

# Virtual Soldier & Family Readiness Group (vSFRG)

Administrator User Guide | Version 1.1

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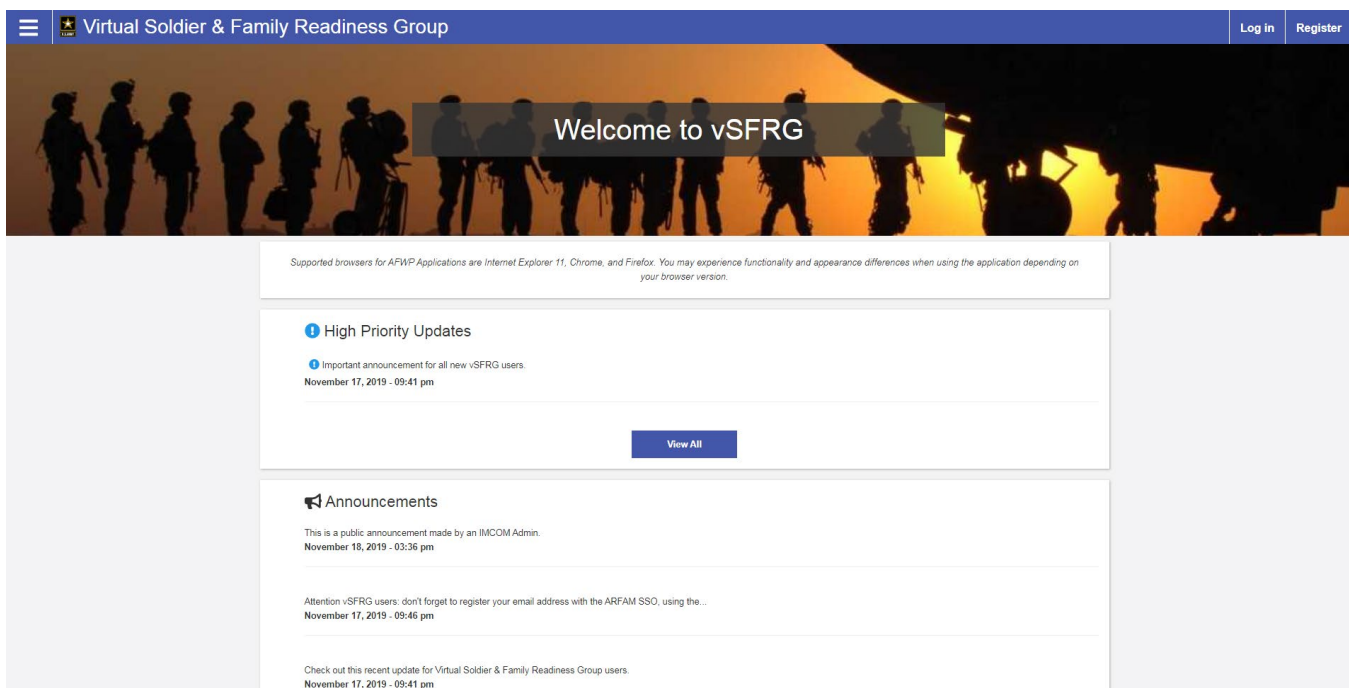
# 1.0 - vSFRG: Getting Started

The **Virtual Soldier & Family Readiness Group (vSFRG)** system is an electronic information system designed to support the secure transmission of information between commanders and their Soldier and Family Readiness Group (SFRG) membership. It is a resource to facilitate communication regardless of a unit's mission or deployment status. The vSFRG system is a component of the Army Family Web Portal (AFWP) collection of systems, which all support the mission of **Army Community Service (ACS)**.

The vSFRG system is made up of many separate virtual groups that are created for separate battalions or units. These individual groups are known as vSFRGs and their contents can be accessed only by members of that specific SFRG.

This guide is written to describe the functionalities available to users known as **vSFRG Administrators**. These users are often Command Family Readiness Representatives, Family Readiness Support Assistants or other individuals who are responsible for managing the communication and membership of a unit's SFRG.

Some functionalities are only available to specific system roles, but these distinctions will be indicated throughout the guide.



*vSFRG System Home Page*

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

## 1.1 - vSFRG System Registration

To access the features as a SFRG Administrator, the user must first create an **AFWP Account** (see **Section 1.1.2 – Create an AFWP Account**) that can be granted the necessary role privileges. This role can only be assigned by a commander or an existing **SFRG Administrator** who can access the unit's vSFRG user management features.

### 1.1.1 - Single Sign-On (SSO)

**AFWP Accounts** utilize a **Single Sign-On (SSO)** feature that permits users to log into different AFWP systems with the same email address and password combination. This helps reduce the overall quantity of usernames and passwords to maintain between each AFWP web application, without any compromise of security.

Other AFWP web applications can be accessed using the **Menu button (indicated by three horizontal dashes)** in the top-left of any AFWP system page. Additional authorization requirements may be required to access these applications.




*AFWP Menu Button*

Army Family Web Portal: Login

[← Back](#)


Welcome to the AFWP Login page! Provide your AFWP email and password to access the suite of AFWP systems (for example, ARC and VMIS). For more information, FAQs, and access to the Help Desk, visit the [AFWP Resource Center](#).

### Enter your Email and Password

 [Don't have an account? Register here.](#)

Email:

Password:

 [Need to reset your password?](#)

**ATTENTION:** When you are finished using all of your AFWP authenticated applications, please log out of this system and exit your browser to ensure you do not leave any of your applications open to other users of this machine.

YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.

At any time, the USG may inspect and seize data stored on this IS.

Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.

This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.

Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work products are private and confidential. See User Agreement for details.

Use of this system constitutes consent to monitoring for all lawful purposes.

By clicking the Login button, you agree to comply with the Terms of Use agreement.

*SSO Login Page*

**Tip:** If you have ever created an AFWP Account for a different AFWP system, you can log in to the vSFRG system using the **same credentials** as those systems. See **Section 1.1.3 – Log In to the vSFRG System**.

### 1.1.2 - Create an AFWP Account

1. Select **Register** in the upper-right corner of the **vSFRG Home Page**.
2. Enter the required information into the **following data fields**:
  - *Email, Password, and Confirm Password.*

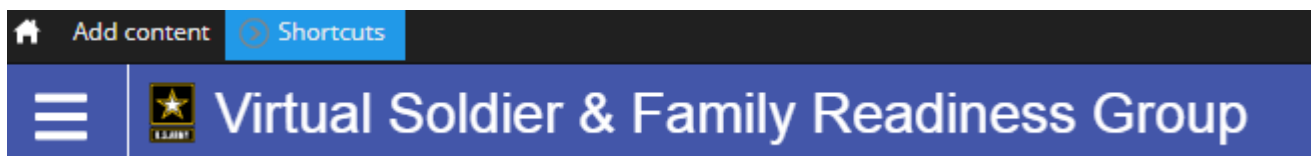
**Note:** AFWP Account passwords are **case-sensitive** and require a minimum of **15 characters** that include the following:  
*2 uppercase letters, 2 lowercase letters, 2 numbers, and 2 special characters (!#\$%^@)*

3. Select **Register**.
4. An **automated email** will be sent to the email that was entered in step 2 with a link and a token number.
5. Select the link in the email to verify the account.
6. On the page that appears, enter the **email address and the token number** provided in the automated email.
7. Select **Verify Email**.

### 1.1.3 - Log In to the vSFRG System

1. Select **Log In** in the upper-right corner of the **vSFRG Home Page**.
2. Enter a valid **user name** and **password** into the respective fields on the page that appears.
3. Select **Login**.

**Note:** The administrator toolbar (below) will only appear at the top of vSFRG pages when the user is logged in as a **SFRG Administrator, SFRG Commander, or vSFRG System Administrator**.



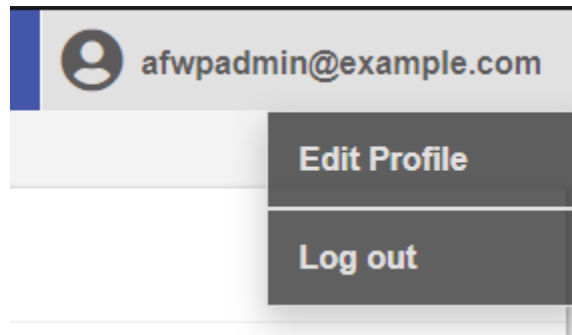
*Administrator toolbar at the top of a vSFRG page*

**Warning:** Users will be **automatically logged out** of the vSFRG system if they remain inactive. Be sure to save your progress often!

## 1.2 - AFWP Account Management


AFWP Accounts are managed from a single location called the **AFWP Account Management page**. All user types can access this page via the upper-right corner of any AFWP System or directly to the URL (<https://account.armyfamilywebportal.com/>). Users will access this page to update their associated email address, password, or connect a **Common Access Card (CAC)** to their profile to use to log in to AFWP systems.

