Notice

This manual and all of the information contained herein are confidential and proprietary to U.S. Army Family and Morale Welfare and Recreation Command. By accepting this document, the recipient agrees to use this document and its associated materials solely as an end-user of this software application. The recipient further agrees to hold the information in this document as personal and confidential and, except as required by law, not to disclose this information to any other person or organization.

© 2009 U.S. Army Family and Morale Welfare and Recreation Command. All Rights Reserved.

This guide was developed by:
DefenseWeb Technologies, Inc.
10182 Telesis Court, Fifth Floor
San Diego, CA 92121

www.defenseweb.com
**Table of Contents:**

1. **Welcome**..................................................................................................................................................... 1  
   - Who Should Use This Manual ................................................................. 1  
   - Roles and Responsibilities ................................................................. 1  
2. **Getting Started with the Volunteer Management Information System**................................. 3  
   - Accessing the Army OneSource website........................................... 3  
   - Registering with the Website ........................................................... 4  
   - Volunteering Information ............................................................... 9  
   - The Volunteer Management Information System Homepage ......................... 11  
   - Logging In .......................................................................................... 12  
   - Becoming a Volunteer ..................................................................... 14  
   - Finding a Volunteer Opportunity ................................................... 15  
   - Checking an Application’s Status .................................................. 19  
   - Editing Your Volunteer Profile ....................................................... 20  
   - Locating an Army Volunteer Corps Coordinator ........................... 21  
3. **Accessing the Volunteer Tools**.............................................................................................................. 23  
   - Setting up Your My Army OneSource Page for Volunteer Work........ 25  
4. **How to Enter Volunteer Hours** ............................................................................................................ 27  
   - Documenting Non-Army Volunteer Corps Service hours ............... 31  
   - Documenting Awards or Special Recognition .................................. 33  
   - Documenting a Training Session .................................................... 35  
   - Documenting an Orientation .......................................................... 36  
5. **Managing Your Volunteer Service Record** ......................................................................................... 39  
   - Downloading DA Form 4162 ........................................................... 41  
   - Editing Volunteer Profile Information .......................................... 42  
   - Editing Your Hours ......................................................................... 43  
6. **Viewing Volunteer Hours by Year** ....................................................................................................... 44  
7. **For Additional Assistance** .................................................................................................................... 46
1. Welcome

Welcome to the Volunteer Management Information System Army Volunteer Corps Volunteer User Guide. The Volunteer Management Information System provides many tools to manage volunteer activities for the Army Volunteer Corps. The following Volunteer Management Information System tools are available to volunteers and staff.

<table>
<thead>
<tr>
<th>Volunteer Management Information System Tools</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Tools</td>
<td>Public tools are available to all users of the site, including non-registered users of ArmyOneSource.com website. Public Tools provide users the ability to locate volunteer opportunities, find an Army Volunteer Corps Coordinator, or register as a volunteer.</td>
</tr>
<tr>
<td>Volunteer Tools</td>
<td>Volunteer tools provide “accepted” volunteers the ability to track their hours, have hours approved by their Army Volunteer Corps Organization Point-of-Contact or Army Volunteer Corps Coordinator, and manage their Volunteer Service Records.</td>
</tr>
<tr>
<td>Volunteer Supervisor Tools</td>
<td>Volunteer Supervisor tools provide Army Volunteer Corps Coordinator, Army Volunteer Corps Organization Point-of-Contact, Army Volunteer Corps Regional Managers, Organization Program Managers, and Army Volunteer Corps Program Managers the ability to view and manage volunteer program activities within their areas of responsibility.</td>
</tr>
</tbody>
</table>

Volunteer Management Information System Tools (table 1.1)

Who Should Use This Manual

The Army Volunteer Corps Volunteer User Guide provides the information needed for an Army Volunteer Corps Volunteer to get started using the Volunteer Management Information System application.

Roles and Responsibilities

Volunteers are Volunteer Management Information System users who have been accepted for a specific volunteer position by an Organization Point-of-Contact or an Army Volunteer Corps Coordinator. There are two types of Volunteers: Non-User Volunteers and User Volunteers. The Volunteer roles and responsibilities are as follows:
1. A Non-User Volunteer is not registered on the website as a volunteer; the Army Volunteer Corps staff manages that volunteer’s Volunteer Service Record and Service History. Non-User Volunteers do not use the Volunteer Management Information System at all, they simply submit their hours to their Organization Point-of-Contact. If a Non-User Volunteer wishes to become a User Volunteer, they need to contact their Organization Point-of-Contact before doing so.

