Veterans of Foreign Wars

Online Membership System

Training Manual
Member

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Create an Account

Members of the VFW can access their membership information via the internet. To access these services and process personal membership transactions, you will have to create an account in our Online Membership System (OMS).

Once you get to the VFW.org web site, click on “Login” at the top of the screen. Then click “Create an Account” (Figure 1.1).

Figure 1.1

Note: before proceeding to the next step you will need a valid email address and your VFW membership number. If you don’t have a valid email address or don’t have your membership number you will not be able to proceed with creating this account.
Enter your e-mail address, your VFW membership number, and your first and last name (Figure 1.2).

**Figure 1.2**

When all of the information has been entered, click the link titled “Click to Create Your New Account” (Figure 1.2).
You will see a message indicating that your account has been successfully created, and that an email has been sent containing instructions on completing your account registration (Figure 1.3).

**Figure 1.3**

The email you receive will have a temporary password like the one shown below (Figure 1.4). You will need this temporary password to finish your account set up.

**Figure 1.4**

Thank you for creating an account with VFW Online Membership System. Your temporary password is:

6178378134

Please visit [www.vfw.org/OMS/VerifyAccount.aspx](http://www.vfw.org/OMS/VerifyAccount.aspx) to finish the account activation process.
Click the link indicated in the email to proceed with activating your account. You will be taken to a screen to verify your account information (Figure 1.5).

Figure 1.5

After you have supplied all required information, click the “Click to Verify Your Account” link to continue with your account activation.
Enter your temporary password (found in your Account Creation confirmation email from Figure 1.4), followed by a new password of your choosing. Retype your new password to confirm proper spelling and capitalization (Figure 1.6)

Figure 1.6

When all password fields have successfully been filled in, click the link titled “Update Password”. This will reset your temporary password to the new password you just chose.
You will see a message indicating that your password has been successfully updated, and you may now log in to the VFW.org site and access the Online Membership System (Figure 1.7).

Figure 1.7
Change E-Mail Address

Your email address is the user id that identifies you to OMS. It is the way OMS will communicate back to you when you make transactions like renewing your Annual Membership or converting to a Life Membership. This next section details how to modify your existing email address or change it to another valid email address.

To change your email address log into the VFW.org site, access OMS and click on the link titled “Manage Your Account” (Figure 2.1)

NOTE: Managing your email is an optional service. This means you will never have to do anything with your valid email address unless it changes or needs to be modified for some reason.
On the “Manage Your Account” screen click on the link titled “Email Address” (Figure 2.2).

Figure 2.2

This will display the “Change Email Address” screen (Figure 2.3, next page). This is where the old and new email address are entered and verified.

NOTE: please remember that the email address you are about to enter has to be a valid email address so OMS and the VFW can communicate with you concerning membership related topics.
Key in your old e-mail address (this is the email address you are currently using to login into VFW.org). Then enter your new e-mail address and re-type your new e-mail address to verify proper spelling. Finally click the link titled “Update Email” (Figure 2.3).

![Figure 2.3](image-url)
After your e-mail address has been changed you will see a message that says, “E-mail address updated successfully” (Figure 2.4), indicating that your email address change was a success and you can now login to VFW.org and access OMS using your new email address and your existing password.

Figure 2.4
Change Password

Changing your password to VFW.org is recommended from time to time, but is not required. This service is available at any time to change a forgotten password or keep your password updated for security purposes.

**NOTE:** Never leave your password lying around if you write it down, or give your password to anyone. If you do, your personal information could be compromised.

To change your account password, log into VFW.org, access OMS and click on the link titled “Manage Your Account” (Figure 3.1)

**Figure 3.1**

![VFW Organization Website](image)

**NOTE:** Managing your password is an optional service. This means you will never have to do anything with your password unless it needs to be modified for some reason.
On the “Manage Your Account” screen click on the link titled “Change Password” (Figure 3.2).

Figure 3.2

This will display the “Change Password” screen (see figure 3.3, next page). This is where the old and new passwords get typed in and verified.
Key in your old password (this is the password you are currently using to login into OMS). Then, enter your new password and re-type your new password to verify proper spelling and capitalization. Finally click the link titled “Update Password” (Figure 3.3).

**Figure 3.3**
After your password has been changed you will see a message that says, “Password updated successfully” (Figure 3.4), indicating that your password change was a success and you can now login to VFW.org and access OMS using your existing email address and your new password.

Figure 3.4
View Account History

Details of your transaction in OMS will be made available to you via an account history service. To view your account history you must have a VFW.org account and you must be logged into the site and access OMS to view it.

After you have logged into VFW.org and access OMS, click on the link titled “View Account History” (Figure 4.1).

Figure 4.1

The next page will show you a listing of all your online transactions and their status.

NOTE: Most transactions are processed over the course of the evening, so your transactions may show as pending on the day you did the transaction but should show processed the next day. If not please contact the VFW.
A list of all transactions you have made in OMS will be displayed. The status of your transaction could be pending or could be processed, depending on when you did the transaction (Figure 4.2).

To review the details, click the “Details” link to view further information about that transaction (Figure 4.2).

