

Virtual Soldier & Family Readiness Group (vSFRG)

Standard User Guide | Version 1

The page features a decorative design with various shades of blue. A horizontal bar is positioned below the subtitle. The lower half of the page is composed of large, overlapping geometric shapes, including triangles and polygons, creating a modern, abstract background.

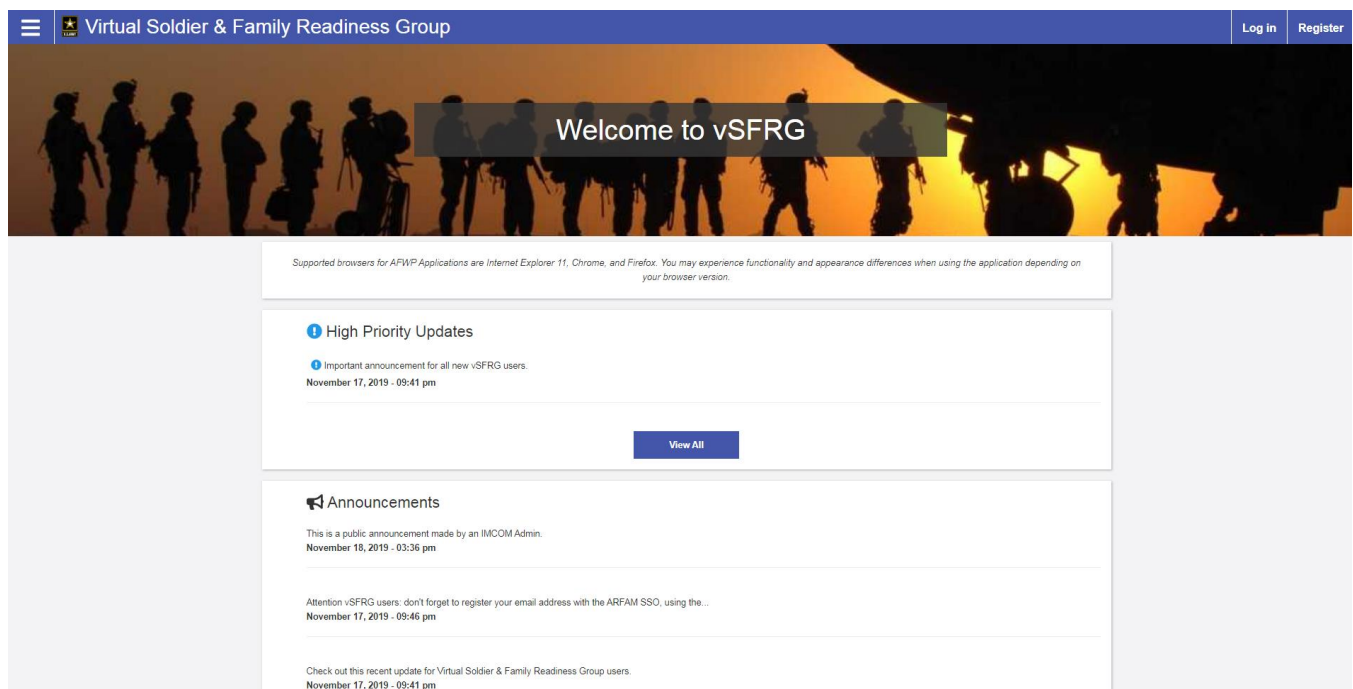
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1.0 - vSFRG: Getting Started

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 SFRG 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.



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 of the vSFRG system, the user must first create an **AFWP Account** (see **Section 1.1.2 – Create an AFWP Account**).

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:

LOGIN

Clear

 [Need to reset your password?](#)

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.

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.

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.

Note: Links within emails generated from the AFWP system may have the word “caution” before the link, so if you copy it, be sure to remove the word caution.

For example: “caution: https://www.armyfamilywebportal.com/” =
“https://www.armyfamilywebportal.com/”.

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

Tip: The verification link is marked by “/verify” to make the verification process easier.

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

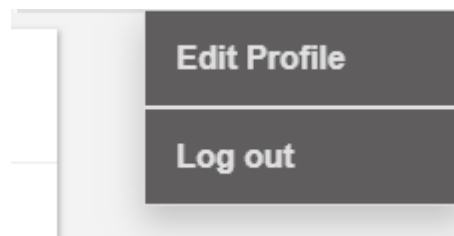
1. Select **Log In** in the upper-right corner of the **vSFRG Home Page**.
2. Enter a valid **user name** and **password** into the respective fields on the page that appears.
3. Select **Login**.

