

Army FRG and eArmy Family Messaging Integration

Frequently Asked Questions

Why are eAFMS and Army FRG combining?

What does this integration entail?

As part of the ongoing efforts to consolidate Army systems and to take fiscal responsibility, we are integrating eAFMS into the Army FRG system. The Army FRG system was created to be used as a tool for communication and dissemination of information for Soldiers and Family members. Integrating eAFMS adds an additional tool to this resource.

This integration will occur in stages:

1. Army FRG Unit sites need to be created if they are not already established. (ongoing)
2. Single Sign In functionality on Army FRG (Option currently available)
 - a. Users who currently log into eAFMS through www.earmyfamily.com will now access eAFMS through logging into your vFRG Unit site. You will find the link on the Featured menu list.
 - b. You will still manage user account information and messaging activities through eAFMS during this stage.
3. Data migration from eAFMS into Army FRG (30 September 2011)
 - a. The first stage is to bring all user data into Army FRG and map the groups and user data to the appropriate established vFRG Unit site.
 - i. Soldiers and Family members that do not have a vFRG user account will have one automatically created for them during the import process.
 - ii. Sponsor User accounts will only be created if the Soldier is matched in the vFRG Sponsor database.
 - iii. Family Member user accounts will only be automatically created if they are associated to a Sponsor in the Sponsor database. Limited to two (2) Family members per Sponsor.
 - b. User and Group management will be maintained in Army FRG and updates will automatically get sent to eAFMS behind the scenes.
 - c. **Important:** FRG Admins will have to assign their eAFMS groups to the vFRG Unit site as part of the mapping process from within Army FRG.
 - d. New users or groups will be created in Army FRG and sent over to eAFMS.

4. Messaging interface on Army FRG – (early October, 2011)
 - a. In order to create a seamless integration, a messaging interface will be established on the vFRG Unit site to send out messages using eAFMS but without having to go to separate site to manage it.
 - b. All Sponsors and Family members need to be subscribed to your Unit website in order to receive messages. The deadline for subscriptions is 30 September 2011.
 - c. The eAFMS site will still be available for Administrators to send messages in parallel to allow for transitioning. However, no new users, groups or uploads will be available through eAFMS. All user management will be handled in Army FRG.

How can I make the migration as smooth as possible?

The first thing is to update your Sponsor Database on Army FRG and your user database on eAFMS.

Next, make sure your user entries on eAFMS have as much of their profile information as possible. The eAFMS data will be matched against your users on Army FRG via their first and last names, last four digits of social security number (for Sponsors) and email addresses. Notify your users that they will want to update their profiles on Army FRG so that these fields match what you have on file for eAFMS.

Please note, Sponsors should have their army.mil email addresses and last four digits of the social security number entered for their accounts on eAFMS. The social security information will help match Soldiers that may share the same name as another Soldier in the Unit.

What constitutes a “Unit” site for the purposes of this merge?

A “Unit” site would be your organization in eAFMS. If you do not have an Army FRG Unit site, you would create one that would match the eAFMS system. All groups within your organization will be mapped to your vFRG Unit site.

If we have our vFRG set up at the Brigade level with the Battalion pages incorporated, do we need to create separate Battalion vFRG sites?

No - Battalions will be pulled over as they are set up in the organization eAFMS. So if you have all the Battalions setup under the Brigade, those will be pulled over to the vFRG Brigade Unit site.

Will Battalions have the ability to send messages only to their Battalion or only to select Companies within a Battalion or will all messages go out to all within the brigade?

Battalions will have the ability to send messages to only their Battalion. Your vFRG will have the same group structure for message distribution as it is setup in your eAFMS organization database. If you set up a group for your Companies, you will be able to send a message to an individual group.

If my eAFMS organization has a comprehensive list of all Soldiers and Spouses and my vFRG only has “Subscribed” Soldiers and Spouses, will that cause problems with the integration?

No – All users will be pulled over into your vFRG Unit site. The system will match up the users found in Army FRG with the eAFMS users. The Soldiers will be matched against the vFRG Sponsor database and if found will have a user account automatically created if there is not one already. The Family members will also get a user account automatically created if they are associated to a valid Sponsor in the Sponsor database. There is a two (2) Family member per Sponsor limit requirement. The list of those users who were not found in the vFRG database will be displayed with an option to send an invitation to subscribe.

Do all Soldiers and/or Spouses have to take action and “subscribe” to the vFRG for the eAFMS messages to work once the systems are integrated?

During the early stages while all management of users is still taking place on eAFMS (Stages 1 through 3 above), current eAFMS users will continue to receive messages however, they will be asked to subscribe to the Unit site. IMCOM G9 Family and MWR Programs has requested all eAFMS message recipients to be subscribed to the vFRG unit. Part of the integration will be sending out invitations to those not already registered on vFRG to subscribe. Once the data migration from eAFMS to Army FRG has been completed, all users will need to subscribe to the vFRG Unit to take advantage of the eAFMS messaging tools. To assist in this, all Sponsors in eAFMS who are in the Army FRG Sponsor Database but do not have accounts on Army FRG will have an account created for them automatically. Those Sponsors in eAFMS who cannot be found in the Sponsor Database for Army FRG will be held in a pending state for you to update your Sponsor Database.

If there is a match between an entry on eAFMS and an account on Army FRG, the Sponsor will not need to do anything. However, if the Sponsor is in eAFMS but no account can be found on Army FRG, a new account will be created if that Sponsor is found in the vFRG Sponsor database. The username will be created based on first and last name with a unique identifier which will then be automatically subscribed to your Unit site on Army FRG.

For example, suppose you have John Doe, Jane Smith, and June Brown as Sponsors on eAFMS. John has an account on Army FRG and is in your Sponsor Database, Jane is in the database but

hasn't registered yet, and June is not in your database at all. When the data merges, John's information will be matched and no action will need to be taken.

Because we have a match with Jane from eAFMS on Army FRG but she hasn't subscribed yet, an account for her will automatically be created using the first and last name and an unique identifier. Her Sponsor Database entry will remain the same.

June will have an entry made in the Sponsor Database but will not have an account created on Army FRG at first. Since the eAFMS database does not carry the last four of the SSN, June's entry will have "0000" for the last four. To help prevent this, make sure that your Army FRG and eAFMS databases are up to date and in sync including the last four digits of the Social Security number. After you update your Sponsor Database, the account will be created.

Will formatting and upper/lower case data entry need to match between the both systems?

No, formatting and upper/lower case will not matter however, full name and email addresses will need to match in order for correct mapping.

Will other fields such as Group 1, Local ID etc be matched in vFRG?

We will attempt to match all data fields to existing Army FRG data fields but that may not occur, as we are not updating records but matching records.

Will Army FRG have User types as in eAFMS?

Currently, Army FRG has Family Member and Soldier user types defined. Admin will be setup as an access level instead of a user type.