of honor for more than 4.3 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, survivors, and others 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 https://www.va.gov.

Please read the following Guidelines and Disclaimer. Submitting content for a Veteran profile page 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. Users may create an account which will improve the participation experience, but are not required to create an account to use VLM. Users may not create or use an account for anyone other than themselves. Users may submit various types of content including Tributes (comments), images, military milestones, biographical information, historical documents, and other information.

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.

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. Users who submit documents must confirm the documents are accessible to those with disabilities in accordance with Section 508 of the Rehabilitation Act. Users who submit images are also required to confirm the following:

- The user owns all rights to the photograph(s).
- The user gives the VA a perpetual, irrevocable, nonexclusive, worldwide, and royalty-free license to use, reproduce, display, host, and adapt the photograph(s).
- For any recognizable likeness of individuals in the photograph(s), the user has obtained all necessary permissions, or such likeness has been obscured.
- No person's likeness is displayed in the photograph(s) who at the time of submission is under the age of 18.
- There is no inappropriate content in the photograph(s). This includes but is not limited to content that is graphic, obscene, explicit, offensive, abusive, hateful, threatening, harassing, libelous, or defamatory.
- The user is legally authorized to submit the photograph(s).

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 content submitted 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.

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 contact us through Ask VA. Note: Ask VA (AVA) is our new online tool that replaced the Information Routing & Inquiry Service (IRIS) Portal. Use Ask VA to send us your questions, updates, and documents online.

5.6. 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 150 national cemeteries as places of honor for more than 4.3 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, survivors, and others 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

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- The user owns all rights to the photograph(s).
- The user gives the Department of Veterans Affairs (VA) a perpetual, irrevocable, nonexclusive, worldwide, and royalty-free license to use, reproduce, display, host, and adapt the photograph(s).
- For any recognizable likeness of individuals in the photograph(s), the user has obtained all necessary permissions, or such likeness has been obscured.
- No person's likeness is displayed in the photograph(s) who at the time of submission is under the age of 18.
- There is no inappropriate content in the photograph(s). This includes but is not limited to content that is graphic, obscene, explicit, offensive, abusive, hateful, threatening, harassing, libelous, or defamatory.
- The user is legally authorized to submit the photograph(s).

VA reserves the right to revoke or suspend user privileges to further the purpose for which VLM was created. Users may also flag content submitted 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.

5.8. 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 revoke or suspend 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.

5.9. VLM FAQ and Customer Support Page

The F.A.Q. (Frequently Asked Questions) is a list of questions with answers that are commonly asked byusers of the VLM website. Click on the link to access content.

If you encounter problems or have questions, select the VLM Customer Support link to access theCustomer Support page.

VLM FAQ

What is the Veterans Legacy Memorial (VLM)?

Which Veterans are in VLM? Where is my Veteran?

What about the Spouse of a Veteran or other family member who is buried in an NCA cemetery?

How do I find my Veteran?

How do I use VLM?

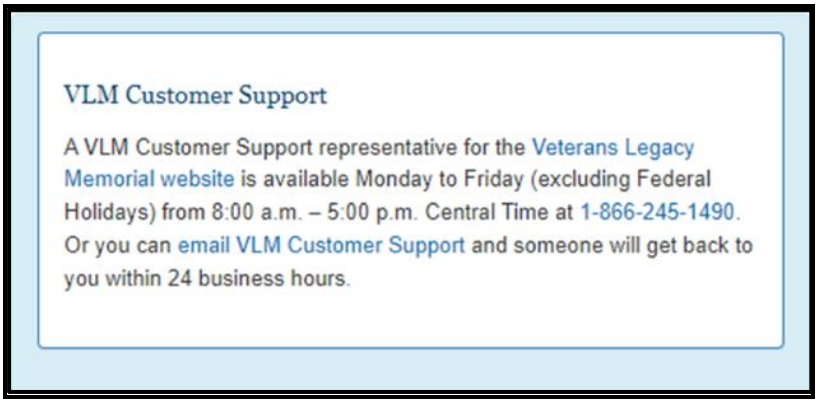
What should I do if the information that comes up in a search is incomplete or inaccurate?

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

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

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

Figure 125: Customer Support Page.



5.10. How to Videos

Watch the following videos as a guide through several functions of the Veterans Legacy Memorial Website.

- How to Find Your Veteran
  https://www.youtube.com/watch?v=U6ITL354CdI&list=PLakrUnqrfxAYwBuVEvqpgxI5aV_KVLk__&index=3
- How to Submit a Tribute
  https://www.youtube.com/playlist?list=PLakrUnqrfxAYwBuVEvqpgxI5aV_KVLk__
- How to Submit a Memento Image
  https://www.youtube.com/watch?v=IbaqRANBbiU&list=PLakrUnqrfxAYwBuVEvqpgxI5aV_KVLk__&index=4
- How to Submit a Biography
  https://www.youtube.com/watch?v=-qhMswKHtBU&list=PLakrUnqrfxAYwBuVEvqpgxI5aV_KVLk__&index=5
- How to Submit a Milestone
  https://www.youtube.com/watch?v=VFUUhSfYcn8&list=PLakrUnqrfxAYwBuVEvqpgxI5aV_KVLk__&index=3
- How to Submit a Historical Document
  https://www.youtube.com/watch?v=z0GSxPiHOMQ