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

4. Select the **name of the user** in the upper-right corner while logged in.
5. Select **Edit Profile** from the drop-down list that appears to be taken to the **Account Management page**.
6. Select the **pencil icon**  to the right of the **Email Address** or **Password** field and modify its contents as needed.
7. 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. Select 'log in' on the application page and you will be prompted to load your certificate.

Note: Before you register/connect your CAC, you must load the appropriate certificate and enter your pin once you are directed to the SSO page.

2. Once you login, select "Account Management" from the drop down in the upper right corner and when prompted enter your AFWP Account credentials.
3. 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 will 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.**
 - ▶

Tip: For more information related to certificates, visit these links:

<http://public.cyber.mil/pki-pke/end-users/getting-started/>
<http://public.cyber.mil/pki-pke/end-users/web-browsers/>

The screenshot shows the AFWP Account Management dashboard for a user named Paul. The dashboard has a sidebar with 'Dashboard' and 'Profile' links. The main content area is titled 'Dashboard' and contains two sections: 'Log-In Information' and 'Common Access Card (CAC) Connection'. The 'Log-In Information' section has fields for 'Email' (afwpadmin@example.com) and 'Password' (masked with asterisks), each with an edit icon. The 'Common Access Card (CAC) Connection' section has a 'Connect my CAC' button. A note above the CAC section states: 'Changing these settings will update your account access for all AFWP applications using the AFWP Single Sign-On (SSO) feature.' and 'Connect your CAC to streamline access to the AFWP systems. Click this button and follow the browser prompts to select a certificate and provide your PIN. Clicking the button multiple times will overwrite any previously connected CAC with the CAC currently inserted.'

This screenshot shows the CAC Connection login page

4. 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.

The screenshot shows the AFWP Account Management dashboard for a user named Ross. The dashboard is identical to the previous one, but the 'Common Access Card (CAC) Connection' section now displays a green checkmark and the text: 'Your CAC is successfully connected to your account. ✓'. The 'Log-In Information' section remains the same.

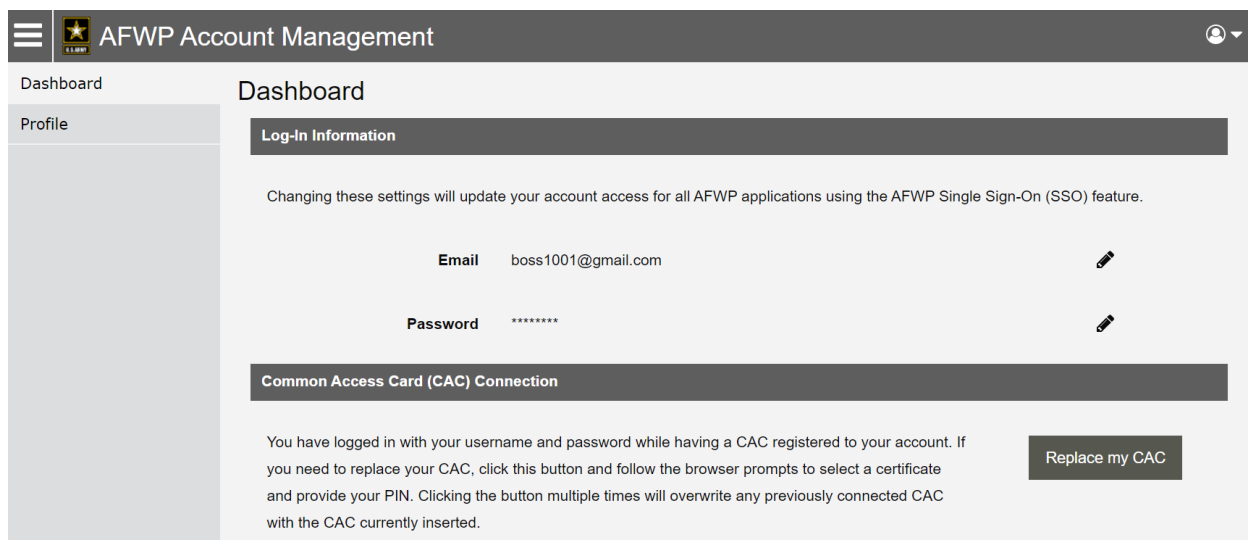
This screenshot shows what should appear when a CAC is successfully added.