**Note:** Changes made on the Account Management page will apply to **all AFWP system profiles** associated with logged-in AFWP Account.



*Edit Profile option found in the User Menu*

### 1.2.1 - Update Login Credentials

1. Select the **name of the user** in the upper-right corner while logged in.
2. Select **Edit Profile** from the drop-down list that appears to be taken to the **Account Management page**.
3. Select the **pencil icon**  to the right of the **Email Address** or **Password** field and modify its contents as needed.
4. Select **Save** to confirm the changes.

### 1.2.2 - Update Profile Information

1. Select the **name of the user** in the upper-right corner while logged in.
2. Select **Edit Profile** from the drop-down list that appears to be taken to the **Account Management page**.
3. Select the **Profile tab** in the left-hand sidebar of the Account Management page.
4. Update the available fields in the **Personal Information** and **Demographic Information** sections.
5. Select **Save** at the bottom of the page to confirm the changes.

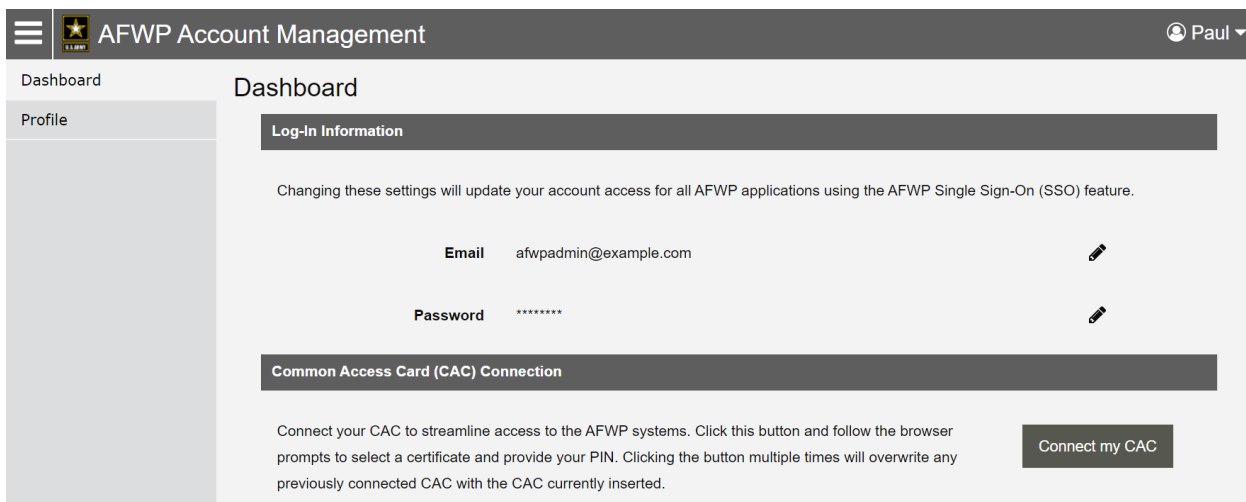


### 1.2.3 - Connect a CAC

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

#### To connect a CAC:

1. Once you login, select “Account Management” from the drop down in the upper right corner.
2. Select **Connect my CAC** on the AFWP Account Management page to begin the CAC connection process, and keep the following in mind as you read the instructions on the site carefully:
  - ▶ The connection process will require the CAC’s **associated pin** to be entered correctly **each time** the CAC is used to log in.
  - ▶ You **can’t connect an expired CAC**, your browser will not allow you to authenticate your CAC.
  - ▶ Using a CAC may require you to download specific CAC certificates for specific browsers. Make sure to do this before attempting to connect a CAC to your AFWP Account.

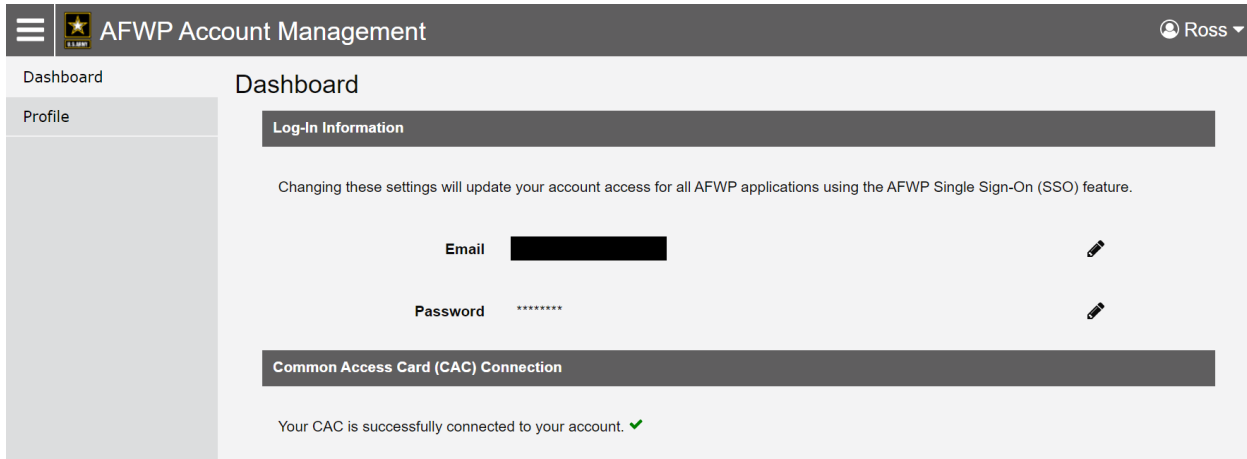


*This screenshot shows the CAC Connection login page*

3. Follow the prompts that appear.

## 1.2.4 - Check if a CAC is Connected to your Account

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



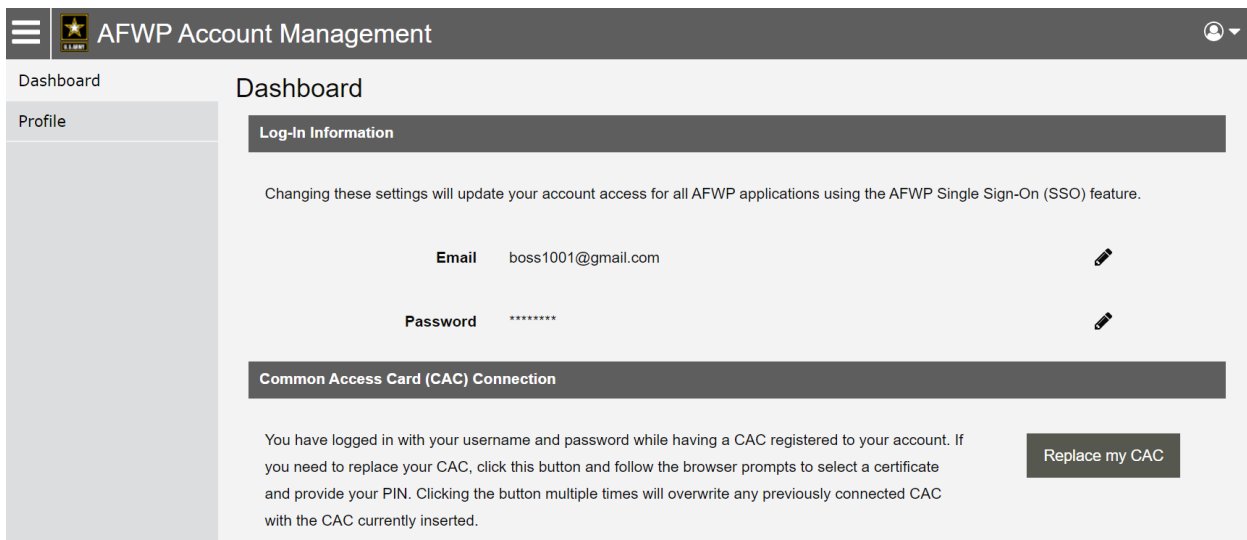
*This screenshot shows what should appear when a CAC is successfully added.*

## 1.2.5 - Replace your CAC

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

### To replace a CAC:

1. To replace your CAC - you have to login with your username and password and then connect your replacement CAC.
2. Once you login, select "Account Management" from the drop down in the upper right corner.
3. Select **Replace my CAC** on the AFWP Account Management page to begin the CAC connection process, and refer to section 1.1.1 for tips to keep in mind.
4. Follow the prompts that appear.



*This screenshot shows what should appear when attempting to replace a CAC.*

### 1.2.6 - Recover Forgotten Password

1. Select **Login** in the upper-right corner of the **vSFRG Home Page** while logged out.
2. Select **Need to reset your password?** at the bottom of the login page that appears.
3. Enter the **email address** of the AFWP Account that needs to be reset.
4. Select **Reset Your Password** and a **confirmation email** will be sent to the provided email address.
5. There will be two links in the email, be sure to select the URL for **changing your password**.
6. Navigate to the **unique URL** in the confirmation email to log in to vSFRG.
7. Follow the prompts to **create a new password** and complete the recovery.

