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# Veterans of Foreign Wars

## Online Membership System

### Training Manual

Member

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Last Updated 10/4/2010

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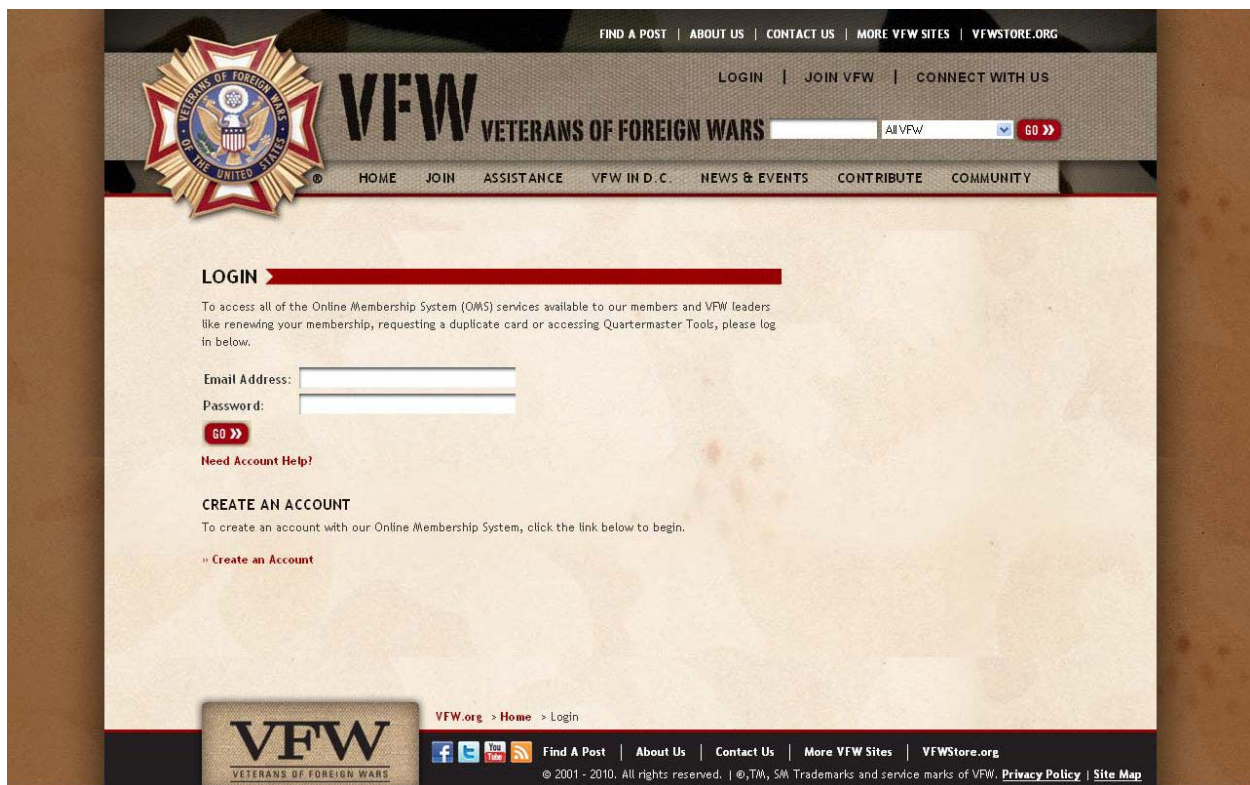
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# Create an Account

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



The screenshot shows the VFW.org website. At the top, there is a navigation bar with links: FIND A POST, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this, there is a secondary navigation bar with links: LOGIN, JOIN VFW, and CONNECT WITH US. The main header features the VFW logo (a Maltese cross with an eagle) and the text "VFW VETERANS OF FOREIGN WARS". To the right of the logo is a search bar with the text "All VFW" and a "GO" button. Below the header is a horizontal menu with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area has a "LOGIN" section with a red bar above it. Below the bar, there is text: "To access all of the Online Membership System (OMS) services available to our members and VFW leaders like renewing your membership, requesting a duplicate card or accessing Quartermaster Tools, please log in below." This is followed by input fields for "Email Address:" and "Password:", and a "GO" button. Below the login section is a "CREATE AN ACCOUNT" section with text: "To create an account with our Online Membership System, click the link below to begin." and a link: "» Create an Account". At the bottom, there is a footer with the VFW logo, the text "VFW.org > Home > Login", social media icons (Facebook, Twitter, YouTube, RSS), and links: Find A Post, About Us, Contact Us, More VFW Sites, and VFWStore.org. The footer also includes copyright information: "© 2001 - 2010. All rights reserved. | ®, TM, SM Trademarks and service marks of VFW. Privacy Policy | Site Map".

**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).

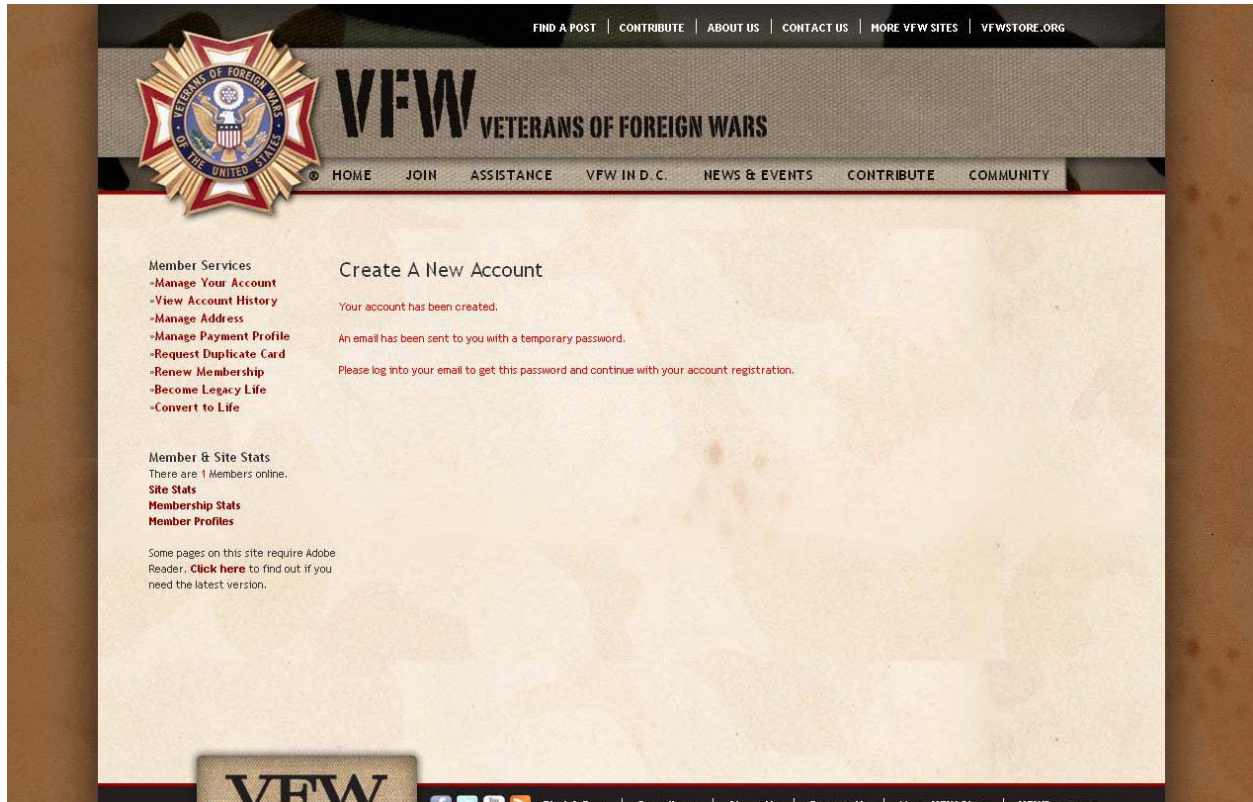
Figure 1.2

The screenshot shows the VFW website's 'Create A New Account' page. At the top, there is a navigation bar with links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this is a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is divided into two columns. The left column contains 'Member Services' (Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, Convert to Life), 'Member & Site Stats' (There are 1 Members online, Site Stats, Membership Stats, Member Profiles), and a note about Adobe Reader. The right column is titled 'Create A New Account' and contains four input fields: 'Your Email Address' (with placeholder 'YourEmail@vfw.org'), 'Your VFW Membership Number' (with placeholder '9986988'), 'Your First Name' (with placeholder 'John'), and 'Your Last Name' (with placeholder 'Smith'). Below these fields is a red link that says 'Click to Create Your New Account'.