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 to change the password.
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

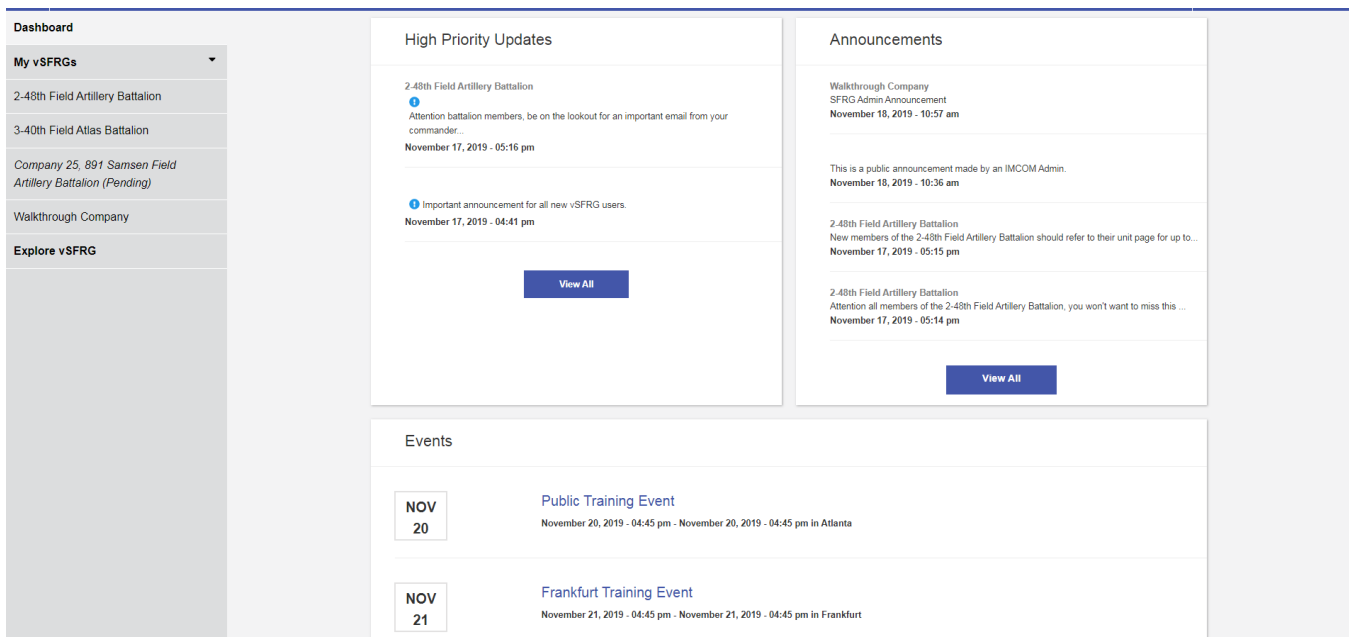
1. Select **Contact the Help Desk** in the footer at the bottom of any page on the vSFRG system.
2. A new tab will open that will direct you to the “Contact the Help Desk” page.
3. Provide the necessary information in the **following data fields**:
 - *Your Name, Your Email Address, Subject, Category,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



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: 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.

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.

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 further 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.

Dashboard

My vSFRGs

2-48th Field Artillery Battalion

3-40th Field Atlas Battalion

Company 25, 891 Samsen Field Artillery Battalion (Pending)

Walkthrough Company

Explore vSFRG

Search for Unit

+ Create a Battalion Placeholder + Create a vSFRG

Filters

Unit Name

Unit UIC

Level

Choose some options

Location

Choose some options

Component

Choose some options

Include placeholder vSFRGs?

- Any -

Apply

2-48th Field Artillery B...

See Unit Detail

3-40th Field Atlas Batt...

See Unit Detail

A Company, 741st Milit...

Pending

See Unit Detail

B Battery, 1-27th Infan...

See Unit Detail

Request to Join

B Battery, 1-48th Field ...

See Unit Detail

Request to Join

B Battery, 1-49th Field ...

Pending

See Unit Detail

C Battery, 603rd Gene...

C Company, 1-27th Inf

Company 25, 891 Sa

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. 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.

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.
- ▶ **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.
- ▶ **Hierarchy** – Allows the user to navigate to other unit's vSFRG related to the current vSFRG, including any existing parent or child vSFRG. New vSFRGs can also be created from this section, which will include a pre-populated relationship to the current unit.

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: The information provided for the SFRG Administrator and Commander will appear on the **About** section of the vSFRG 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.

2.3.1 - 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 content creation and publishing processes refer to the **vSFRG Administrator User Guide**.