2. A User Volunteer registers as a user of the website and has a volunteer profile as well. The User Volunteer tracks their own hours and manages their own Volunteer Service Record.

3. All Volunteers track their own Service History and Annual Summary information (on paper or automated through the website).

4. A User Volunteer manages their profile information.
2. Getting Started with the Volunteer Management Information System

To become a volunteer, you will register with the Army OneSource website, find volunteer opportunities, and apply for those positions.

Accessing the Army OneSource website

To access the website, open an Internet browser window, type: http://www.armyonesource.com. This will redirect you to the Military OneSource page. On the Military OneSource website, locate the link for the Army OneSource website. Click on that link.
The Army OneSource website will open:

![Army OneSource Homepage (fig. 2.2)](image)

To learn more about volunteering, visit the Volunteering homepage.

Click on **Family Programs and Services**, and click **Volunteering** to open the Volunteer screen.

**Registering with the Website**

Are you ready to become a volunteer?

You will need to take five minutes to register.
Click **Not a Member? Join Now!** at the top right corner of the page to register.
Click **Join Now!** to open the Site Registration page.

**NOTE:** If you are already registered with www.armyfrg.org, you can simply log into this site using your username and password from www.armyfrg.org. If you attempt to use the same information (username and/or e-mail), the system will give you an error that the information is already in use; this is because the Family Readiness Group and Army OneSource websites share a common database.
Complete all the required [*] information and click on the _Continue_ button at the bottom of the screen to continue your registration.
Once you have verified your information, click on the **Register** button to complete your registration.

Click on the **Continue** button to login and open the Army OneSource homepage.
You will notice that your name appears in a Welcome message at the top left corner of the screen.

The Army OneSource website will open. Add this page to your “Favorites” if desired.

**Volunteering Information**

The Volunteering homepage will give you information about volunteer resources and provide you with several links that allow you to learn more about the Army Volunteer Corps.
This page includes links for:

- Volunteer Information
- Volunteer Management Information System
- Volunteering Opportunities
- Organizations
- Awards and Recognition
- Volunteer Videos
- Hot Topics
- Featured Stories

You can view other volunteer stories by clicking on the links within the Channels box to discover more about the positive that impact volunteers have had in their community.
The Volunteer Management Information System Homepage

This page provides information about the Volunteer Management Information System and the positions held within the Army Volunteer Corps. The Volunteer Management Information System provides online recruitment, storage of volunteer records and hours, and provides easy and efficient communication with volunteers and volunteer managers.

Volunteering Page (fig. 2.10)

Click Visit Volunteer Management Information System (VMIS) Home to learn how to register for training webinars and User Guides that can help you learn more about the Volunteer Management Information System.
Logging In

When you return to the Army OneSource website, you will need to log in.

Click **Login** at the top of the screen.
Enter your website username and password, and click the **Login** button to open the Army OneSource homepage.
Becoming a Volunteer

A user becomes a volunteer once your Volunteer Profile is completed, or an application is submitted for a position – both of these actions create the Volunteer profile. At this time, Public tools are available.

One of the first tasks of a user is to locate and apply for an available volunteer position.

1. To navigate to the Public options, rollover **Family Programs and Services**, rollover **Volunteering**, and then click **Become a Volunteer**.

2. You can also click on the **Become a Volunteer** button in the top right corner to open the Public options page.

**Note:** If you are not logged in, **Become a Volunteer** will only give you access to the **Opportunity Locator** and **Coordinator Locator**. Once you login, **Become a Volunteer** will give you access to **Applications** and the **Volunteer Profile**.
Finding a Volunteer Opportunity

With the Public options screen open:

Public

Activity options for potential volunteers.

Please Select an Option

- **Opportunity Locator**
  Set selection criteria to generate a list of volunteer opportunities in your area and in your area of interest. View opportunity details and submit Volunteer Applications for those opportunities that appeal to you.

- **Applications**
  Manage the volunteer applications you have submitted for volunteer opportunities.

- **Volunteer Profile**
  Create or edit your Army Volunteer Corps Volunteer profile.