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

### 1.3 - Contact the Help Desk

1. Select **Contact the Help Desk** in the footer at the bottom of any page on the vSFRG system.
2. A new tab will open that will direct you to the "Contact the Help Desk" page.
3. Provide the necessary information in the **following data fields**:
  - *Your Name, Your Email Address, Subject, Category, Message, and Attachment.*

4. Select **Send Message** to complete the submission for review.

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

## 1.4 - vSFRG System Dashboard

The **vSFRG System Dashboard** features several areas for useful information including High Priority Updates, Announcements, and Events. For logged in users, additional navigation features will appear in the **Navigation Panel** on the far left side of the page.

The contents of the Navigation Panel will depend on the user's level of access to specific vSFRGs as indicated below the **My vSFRGs** area.

The screenshot displays the vSFRG System Dashboard interface. On the far left is the **Navigation Panel** with a dropdown menu for **My vSFRGs**. The main content area is divided into three sections: **High Priority Updates**, **Announcements**, and **Events**. The **High Priority Updates** section contains two entries: one from the 2-48th Field Artillery Battalion dated November 17, 2019, and another important announcement for all new vSFRG users dated November 17, 2019. The **Announcements** section includes a public announcement from IMCOM Admin, a message from the 2-48th Field Artillery Battalion regarding new members, and another message from the 2-48th Field Artillery Battalion. The **Events** section lists two events: a **Public Training Event** on November 20, 2019, in Atlanta, and a **Frankfurt Training Event** on November 21, 2019, in Frankfurt. Each section includes a **View All** button.

*A segment of the vSFRG Dashboard including the Navigation Panel to the far left*

### 1.4.1 - High Priority Updates

The **High Priority Updates** area provides a designated space for vSFRG users, and in some cases those without an AFWP Account, to access important information.

High Priority Updates are created by SFRG Administrators and vSFRG System Administrators, and a full list of these updates can be viewed by selecting **View All**. The most recently created updates will appear at the top of the list.

The author of a High Priority Update can indicate which groups are able to see it, and updates can be filtered to a specific vSFRG from the full list view.

**Note:** *High Priority Updates expire after 3 months.*

*The SFRG Administrator is the unit point of contact identified by a commander to maintain the unit's vSFRG. The vSFRG System Administrator maintains the entire vSFRG system. See **Section 4.0 – System Administration**.*

## 1.4.2 - Announcements

**Announcements** are similar to High Priority Updates and provide important information for vSFRG users. This content area offers a less urgent stream of information, such as upcoming reminders for group members, and are created by SFRG Administrators and vSFRG System Administrators.

A full list of these updates can be viewed by selecting [View All](#), and announcements can be filtered to a specific vSFRG from the full list view. The most recently created announcements will appear at the top of the list.

**Note:** *Announcements expire after 3 months. If the announcement is unpublished, it will be deleted after 3 months.*

## 1.4.3 - Events

**Events** contain information about an event or activity that occurs in a specific location with a set time and date. Events can be set to repeat automatically when they are created, and date ranges can be added for events that are longer than a single day.

A full list of events that are available to the user can be viewed by selecting [View All](#).

Upcoming events happening in the near future will appear at the top of the list, while events happening in the future will be further down the list. Events that have already occurred will no longer be visible on the list.

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

## 2.0 - Virtual Soldier and Family Readiness Groups (vSFRGs)

vSFRGs are virtual groups commanders can use to communicate securely with their SFRG membership.. Members of a unit SFRG can request to join, or be invited to join, their specific company or battalion vSFRG.

### 2.1 - Locate and Join a vSFRG

Users who are not yet enrolled in their associated unit's vSFRG must first **request access** to join. These requests are then reviewed by the unit's SFRG Administrator or Commander, for approval.

The screenshot shows the 'Search for Unit' interface. On the left is a navigation menu with 'Dashboard', 'My vSFRGs', and 'Explore vSFRG'. The main area has a search bar and filter options: Unit Name, Unit UIC, Level, Location, and Component. An 'Apply' button is below the filters. The results are shown in a grid of six unit cards. Each card includes a unit name, a 'See Unit Detail' button, and a 'Request to Join' button. The units shown are: 1-27th infantry, 11-95th ILE BN, 1st Amazing Company, 1st Battalion, 7th SFG, 1st Theater Sustainme... Placeholder Unit, and 2/327 Infantry Battalion.

*Explore vSFRG search page*

In order to request access, the user must **locate the correct vSFRG** by utilizing the search feature located on the **Explore vSFRG** page.

**To locate a specific vSFRG and request access to join**, complete the following steps:

1. Select **Explore vSFRG** from the left-hand Navigation Panel.
2. Enter the **known criteria** about the unit in one or more of the following fields:
  - *Unit Name, Unit UIC, Level (Battalion or Company), Location, or Component (Active, National Guard, or Reserve).*
3. Select **Apply** and a list of results will appear.

4. From the results that appear, select **See Unit Detail** below the correct vSFRG.
5. Verify the unit's **information to ensure you have selected the correct unit vSFRG** and then select **Request to Join** to submit a request to join the unit's vSFRG.
6. Select **Join** or cancel on the next page that appears.
7. Updates about the request, including request approval or rejection, will be sent to the **email address** associated with the requesting user's AFWP Account.

## 2.2 - Using a vSFRG

Each SFRG will have access to the same set of content management features, which allows authorized users to create posts, add media content, and even create pages within their specific unit's vSFRG.

Content that is created using the vSFRG system content management tools will be posted to the **Unit Wall** for that unit.

**Note:** See **Section 3.0 – Creating Content Items** for detailed information about the content management features available in the vSFRG system.

Any user who is authorized to access and view the contents of a specific unit's vSFRG will be able to see the following categories of information within that group:

- ▶ **About** – Basic information about the SFRG and its affiliated unit including the Level, Component, Location, as well as information about its SFRG Administrator and Commander.

Administrator users can use this section to modify the listed information about the SFRG or to change the current SFRG Commander.

- ▶ **Unit Wall** – Location where content created by users through the content management tools is stored, including multimedia posts, featured resources, and more.

Regular users will only be able to access and view these contents and cannot create them.

- ▶ **Announcements** – Pertinent or timely announcement information specific to the currently selected SFRG. These will also appear in the Announcements section of the vSFRG system Dashboard.
- ▶ **Events** – Information about upcoming events or event series related to the current SFRG, including the date and location of the listed events when available. These will also appear in the Events section of the vSFRG system Dashboard.

## 2.3 - Submit a vSFRG Creation Request

In the event that a vSFRG has not been created yet for a particular battalion or company, a registered user can submit a **vSFRG creation request** to attempt to have one created for that missing unit.

**Note:** A vSFRG creation request will **not** be fully approved until **both the Installation Management Command (IMCOM) Administrator and the assigned SFRG Commander** have verified the legitimacy of the request and accepted the position, respectively.

**Submitting a vSFRG creation request** is a straightforward process and can be done by completing the following steps:

1. Select **Explore vSFRG** from the left-hand Navigation Panel.
2. Select **+ Create a vSFRG** in the upper-right corner.
3. In the window that appears, complete the following fields of the **Profile** section:
  - *Unit Name, Unit UIC, Unit Motto, Level (Battalion or Company), Component (Active, National Guard, or Reserve), Location (CONUS or OCONUS), Organizational Hierarchy, and Description.*
4. Next, complete the following fields of the **Contacts** section for the SFRG Administrator and Commander, respectively:
  - *Name, Email, and Phone.*

**Warning:** SFRG Administrator and Commander information must be unique. They cannot be the same individual. The information provided for the SFRG Administrator and Commander will appear on the **About** section of the SFRG as it is written. This information will **only** be visible to approved members of the specific vSFRG.

5. Select **Create vSFRG** to submit the vSFRG creation request for approval.
6. Updates about the request, including request approval or rejection, will be sent to the **email address** associated with the requesting user's AFWP Account.



# Create vSFRG

## 1. Profile: Step 1 of 2

Unit Name \*

e.g. B Company, 741st Military Intelligence Battalion

Please use Battalion and Company naming conventions similar to the following examples respectively: "1-48th Field Artillery Battalion" "B Battery, 1-48th Field Artillery Battalion". For more examples, please reference the vSFRG Administrator User Guide.

Level \*

Company

Unit UIC \*

Component \*

- Select -

Unit Motto

Location \*

- Select -

Organizational Hierarchy

2-48th Field Artillery Battalion

The hierarchy location will optionally associate a Company to a parent Battalion. Units created without a parent do not require a value.

Description

## 2. Contacts: Step 2 of 2

SFRG Admin Information

Name \*

Email \*

jamaya.booker@gtri.gatech.edu

Phone \*

Commander Information

Name \*

Email \*

Commander Phone \*

Create vSFRG

Creating a vSFRG page

## 2.4 - vSFRG Naming Convention

vSFRGs are the individual groups contained within the vSFRG system that separate members into their appropriate battalion or company unit.