**Figure 4.2**

 NOTE: If you have not performed any transactions, you will receive a message indicating that there is no account history to display at this time.
Review the details for this transaction. To return to your Account History, click the link at the bottom of the page titled “Return to Account History” (Figure 4.3).

Figure 4.3
Manage Mailing Address

OMS only maintains one address which is your mailing address. Previously you were able to store a billing address and multiple mailing addresses to use with different credit cards. This is no longer necessary since your mailing address is all OMS needs to successfully process any valid credit card you are using.

To manage your mailing address, login to VFW.org, access OMS and click the link titled “Manage Address” (Figure 5.1).

Figure 5.1
Enter changes to your address and click on the link titled “Validate Address” (Figure 5.2).

**NOTE:** the address validation process could take up to one minute. Please wait for the validation to finish before attempting to continue.

*Figure 5.2*
If the address was successfully validated, the USPS validated address will appear followed by a link titled “Submit”. To save your mailing address changes, click the link titled “Submit” (Figure 5.3).

Figure 5.3
After you submit your address change, you will see a message indicating that your address change has been processed successfully. (Figure 5.4).

Figure 5.4
Manage Your Payment Profile

Your payment profile is a means for you to store your payment information (either a credit card or bank account information) which you can then use to pay for your OMS transactions.

Once you login to VFW.org and access OMS, click on the link titled “Manage Payment Profile”. (Figure 6.1).
Next, choose whether you would like to use a Bank Account or Credit Card information to store in your payment profile. Then, choose whether you would like for this to be a recurring profile or not (Figure 6.2).

**Figure 6.2**

**NOTE:** A recurring profile means that you will be automatically billed on each payment cycle using the account information in your payment profile.
Next, key in your account information. When you have completed all fields with a valid credit card or bank account information, click the “Create This Profile” link (Figure 6.3).

Figure 6.3
You will see a message that says “Your Payment Profile Has Been Successfully Created” (Figure 6.4).

Figure 6.4
To review your current payment profile information, click the “Manage Payment Profile” link. Your current payment profile will be displayed. If you would like to edit or change your payment profile, click the link titled “Edit This Profile” (Figure 6.5).

Figure 6.5
Enter your new payment profile information, and click the link titled “Save This Profile” (Figure 6.6).

Figure 6.6
You will see a message that says “Your Payment Profile Has Been Successfully Saved” (Figure 6.7).

Figure 6.7

![Payment Profile Image]
Renew Membership

Your membership with the VFW can easily be renewed in just a few steps using our Online Membership System (OMS).

After you login to VFW.org and access OMS, click on “Renew Membership” (Figure 7.1).

Figure 7.1
Next notice the membership information and amount due for renewal. If the information looks accurate, click “Yes- please renew my membership” (Figure 7.2).

Figure 7.2
The next page is for your payment option. You can either choose to “Pay With Your Payment Profile” or choose to “Pay With a Credit Card”, where you can use a different credit card other than your own (Figure 7.3). Click the link for the option you wish to choose.

**Figure 7.3**
You will then see a message that says “Thank you for renewing your membership with the VFW. Please check your inbox for a confirmation email (Figure 7.4).
Request a Duplicate Card

To request a new or duplicate membership card, login to VFW.org, access OMS and click on “Request Duplicate Card” (Figure 8.1).

Figure 8.1
Next check the address information. If you need to make changes to your address, click on “click here” and you will be directed to the Manage Address page. If your address information is correct, click the link titled “Click here to transmit your duplicate card request” (Figure 8.2).

Figure 8.2
Then you will see a message, “Your Duplicate Card Request has been successfully processed” (Figure 8.3), indicating that your duplicate card request was a success.

Figure 8.3
Convert to Life

To convert your membership with the VFW to a Life Membership, login to VFW.org, access OMS and click on “Convert to Life” (Figure 9.1).

Figure 9.1
Next, choose to pay for the Life Membership in full, or you may view the Installment Plan (Figure 9.2).

Figure 9.2
Review the membership information and price. When you are ready, click the link titled “Click here to continue” (Figure 9.3)
The next page is for your payment option. You can either choose to “Pay With Your Payment Profile” or choose to “Pay With a Credit Card”, where you can use a different credit card other than your own (Figure 9.4).

Figure 9.4
You will receive a message indicating that your Life Membership Conversion is complete, along with a confirmation email (Figure 9.5).

Figure 9.5
Become Legacy Life

After you login to VFW.org and access OMS, click the link titled “Become Legacy Life”. (Figure 10.1).

Figure 10.1
Next choose the legacy level from the drop down box. Then choose your payment option; notice your payment amount. Then click “continue” (Figure 10.2).
Next choose to make a one-time endowment or annual endowment, and check the box “I agree to terms”. Then click the link titled “View My Order” (Figure 10.3).
Verify that all information is correct as per your selections and click “Yes - Submit My Legacy Life Order” (Figure 10.4).
The next page is for your payment option. You can either choose to “Pay With Your Payment Profile” or choose to “Pay With a Credit Card”, where you can use a different credit card other than your own (Figure 10.5).

Figure 10.5
When you have finished, you will see a message that says “Thank you for becoming a Legacy Life Member. Please check your inbox for a confirmation email (Figure 10.6).