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:

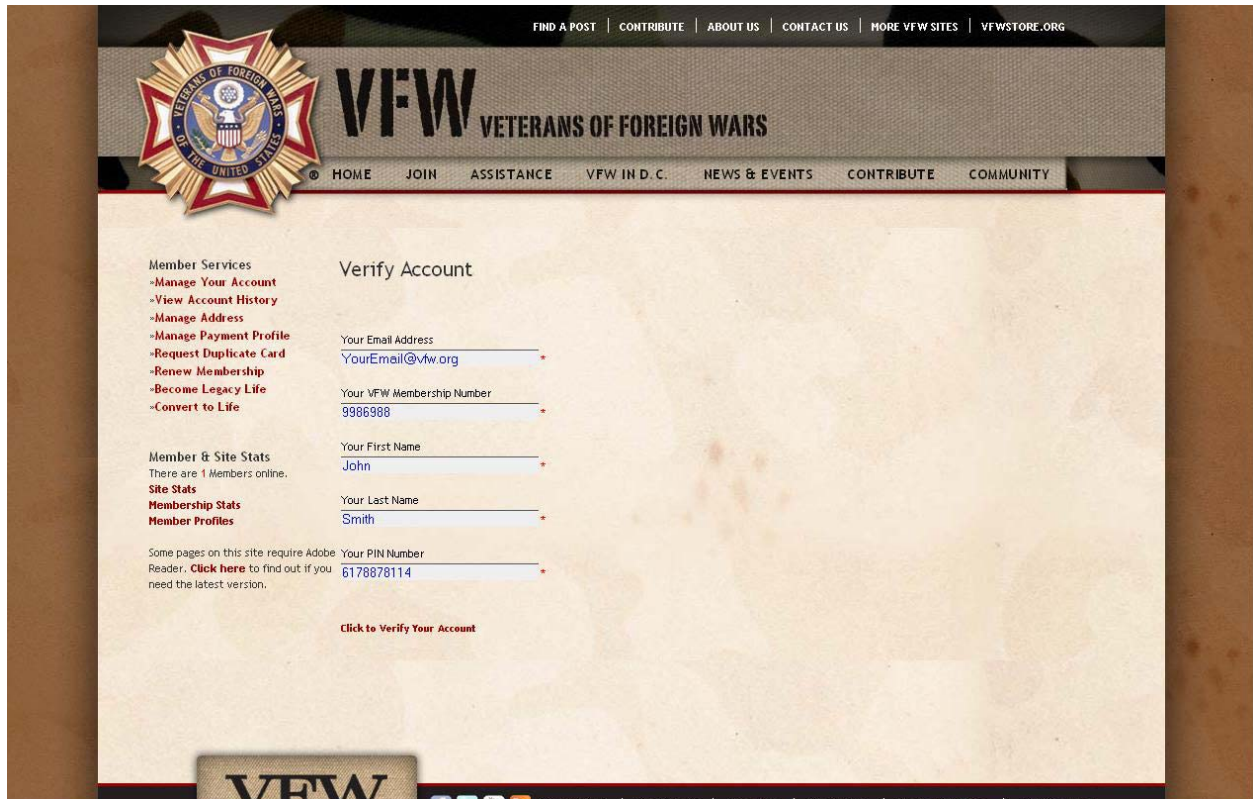
6178878114

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



The screenshot shows the VFW website's account verification page. The header features the VFW logo and navigation links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below the header is a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is divided into two columns. The left column contains links for Member Services (Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, Convert to Life), Member & Site Stats (1 Member online), Site Stats, Membership Stats, and Member Profiles. A note mentions that some pages require an Adobe Reader. The right column is titled 'Verify Account' and contains five input fields: Your Email Address (YourEmail@vfw.org), Your VFW Membership Number (9986988), Your First Name (John), Your Last Name (Smith), and Your PIN Number (6178878114). A red link 'Click to Verify Your Account' is positioned below the input fields.

**VFW VETERANS OF FOREIGN WARS**

FIND A POST | CONTRIBUTE | ABOUT US | CONTACT US | MORE VFW SITES | VFWSTORE.ORG

HOME | JOIN | ASSISTANCE | VFW IN D.C. | NEWS & EVENTS | CONTRIBUTE | COMMUNITY

**Member Services**  
-Manage Your Account  
-View Account History  
-Manage Address  
-Manage Payment Profile  
-Request Duplicate Card  
-Renew Membership  
-Become Legacy Life  
-Convert to Life

**Member & Site Stats**  
There are 1 Members online.  
**Site Stats**  
**Membership Stats**  
**Member Profiles**

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

**Verify Account**

Your Email Address  
YourEmail@vfw.org

Your VFW Membership Number  
9986988

Your First Name  
John

Your Last Name  
Smith

Your PIN Number  
6178878114

[Click to Verify Your Account](#)

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

Member Services

- [Manage Your Account](#)
- [View Account History](#)
- [Manage Address](#)
- [Manage Payment Profile](#)
- [Request Duplicate Card](#)
- [Renew Membership](#)
- [Become Legacy Life](#)
- [Convert to Life](#)

Member & Site Stats

There are 1 Members online.

[Site Stats](#)

[Membership Stats](#)

[Member Profiles](#)

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

**Manage Your New Account**

For security purposes, please change your password. Provide the following information, then click the "Update Password" button.

Old Password:  \*

New Password:  \*

Confirm New Password:  \*

\* indicates a required field

**Update Password**

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



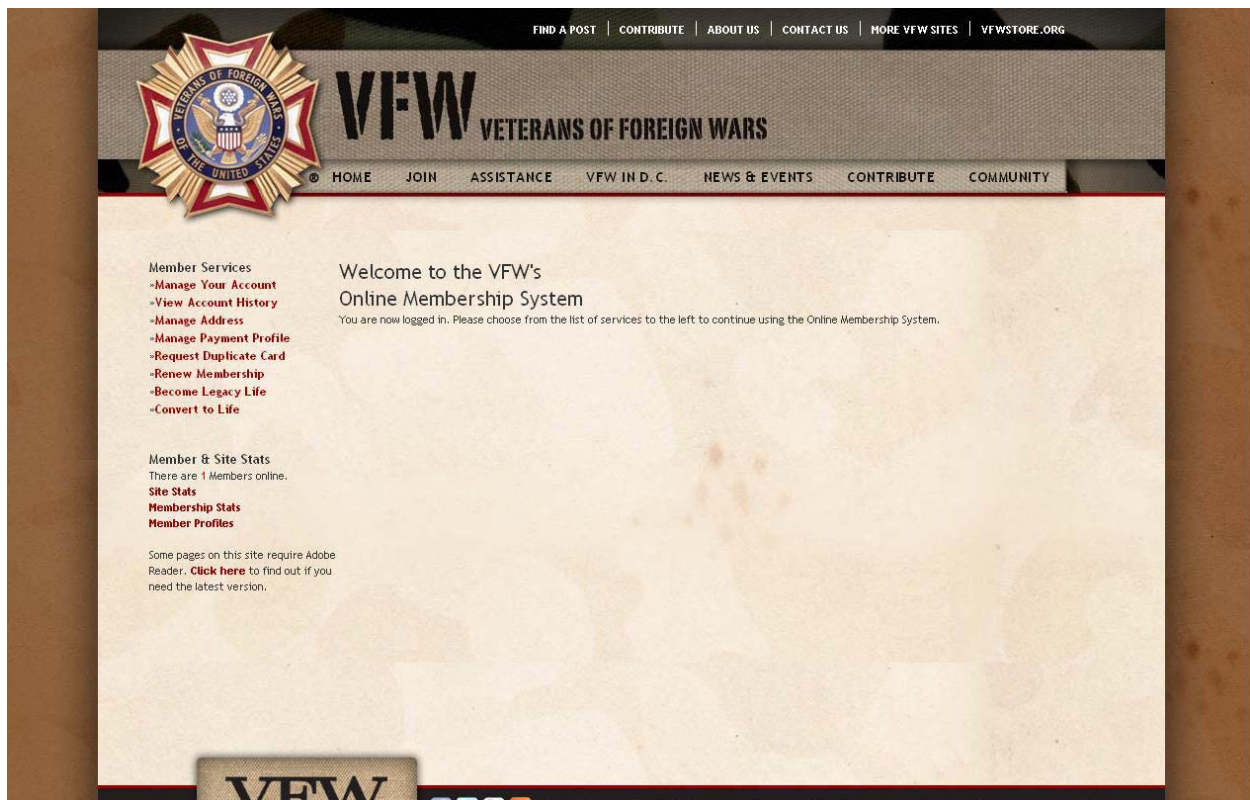


# Change E-Mail Address

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)

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

The screenshot shows the VFW.org website's 'Change Email Address' page. At the top, there is a navigation bar with links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this is the VFW logo and a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is titled 'Change Email Address' and includes a prompt: 'Please provide the following information, then click the "Update Email" button.' There are three input fields: 'Old Email:' with 'member@vfw.org', 'New Email:' with 'newemail@vfw.org', and 'Confirm New Email:' with 'newemail@vfw.org'. Each field has a red asterisk indicating it is a required field. Below the fields is a red 'Update Email' button. On the left side of the page, there are links for 'Member Services' (Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, Convert to Life) and 'Member & Site Stats' (There are 1 Members online, Site Stats, Membership Stats, Member Profiles). At the bottom, there is a note about Adobe Reader and a small VFW logo.

Member Services

- [Manage Your Account](#)
- [View Account History](#)
- [Manage Address](#)
- [Manage Payment Profile](#)
- [Request Duplicate Card](#)
- [Renew Membership](#)
- [Become Legacy Life](#)
- [Convert to Life](#)

Member & Site Stats

There are 1 Members online.

[Site Stats](#)

[Membership Stats](#)

[Member Profiles](#)

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

**Change Email Address**

Please provide the following information, then click the "Update Email" button.