**Tip:** Use the following naming convention for naming your vSFRG

- **Battalion:**

- *1-48<sup>th</sup> Field Artillery Battalion*
- *603<sup>rd</sup> General Support Aviation Battalion*
- *1-27<sup>th</sup> Infantry Regiment*
- *741<sup>st</sup> Military Intelligence Battalion*

**Company/Battery:**

- *B Battery, 1-48<sup>th</sup> Field Artillery Battalion*
- *Headquarters Support Company, 603<sup>rd</sup> General Support Aviation Battalion*
- *C Company, 1-27<sup>th</sup> Infantry Regiment*
- *A Company, 741<sup>st</sup> Military Intelligence Battalion*

**Note:** When a vSFRG Creation Request is submitted, the vSFRG is only visible to the original submitter and those to review it for approval. The vSFRG will NOT be visible to the Soldiers and their Family members until approved.

### 2.4.1 - Finalize the vSFRG

After a vSFRG creation request has been successfully approved, the SFRG Administrator/Commander will be able to begin uploading content and inviting users to the new vSFRG.

For detailed information about the content creation and publishing processes within vSFRG, refer to **Section 3.0 – Creating Content Items**.

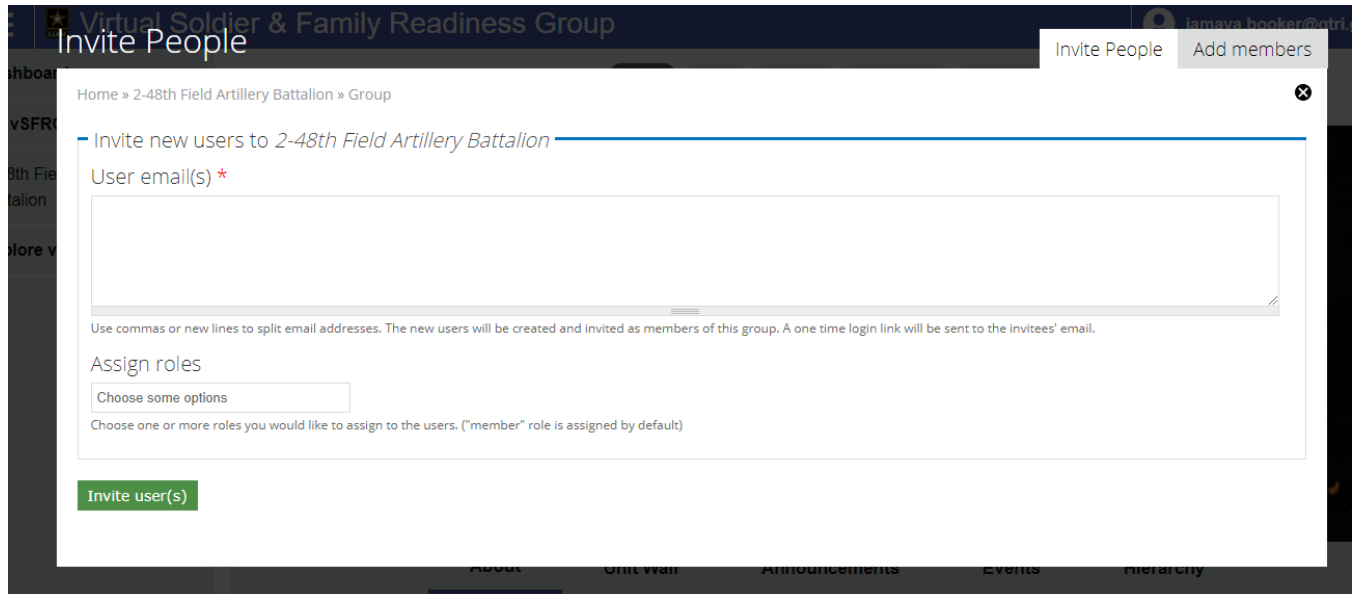
### 2.4.2 - Inviting Users to the vSFRG

After a unit's vSFRG has been created and approved, the SFRG Administrator or Commander can begin to invite users.

**Inviting users can be done by following the steps listed below:**

1. Once you have logged in, look for the vSFRG in the left side panel under **My vSFRGs** section of the left-hand Navigation Panel.
2. Select the v**SFRG**.
3. Under the "About this Unit" section, select the "**Unit Name User Invite**" button.

4. In the window that appears, enter the email address(es) of the user(s) you would like to invite. If applicable, a role (Standard Member, Administrator Member, or Commander,) can also be assigned to users from the **Assign Roles** drop down menu.
5. Select **Invite User(s)** to complete the invite.



*This screenshot shows what appears when inviting users to a vSFRG*

## 3.0 - Creating Content Items

vSFRGs are populated with content that is posted by SFRG Administrators and SFRG Commanders. The process in place for posting content rely on the tools found in a **Content Management System (CMS)**, which gives certain users the ability to create and manage digital content for the audience of their vSFRG.

In the context of a CMS, the term **Content Item** refers to the various types of webpage building blocks that are available to authorized users. Each of these content items are explored in more detail in the following sections, as well as their interactions with one another:

- ▶ **Announcements:** Special updates that are posted to the front dashboard of a specific unit's vSFRG, or in some instances, on the vSFRG system Homepage.
- ▶ **Events:** Content with special fields for event information such as time, date, and duration.
- ▶ **Pages:** Locations where multiple posts or groups can be placed together in a sequence.
- ▶ **FAQs (Frequently Asked Questions):** Specially formatted content that provides an expanding and collapsing box containing the answer to an associated question.
- ▶ **Groups:** A fundamental content item that allows multiple posts to be tied using a chosen visual layout. These layouts allow content variety and include the following formats:
  - Double, Buttons, Carousel, and FAQ.
- ▶ **Posts:** Most basic building block in the CMS, offering open fields for content and related media including images, videos, hyperlinks, and text.
- ▶ **vSFRG:** A secure virtual environment that commanders can use to communicate with members of their SFRG. vSFRG organizational groups can either be at the company or battalion level.

**Note:** Users with content creation privileges are able to **modify and delete the content of other users**.

## 3.1 - Posts

**Posts** are the most basic, fundamental building blocks of Groups and Pages across the vSFRG system. Posts can only be viewed once they are associated with a Page, Group, or directly to a vSFRG using the **Linked Items field**.

All posts contain the following fields, although they are not all required:


- *Title, Body, Image, Video URL, Internal Link, External URL, Link Text, Files, vSFRG, and Group content visibility.*

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

### 3.1.1 - Create a Post



**Tip:** *Posts along with other content types can be created using the shortcut button directly on the Unit Wall page. These shortcuts button are only visible to SFRG Administrators and Commanders.*

1. Hover the mouse over **Add Content** on the **Admin Toolbar**.
2. Select **Post** from the drop-down menu that appears.
3. In the window that appears, enter the required information into the **following data fields**:
  - *Title, Body, Image, Video URL, Internal Link, External URL, Link Text, and Files.*

**Tip:** *When attaching an image to a Post, you can change which part of the image to make the center. Do this by **clicking the area of the image to center** and the  icon on the image thumbnail will move to that location, marking it as the center.*

4. Select the drop-down menu below **Your groups** to select the vSFRG where the content will be posted. Additional groups can be added using the **Other groups** drop-down menu.

**Note:** *Only groups where the current user is authorized can be selected from this list.*


5. Make the desired selection for **Group content visibility** to determine which audiences will be able to view the content.
6. Select  to finish creating the Post, or  to view the post before posting it.

### 3.1.2 - Locate Existing Posts

1. Hover the mouse over **Shortcuts** on the **Admin Toolbar**.
2. Select **Find Content** from the drop-down list that appears.
3. Select the **Filter drop-down** at the top of the content list that appears.
4. Select **Post** from the drop-down list.
5. Organize the content list by selecting the **name of each column**. The list will be sorted by that respective category, including **title, type, author, status, and date updated**.
6. Using the steps above, **filter and organize** the list until the desired Post is located.

### 3.1.3 - Edit Posts

1. Hover the mouse over Shortcuts on the **Admin Toolbar**.
2. Select **Find Content** from the drop-down list that appears.
3. Locate the **Post to be edited** from the content list that appears.
4. Select **Edit** on the far-right side of the row containing the desired Post.
5. Add or modify any information in the **data fields that appear**.
6. **Verify the accuracy** of the included information and media, then select **Preview** at the bottom of the page to **preview the edited Post** before publishing it.
7. **Enter a revision message**, indicating to other Administrators what changes were made and why.
8. Select **Save** to finish editing the Post.

**Tip:** Posts and other content types can be **edited directly** from the Pages or Groups where they are displayed. Select the **Pencil icon**  next to any content item to navigate directly to the edit screen for that particular item.