- **Coordinator Locator**
  Find the nearest Army Volunteer Corps Coordinator and Military Community.

Public Volunteer Options Screen (fig. 2.15)

Click **Opportunity Locator** to open the Opportunity Locator screen.

Opportunity Locator Screen (fig. 2.16)
Use the Opportunity Locator dropdown menus and textboxes to set up selection criteria to generate a list of volunteer opportunities in a physical area and/or area of interest.

Click the **Search** button to generate a list of volunteer opportunities based on the search criteria you entered.

The Opportunity Search Results screen displays the position title, organization, and community for all available volunteer positions within your search results.

Use the **Page** and **Go to page** tools to navigate through the list of available positions.

*Note: If the search does not locate a volunteer opportunity, contact the local Army Volunteer Corps Coordinator directly.*

Click **Position** to view additional details about a volunteer opportunity.
The Volunteer Opportunity Details screen is displayed.

Review the details of the volunteer position.
Click the **Apply** button to apply for the volunteer position.
The Submit Application screen is displayed.

![Submit Application Screen (fig. 2.20)](image)

Complete all the required [*] application information. Then click the **Submit** button to submit the application to the designated Organization Point-of-Contact or Army Volunteer Corps Coordinator for acceptance. *Note: Clicking on Done does not submit the application. It cancels the application and will remove all the information that you entered.*
An e-mail is sent to you as the applicant; the contact is referenced at the bottom.

When you submit an application, your Volunteer profile is created.

An options screen will open offering to take you to your Application list or to search for more volunteer positions.

1. Click on this link to check on your application’s status.
2. Click on this link to locate more volunteer opportunities.

**Checking an Application’s Status**

To check if your application has been accepted, click Applications in the Public options screen.
The Applications screen is displayed.

This screen displays the applications you have submitted and their status.

1. Once the application has been accepted, the status will change from “Submitted” to “Accepted.”

2. If the application is “Declined,” click Edit to view the application for any notes that might have been added. Until an application is accepted, it can be edited and resubmitted. If an application is updated, a notice of an update is emailed to the contact so that they may review it for acceptance.

**Editing Your Volunteer Profile**

A user does not have a Volunteer Profile or access to the Volunteer Tools until a Volunteer Profile is created or an application is submitted.

To open a logged in user’s Volunteer Profile, click **Volunteer Profile** in the Public options screen.
The Volunteer Profile screen is displayed.

![Volunteer Profile Screen (fig. 2.25)](image)

Scroll down and make sure that all of the required fields marked with an asterisk [*] are completed, and then click on the **Save** button.

**Locating an Army Volunteer Corps Coordinator**

If a volunteer wants to contact an Army Volunteer Corps Coordinator, there is a directory that can point the user to the Army Volunteer Corps Coordinator in a particular area.

Click **Coordinator Locator** in the Public options screen.
The Coordinator Locator screen is displayed.

1. Enter at least one location selector and click the **Search** button.

2. You can click **Email** to contact the Army Volunteer Corps Coordinator.

**Note:** Entering the name of the State you live in is a good start. If you live near the border to another State, you might want to include it. For example, you could enter "Virginia, Maryland" in the States filter to search for coordinators in both. The search results will display the location and phone number of the nearest Army Volunteer Corps Coordinator and military community.
3. Accessing the Volunteer Tools

Once you have completed a Volunteer Profile with your Social Security Number, the Volunteer Tools are available.

To navigate to the Volunteer Tools, rollover Family Programs and Services, rollover Volunteering, and then click Volunteer Tools.
The Army Volunteer Corps Volunteer options screen is displayed.

<table>
<thead>
<tr>
<th>Volunteer Tools</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Navigation Bar</td>
<td>Use to navigate between Volunteer and Public tools.</td>
</tr>
<tr>
<td>2 Service History</td>
<td>Use to manage and track a volunteer’s activities from a central location.</td>
</tr>
<tr>
<td>3 Volunteer Service</td>
<td>Use to view the Volunteer Service Record, which includes a compilation of a</td>
</tr>
<tr>
<td>Record</td>
<td>Volunteer’s Profile and Service History.</td>
</tr>
<tr>
<td>4 Annual Summary</td>
<td>Use to view a Volunteer’s hours by day for a year timeframe.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The deadline for an Army Volunteer Corps Volunteer to enter hours</td>
</tr>
<tr>
<td></td>
<td>for a service performed during a given month is the 15th of the following</td>
</tr>
<tr>
<td></td>
<td>month. After the 15th of the month, the Army Volunteer Corps Volunteer</td>
</tr>
<tr>
<td></td>
<td>cannot enter dates for a previous month.</td>
</tr>
<tr>
<td>5 Volunteer Profile</td>
<td>Use to manage the Volunteer’s profile.</td>
</tr>
</tbody>
</table>

