



Case Management System (CMS) Resource Guide

Human Resources (HR) Professionals

Supervisors of Military Service Members

October 2011

About this Guide

This guide describes the Case Management System (CMS), provides step-by-step instructions for use and answers questions you may have.

Conventions Used in this Guide

Convention	Meaning
ALL CAPITALS	Acronyms
Bold	<ul style="list-style-type: none">• Key names on the keyboard• Buttons or hyperlinks on a CMS page
	A note or tip that helps you make better use of the CMS

Guide Organization

The guide contains the following sections:

- Getting Started—gives details on accessing the CMS
- CMS Home Page—explains the functions available on the CMS home page
- My Staff's Active Deployment Case—provides instructions on the functions related to viewing cases
- User Profile Activity Log—explains the user profiles activity log
- Quick Links—describes the links
- Tempo—describes the real-time collaboration tool and provides instructions for use

Technical Support

Please contact the *VA for Vets* help desk at 1-855-824-8387, option 3.

Acronyms

CMS	Case Management System
HR	Human Resources
VA	Veterans Affairs
<i>VA for Vets</i>	Veterans Affairs for Veterans
VESO	Veterans Employment Services Office
Vet Reps	Veterans Representatives

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Getting Started

The Case Management System (CMS) is software designed to manage deployment cases and issues received by *VA for Vet* Coaches and/or Veteran Representatives (Vet Rep) from Department of Veterans Affairs (VA) employees.

A deployment case involves a collection of activities or tasks that need to be completed for each phase in the deployment lifecycle by the Military Service Member and his or her supervisor and Human Resources (HR) professional. The CMS lists the activities or tasks on a checklist.

An issue is everything else not associated with a case, such as a question about the *VA for Vets* website, directions on using the *VA for Vets* Career Center and so forth. Issues have three tiers. Tier 1 issues are those that can be resolved by a Vet Rep and/or Coach in fewer than 10 minutes. Tier 2 issues are those that can be resolved by a Coach, which may require further research. Tier 3 issues are those that can only be resolved by the Veterans Employment Services Office (VESO).

VA for Vets Account

A VA for Vets account gives you access to the CMS and to the following features of the VA for Vets Career Center:

- Build and store resumes
- Save job searches
- Receive new job match alerts

Registering for an Account

1. Open your web browser.
2. In the Address bar, enter <http://VAforVets.VA.gov>. This takes you to the VA for Vets home page.

The screenshot shows the VA for Vets website home page. At the top, there is a navigation bar with links for Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. Below this is a search bar for VA web pages. The main content area features the VA for Vets logo and a message stating the website is in pilot status until November 11, 2011. A prominent 'Register' button is highlighted with a red box. Below the main content, there are sections for 'Career Center', 'What's New' (listing Military.com Career Expo events), and a quote from Secretary Eric K. Shinseki. At the bottom, there are three buttons: 'Veterans Come Work for VA', 'VA Service Members Find Deployment and Reintegration Support', and 'VA Veteran Employees Make a Difference Every Day'.

3. Select **Register**. This takes you to My VA for Vets Account Register page.

VA4VETS View full VA for Vets Navigation ▾

My VA for Vets Account Contact Us | FAQs 

Register

Web Privacy Policy

The VA4Vets Recruitment, Reintegration, and Retention Program records and/or stores the names, addresses, phone numbers, and email of the VA employees, Veterans (Vets), or other administrative personnel assisting in the program. The information is authorized by the end user and/or veteran for release to the VA or its corporate partners for the purpose of employment placement recruitment and other services offered by this program. The VA4Vets Recruitment, Reintegration, and Retention Program does not store or transmit personal health information. As a Service Member or Veteran, you have the option to waive and/or refuse the service and the retention of your information. The VA4Vets Recruitment, Reintegration, and Retention Program is a U.S. Government information system. The login, authentication, and system usage may be monitored and recorded, and may also be subject to electronic audit. Unauthorized use of the system is prohibited and is subject to criminal and civil penalties. Usage of the VA4Vets Recruitment, Reintegration, and Retention Program indicates consent to monitoring and recording.

The collection of information on the VA for Vets site is authorized by the individual employees, potential employees, and/or the VA. Your disclosure of such information is voluntary.

The principal purpose(s) for which the information will be used is marketing of individual resumes to public and private employers.

By voluntarily providing VA for Vets information, you are consenting to VA's use and disclosure of that information in the manner described in this limited policy, the Department of Veterans Affairs general Web privacy policy, and the Privacy Act notice to which a link is provided above. If you refuse to provide this information, your resume and or personally identifiable information will not be forwarded to employers. However, refusal to provide this information will not prevent you from

Register with Your Email

Use the form below to create a new account. Passwords must be at least 7 characters in length and contain one upper case, numeric and special character. (Fields marked with an asterisk are required.)

