

Virtual FRG Telephone Tree User Guide

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This document was prepared on behalf of:

David Severson
Chief, Outreach and Strategic Integration Division
Family Programs Directorate
Family and Morale, Welfare and Recreation Command

2455 Reynolds Rd, Bldg 2266
Ft. Sam Houston, TX 78234-1222

email: David.b.severson.civ@mail.mil

Army OneSource - www.myarmyonesource.com

Virtual FRG Telephone Tree User Guide

Welcome!

The Virtual Family Readiness Group (vFRG) web system has been developed to help your FRG prepare families for deployments, unaccompanied tours, and extended temporary duty assignments. Your FRG site helps you to easily and effectively communicate the latest news and important information to your military families. Virtual FRGs promote support, assistance, and communication among families facing similar challenges.

One component of the vFRG is the Telephone Tree. In this guide, we'll give you the information you need to get started using the vFRG Telephone Tree module, both as a manager and as a user. Following is a list of the topics included in this document:

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Getting Started

The telephone tree is a time-honored method of disseminating information. The idea of it is that one person at the top of the tree gives a message to the Points of Contact at the head of each branch of the tree, and those people in turn give the message to the people who make up the branch.

To get started:

- Go to the Virtual FRG Web site (<http://www.armyfrg.org>).

Logging Into the System

Site registration

- To access the vFRG user registration tools, you must click the **Registration** link in the left navigation bar and complete the requested information.

Logging into the site

To log into the site, you must be a registered user or a vFRG site administrator.

To log into the vFRG system:

- Click the **Login** link at the top of the page, right under the vFRG site banner.

- Enter your **Username** and **Password**. Then, click the **Login** button.

Administrator and POC rights

To be able to edit the telephone tree, an administrator must give you administrator rights to access the site. To be able to view the phone tree as a Point of Contact (POC), your administrator must add you as a POC.

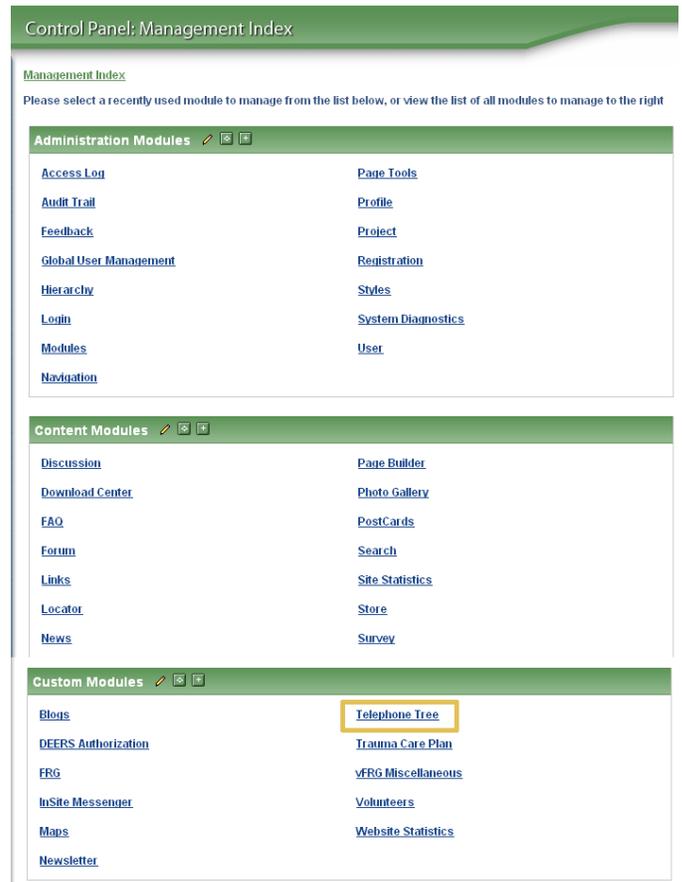
Managing the Telephone Tree

As the manager of the phone tree, you will want to be able to edit a branch of the tree and add Points of Contact. You do this through the Control Panel.

To access the management side of the Telephone Tree module:



- Click the **Control Panel** link on the upper right-hand side of the home page. The following page displays:



- Under **Custom Module**, click **Telephone Tree**. A page listing all the branches in the tree like the following displays:

Telephone Tree

[Control Panel](#) : [Manage Telephone Tree](#)
[Manage Telephone Tree](#) | [Configure Module](#)
 Manage the telephone tree for your site.

Manage Telephone Tree

POC	Email	Primary Phone	Secondary Phone	
Fletcher, Chris	chris.fletcher@defenseweb.com	858-555-5555	555-555-5555	Edit
Fletcher, Chris	chris.fletcher@defenseweb.com	858-555-5555	555-555-5555	Edit
Moolmuang, Thanya	thanya.moolmuang@defenseweb.com	858-556-6541	858-556-6522	Edit
Noel, Shawn	shawn.noel@defenseweb.com	619-853-9479	619-853-9479	Edit
Noel, Shawn	shawn.noel@defenseweb.com	619-853-9479	619-853-9479	Edit

Viewing 1-5 of 5 Items

[Export All Users](#) [Export](#) [Add Branch](#) [Cancel](#)

Telephone Tree: Manage Telephone Tree

[Control Panel](#) : [Manage Telephone Tree](#)
[Manage Telephone Tree](#) | [Configure Module](#)
 Manage the telephone tree for your site.