Old Email:  \*

New Email:  \*

Confirm New Email:  \*

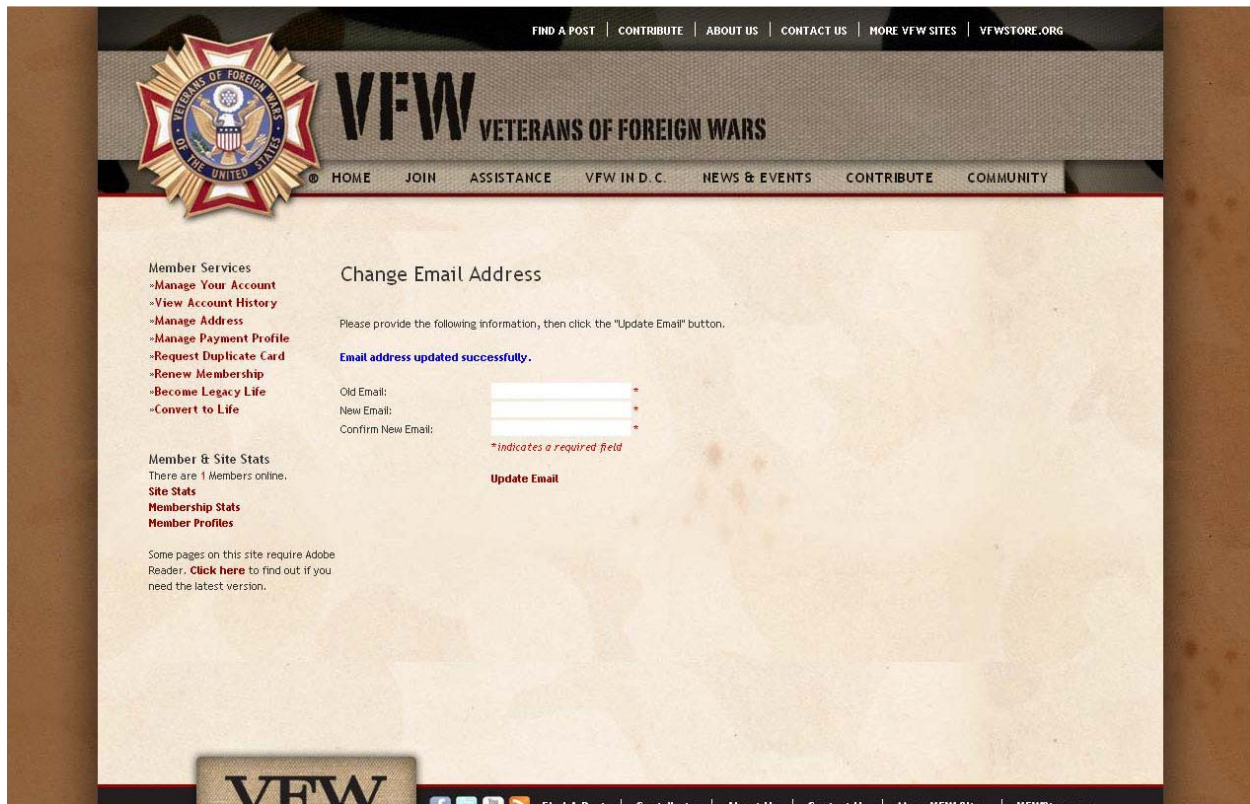
*\*indicates a required field*

**Update Email**



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



The screenshot shows the VFW Veterans of Foreign Wars website. The top navigation bar includes links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. The main header features the VFW logo and the text "VETERANS OF FOREIGN WARS". Below the header is a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY.

The main content area is titled "Change Email Address". It contains a message: "Email address updated successfully." Below this message are three input fields: "Old Email:", "New Email:", and "Confirm New Email:". Each field has a red asterisk to its right, indicating it is a required field. Below the input fields is a red "Update Email" button. A red note below the button states: "\*Indicates a required field".

On the left side of the page, there is a "Member Services" section with links: Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, and Convert to Life. Below this is a "Member & Site Stats" section with text: "There are 1 Members online." and links for Site Stats, Membership Stats, and Member Profiles. At the bottom of the page, there is a small VFW logo and a note: "Some pages on this site require Adobe Reader. Click here to find out if you need the latest version."



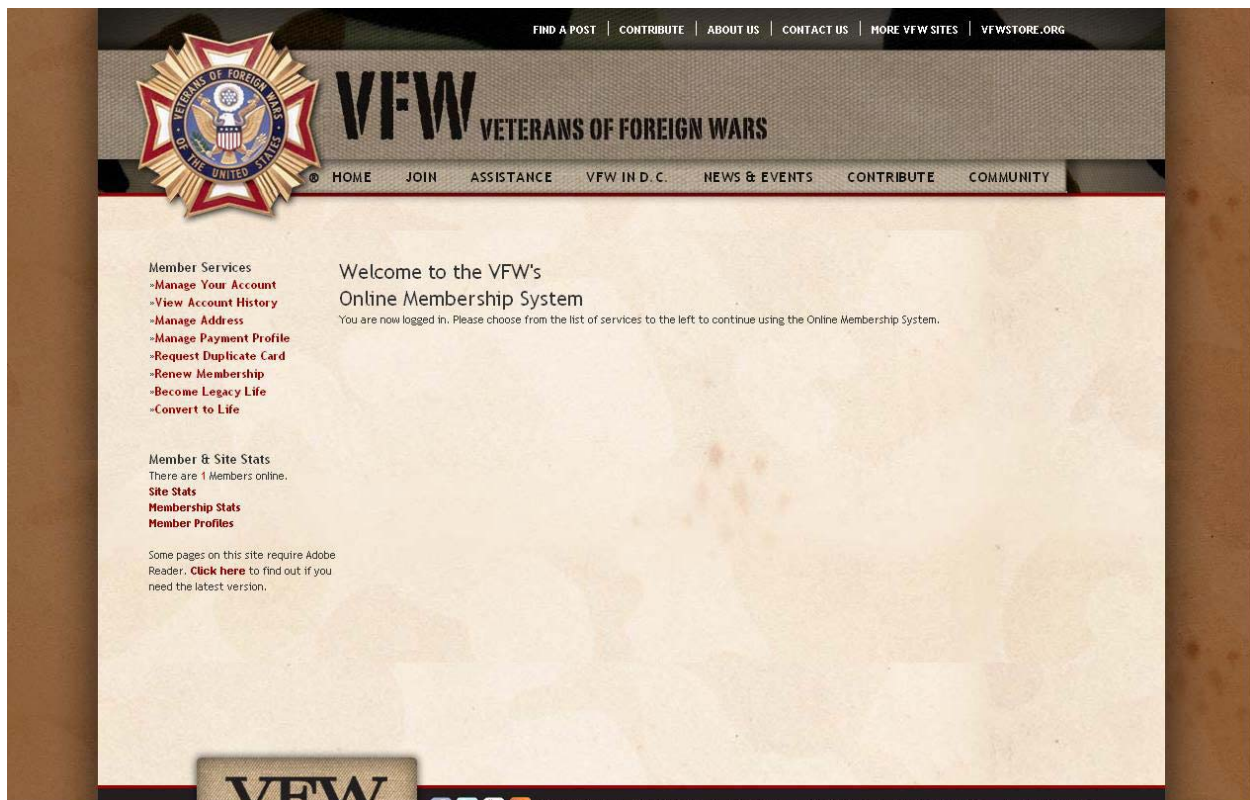
# Change Password

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



**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

The screenshot displays the VFW Veterans of Foreign Wars website. At the top, there is a navigation bar with links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this is a header section featuring the VFW logo and the text 'VETERANS OF FOREIGN WARS'. A secondary navigation bar includes links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY.

The main content area is divided into two columns. The left column contains 'Member Services' with links: Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, and Convert to Life. Below this is 'Member & Site Stats' showing 'There are 1 Members online.' and links for Site Stats, Membership Stats, and Member Profiles. A note at the bottom of the left column states: 'Some pages on this site require Adobe Reader. Click here to find out if you need the latest version.'

The right column is titled 'Change Password'. It contains the instruction: 'Please provide the following information, then click the "Update Password" button.' Below this are three password fields: 'Old Password:', 'New Password:', and 'Confirm New Password:'. Each field is represented by a series of dots and has an asterisk (\*) to its right, indicating it is a required field. A red note below the fields states: '\*Indicates a required field'. At the bottom of the form is a button labeled 'Update Password'.



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

The screenshot shows the VFW.org website's 'Change Password' page. At the top, there is a navigation bar with links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this is the VFW logo and the text 'VETERANS OF FOREIGN WARS'. A secondary navigation bar includes links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is titled 'Change Password' and contains the instruction: 'Please provide the following information, then click the "Update Password" button.' Below this, a message states 'Password updated successfully.' in blue text. There are three input fields for 'Old Password:', 'New Password:', and 'Confirm New Password:', each with a red asterisk indicating it is a required field. A red note below the fields says '\*Indicates a required field'. At the bottom of the form is a red 'Update Password' button. On the left side of the page, there is a 'Member Services' section with links: Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, and Convert to Life. Below this is a 'Member & Site Stats' section showing 'There are 1 Members online.' and links for Site Stats, Membership Stats, and Member Profiles. At the very bottom, a small note mentions that some pages require Adobe Reader and provides a link to find out more.

FIND A POST | CONTRIBUTE | ABOUT US | CONTACT US | MORE VFW SITES | VFWSTORE.ORG

**VFW** VETERANS OF FOREIGN WARS

HOME | JOIN | ASSISTANCE | VFW IN D.C. | NEWS & EVENTS | CONTRIBUTE | COMMUNITY

**Member Services**  
-Manage Your Account  
-View Account History  
-Manage Address  
-Manage Payment Profile  
-Request Duplicate Card  
-Renew Membership  
-Become Legacy Life  
-Convert to Life

**Member & Site Stats**  
There are 1 Members online.  
**Site Stats**  
**Membership Stats**  
**Member Profiles**

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

### Change Password

Please provide the following information, then click the "Update Password" button.