*Fields that are greyed out, are fields that cannot be changed.*

**Note:** Any SFRG Administrator can edit/delete content created by another administrator.

### 3.1.4 - Delete Posts

1. Hover the mouse over **Shortcuts** on the **Admin Toolbar**.
2. Select **Find Content** from the drop-down list that appears.
3. Locate the **Post to be deleted** from the content list that appears.

4. Select **Delete** on the far-right side of the row containing the desired Post.
5. Select **Delete** to confirm and complete the deletion.

**Warning:** Posts and other content items **cannot be retrieved** once they have been deleted. If a user wants to remove the content without deleting it, simply removing it from the page's linked items list will suffice.

### 3.1.5 - Image Sizes and Properties

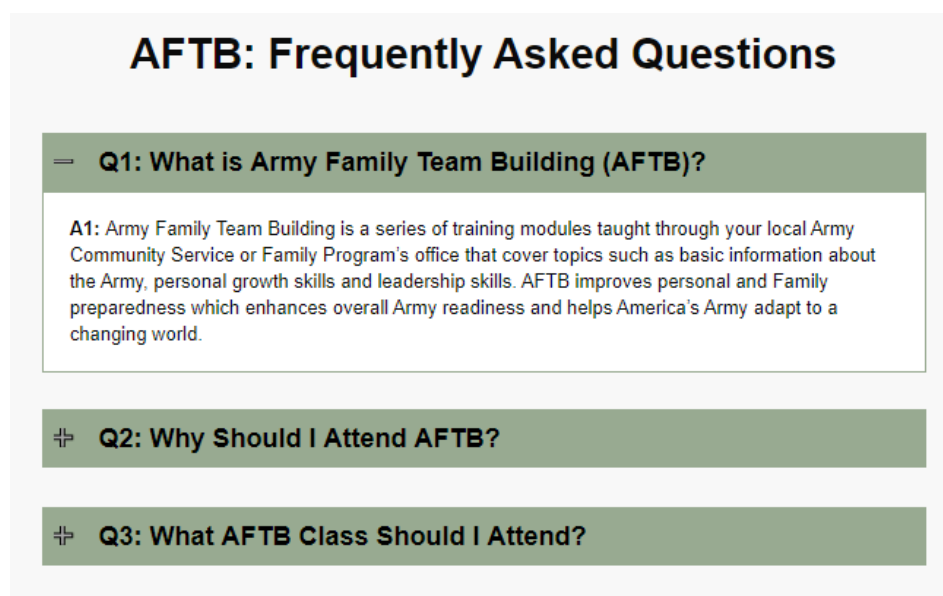
The following guidelines are important to keep in mind when adding images to any Post:

- ▶ The maximum image file size for any image is **8 megabytes** (MB) (or 8,000 kilobytes (KB)).
- ▶ Images can use the **Alternate Text field**, which appears after an image has been attached to a Post, to **provide a caption** for the image when it is hovered over.
- ▶ Header Images when creating a Page must be larger than **1170x200 pixels**.
- ▶ Accepted file types include: **JPEG, JPG, PNG, and GIF**.
- ▶ When searching for images, it is recommended to only use images that **explicitly state they are Creative Commons, free of copyright obligations**, and can be used freely for **commercial use without attribution**.
- ▶ **Recommended websites** for locating images include:
  - <https://www.pixabay.com/>
  - <https://www.pexels.com/>

### 3.2 - Add FAQs (Frequently Asked Questions)

**FAQs**, or **Frequently Asked Questions**, are created in a similar fashion to Posts, but are intended specifically to be Linked Items (see **Section 3.5.1 – Linked Items**) within a **Group using the FAQ Format**.

FAQs cannot include images and only contain Question and Answer fields.



The screenshot shows a FAQ titled "AFTB: Frequently Asked Questions". The first question is "Q1: What is Army Family Team Building (AFTB)?" with an answer: "A1: Army Family Team Building is a series of training modules taught through your local Army Community Service or Family Program's office that cover topics such as basic information about the Army, personal growth skills and leadership skills. AFTB improves personal and Family preparedness which enhances overall Army readiness and helps America's Army adapt to a changing world." Below this are two more questions: "Q2: Why Should I Attend AFTB?" and "Q3: What AFTB Class Should I Attend?". Each question is preceded by a plus sign icon.

*Example of an FAQ with three Linked (FAQ) Items*



### 3.2.1 - Create an FAQ

1. Hover the mouse over **Add Content** on the **Admin Toolbar**.
2. Select **FAQ** from the drop-down menu that appears.
3. In the window that appears, enter the required information into the **following data fields**:
  - *Question and Answer.*
4. Select the drop-down menu below **Your groups** to select the vSFRG where the content will be posted. Additional groups can be added using the **Other groups** drop-down menu.

**Note:** Only groups where the current user is authorized can be selected from this list.

5. **Verify the accuracy** of the included information, then select **Preview** at the bottom of the page to **preview the new FAQ** before publishing it.
6. Select **Save** to finish creating the FAQ.

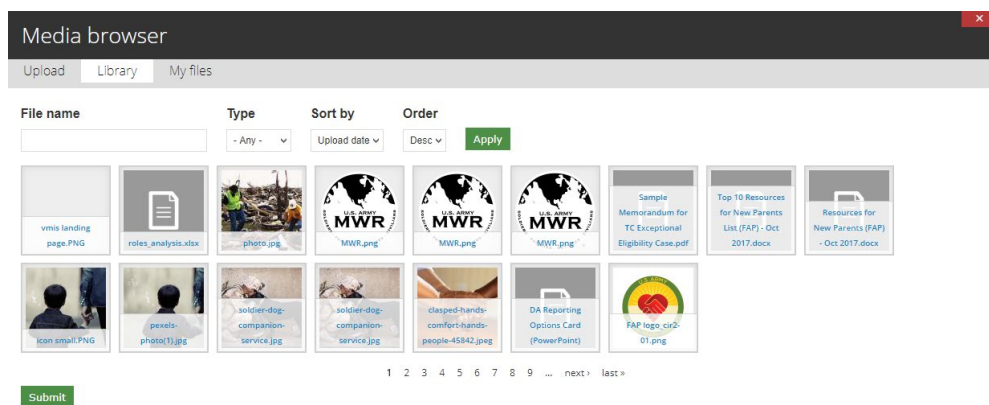
### 3.2.2 - Edit, Delete, or Locate an FAQ

The processes for editing, deleting, or locating an FAQ are identical to the ones used for Posts. For detailed information on performing these actions, refer to **Section 3.2.2 – Locate Existing Posts**, **Section 3.2.3 – Edit Posts**, and **Section 3.2.4 – Delete Posts**.

## 3.3 - Files Library

The **Files Library** can store files that may be **used multiple times across the vSFRG system**, such as a SFRG-specific resource. Additionally, if a large number of files need to be **added in bulk**, the Files Library can be used to streamline this process.

Selecting **Browse** on any content type that can include files will open the **Media Browser** and display all files that have been uploaded to the Files Library.



*Media Browser containing the Files Library*

### 3.3.1 - Add File(s) to Files Library

To add files for frequent use, or to add multiple files to the vSFRG system in bulk:

1. Hover the mouse over **Shortcuts** on the **Admin Toolbar**.
2. Select **Files** from the drop-down menu that appears.
3. Select **Add file** at the top of the form and follow the prompts to add one or more files.

**Tip:** Files can be **dragged and dropped** from a folder on the user's computer directly into the **Add File** window.

4. Select **Next** to upload the file to the Files Library.
5. Enter the required information about the file into the **following data fields**:
  - *Name, Alt Text, and Title Text.*
6. Select **Save** to finish adding the chosen files to the Files Library.

### 3.3.2 - Access File(s) from the Files Library

1. **Create or modify** a Post or other content item containing the **Files** field.
2. Locate the **Files field** of the content item and select **Browse**.
3. Select **Library** at the top of the **Media Browser window** that appears.
4. Select the **desired file(s)** from the list of items stored in the **Files Library**.
5. Select **Submit** to **attach the file(s)** to the content item being created or edited.
6. Select **Save** at the bottom of the Post or content item to **confirm the selection** of the chosen file(s).

### 3.3.3 - Delete File(s) from the Files Library

1. Hover the mouse over **Shortcuts** on the **Admin Toolbar**.
2. Select **Files** from the drop-down menu that appears.
3. **Locate** the file to be deleted in the list that appears.
4. Select Delete to the far-right of the row and a confirmation window will appear.
5. Select **Delete** in the confirmation window to finalize the deletion of the file.

