

NAMS Frequently Asked Questions (10/20/2022)

Q: Who is eligible to get access to NAMS?

A: Only Registered members of Quilts of Valor Foundation, in good standing, are permitted access to NAMS. Unregistered volunteers will not be granted access to NAMS. A QOVF Member must have attended NAMS training and be recommended by their Group Leader or other QOVF leader (State Coordinators, Executive Director, Staff, etc.) for access to NAMS. Once approved, an individual account and their role is created in NAMS for the person.

For assistance in registering for, or renewing, a QOVF membership, please contact QOVF membership at membership@govf.org.

Q: Will it be necessary to use a "PC" browser for NAMS ... will there be an Apps version (for tablets or iPads)?

A: NAMS is currently a browser-based application. There is not an IOS or Android App at this time. Any tablet or smartphone that can support a browser can access NAMS. NAMS works best on Chrome or Edge browsers.

Q: How do I change an incorrect recipient address?

A: You can change a recipient address by selecting Re-Route. In the re-router window select Recipient address. You must type the complete address with the changes as needed. Eg. To change Mickey Mouse's house address from 1234 to 4321, you must enter his full correct address "4321 Main Street, Orlando FL 56789". Enter in the comment field "Correcting Street address". When you click on the green "Confirm & Re-route" the address will be modified and the record returns to your State Coordinator who must reassign the record back to your group. If you change the city or state, the record could be reassigned to a group that is closer to the recipient for fulfillment.

Q: I have requests assigned to an individual or myself as SC/DC in Trello. How can I assign requests to individuals in NAMS?

A: NAMS allows individual QOVF members to be Individually Assignable and are treated as your own group in NAMS. Once designated, the State Coordinator can assign requests to the member. Assignable Individuals within NAMS will act as their own group to manage and track requests assigned to them, similar to a Group Leader.

This feature will be covered in more detail during the Coordinators Training classes.

During Transition you can identify these individuals when you validate the Trello user list.

Q: How do I work with a group award so I can track them together.

A: Group awards can currently be grouped together using one of two Status buttons (**Award Ready** or **Hold**) so that they can be filtered and managed as a group. The **Award Ready** status can be applied to multiple records for grouping. By filtering the status field in the Requests List view for Award Ready, all records with this status will be filtered for viewing and actions. The **Hold** status can be used in the same manner. Records can only be in one status at a time.

Use of these feature are covered in the NAMS Training classes.

Q: Is there a place to specify WHERE the quilt is to be awarded?

A: NAMS does not have a specific field to specify where a QOV is to be awarded. If the nominator wishes to have the Quilt awarded in a different location than the recipient's address, they should include an explanation in the comments section of the nomination. If the group later determines that the award will be made at a different location from the recipient's location, the Group Leader or State Coordinator can re-route the request to another state or group for making the award. When rerouting this type of request, it should be accompanied by an explanation pertaining to the reason and any previous arrangements that have been made for the award.

Q: Why do you not post the NAMS information the regular website?

A: NAMS is a proprietary system that QOVF uses to conduct our business to make and award Quilts of Valor. NAMS holds sensitive personal information. We protect that information and do not share how our system works so that someone could exploit it for their own purposes. The user's manual and all other documentation on the NAMS system could provide hackers with information that would allow them to compromise our systems and data. We use the Member Dashboard to share information with our members and to protect this information.

Q: Why isn't there a group dashboard with our statistics?

A: NAMS Statistics are used to manage the overall efforts of the Foundation. Our awards are about the individual we serve, not who serves them. We want to maintain focus on the larger State, Regional and National efforts. NAMS statistics will better assist us in collaborating across state boundaries and the nation to comfort and heal each deserving service member or veteran with their QOV in a timely manner.

Q: I completed the NAMS training course. What other resources are available for NAMS?

A: Learning the Power of NAMS

The live NAMS training classes are an introduction to NAMS and is only the first step in becoming proficient within it. It is expected that all users will continue to explore other QOVF provided NAMS resources. Following are resources that are currently or will be available to you as the NAMS transition progresses:

1. Access to the training environment "sandbox" at the NAMS **Training** Login link at <https://dev.nams.govf.org>. Once you have taken the live class you can practice all NAMS activities in a safe environment with "practice" data. You cannot hurt anything in the Training Environment.
2. Attend a second Zoom training class on a space available basis.
3. Review a recorded training. More information will be forth coming.
4. Read the "User Guide" and Training Manuals from the class. They are excellent resources that we encourage everyone use as a ready reference to look things up

or when you need more in-depth information. It is highly recommended that you spend some time to review read or at least skim the full Users Guide.

5. Read the FAQs on the NAMS section of the Member Dashboard at www.qovf.org.

6. Users can work with a friend or buddy who has completed training. Use the Training Sandbox.

7. Please remember, do not give up, it is QOVF's goal that users become comfortable with NAMS. If in need, there are mentors available and ready at all levels who can help, please get in touch with your State/Regional Coordinator to find the best resource for you. If you need more help after trying these resources, you can request a mentor directly by emailing NAMS.help@QOVF.org.