**Password updated successfully.**

Old Password:  \*

New Password:  \*

Confirm New Password:  \*

*\*Indicates a required field*

**Update Password**

**VFW**

FIND A POST | CONTRIBUTE | ABOUT US | CONTACT US | MORE VFW SITES | VFWSTORE.ORG

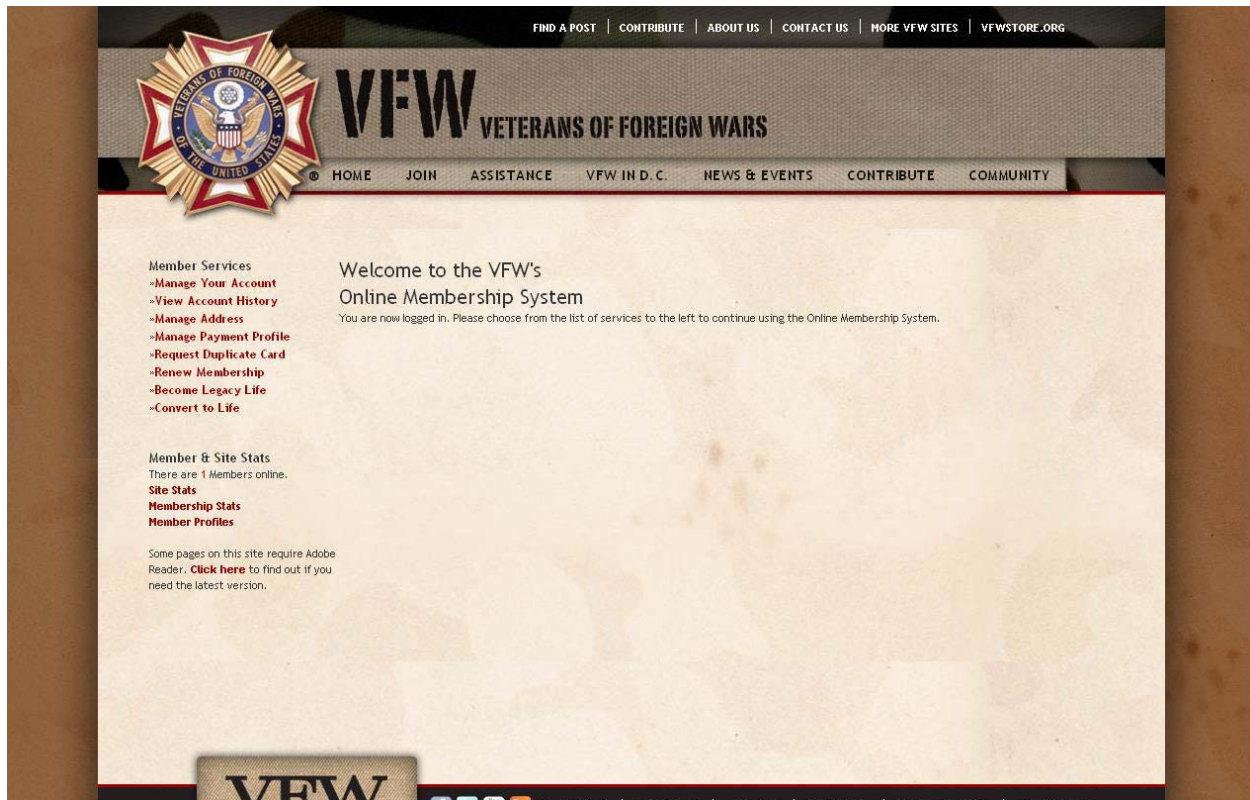


# View Account History

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

The screenshot shows the VFW website's 'Account History' page. At the top, there is a navigation bar with links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this is the VFW logo and a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is divided into two columns. The left column, titled 'Member Services', lists several links: Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, and Convert to Life. Below this is a section for 'Member & Site Stats' showing 1 member online, and links for Site Stats, Membership Stats, and Member Profiles. A note at the bottom of the left column states: 'Some pages on this site require Adobe Reader. Click here to find out if you need the latest version.' The right column, titled 'Account History', contains a table with the following data:

Date	Type	Status	
9/30/2010 10:50:48 AM	Address Change	Pending	<a href="#">Details</a>

**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

The screenshot shows the VFW website's 'Account History Detail' page. The header features the VFW logo and navigation links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below the header is a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D. C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is divided into two columns. The left column contains 'Member Services' with links: Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, and Convert to Life. Below this is 'Member & Site Stats' showing 1 member online, and 'Site Stats' with links for Membership Stats and Member Profiles. A note at the bottom left states: 'Some pages on this site require Adobe Reader. Click here to find out if you need the latest version.' The right column is titled 'Account History Detail' and shows an 'Address Change Request (Ref # 64)' created on 9/30/2010 at 10:50:48 AM. Below this is a table with the following data:

Status	Card #	Member	Address
Pending	9987015	Daffy Duck	321 Anystreet AnyCity MO 12345 United States

Below the table is a red link labeled 'Return to Account History'. The footer of the page includes the VFW logo and a row of social media icons.



# 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

The screenshot displays the VFW website's 'Manage Your Address' page. The header features the VFW logo and navigation links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below the header is a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is divided into two columns. The left column contains 'Member Services' (Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, Convert to Life) and 'Member & Site Stats' (1 Member online, Site Stats, Membership Stats, Member Profiles). The right column is titled 'Manage Your Address' and contains a form with the following fields: Address (321 Anystreet), a checkbox for 'This is a U.S. address (including APO and FPO)', City (AnyCity), State (MO), Zip Code (12345), and Country (United States). A red asterisk indicates a required field. Below the form is a 'PLEASE NOTE' about the validation process and a 'Validate Address' button. The footer shows the VFW logo and a note about Adobe Reader.

Member Services

- Manage Your Account
- View Account History
- Manage Address
- Manage Payment Profile
- Request Duplicate Card
- Renew Membership
- Become Legacy Life
- Convert to Life

Member & Site Stats

There are 1 Members online.

Site Stats

Membership Stats

Member Profiles

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

Manage Your Address

Address: 321 Anystreet \*

☒ This is a U.S. address (including APO and FPO)

City: AnyCity \*

State: MO \*

Zip Code: 12345 \*

Country: United States \*

*\*Indicates a required field*

**PLEASE NOTE:** Address validation could take up to 1 (one) minute to complete after you click the "Validate Address" button. Do not click "Refresh" or use your browser's "Back" button before the validation process has completed.

**Validate Address**

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

The screenshot shows the VFW Veterans of Foreign Wars website. The header includes the VFW logo and navigation links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below the header is a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is titled 'Manage Your Address' and contains a form with the following fields: Address (321 Anystreet), City (AnyCity), State (MO), Zip Code (12345), and Country (United States). A checkbox indicates 'This is a U.S. address (including APO and FPO)'. A red asterisk indicates a required field. A 'PLEASE NOTE' section states: 'Address validation could take up to 1 (one) minute to complete after you click the "Validate Address" button. Do not click "Refresh" or use your browser's "Back" button before the validation process has completed.' A 'Submit' button is located at the bottom of the form. On the left side of the page, there are links for Member Services (Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, Convert to Life) and Member & Site Stats (There are 1 Members online, Site Stats, Membership Stats, Member Profiles). A note at the bottom left states: 'Some pages on this site require Adobe Reader. Click here to find out if you need the latest version.'

Member Services

- [Manage Your Account](#)
- [View Account History](#)
- [Manage Address](#)
- [Manage Payment Profile](#)
- [Request Duplicate Card](#)
- [Renew Membership](#)
- [Become Legacy Life](#)
- [Convert to Life](#)

Member & Site Stats

There are 1 Members online.

Site Stats

Membership Stats

Member Profiles

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

Manage Your Address

Address: 321 Anystreet \*

☒ This is a U.S. address (including APO and FPO)

City: AnyCity \*

State: MO \*

Zip Code: 12345 \*

Country: United States \*

*\*Indicates a required field*

**PLEASE NOTE:** Address validation could take up to 1 (one) minute to complete after you click the "Validate Address" button. Do not click "Refresh" or use your browser's "Back" button before the validation process has completed.

321 Anystreet  
AnyCity MO 12345  
United States

[Submit](#)

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).

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

The screenshot shows the VFW website's 'Manage Your Payment Profile' page. At the top, there is a navigation bar with links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this is a header with the VFW logo and the text 'VETERANS OF FOREIGN WARS'. A secondary navigation bar includes links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is divided into two columns. The left column, titled 'Member Services', lists links: Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, and Convert to Life. Below this is a 'Member & Site Stats' section showing 'There are 1 Members online.' and links for 'Site Stats', 'Membership Stats', and 'Member Profiles'. A note at the bottom of the left column states: 'Some pages on this site require Adobe Reader. Click here to find out if you need the latest version.' The right column is titled 'Manage Your Payment Profile' and contains the text 'This is Your Payment Profile'. It features a section 'Choose Which Profile Type to Use' with two radio button options: 'Bank Account' and 'Credit Card'. Below this is a 'Recurring' section with two radio button options: 'NO - do not make this profile recurring' and 'YES - make this profile recurring'. The VFW logo is visible in the bottom left corner of the page.

**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

The screenshot shows the VFW website's 'Manage Your Payment Profile' page. The header includes the VFW logo and navigation links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below the header is a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is titled 'Manage Your Payment Profile' and includes a sub-header 'This is Your Payment Profile'. It features a form with two fields: 'Credit Card Number' (a text input) and 'Credit Card Expiration Date' (a dropdown menu showing 'January' and '2009'). Below the form are three links: 'Create This Profile', 'Change Profile Type', and 'Cancel'. On the left side of the page, there is a sidebar with 'Member Services' (Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, Convert to Life), 'Member & Site Stats' (There are 1 Members online.), 'Site Stats', 'Membership Stats', and 'Member Profiles'. At the bottom of the sidebar, there is a note: 'Some pages on this site require Adobe Reader. Click here to find out if you need the latest version.'