Email:*

Password:*

Confirm password:*

arise *octFun*

Type the two words:

 **reCAPTCHA™**
stop spam, read books.


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U.S. Department of Veterans Affairs

4. In the Email field, enter <your email>.
5. In the Password field, enter <your password>.
 - ① Passwords must be a minimum of seven characters in length and contain at least one upper case letter, one numeral, and one special character.
6. In the Confirm password field, enter <your password>.
7. In the Type the two words field, enter the two words that are above the field.
8. Select **Create**. This takes you to My VA for Vets Account Profile page.
 - ① Selecting **Cancel** takes you back to the VA for Vets home page.

VA for VETS View full VA for Vets Navigation

My VA for Vets Account Contact Us | FAQs

Profile

Enter your Profile

Fields marked with an asterisk are required.

Email on file: test@va.gov

First name: *

Last name: *

VA employee?

EIN:

Day of Birth:

Save Cancel

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U.S. Department of Veterans Affairs

9. In the First name field, enter <your first name>.

10. In the Last name field, enter <your last name>.

If...	Then...
You are a VA employee	Check the box.
You are not a VA employee	Go to step 13. (See next page.)

11. In the EIN field, enter <your employee identification number>.

12. Use the drop-down lists to enter your day of birth.

13. Select **Save**. A confirmation message appears that your *VA for Vets* account was successfully created.

The screenshot displays the 'My VA for Vets Account' page. At the top left is the 'VA for VETS' logo. In the top right corner, there is a link for 'View full VA for Vets Navigation' and another for 'Contact Us | FAQs' with a Facebook icon. The main heading is 'My VA for Vets Account'. Below this, a 'Profile' section is visible. A central white box with a light blue border contains the following text: 'Update Your Profile', 'Your profile was successfully created', and 'Click a link below to log in and use the VA for Vets features.'. Below this text are three blue buttons with white text and right-pointing arrows: 'Take me to the Career Center', 'View your dashboard', and 'Update your profile'. The background of the profile section features a stylized American flag. At the bottom of the page, the 'ADVANCE' logo is on the left, with the tagline 'TRANSFORMING POTENTIAL INTO PERFORMANCE'. In the center, there is a description of the HR&A initiative. On the right, the U.S. Department of Veterans Affairs logo and name are displayed.

Accessing the CMS

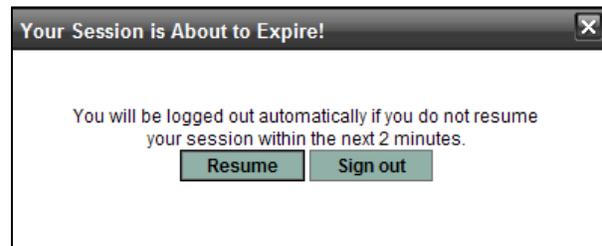
1. Open your web browser.
2. In the Address bar, enter <https://mycase.vaforvets.va.gov>. This takes you to the Log On page.
i For optimal viewing of the CMS, use Internet Explorer 7, 8, 9 or Firefox 3.5, 3.6 or 4.0.

Logging In

1. In the Username field, enter <your username>.
2. In the Password field, enter <your password>.
3. Select **Sign In**. This takes you to the CMS home page. See the CMS home page section of this guide for more information.

i After three unsuccessful attempts to log on, the CMS automatically locks you out. You will have to contact the VA for Vets help desk at 1-855-824-8387, option 3, to get the account unlocked.

i After 30 minutes, the CMS automatically logs you off. Two minutes prior to being automatically logged off, a dialog box appears asking if you want to resume or sign out. If you do not make a selection within 2 minutes, you will be automatically logged off.



Logging Off



1. From the CMS toolbar, select **Sign Out**. This logs you off the CMS.

Moving Around in the CMS

You can move from item to item (buttons, fields, or menu options) on the screen by using the:

- Mouse or
- Keyboard.

Keyboard Shortcuts

To	Press
Go to the next field or button	Tab
Go to the previous field or button	Shift Tab
Activate a selected button	Enter
Activate a drop-down list in a field that has been selected	F3
Go down an item within a drop-down list	Down directional arrow
Go up an item within a drop-down list	Up directional arrow
Delete a character within a field	Backspace
Add a character space within a field	Spacebar

① Do not use the web browser's Forward or Back buttons to navigate in the CMS.