**Warning:** Files **cannot be retrieved** once they have been deleted.

## 3.4 - Groups

**Groups** are customizable containers that are composed using specific Posts as Linked Items. Groups are able to use one of the available **Format types**, which include:

- *Double, Buttons, Carousel, and FAQ.*

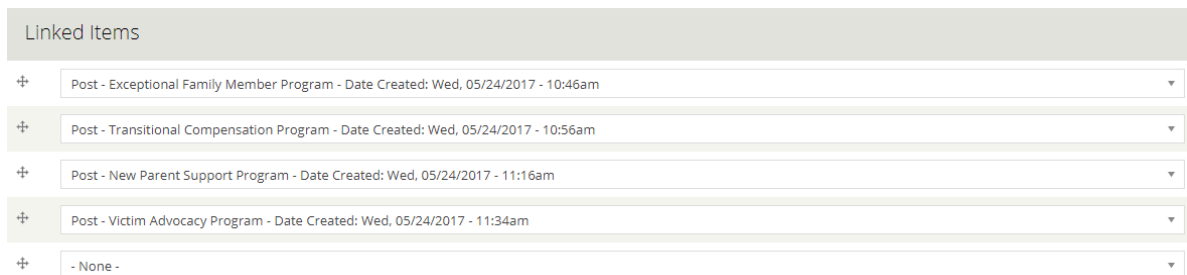
Each Format can be used to give visual continuity as well as variety to sets of related content.

All Groups types require at least two Linked Items, and the number of Posts associated with a Group will often determine the best type of Format to use. For more detailed information about Groups and guidelines for using them, please refer to **Section 3.5.6 – Guidelines for Posts and Format Types**.

### 3.4.1 - Linked Items

**Linked Items** are any associated content items that are displayed within a specific Group or Page. When creating a Group, Linked Items will **display according to the chosen Format**, and the composition of the Linked Items may depend on which Format is selected.

At least two Linked Items are required for all Group types, but the ideal number of Linked Items depends on the content and chosen Format being used.




*Linked Items field for creating Groups*

### 3.4.2 - Create a Group

1. Hover the mouse over **Add Content** on the **Admin Toolbar**.
2. Select **Group** from the drop-down menu that appears.
3. In the window that appears, enter the required information **about the Group itself** into the **following data fields**:
  - *Title, Body, and Image.*
4. Select the **Format drop-down** and select the desired Format that will determine the **overall appearance** of the Group.

5. Select the **Linked Items drop-down** and choose the desired Posts or FAQs to include in the Group.

**Note:** For information on creating Posts to include as Linked Items in a Group, refer to **Section 3.2.1 – Create a Post**.

6. Select **Add another item** and choose the desired Post or FAQ for each additional Linked Item.
7. Arrange the list of **Linked Items** into the order they should appear by **dragging the anchor icon**  to the left of each Linked Item.
8. Select the drop-down menu below **Your groups** to select the vSFRG where the content will be posted. Additional groups can be added using the **Other groups** drop-down menu.

**Note:** Only groups where the current user is authorized can be selected from this list.


9. **Verify the accuracy** of the included information and media, then select **Preview** at the bottom of the page to **preview the new Group** before publishing it.
10. Select **Save** to finish creating the Group.

### 3.4.3 - Locate Existing Groups

1. Hover the mouse over **Shortcuts** on the **Admin Toolbar**.
2. Select **Find Content** from the drop-down list that appears.
3. Select the **Filter drop-down** at the top of the content list that appears.
4. Select **Group** from the drop-down list.
5. Organize the content list by selecting the **name of each column**. The list will be sorted by that respective category, including **title**, **type**, **author**, **status**, and **date updated**.
6. Using the steps above, **filter and organize** the list until the desired Group is located.

### 3.4.4 - Edit Groups

1. Hover the mouse over **Shortcuts** on the **Admin Toolbar**.
2. Select **Find Content** from the drop-down list that appears.
3. Locate the **Group to be edited** from the content list.
4. Select **Edit** on the far-right side of the row containing the desired Group.
5. Add or modify any information in the **data fields that appear**.
6. **Verify the accuracy** of the included information and media, then select **Preview** at the bottom of the page to **preview the edited Group** before publishing it.
7. **Enter a revision message**, indicating to other Administrators what changes were made and why.
8. Select **Save** to finish editing the Group.

**Tip:** Groups and other content types can be **edited directly** from the Pages or Groups where they are displayed. Select the **Pencil icon**  next to any content item to navigate directly to the edit screen for that particular item.

### 3.4.5 - Delete Groups

1. Hover the mouse over **Shortcuts** on the **Admin Toolbar**.
2. Select **Find Content** from the drop-down list that appears.
3. Locate the **Group to be deleted** from the content list.
4. Select **Delete** on the far-right side of the row containing the desired Group.
5. Select **Delete** to confirm and complete the deletion.

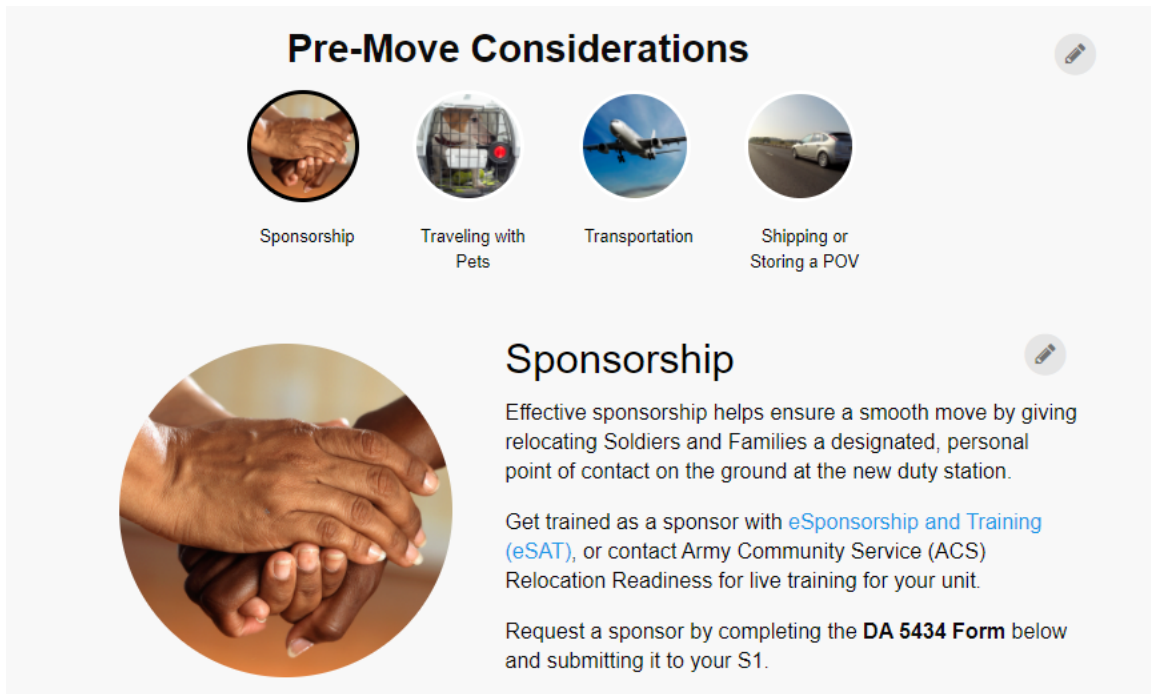
**Warning:** Groups **cannot be retrieved** once they have been deleted. Deleting a group will not delete any linked posts.

### 3.4.6 - Guidelines for Posts and Format Types

The following guidelines are organized by the **Format types**, which require special considerations when creating the Posts to include as Linked Items. Groups will appear differently depending on the type of **Format** selected.

The following sections provide useful considerations for creating Posts that effectively showcase content and adhere to the visual continuity across the vSFRG system.

#### Carousel Groups



*Example of a Carousel Group with four Linked Items*

- ▶ Posts linked to a Carousel Group should **all be similar in nature** in regards to its length, type of images, attached resources, and included topics.
- ▶ Carousel Groups should contain **no more than five Linked Items**.
- ▶ **Images are strongly encouraged** for Posts included in Carousel Groups.
- ▶ **Be consistent** with the types of images being used – if a photograph is used for one Post in a Group, then use photographs (instead of graphics or illustrations) for the others as well.
- ▶ Images that are linked to Carousel Groups may need to be **cropped or resized** in order to fit within the Carousel’s circular image borders.
- ▶ **Hyperlinked text** should go at the bottom of the Post body when used in a Carousel Group, and be made into a full sentence (E.g., “Click here to learn about Post Guidelines.”).

- ▶ When **linking to a file**, such as a PDF or DOC file, **indicate the file type in parentheses** at the end of the URL description (E.g., “Download the AVC Training Manual (PDF).”).