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

The screenshot shows the VFW website's 'Manage Your Payment Profile' page. The header includes the VFW logo and navigation links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below the header is a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is divided into two columns. The left column contains 'Member Services' (Manage Your Account, View Account History, Manage Address, Manage Payment Profile, Request Duplicate Card, Renew Membership, Become Legacy Life, Convert to Life) and 'Member & Site Stats' (1 Member online, Site Stats, Membership Stats, Member Profiles). The right column is titled 'Manage Your Payment Profile' and displays the current profile information: Bank Name (bank), Bank Account Type (Savings), Account Number (7655432), and Routing Number (5555555555555555). Below this information are three links: Edit This Profile, Change Profile Type, and Cancel. A footer note mentions that some pages require Adobe Reader and provides a link to find out more.

**VFW VETERANS OF FOREIGN WARS**

FIND A POST | CONTRIBUTE | ABOUT US | CONTACT US | MORE VFW SITES | VFWSTORE.ORG

HOME | JOIN | ASSISTANCE | VFW IN D.C. | NEWS & EVENTS | CONTRIBUTE | COMMUNITY

**Member Services**

- Manage Your Account
- View Account History
- Manage Address
- Manage Payment Profile
- Request Duplicate Card
- Renew Membership
- Become Legacy Life
- Convert to Life

**Member & Site Stats**

There are 1 Members online.

**Site Stats**

Membership Stats

Member Profiles

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

**Manage Your Payment Profile**

This is Your Payment Profile

Bank Name	Bank Account Type
bank	Savings
Account Number	Routing Number
7655432	5555555555555555

[Edit This Profile](#)

[Change Profile Type](#)

[Cancel](#)



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

Figure 6.6

**VFW VETERANS OF FOREIGN WARS**

[FIND A POST](#) | [CONTRIBUTE](#) | [ABOUT US](#) | [CONTACT US](#) | [MORE VFW SITES](#) | [VFWSTORE.ORG](#)

[HOME](#) | [JOIN](#) | [ASSISTANCE](#) | [VFW IN D.C.](#) | [NEWS & EVENTS](#) | [CONTRIBUTE](#) | [COMMUNITY](#)

**Member Services**

- [Manage Your Account](#)
- [View Account History](#)
- [Manage Address](#)
- [Manage Payment Profile](#)
- [Request Duplicate Card](#)
- [Renew Membership](#)
- [Become Legacy Life](#)
- [Convert to Life](#)

**Member & Site Stats**

There are 1 Members online.

**Site Stats**

**Membership Stats**

**Member Profiles**

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

### Manage Your Payment Profile

This is Your Payment Profile

Bank Name	Bank Account Type
bank	Savings
Account Number	Routing Number
7655432	55555555555555

[Save This Profile](#)

[Change Profile Type](#)

[Cancel](#)

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

Figure 6.7



# 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).

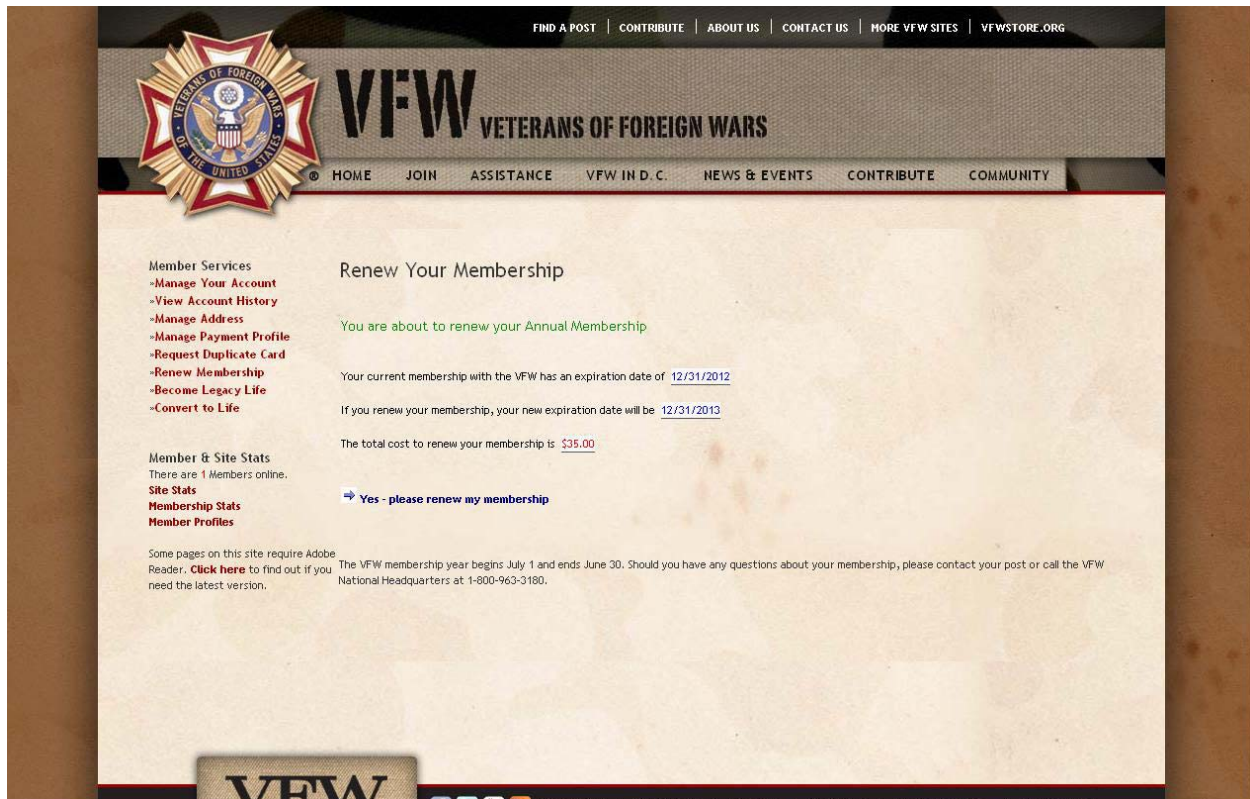
Figure 7.1





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





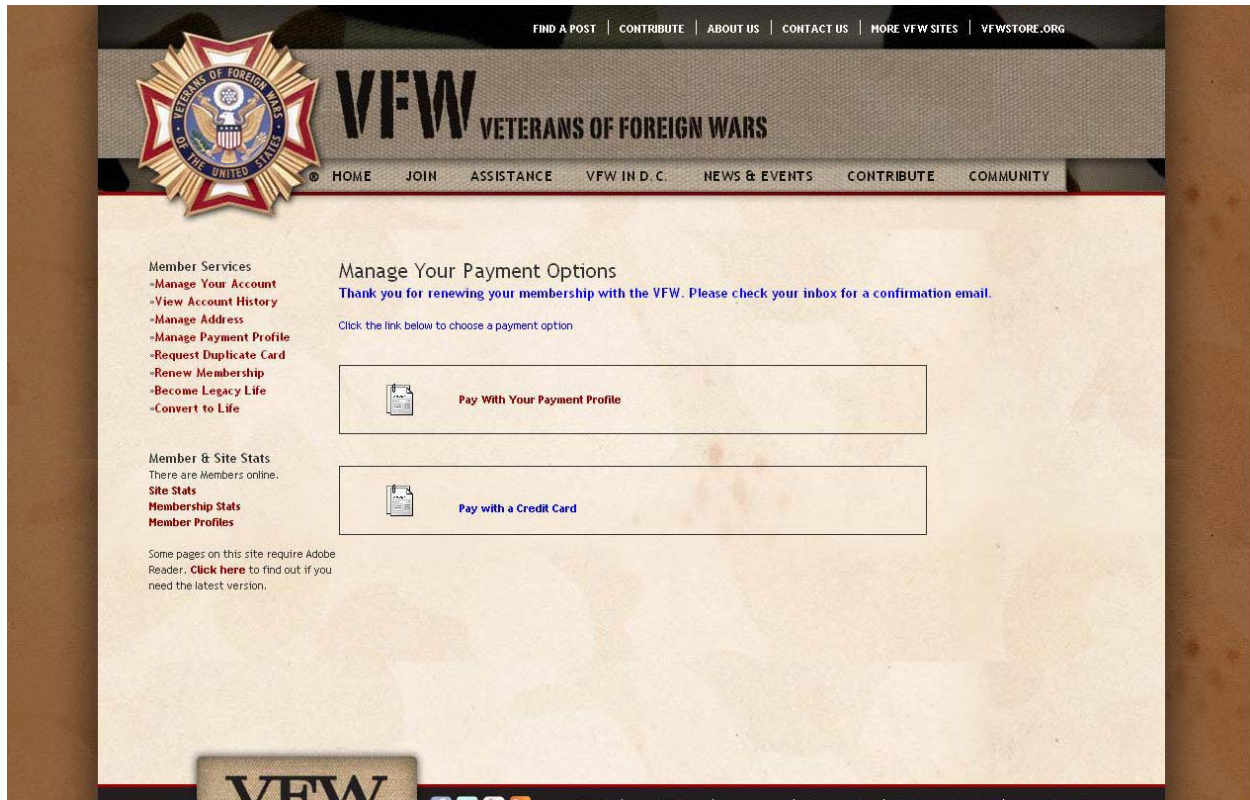
The next page is for your payment option. You can either choose to “Pay With Your Payment Profile” or choose to “Pay With a Credit Card”, where you can use a different credit card other than your own (Figure 7.3). Click the link for the option you wish to choose.

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).