CMS Home Page

The CMS home page has a tool bar, a tab bar, a message bar and three distant workspaces:

1. My Staff's Active Deployment Cases
2. User Profile Activity Log
3. Quick Links

The screenshot shows the CMS Home Page interface with several annotated components:

- CMS tool bar:** Located at the top, containing "CMS", "Tempo", "Tasks", "Alerts", "supervisor", and "Sign Out".
- Tab bar:** Located below the tool bar, containing "Supervisor/HR Professional" and "Home".
- Message bar:** Located below the tab bar, containing "CMS Supervisor/HR Professional" and "Actions".
- Welcome Supervisor One:** A large heading below the message bar.
- View/Update Staff Profile:** A button located to the left of the "My Staff's Active Deployment Cases" workspace.
- My Staff's Active Deployment Cases:** A workspace containing a table with columns: ID, Client, Case Owner, Deployment Status, Deployment Date, Return Date, Station, and HR Professional. A red circle with the number "1" is placed over the "Deployment Status" column header.
- Quick Links:** A sidebar containing links to "AfterDeployment.org", "MilitaryOneSource.com", "USERRA", "VAforVets.VA.gov", and "YellowRibbon.mil". A red circle with the number "3" is placed over the "YellowRibbon.mil" link.
- User Profile Activity Log:** A workspace containing a table with columns: Client, Action Time, and Last Edited By. A red circle with the number "2" is placed over the "Action Time" column header.

CMS Tool Bar

The CMS toolbar has one drop-down menu and five links.



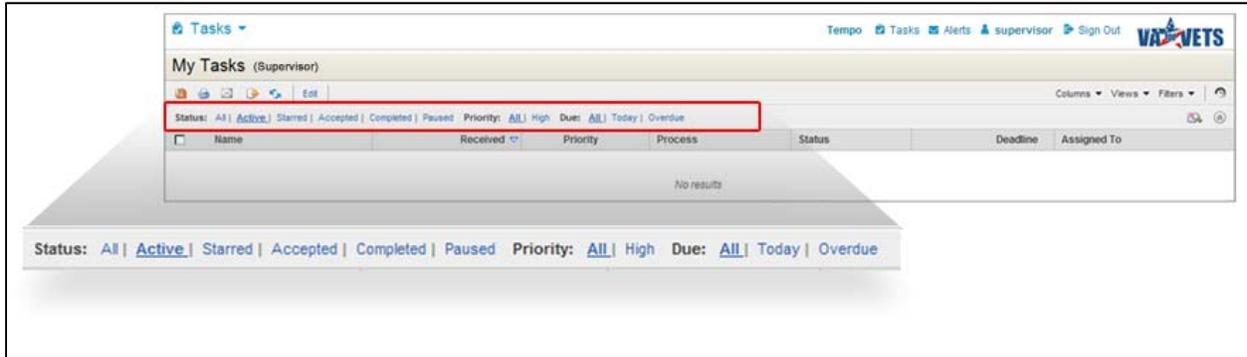
From the drop-down menu, select . . .	To
CMS	Go to the CMS home page
Tasks	Go to the My Tasks page
Alerts	Go to the My Alert page

Select . . .	To
Tempo	Open a new web browser window with Tempo displayed (See Tempo section of this guide for more information.)
Tasks	Go to the My Tasks page (If there is a number in parentheses to the right of Tasks, this indicates the amount of tasks you have on the My Tasks page.)
Alerts	Go to the My Alerts page (If there is a number in parentheses to the right of Alerts, this indicates the amount of alerts you have on the My Alerts page.)
Your name	Update your preferences
Sign Out	Log off CMS

My Tasks Page

The My Tasks page lists your tasks, where you may:

- Filter by a Status, Priority or Due value
- Sort by a column heading value (Name, Received, Priority, Process, Status, Deadline or Assigned to) by selecting that column heading value



You may also:

- Save a copy of your task list to your computer
- Print your task list
- Email your task list
- Export the list to open in MS Excel or save as an MS Excel file
- Refresh your task list
- Edit your report options allows you to customize the display of your task list
 - ① Selecting **Edit** opens the *Report Options* dialog box. Complete the fields on each tab within the dialog box, then select **Save**.

My Alerts Page

The My Alerts page lists the items you wanted to receive an alert about, such as a new message in a subscribed topic. You may sort your alerts by a column heading value (Alert, Sent Date/Time) by selecting that column heading value.



From the My Alerts page, you may:

- Change your alert settings
- Delete from the list one or more of your alerts

Changing Your Alert Settings

1. From the My Alerts page, select **Edit My Alert Settings**. This takes you to the Edit My Alert Settings page.

Alerts ▾

Edit My Alert Settings

Select a component

- Discussion Topics
- Personalization
- Portal
- Collaboration
- Process
- Feeds

Select an alert type

View/modify alert rules ?

Please select an alert type to view its settings

Cancel

2. Select a component. This causes a list of alert types to appear in the Select an alert type box.
3. Select an alert type. This causes a list of alert rules to appear in the View/modify alert rules box.