**Note:** If you have not completed your Volunteer Profile, you will need to click on that link first and finish it before you can select any of the other options on this screen.
Setting up Your My Army OneSource Page for Volunteer Work

Make your Tools Easy to Find!

Adding Volunteer gadgets to your My Army OneSource screen makes it easy to manage your volunteer assignments and hours.

You can also access the Volunteer Tools through the My AOS Page link at the top right of the screen. To open your My Army OneSource Page, click the link.

You will see Recommended Gadgets in the top box of the screen, or click Add Content and select Volunteer Center.

Click Add Now to add these gadgets to your My Army OneSource page.
The gadgets are added to the left side of your page, but you may drag them to sit anywhere on the page that is convenient for you.

You can also access the Volunteer tools by clicking **AVC Volunteer** in the Volunteer Center box to display the Army Volunteer Corps Volunteer screen.

You will notice that the options on this screen are the same as the gadgets you just added to your My Army OneSource page.
4. How to Enter Volunteer Hours

Volunteer hours can be entered in four ways:

Preferable methods:
- Add hours for a single day
- Add hours for open dates (several weeks at a time)
- Click on the position itself and you will be brought directly to the Hours page

Historical use only:
- Add hours for a time period (month, quarter, year)

All Volunteer Hours must be certified and approved by an Army Volunteer Corps Coordinator or Organization Point-of-Contact. If hours are submitted as “period” hours, the Army Volunteer Corps Coordinator or Organization Point-of-Contact needs to be notified so that he/she can manually go into the volunteer’s Volunteer Service Record to change the status of the hours to “certified.”

To submit your volunteer hours, click Service History.
The Service History screen opens and display a list of your volunteer positions.

![Service History Screen (fig. 4.3)](image)

Click **Hours** to the right of a position to add hours for that position.

![Hours Screen (fig. 4.4)](image)

To record your volunteer service hours for the month, click on the **Add For Open Dates** button.
The Add Hours page opens.

Enter your hours in the text boxes (decimals are accepted – such as 3.25) for the coordinating day, and click on the **Save** button to submit your hours to the local Army Volunteer Corps Coordinator or Organization Point-of-Contact for certification and return to the Hours screen.

To record your hours for a single day, click on the **Add For Day** button.
The Edit Hours page opens.

Select a date if you are entering hours for a day other than the present one. Enter your hours, any notes, and click on the **Save and Return** button. This will return you to the Hours page where you will see the hours you entered in the list.
Hours may be updated while the status is “Submitted.” Click on the pencil icon to edit hours.

Click on the button to return to the Service History page.

To change the Service History display list, select the applicable Optional Additional Lists checkboxes, and then click the button.

**Documenting Non-Army Volunteer Corps Service hours**

If a volunteer would like to enter other volunteer services that are not defined in Volunteer Management Information System for your community, add those services here. To add past Army Volunteer Corps services, contact your Army Volunteer Corps Coordinator. Example include – volunteering at a religious institution off the military installation, etc.
1. To add a new Non-Army Volunteer Corps Service, select the checkbox under Optional Additional Lists.

2. Scroll down to locate the Non-Army Volunteer Corps Services section and then click the Add New button.

The Add Non-Army Volunteer Corps Volunteer Service screen is displayed.
Complete the required [*] volunteer service information.

Click the Save and Return button to add one award.

Click the Save and Add Another button to save and add another volunteer service.

Once the Non-Army Volunteer Corps Volunteer Service information has been saved, it becomes part of your service record, but its status is “not certified.” Providing verification of this service will allow your Army Volunteer Corps Coordinator or Organization Point-of-Contact to change the status to “certified.”

**Documenting Awards or Special Recognition**

If you receive an award or recognition and would like these to become part of your Volunteer Service Record, enter them into their record through this link.