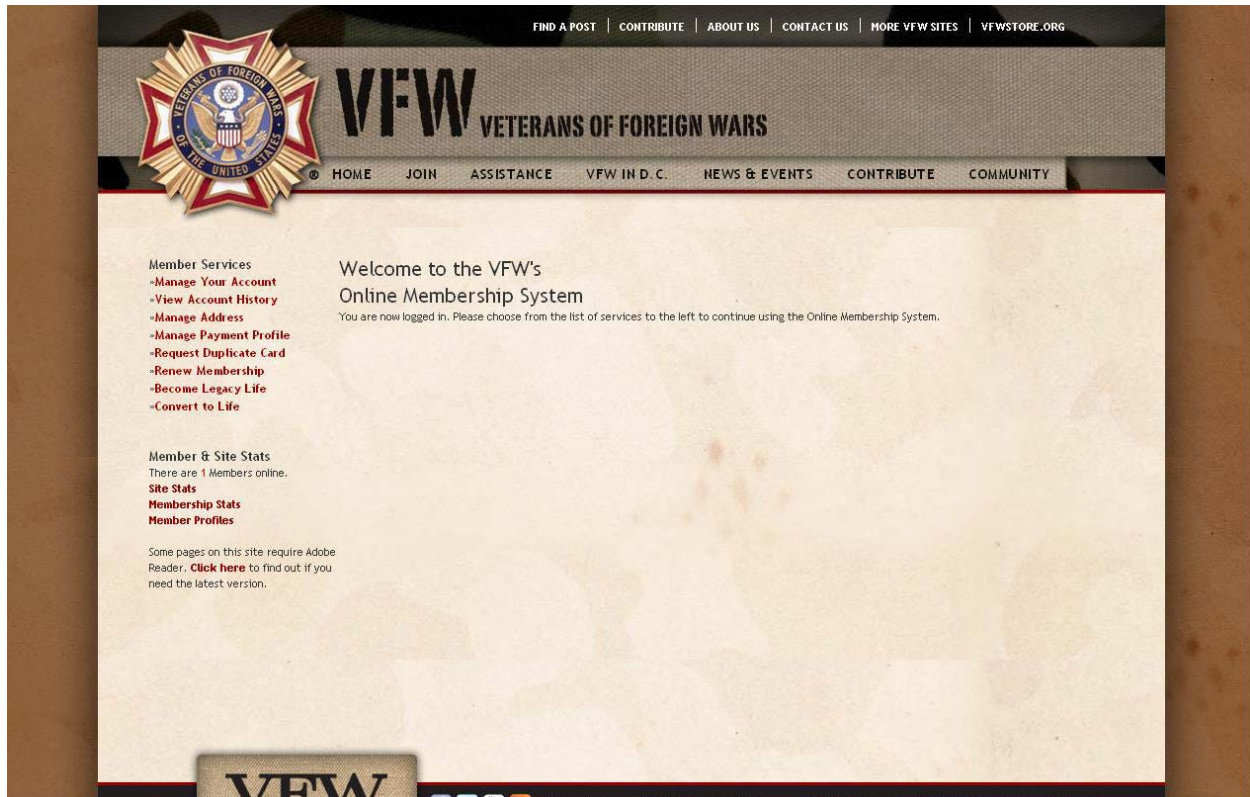
Figure 7.4



# 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).

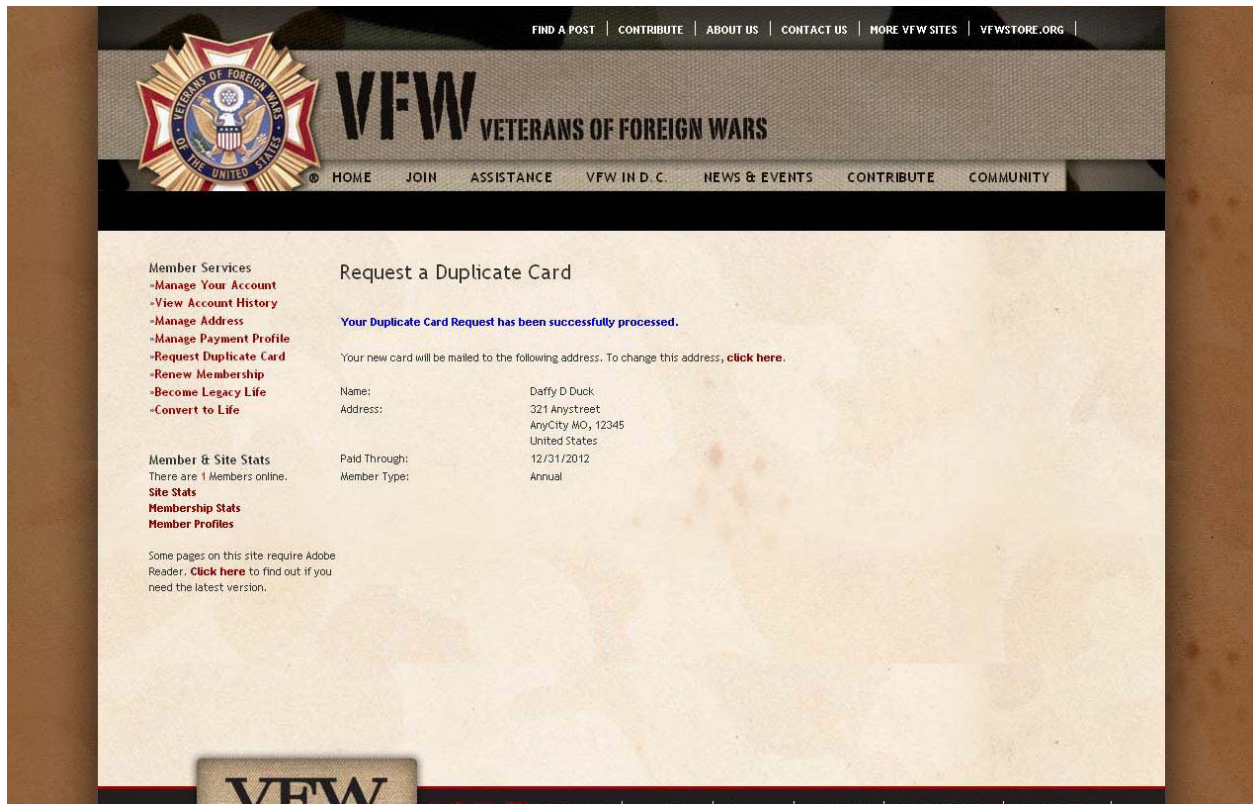
Figure 8.2





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.

