

vSFRG Quick User Transition Guide – Standard User

Timeline

vFRG on AOS will not be available after July 28th, 2021. Therefore, you will not be able to log into vFRG on AOS or engage with your SFRG through the system after that date.

- BEFORE July 28th, 2021 please be sure to export and save select data from vFRG on AOS [See section “Save Data from vFRG on AOS” below]

Modernized vSFRG will be available on AFWP on August 2nd, 2021.

Glossary

AFWP	Army Family Web Portal
AOS	Army One Source
ARC	Army Family Web Portal Resource Center
IMCOM	Installation Management Command
SFRG	Soldier and Family Readiness Group
vFRG	Virtual Family Readiness Group
vSFRG	Virtual Soldier and Family Readiness Group

STEP 1: Save Data from vFRG on AOS

You will need to export the following items listed below from vFRG on AOS and save them on your personal computer and/or print them for your records. This will enable you to quickly locate your vSFRG on AFWP.

- AOS username and email
 1. Review your AOS username and email in your AOS profile.
 2. Ensure the email listed is up-to-date and an email address you currently use. Update your email address on AOS if needed.
 3. Record your AOS username and email in a secure space on your computer or phone as you may need to reference it when creating an AFWP account for access to modernized vSFRG.
- Contact information or photos on your vFRG page on AOS that you may need during the period that you are not able to log into vFRG on AOS or vSFRG on AFWP.

STEP 2: Access the vSFRG Training Site and Practice Using Modernized vSFRG

The vSFRG Training Site is available for use by all levels of vSFRG users. Access to the vSFRG Training Site can be found:

- On the “Getting Started – vSFRG” page on ARC (<https://www.training.armyfamilywebportal.com/home>) OR
- Directly via the vSFRG Training Site URL: (<https://vsfrg.training.armyfamilywebportal.com/>).

NOTE: The Training Site is for training purposes ONLY and therefore should NOT be used to enter in live or actual data reflecting current SFRG activity. The site will NOT contain data reflective of your real-life SFRG. IMCOM reserves the right to purge the data on the training site at any time.

Be aware, individuals with both the user and administrator roles will be accessing the Training Site simultaneously. Users can simulate processes (i.e., creating a page, adding content, etc), as well as modify existing data on the Training Site to practice navigating the tools in the modernized vSFRG.

System distributed emails will NOT be functional on the Training Site.

STEP 3: Create an Account for AFWP

On **August 2nd, 2021** you will be able to create an AFWP account to access the modernized vSFRG.

If you do NOT have an AFWP Account, use the following instructions to establish an account:

Note: *If any CAC-related popups appear during this account registration process, please cancel them until you have completed the registration process. If you would like to connect your CAC to your account AFTER you have registered your account, please see your respective vSFRG user guide.*

1. Go to <https://vsfrg.armyfamilywebportal.com/>
2. Select **Register** on the **vSFRG Home Page**. This will take you to the AFWP Account Management page.
3. Enter the required information into the **following data fields**:
 - *Email, Password, and Confirm Password.*

Note: *When selecting an email, we recommend using the same email you have listed in your AOS account. Single-Sign-On 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 (!#\$%^@).*

4. Select **Register**.
5. An **automated email** will be sent to the email that was entered in step 3 with a link and a token number.
6. Select the link in the email to verify the account. (If you encounter trouble with the link, please go to <account.armyfamilywebportal.com/verify> to complete verification)
7. On the page that appears, enter the **email address and the token number** provided in the automated email.
8. Select **Verify Email**.

If you DO have an AFWP Account, use the following instructions to access the modernized vSFRG:

1. Go to <https://vSFRG.armyfamilywebportal.com/>
2. Select **Log In**.
3. Use your AFWP account credentials (email and password) to complete the requested fields on the Single-Sign-On page.
4. Once your credentials are updated, select **Login** again to enter the modernized vSFRG.

Step 4: Log into vSFRG and Join your SFRG if listed

Once you have access to your user account within modernized vSFRG, you can log in and view any high priority updates, announcements, and events that may be relevant to anyone involved with an SFRG. Use the “Explore vSFRG” tab located on the left-hand navigation to find your unit and see if your SFRG is already listed and available for you to join. If you do NOT find your SFRG listed, please contact your unit’s SFRG administrator directly and request that they create the SFRG on vSFRG on AFWP as soon as possible.

Step 5: Note Critical Differences Between vFRG on AOS and vSFRG on AFWP

Below is a brief list of differences you will find in the modernized vSFRG on AFWP.

- Modern look and feel of the website.
- Structured and streamlined vSFRG levels (only have Battalion and Company levels) that allow for enhanced organization.

User Training and Support

The modernized vSFRG on AFWP will be accompanied by a self-service model of training. This self-service consists of the vSFRG user guide for Standard Users and Frequently Asked Questions (FAQs). These materials were designed to be intuitive and enable you to address most of your issues before reaching out for help.

To access the user guide and FAQs, please visit the “Getting Started” page for vSFRG on the ARC:
<https://www.armyfamilywebportal.com/>.

I have questions about modernized vSFRG, who should I ask for help?

In order to provide you a timely and accurate response, it is critical that you direct your vSFRG-related questions to the correct support person.

- Modernized vSFRG User Support is limited to addressing only technical questions or concerns for the modernized system.
- All programmatic related questions should be directed to your unit’s vSFRG Administrator.

Examples of technical/system questions vs programmatic questions are below. This can help you determine what type of question you are asking and where it should be directed.

Technical/System Question Examples:

- “I tried to reset my password but I never got the email with the temporary password. What should I do?”
- “When I search for my vSFRG using the Explore vSFRG feature, I keep seeing “No vSFRG Results Available” why is that?”

Programmatic Question Examples:

- “Which vSFRG am I supposed to join?”
- “Can I join more than one vSFRG?”
- “I want to request that specific information be made available to our SFRG members, can I ask you to post it?”

Trouble Shooting

Quick Troubleshooting Tips

If you are struggling to access any of the training sites, try following the below troubleshooting tips before contacting the AFWP Help Desk:

- AllowListing
 - The site you are trying to access may be blocked by your IT department. We recommend you request the site be AllowListed. Please reach out to your IT department to request this.
- Browser
 - Supported browsers for AFWP systems are the latest versions of Internet Explorer 11, Microsoft Edge, Chrome, and Firefox. You may experience functionality and appearance differences depending on your browser version.
- URL Confirmation
 - Be sure to double check that you are accessing the full and exact URL address that you are intending to access. For example, make sure each URL begins with “https://” For example, if a link in your email appears to have the word “caution” inserted into it, please remove the word and make sure the url begins with “https://”

Who do I contact with questions or concerns?

The centralized AFWP Help Desk is accessible via ARC. You can submit technical questions or feedback in this central location.

1. Select “Contact the Help Desk” in the footer at the bottom of any ARC page _ <https://www.armyfamilywebportal.com/>
2. Provide the necessary information in the following data fields:
 - a. Your Name, Your Email Address, Subject, Category, Message, and Attachment.
3. Select **Send Message** to complete the submission for review.