### *Guidelines for Button Groups*



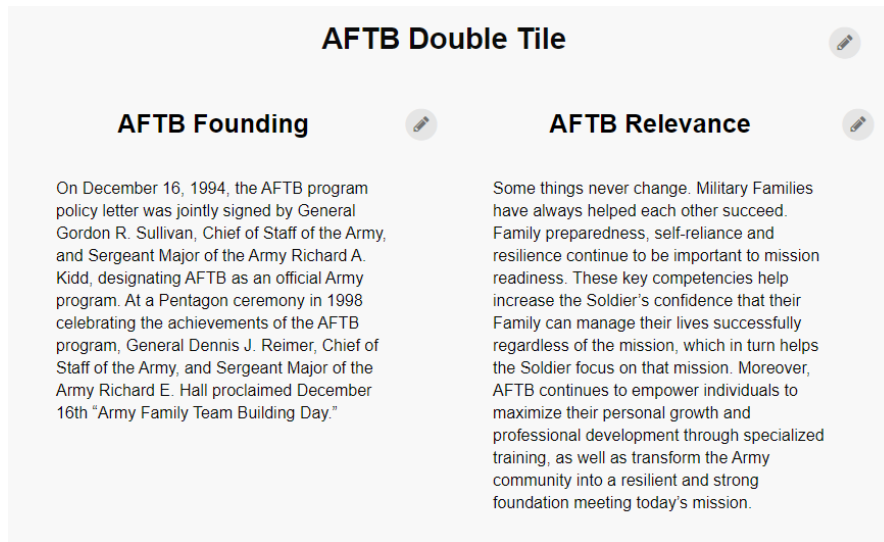
*Example of a Button Group with four Linked Items*

- ▶ Posts made for a Button Group **do not require a Post Body**. Instead, they are almost always comprised of a **Post Title**, **attached image**, and **Internal Link** or **External URL**.
- ▶ Images used in Button Groups may need to be **resized to fit** inside the circular border of each button.
- ▶ Button Groups are useful when creating a **short list of hyperlinks, Pages, or Posts**. These Groups can include generalized collections of content (e.g., “External Program Resources”) and should contain **no fewer than three Linked Items**.

### *Guidelines for FAQ Groups*

- ▶ Refer to **Section 3.3 – Add FAQs (Frequently Asked Questions)** for more information about creating and editing the question-answer pair contained in an FAQ Group.
- ▶ **Only include FAQs as Linked Items** when creating an FAQ Group.
- ▶ FAQs should include **no more than ten** questions and answer pairs. Consider creating **multiple FAQ Groups** if more than ten question and answer pairs need to be presented.

## Guidelines for Double Groups



### *Example of a Double Group with two Linked Items*

- ▶ Double Groups are ideal for pairs of Posts that are **directly related to each other**.
- ▶ If one Post included in a Double Group contains an image, the **second Post should also contain an image**. Likewise, if one Post does not contain an image, neither should the second.
- ▶ Ensure each Post has **roughly the same text length** when included in a Double Group; neglecting to do so can lead to visual imbalance.



## 3.5 - Pages

**Pages** make up the different locations where Posts and Groups actually appear throughout the vSFRG website. Similar to Groups, they are **comprised of Linked Items** that vary based on the intended length and purpose of the Page.

Each Page begins with a **Header Image and Title**, which are used to introduce the contents of the Linked Items to follow.



**Army Family Action Plan**  
Fostering Satisfied, Informed, and Resilient Army Communities

### About Army Family Action Plan

Army Family Action Plan provides Active and Reserve Component Soldiers, Army Civilians, Family members, Survivors, and Retirees a voice in shaping their standards of living by identifying issues and concerns for Army Senior Leadership resolution. Since its inception in 1983, the AFAP remains the only such partnership between a branch of the United States military and its constituents. Information provided through the AFAP process gives commanders and leaders insight into current satisfaction detractors, quality of life needs, and expectations of Army constituents. Leadership uses the information to effect changes that improve standards of living and support programs. These changes foster a satisfied, informed, and resilient Army Community.

Issues can be submitted at the garrison Army Community Service office or to a unit Family Programs liaison. The needs of the Army community remain in the forefront of Army Senior Leadership. AFAP is the primary tool to communicate the important issues facing Soldiers, Army Civilians, Families, Survivors, and Retirees.

Information provided through the AFAP process gives commanders and leaders insight into current satisfaction detractors, quality of life needs, and expectations of Army constituents. Leadership uses the information to effect changes that improve standards of living and support programs. These changes foster a satisfied, informed, and resilient Army Community.

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### AFAP on ArmyMWR.com



The U.S. Army Family and Morale, Welfare and Recreation (the G9 Division of the U.S. Army Installation Management Command, known as Army MWR) manages programs and services that support readiness and resilience for Soldiers and Families. Its work enhances the lives of Soldiers, Families, Reservists, National Guard members, DoD Civilians, Retirees and the entire U.S. Army community.

Family and MWR Programs are delivered primarily through a local garrison or installation.

To learn more about the resources available at your local garrison for AFAP, visit the [AFAP page on Army MWR](#).

*Example of a Page including a Header Image, Page Subtitle, and two Linked (Post) Items*

### 3.5.1 - Page Guidelines


- ▶ Minimum image dimensions for a header image are **1170x200 pixels**.
- ▶ Pages should contain **no more than 10 Groups or Posts**.
- ▶ **Individual Posts can be added to Pages** without first being added to a Group.

### 3.5.2 - Create a Page

1. Hover the mouse over **Add Content** on the **Admin Toolbar**.
2. Select **Page** from the drop-down menu that appears.
3. In the window that appears, enter the required information **about the Page itself** into the **following data fields**:
  - *Page Title, Summary, Page Subtitle, Header Image, Header Image Caption, and Linked Items.*

**Note:** The **Page Title** field will appear in the overlay on top of the Header Image.

**Page Subtitles** will appear below the Page Title and should contain the **subtitle or motto** of the page being created.

4. Select the **Linked Items drop-down** and choose the desired Post or Group to include.
5. Select **Add another item** and choose the desired Post or Group for each additional Linked Item.
6. Arrange the list of **Linked Items** into the order they should appear by **dragging the anchor icon**  to the left of each Linked Item.
7. Select the drop-down menu below **Your groups** to select the vSFRG where the content will be posted. Additional groups can be added using the **Other groups** drop-down menu.

**Note:** Only groups where the current user is authorized can be selected from this list.

8. **Verify the accuracy** of the included information and media, then select **Preview** at the bottom of the page to **preview the new Page** before publishing it.
9. Select **Save** to finish creating the Page.

### 3.5.3 - Locate Existing Pages

1. Hover the mouse over Shortcuts on the **Admin Toolbar**.
2. Select **Find Content** from the drop-down list that appears.
3. Select the **Filter drop-down** at the top of the content list that appears.
4. Select **Page** from the drop-down list.
5. Organize the content list by selecting the **name of each column**. The list will be sorted by that respective category, including **title, type, author, status, and date updated**.
6. Using the steps above, **filter and organize** the list until the desired Page is located.

### 3.5.4 - Edit Pages

1. Hover the mouse over Shortcuts on the **Admin Toolbar**.
2. Select **Find Content** from the drop-down list that appears.
3. Locate the **Page to be edited** from the content list.
4. Select **Edit** on the far-right side of the row containing the desired Page.
5. Add or modify any information in the **data fields that appear**.
6. **Verify the accuracy** of the included information and media, then select **Preview** at the bottom of the page to **preview the edited Page** before publishing it.
7. **Enter a revision message**, indicating to other Administrators what changes were made and why.
8. Select **Save** to finish editing the Page.

### 3.5.5 - Delete Pages

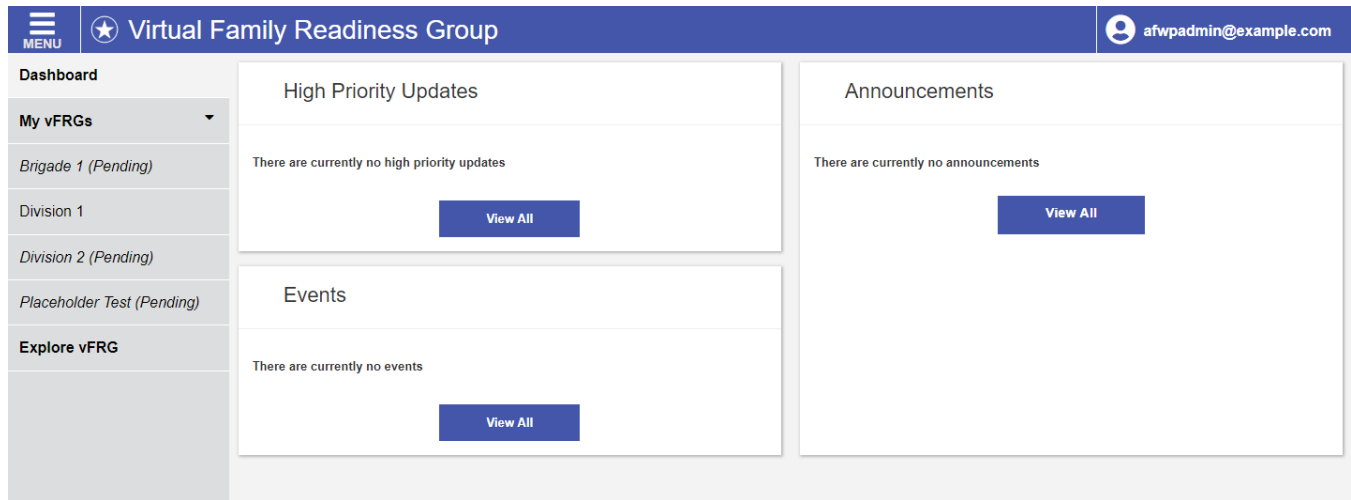
1. Hover the mouse over **Shortcuts** on the **Admin Toolbar**.
2. Select **Find Content** from the drop-down list that appears.
3. Locate the **Page to be deleted** from the content list.
4. Select **Delete** on the far-right side of the row containing the desired Page.
5. Select **Delete** to confirm and complete the deletion.