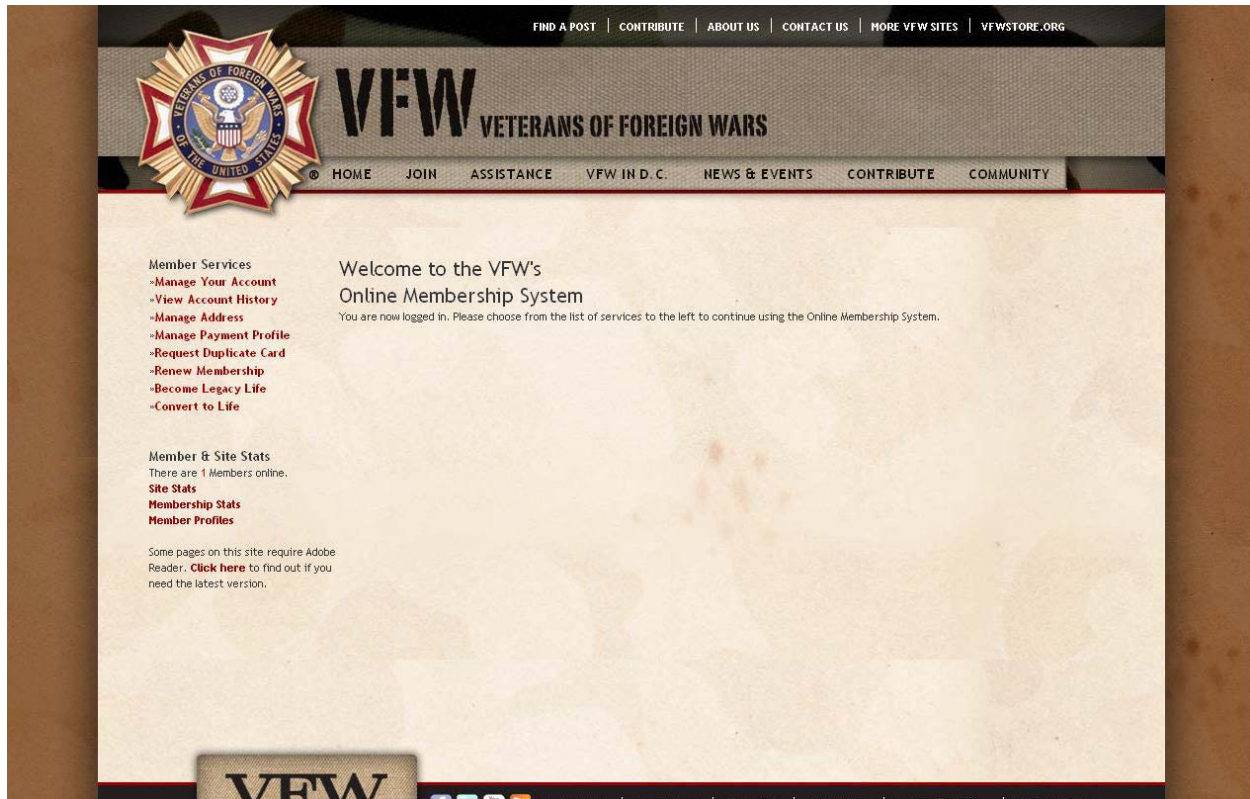
Figure 8.3



# Convert to Life

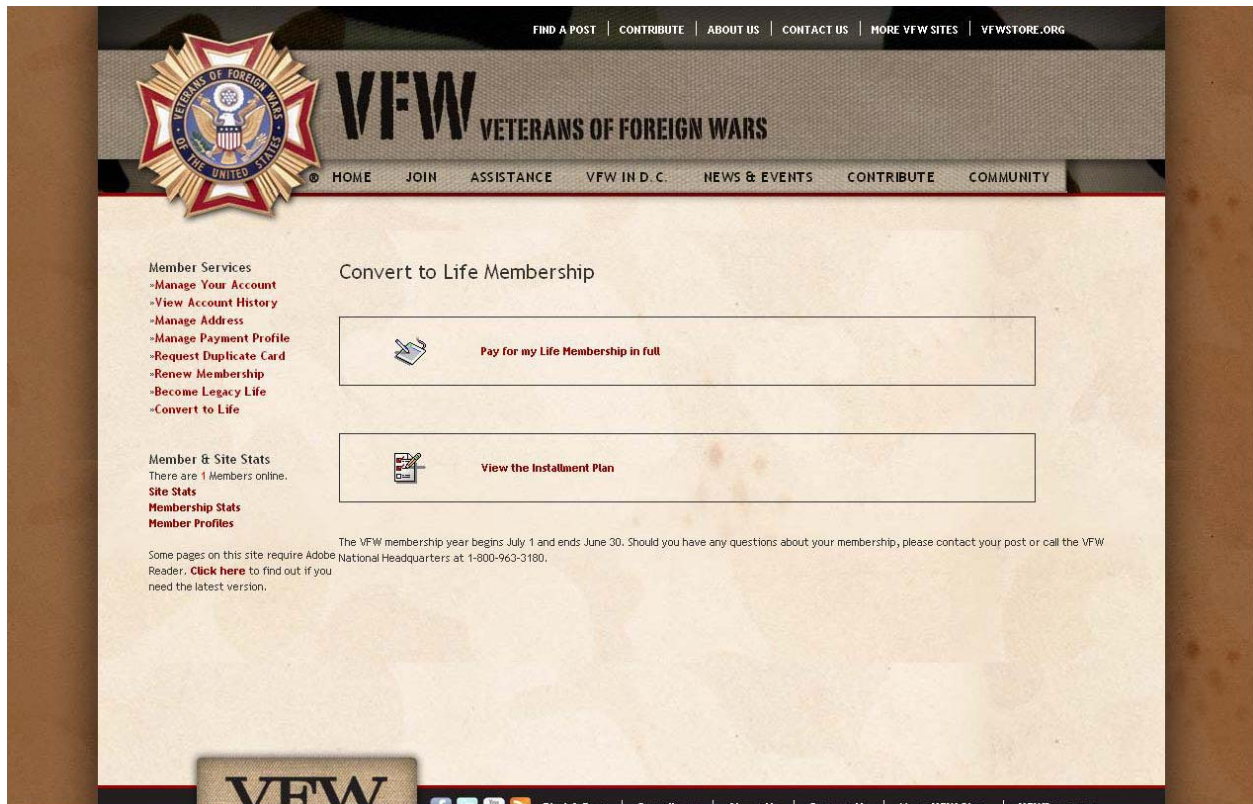
To convert your membership with the VFW to a Life Membership, login to VFW.org, access OMS and click on “Convert to Life” (Figure 9.1).

Figure 9.1



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

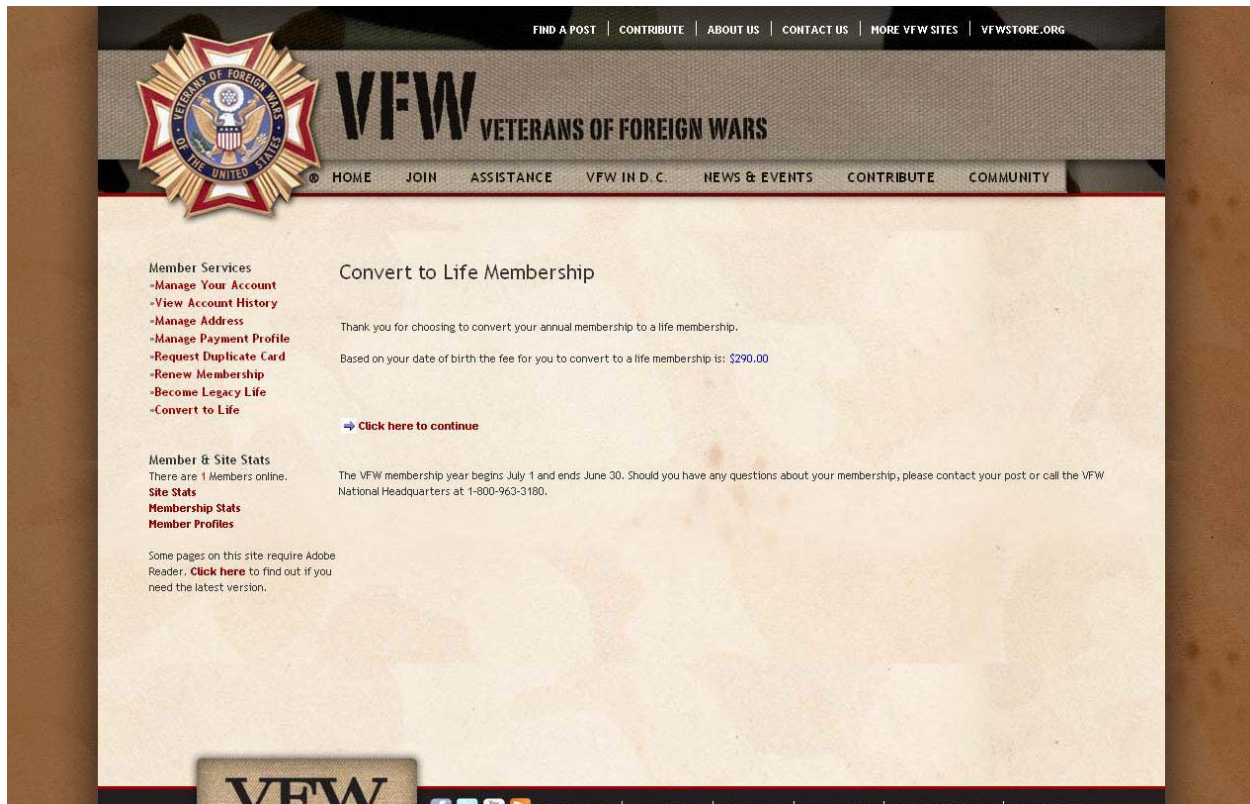
Figure 9.2





Review the membership information and price. When you are ready, click the link titled “Click here to continue” (Figure 9.3)

Figure 9.3



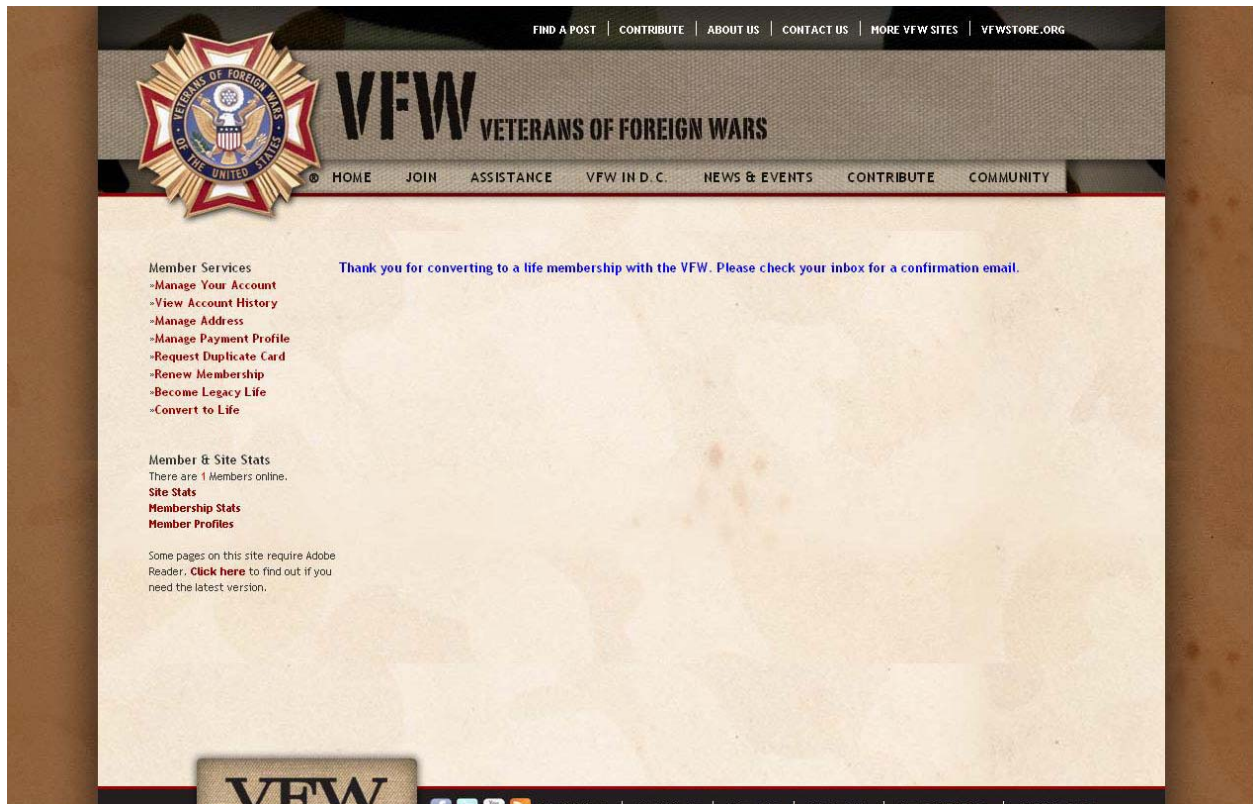
The next page is for your payment option. You can either choose to “Pay With Your Payment Profile” or choose to “Pay With a Credit Card”, where you can use a different credit card other than your own (Figure 9.4).