Manage Telephone Tree

POC	Email	Primary Phone	Secondary Phone	
Fletcher, Chris	chris.fletcher@defenseweb.com	858-555-5555	555-555-5555	Edit
Fletcher, Chris	chris.fletcher@defenseweb.com	858-555-5555	555-555-5555	Edit
Fletcher, Chris	chris.fletcher@defenseweb.com	858-555-5555	555-555-5555	Edit
Moolmuang, Thanya	thanya.moolmuang@defenseweb.com	858-556-6541	858-556-6522	Edit
Moolmuang, Thanya	thanya.moolmuang@defenseweb.com	858-556-6541	858-556-6522	Edit
Noel, Shawn	shawn.noel@defenseweb.com	619-853-9479	619-853-9479	Edit
Noel, Shawn	shawn.noel@defenseweb.com	619-853-9479	619-853-9479	Edit

Viewing 1-7 of 7 Items

[Export All Users](#) [Export](#) [Add Branch](#) [Cancel](#)

Adding a telephone tree branch

To create a new branch:

- Click **Add Branch**. A page displays with everyone who has POC access.

- Click the **Edit** button. A page like the following displays:

Telephone Tree: Search user

[Control Panel](#) : [Manage Telephone Tree](#) : Search user
[Manage Telephone Tree](#) | [Configure Module](#)
 Search all register users.

Search users

Enter first name to search for [Search](#) [Clear](#)

Viewing 1-5 of 5 Items

Name	Email	Select POC
Fletcher, Chris	chris.fletcher@defenseweb.com	Select
Larson, Teri	teri.larson@defenseweb.com	Select
Moolmuang, Thanya	thanya.moolmuang@defenseweb.com	Select
Noel, Shawn	shawn.noel@defenseweb.com	Select
OBrien, Shannon	smo@defenseweb.com	Select

[Cancel](#)

Telephone Tree: Edit Branch

[Control Panel](#) : [Manage Telephone Tree](#) : Edit Branch
[Manage Telephone Tree](#) | [Configure Module](#)
 Edit current telephone tree branch.

Assigned POC

Chris Fletcher
 chris.fletcher@defenseweb.com
 858-555-5555
 555-555-5555

[Update POC](#)

Name	Email	Primary Phone	Secondary Phone	
daniels, ryan	ryan.daniels@defenseweb.com	n/a	n/a	
Hoehl, Jeff	Jeff.Hoehl@defenseweb.com	n/a	n/a	
Kennerly, Scott	scott.kennerly@defenseweb.com	n/a	n/a	

Viewing 1-3 of 3 Items

[Export](#) [Back to main](#) [Delete branch](#) [Add member](#)

- Click **Select** by one of the names to create a new branch with that person as the leader.

- Click **Add Member**. A list of all registered users who have not been assigned to a telephone tree displays: The page looks like the following:

Editing a telephone tree

To add a person to the branch:

- After you have clicked **Select** in the steps above, a page like the following displays:

Telephone Tree: Search user

Control Panel : [Manage Telephone Tree](#) : [Edit Branch](#) : Search user

[Manage Telephone Tree](#) | [Configure Module](#)

Search all register users.

Search users

Enter first name to search for

Viewing 1-15 of 16 Items Page 1 of 2 Go to page:

Name	Email	Select
Admin, FRG	support@defenseweb.com	<input type="checkbox"/>
Larson, Teri	teri.larson@defenseweb.com	<input type="checkbox"/>
O'Brien, Shannon	smo@defenseweb.com	<input type="checkbox"/>
Oliphant, Mike	mike.oliphant@defenseweb.com	<input type="checkbox"/>
Pedersen, Eric	eric.pedersen@defenseweb.com	<input type="checkbox"/>
Peds, E	e.peds@defenseweb.com	<input type="checkbox"/>
PM, Advisor	pdsprm1@home.com	<input type="checkbox"/>
PM1, Test	pm1@gotsmo.com	<input type="checkbox"/>
RM1, Test	test.rm1@user.com	<input type="checkbox"/>
Smith, Mary VOL1	test.vol1@home.com	<input type="checkbox"/>
Smith, Linda VM1	test.vml1@user.com	<input type="checkbox"/>
Smith, John VC1	vc1.test@user.com	<input type="checkbox"/>
Staging, FRG	FRGStaging.Jr@demo.com	<input type="checkbox"/>
Staging, Frq	sdllfj@sdllfj.com	<input type="checkbox"/>
Thompson, Dennis	dennis.thompson@defenseweb.com	<input type="checkbox"/>

- To select people for the telephone tree branch, click the checkbox next to his or her name.
- Click **Save**.
- Click **Back to Main**. Your new people are now saved to the branch.
- Later, if you want to delete a member of the telephone tree, click **Edit** and then the delete icon next to his or her name.

