

NAMS Frequently Asked Questions (4/26/2023)

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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, Regional Coordinator,, 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: How can I get trained in NAMS?

A: Group Leaders and individual QOVF members must be submitted for training through the State Coordinator request form. Only State Coordinators can request training for members of a group in their state. Once submitted for training, members are sent an email to sign up for training. There are two options for

NAMS training: A self paced course with a video and exercises or an online instructor lead Zoom training class with exercises. Both courses require the same exercises to be completed and returned for instructor scoring. Exercises must be completed and returned within two weeks of the start of the class.

Q: Will it be necessary to use a "PC" browser for NAMS ...

A: NAMS is currently a browser-based application. NAMS works best on a PC with a Chrome or Edge browser. Any tablet or smartphone that can support a browser can access NAMS, however some features may not work as intended.

Q: Will there be an Apps version (for tablets or iPads)?

A: There is not an IOS or Android App at this time. It is in consideration for the future, resource dependent.

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: 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.

If your state does not assign requests by County, you can also use the **County** field of the individual records as a “label” field to identify individual records for a group event. Use of these feature are also covered in the NAMS Training classes and the NAMS User Guide.

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 near 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: How do I print the full recipient information for my nominations?

A: Currently, you can copy the recipient information on the left side of the screen and paste into a document to print the information. Your State Coordinator can also export a copy of all your request records and forward to you.

A print capability for Group Leaders will be in a future update of the NAMS Application.

Q: Why don’t you post the NAMS information to 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: Can individual QOVF members be assigned a QOV request directly?

A: State Coordinators can request from QOVF Staff, that certain QOVF members be provided Individual NAMS permissions so the SC can directly assign QOV requests to them. The "Individual" normally supports the State Coordinator in remote areas where other groups are not located. Requests are only assignable to these Individuals by SC/DCs. An "individual" assigned a request will be the only person to see that request in addition to the SC/DC. QOVF members with Individual permissions will display as one of the five closest groups in the Assignment window of a new request. There are three primary uses of this designation:

1. Individual QOVF members who are not associated with a group.
2. The SC or DC assigns requests directly to themselves for fulfillment.
3. Certain members who work across state borders to assist the neighboring state. This is not to be used in lieu of assigning a request to a group across the state border.

Group Leaders cannot assign to, nor see a request that is assigned to one of their group members with "Individual" permissions and assigned by the SC as described above. Group Leaders can assign checklist items/tasks for QOV requests they are managing to a member of their group. The member must have access to NAMS to be able to see and interact with the QOV request and task/checklist item(s).

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” on the QOVF Website at the **NAMS Training site** quick link in the Member Dashboard . 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. Users can work with a friend or buddy who has completed training. Use the Training Sandbox.
3. Attend a second instructor lead Zoom training class on a space available basis.
4. Review a recorded training class. More information will be forthcoming.
5. Read the **User Guide** and **Training Manuals** from the class. They are excellent resources that we encourage everyone to 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 User Guide.
6. 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 education@govf.org .