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

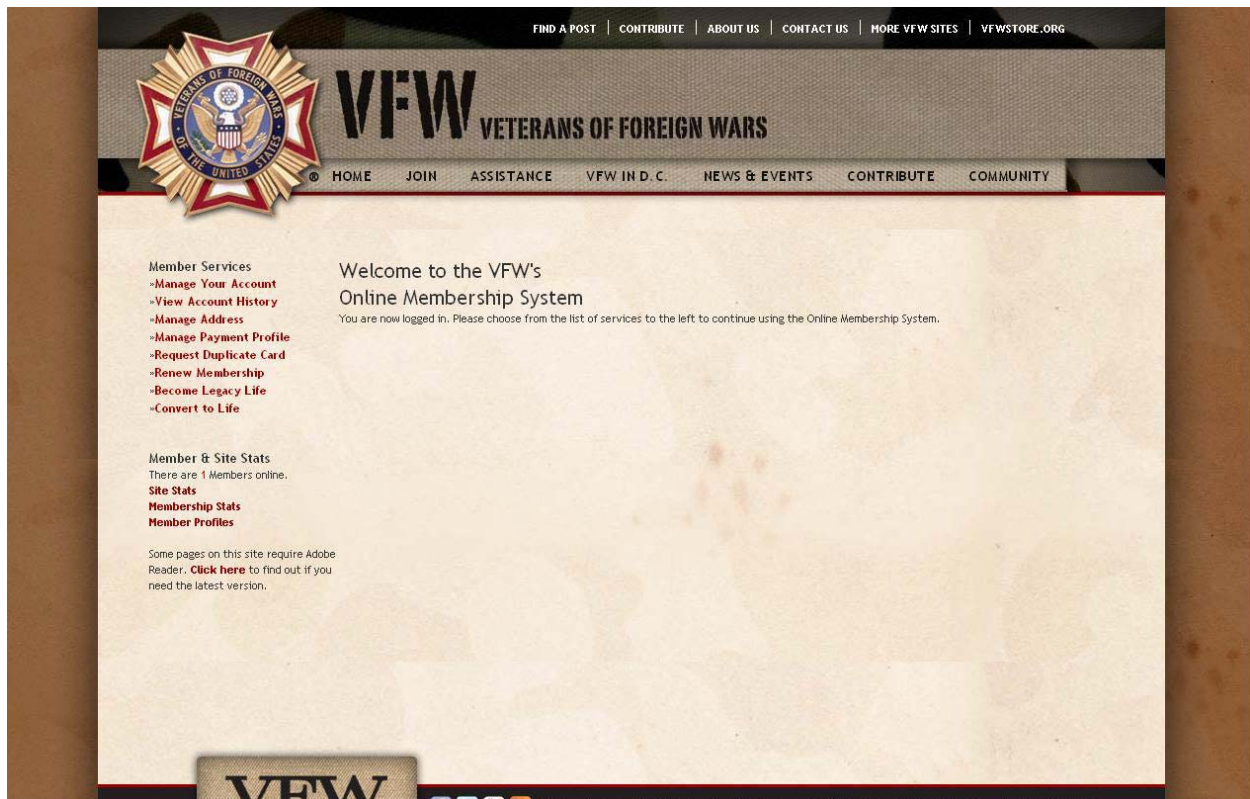




# Become Legacy Life

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).

Figure 10.2

The screenshot shows the VFW website's 'Convert to Legacy Life' page. At the top, there is a navigation bar with links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this is the VFW logo and a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D. C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is titled 'Convert to Legacy Life' and includes a section for 'Member Services' with links like 'Manage Your Account', 'View Account History', 'Manage Address', 'Manage Payment Profile', 'Request Duplicate Card', 'Renew Membership', 'Become Legacy Life', and 'Convert to Life'. There is also a 'Member & Site Stats' section. The form itself asks for 'Legacy Level' (with 'Bronze' selected) and 'Payment Option' (with 'One-Time' selected). The 'Payment Amount' is displayed as '\$400'. A 'Continue' button is at the bottom of the form. A footer note states: 'The VFW membership year begins July 1 and ends June 30. Should you have any questions about your membership, please contact your post or call the VFW National Headquarters at 1-800-963-3180.'

FIND A POST | CONTRIBUTE | ABOUT US | CONTACT US | MORE VFW SITES | VFWSTORE.ORG

**VFW** VETERANS OF FOREIGN WARS

HOME JOIN ASSISTANCE VFW IN D. C. NEWS & EVENTS CONTRIBUTE COMMUNITY

**Member Services**  
-Manage Your Account  
-View Account History  
-Manage Address  
-Manage Payment Profile  
-Request Duplicate Card  
-Renew Membership  
-Become Legacy Life  
-Convert to Life

**Member & Site Stats**  
There are Members online.  
**Site Stats**  
**Membership Stats**  
**Member Profiles**

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

### Convert to Legacy Life

Please provide the information below.

**Legacy Level:**  
Bronze

**Payment Option:**  
☒ One-Time  
☐ Installment Quarterly by Mail  
☐ Automatically bill me quarterly

**Payment Amount:** \$400

[Continue](#)

The VFW membership year begins July 1 and ends June 30. Should you have any questions about your membership, please contact your post or call the VFW National Headquarters at 1-800-963-3180.

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).

Figure 10.3

The screenshot shows the VFW website's 'Convert to Legacy Life' page. At the top, there is a navigation bar with links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this is the VFW logo and a secondary navigation bar with links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY. The main content area is titled 'Convert to Legacy Life' and includes a section for 'Member Services' with links like 'Manage Your Account', 'View Account History', 'Manage Address', 'Manage Payment Profile', 'Request Duplicate Card', 'Renew Membership', 'Become Legacy Life', and 'Convert to Life'. There is also a 'Member & Site Stats' section. The 'Convert to Legacy Life' section itself asks the user to provide information and offers two options: 'Make a One-Time Endowment' (selected) and 'Continue the Annual Endowment'. A checkbox for 'I hereby agree to the terms and conditions of the Legacy Life Membership Plan' is checked. A 'View My Order' button is visible. At the bottom, there is a disclaimer about Adobe Reader and a note about the VFW membership year.

FIND A POST | CONTRIBUTE | ABOUT US | CONTACT US | MORE VFW SITES | VFWSTORE.ORG

**VFW** VETERANS OF FOREIGN WARS

HOME JOIN ASSISTANCE VFW IN D.C. NEWS & EVENTS CONTRIBUTE COMMUNITY

**Member Services**  
-Manage Your Account  
-View Account History  
-Manage Address  
-Manage Payment Profile  
-Request Duplicate Card  
-Renew Membership  
-Become Legacy Life  
-Convert to Life

**Member & Site Stats**  
There are Members online.  
**Site Stats**  
**Membership Stats**  
**Member Profiles**

**Convert to Legacy Life**

Please provide the information below.

**Upon my demise:**  
☒ Make a One-Time Endowment  
☐ Continue the Annual Endowment

☒ hereby agree to the terms and conditions of the Legacy Life Membership Plan.  
(click [here](#) to view the Legacy Life Terms and Conditions)

[View My Order](#)

Some pages on this site require Adobe Reader. [Click here](#) to find out if you need the latest version.

The VFW membership year begins July 1 and ends June 30. Should you have any questions about your membership, please contact your post or call the VFW National Headquarters at 1-800-963-3180.



Verify that all information is correct as per your selections and click “Yes - Submit My Legacy Life Order” (Figure 10.4).

Figure 10.4

The screenshot shows the VFW (Veterans of Foreign Wars) website interface. At the top, there is a navigation bar with links: FIND A POST, CONTRIBUTE, ABOUT US, CONTACT US, MORE VFW SITES, and VFWSTORE.ORG. Below this is the VFW logo and the text "VETERANS OF FOREIGN WARS". A secondary navigation bar includes links: HOME, JOIN, ASSISTANCE, VFW IN D.C., NEWS & EVENTS, CONTRIBUTE, and COMMUNITY.

The main content area is titled "Convert to Legacy Life". It contains a form for "Your Legacy Life Order". The form includes the following fields and options:

- Legacy Level:** A dropdown menu with "Bronze" selected.
- Payment Option:** A dropdown menu with "One-Time" selected.
- Payment Amount:** A text input field containing "\$400".
- Upon my demise:** A dropdown menu with "Make a One-Time Endowment" selected.

On the left side of the page, there is a sidebar with the following sections:

- Member Services**
  - Manage Your Account
  - View Account History
  - Manage Address
  - Manage Payment Profile
  - Request Duplicate Card
  - Renew Membership
  - Become Legacy Life
  - Convert to Life
- Member & Site Stats**
  - There are Members online.
  - Site Stats
  - Membership Stats
  - Member Profiles

At the bottom of the sidebar, there is a note: "Some pages on this site require Adobe Reader. Click here to find out if you need the latest version." Below this note is a button labeled "Yes - Submit My Legacy Life Order".

At the bottom of the main content area, there is a small text block: "The VFW membership year begins July 1 and ends June 30. Should you have any questions about your membership, please contact your post or call the VFW National Headquarters at 1-800-963-3180."

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).

Figure 10.6