**Warning:** Pages cannot be retrieved once they have been deleted. Deleting a page will not delete any content linked to that page.

## 3.6 - Announcements, High Priority Updates, and Events

On the vSFRG system Dashboard, there are three boxes of content: **Announcements**, **High Priority Updates**, and **Events**. Each of these content types have unique properties, similar in many ways to Posts, and can be created for either **Public** or **SFRG-specific visibility**.

**Note:** *Announcements, News, and Events cannot be included in Groups or Pages.*



*Announcements, High Priority Updates, and Events on the vSFRG system Dashboard*

### 3.6.1 - Create Announcements and High Priority Updates

1. Hover the mouse over **Add Content** on the **Admin Toolbar**.
2. Select **Announcement** from the drop-down menu that appears.
3. In the window that appears, enter the required information into the **following data fields**:
  - *Announcement Title* and *Announcement Text*.

4. Indicate in the checkbox whether the announcement is a High Priority Update.

**Note:** *Selecting this option will cause the announcement to appear in the unit's vSFRG **High Priority Updates** section instead of the normal Announcements section on the vSFRG system Dashboard.*

5. Select the drop-down menu below **Your groups** to select the vSFRG where the content will be posted. Additional groups can be added using the **Other groups** drop-down menu.

**Note:** *Only groups where the current user is authorized can be selected from this list.*

6. Select the **Group content visibility** drop-down menu to indicate what level of visibility the announcement should have.

7. **Verify the contents** and then select **Preview** at the bottom of the page to **preview the new Announcement** before publishing it.
8. Select **Save** after all steps have been completed to add the new Announcement to the **vSFRG system Dashboard**.

**Note:** *Announcements expire after 3 months. If the announcement is unpublished, it will be deleted after 3 months.*

### 3.6.2 - Create Events

1. Hover the mouse over **Add Content** on the **Admin Toolbar**.
2. Select **Event** from the drop-down menu that appears.
3. In the window that appears, enter the required information into the **following data fields**:
  - *Event Title, Event Description, Image, Event Dates, External URL, Country, and Event Location.*
4. Select the **Group content visibility** drop-down menu to indicate what level of visibility the announcement should have.
5. Verify that all information and media is entered correctly and select **Preview** at the bottom of the page to **preview the Event** before publishing it.
6. Select **Save** after all steps have been completed to add the new events to the **vSFRG Dashboard**.

### 3.6.3 - Edit, Delete, or Locate Announcements and Events

The processes for editing, deleting, or locating an Announcement or Event item are identical to the ones used for Posts. For detailed information on performing these actions, refer to the following sections:

- *Section 3.2.2 – Locate Existing Posts*
- *Section 3.2.3 – Edit Posts*
- *Section 3.2.4 – Delete Posts*

## 4.0 - System Administration

System Administrators are able to access all features of the vSFRG system, and certain other types of Administrator users are granted more limited sets of the same privileges. These users are responsible for the upkeep and maintenance of their vSFRG, as well as the accurate Organization Hierarchy contained on the vSFRG system.

### 4.1 - Administrator User Roles

These different types of users with administrator privileges, and the respective roles they play, include the following:

- ▶ **vSFRG System Administrator** – All site permissions are granted to this very limited set of users, who oversee all vSFRGs on the vSFRG system and its routine operations, as well as manage users and undertake maintenance duties for the overall site as required.
- ▶ **IMCOM Administrator** – User representing IMCOM who can authorize requests to create a vSFRG and requests to claim a Battalion Placeholder after it has been verified as valid.
- ▶ **SFRG Administrator** – Granted site privileges that are limited only to the specific vSFRG(s) where the user is listed as a SFRG Administrator, with the ability to create and approve of content items using the vSFRG content management system.
- ▶ **SFRG Commander** – Users who are listed as the Commander of a specific vSFRG will receive the same content creation and approval privileges as a SFRG Administrator, and these privileges will only apply to the vSFRG(s) where the user is the SFRG Commander.

### 4.2 - Manage vSFRG Users

Only AFWP Administrators can access the **Manage Users page**, where other AFWP Accounts are managed and their activity can be viewed, such as when they change their AFWP email address or password.

Simply enter the email address of an AFWP Account in the **Manage Users search bar** and select the desired user to access the following user management options:

- ▶ **Enable:** Restore the user's ability to log in with the selected AFWP Account if it was previously disabled.
- ▶ **Disable:** Revoke the user's ability to log in with the selected AFWP Account if it was previously enabled.
- ▶ **Refresh:** Re-activate an account that was disabled due to over 60 days of inactivity.

## 4.3 - Approving Requests

All standard vSFRG creation requests submitted through the vSFRG system must gain approval from the IMCOM Administrator and the assigned Commander before it is considered fully approved. The users who provide IMCOM approval must verify that the vSFRG creation request is valid and then manually approve the request.

**Note:** vSFRG creation requests that are not fully ready for approval, but can be corrected with a reasonable amount of effort, **should not be declined**; instead, the IMCOM Administrator should request edits to be made to the existing vSFRG creation request whenever feasible.

**Declining a vSFRG creation request will clear all submitted information for that vSFRG.**

The screenshot shows the 'Virtual Family Readiness Group' interface. The main content area is titled 'Pending VFRG's' and includes a 'Filters and Sorting Options' section. Below this, there is a table of pending requests. The table has columns for Date, Location, Title, Level, and FRG Admin, along with 'View' and 'Review' buttons for each row.

User	Title	Level	Component
		- Any -	- Any -
Location	Sort by	Order	Apply
- Any -	Post Date	Asc	Apply

09/03	Division 2	Commander vol1	FRG Admin AFWP Admin	<a href="#">View</a>	<a href="#">Review</a>
09/05	Brigade 1	Commander Ryan	FRG Admin Andrew	<a href="#">View</a>	<a href="#">Review</a>
09/05	Placeholder Test	Commander	FRG Admin	<a href="#">View</a>	<a href="#">Review</a>

*Manage Approvals page in the vSFRG system*

### 4.3.1 - IMCOM Approval

**Note:** When a new vSFRG is submitted and is awaiting IMCOM approval, all users with the IMCOM Administrative role will be sent a notification email alerting them that an item is pending their attention.

To provide IMCOM approval for a vSFRG creation request, complete the following steps:

1. Expand the User Menu by clicking the **username** the upper-right corner while logged in.
2. Select **Manage Approvals** from the drop-down list that appears to be taken to the **Pending vSFRGs** page.

3. Locate the **desired request for approval**, such as a new vSFRG creation request, and select [View](#) to review the contents of the submitted vSFRG.
4. If the contents appear valid, return to the **Pending vSFRGs** page and select [Review](#) for the same vSFRG.
5. Select from the **following choices** to determine the approval for the vSFRG:
  - *Ignore, Send to Commander for Approval, Final Approval (Skip Commander Approval), or Decline.*
6. The approval process will then **proceed accordingly** for the selected option.

### 4.3.2 - Commander Approval

**Note:** The Commander listed on a vSFRG creation request will receive an email notification once the IMCOM Administrator has validated and approved the unit's vSFRG. The unit's vSFRG request will remain in a pending status until it also receives approval from the Commander.

To provide SFRG Commander approval for a vSFRG creation request, complete the following steps:

1. Select the **name of the user** in the upper-right corner while logged in.
2. Select **Manage Approvals** from the drop-down list that appears to be taken to the **Pending vSFRGs** page.
3. Locate the **desired request for approval**, such as a new vSFRG creation request, and select [View](#) to review the contents of the submitted vSFRG.
4. If the contents appear valid, return to the **Pending vSFRGs** page and select [Review](#) for the same vSFRG.
5. Select from the **following choices** to determine the approval for the vSFRG:
  - *Ignore, Final Approval, or Decline.*

A comment to put in the workflow log.

[Ignore - Leave in Pending IMCOM Approval state](#)
[Send to Commander for approval](#)
[Final Approval \(Skip Commander approval\)](#)
[Decline](#)

#### Workflow History

Date	Old State	New State	By	Comment
Tue, 11/19/2019 - 11:28am	(creation)	Pending IMCOM Approval	afwpadmin@examp...	

6. The approval process will then **proceed accordingly** for the selected option.