Changing the POC of a branch

Sometimes you may need to modify the POC of a branch, for example if a POC goes on vacation and another is going to take over for the duration of the vacation.

To modify a POC:

- Click **Edit** by the original POC's name.
- Click **Update POC**.
- Click **Select** by the new POC. The POC is updated.

Deleting a branch

You can delete a whole telephone tree branch, but use caution and be certain that you want to delete the whole branch and not just one person from the branch.

To delete a branch:

- Start from the **Edit Branch** page.

Telephone Tree: Edit Branch

Control Panel : [Manage Telephone Tree](#) : [Edit Branch](#)

[Manage Telephone Tree](#) | [Configure Module](#)

Edit current telephone tree branch.

Assigned POC

Chris Fletcher
chris.fletcher@defenseweb.com
858-555-5555
555-555-5555

Name	Email	Primary Phone	Secondary Phone	
daniels, ryan	ryan.daniels@defenseweb.com	n/a	n/a	
Hoehl, Jeff	Jeff.Hoehl@defenseweb.com	n/a	n/a	
Kennerly, Scott	scott.kennerly@defenseweb.com	n/a	n/a	

Viewing 1-3 of 3 Items

- Click **Delete Branch**.
- You are prompted with the following pop-up:

- If you are certain you want to delete the branch, click **OK**.

Reporting on the Telephone Tree

There will be times when you want to view the telephone tree information on paper or save the information to your hard drive or network. The Telephone Tree module provides the functionality to allow you to do so.

Reporting on the telephone tree

To report on the entire telephone tree system:

- If you are not on the main page, click **Back to Main**. A page like the following displays:

Telephone Tree: Manage Telephone Tree

Control Panel : [Manage Telephone Tree](#)

[Manage Telephone Tree](#) | [Configure Module](#)

Manage the telephone tree for your site.

Manage Telephone Tree

POC	Email	Primary Phone	Secondary Phone	
Fletcher, Chris	chris.fletcher@defenseweb.com	858-555-5555	555-555-5555	<input type="button" value="Edit"/>
Moolmuang, Thanya	thanya.moolmuang@defenseweb.com	858-556-6541	858-556-6522	<input type="button" value="Edit"/>
Noel, Shawn	shawn.noel@defenseweb.com	619-853-9479	619-853-9479	<input type="button" value="Edit"/>

Viewing 1-3 of 3 Items

- Click **Export**.

- The system exports the whole tree to a comma-separated value (CSV) file of each POC and the people in his or her branch.
- The following pop-up displays.

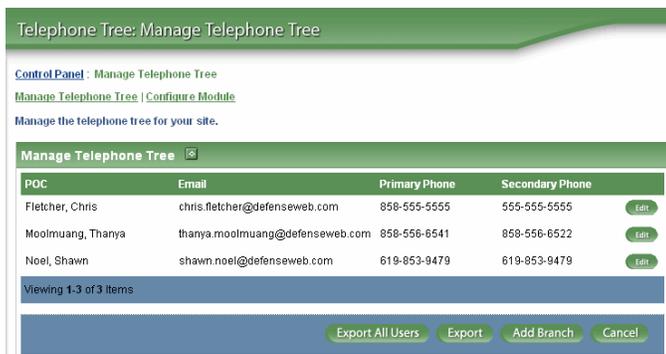


- To view the information on your desktop, click **Open**.
- To save the information to the hard drive or to the network, click **Save**.
- To cancel the report, click **Cancel**.

Reporting on everyone in the system

To report on everyone in the system:

- If you are not on the main page, click **Back to Main**. A page like the following displays:



- Click **Export All Users**.
- The system exports the whole database to a comma-separated value (CSV) file of all of the people registered in the system and whether they are attached to a POC or not.
- The following pop-up displays.



- To view the information on your desktop, click **Open**.
- To save the information to the hard drive or to the network, click **Save**.
- To cancel the report, click **Cancel**.

Using the Telephone Tree as a POC

As a telephone tree POC without administrator rights, you will only be able to view your list of branch members. You can also report on the information if you want to print it or save it.

Working with the telephone tree as a POC

To work with the telephone tree as a POC:

- Once you log in, click the **Telephone Tree** link Telephone Tree in the far left navigation bar. A page like the following appears:



- You can view the people's names in your branch, their email addresses, and their primary and secondary telephone numbers on the page.
- You can also report on the telephone tree's information by clicking either **Export to CSV** or **Export to Excel**.

For Additional Assistance

For help with the Telephone Tree system, you can contact technical support.

Contacting Technical Support

If you have any additional questions that this guide did not answer, contact the Army FRG Technical Support Team at (858) 272-8505 or support@armyfrg.org.

Please don't hesitate to contact us regarding your comments, thoughts, or ideas on how we can continue to meet your needs.