To add new Awards and Special Recognitions, select the Awards checkbox under Optional Additional Lists.
Scroll down to locate the Awards and Special Recognitions section and then click the **Add New** button.

The Add Volunteer Award screen is displayed.

![Add Volunteer Award Screen](image)

Complete the required [*] award information.

Then, click the **Save and Return** button to add one award or click the **Save and Add Another** button to save and add another award.

Once the award information has been saved, it becomes part of your service record, but its status is “not certified.” Providing verification of this award will allow your Army Volunteer Corps Coordinator or Organization Point-of-Contact to change the status to “certified.”
Documenting a Training Session

If you attended training sessions that you would like to document as part of your Volunteer Service Record, use this link.

To add new training, select the **Training** checkbox under Optional Additional Lists.

To add new training, select the checkbox under Optional Additional Lists.

To add new training, select the checkbox under Optional Additional Lists.

Scroll down to locate the training section and then click the **Add New** button to open the Add Training screen.
Complete the required [*] training information.

Then click the **Save and Return** button to add one training or click the **Save and Add Another** button to save and add another training.

Once the training information has been saved, it becomes part of your service record, but its status is “not certified.” Providing verification of this training will allow your Army Volunteer Corps Coordinator or Organization Point-of-Contact to change the status to “certified.”

**Documenting an Orientation**

If you attended orientations that you would like to document as part of your Volunteer Service Record, use this link.
To add new Orientations, select the **Orientation** checkbox under Optional Additional Lists.

Scroll down to locate the Orientations section and then click the **Add New** button.

The Add Orientation screen is displayed.
Complete the required [*] orientation information.

Then click the Save and Return button to add one orientation or click the Save and Add Another button to save and add another orientation.

Once the orientation information has been saved, it becomes part of your service record, but its status is “not certified.” Providing verification of this orientation will allow your Army Volunteer Corps Coordinator or Organization Point-of-Contact to change the status to “certified.”
5. Managing Your Volunteer Service Record

The Volunteer Service Record includes information about a Volunteer’s Profile, Service History, Positions Held, Awards and Special Recognitions, Training, and Volunteer Annual Hours Record. This information comprises the Volunteer Service Record, DA FORM 4162.

To view the Volunteer’s Volunteer Service Record, click VSR.

![My Army OneSource Screen (fig. 5.1)]

![Army Volunteer Corps Volunteer Screen (fig. 5.2)]
The Volunteer Service Record screen is displayed.

Volunteer Service Record Screen (fig. 5.3)
Downloading DA Form 4162

To download the Volunteer Service Record to DA Form 4162, click the **Download DA Form 4162** button. Then, click the **Save** button to download a Volunteer Service Record copy to your local computer or click the **Open** button to view the Volunteer Service Record online.
**Editing Volunteer Profile Information**

To edit Army Volunteer Corps Volunteer Profile information, click the **Edit Volunteer Profile** button to open the Edit Volunteer Profile screen.

Make the necessary changes to the User Profile, Contact, Military Demographic, General Demographic, Volunteer, Sponsor, and Minor information.

Then, click the **Save** button to apply changes.

**Note:** Remember that fields marked with an asterisk [*] are required in order to save information on this screen.
**Editing Your Hours**

To edit Service History, click the **Edit Service History** button to open the Service History screen.

Select the appropriate checkbox to display optional lists for: Closed Army Volunteer Corps Services, Non-Army Volunteer Corps Services, Awards, Training, Orientations, or Files.

Then, click the **Save Selections** button to update your displayed lists.
6. Viewing Volunteer Hours by Year

Use the Volunteer Annual Summary tool to view volunteer hours by day for a complete year. This information comprises the Volunteer Daily Time Record, DA Form 4173.

To view the Volunteer’s annual summary, click Annual Summary on the AVC Volunteer screen. The Annual Summary screen is displayed.

Select the year to report on from the Year dropdown list and click on the Download as Form 4713 button to download the Annual Summary report.
Annual Summary in Microsoft Word (fig. 6.3)
7. For Additional Assistance

If you have any additional questions that this guide did not answer, please don’t hesitate to contact us regarding your comments, thoughts, or ideas on how we can continue to meet your needs.

You can contact us through live chat or email us through Contact Us located in the box at the bottom of any Army OneSource page.