 Alerts ▾

Edit My Alert Settings

Select a component

- Discussion Topics
- Personalization
- Portal
- Collaboration
- Process
- Feeds

Select an alert type

- Invitation to Subscribe to a Topic
- New Message in Subscribed Topic
- Topic Subscription Invitation Accepted
- Topic Subscription Invitation Declined
- You Have Received a Link to a Topic

View/modify alert rules 

By default, send to portal with no parameters. ([edit](#) / [delete](#))

By default, send to email with parameters *timing = immediate*. ([edit](#) / [delete](#))

([add rule](#))

[Save](#) [Cancel](#)

- Edit, delete, or add a rule as needed.
 - Select  for more information on alert rules.
- Select **Save**. A pop-up box appears.
 - Selecting **Cancel** takes you back to the My Alerts page.



- Select **OK**. This saves the changes you made to your alert settings and closes the pop-up box.
- From the CMS tool bar, select **CMS** from the drop-down menu to go to the CMS home page or select **Alerts** to go to the My Alerts page or select **Tasks** to go to the My Tasks page.

CMS Tab Bar

The CMS tab bar has two tabs: Supervisor/HR Professional and Home.

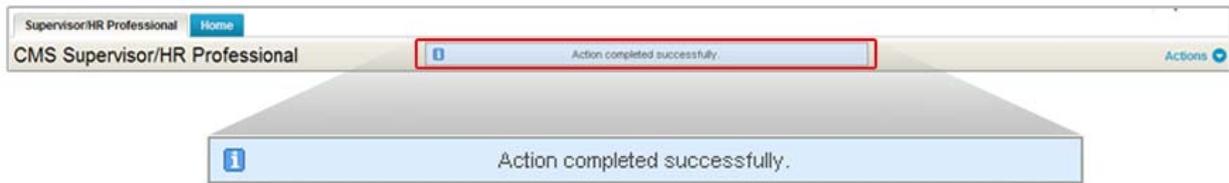


Select this tab . . .	To
Supervisor/HR Professional	Go to CMS home page
Home	Go to Tempo (See Tempo section of this guide for more information.)

CMS Message Bar

The CMS Message bar is the location where messages will be displayed.

Messages will display in the middle of the bar.



My Staff's Active Deployment Cases

The My Staff's Active Deployment Cases area of the CMS home page has a View/Update Staff Profile button and a list of all your staff's active deployment cases, where you may:

- Filter by date started and deployment stage
- Sort by a column heading value (ID, Client, Case Owner, Deployment Status, Deployment Date, Return Date, Station, HR Professional) by selecting that column heading value

View/Update Staff Profile

My Staff's Active Deployment Cases

Started: Any Time | Deployment Stage: All Stages

ID	Client	Case Owner	Deployment Status	Deployment Date	Return Date	Station	HR Professional
134	Service Member1	coach One	Deployment	Sep 10, 2010	Oct 10, 2011	N/A	George Professional1

Selecting a name from the Client column opens a new window with information about that person.

You may also:

- Print a list of all your staff's active deployment cases
- Email a list of all your staff's active deployment cases
- Export a list of all your staff's active deployment cases to:
 - open in MS Excel, or
 - save as an MS Excel file
- Refresh the list of all your staff's active deployment cases

Viewing and Updating Your Staff Profile

1. From the CMS home page, select **View/Update Staff Profile**. This opens the Select Client Profile to View/Update field.

2. In the Client field, enter your staff's member name.
3. Select **Continue**.
 - ① Selecting **Cancel** closes the Select Client Profile to View/Update field and refreshes the CMS page; a message appears in the message bar indicating the action was completed successfully.

If you...	Then
Have permission to view/edit profile	Go to Step 4.
Do not have permission to view/edit profile	An error message appears with an Exit button. Select Exit . Then contact a <i>VA for Vets</i> Coach to have the information updated. Coaches are available to take your call from 8:00 a.m. to 8:00 p.m. EST at 1-855-VA4VETS (1-855-824-8387).

4. Update the information as needed.
5. Select **Save**. This refreshes the CMS page, and a message appears in the message bar indicating the action was completed successfully.
 - ① Selecting **Cancel** clears any fields you updated and refreshes the CMS page; a message appears in the message bar indicating the action was completed successfully.

Viewing a Request

1. From the My Staff's Active Deployment Cases, select an ID from the ID column. This takes you to the dashboard for that case.

Deployment Case Dashboard

The CMS creates a case when a service member enters his or her deployment date into the CMS. The CMS uses a dashboard format to organize and present detailed information about a case in a way that is easy to read.

The Deployment Case Dashboard layout consists of:

- Dashboard Title—identifies the deployment case identification number
- Status Bar—identifies the stage of the case in the deployment lifecycle phase
- Detail information—provides information about the case
- Deployment Lifecycle Status Bar—identifies the phase of the deployment lifecycle in which the case is in
- Case Documents—stores documents associated with the case
- Navigation—allows you to return to the CMS home page or refresh the dashboard you are viewing
- Tools—displays tools that are available for you to use

Deployment Case ID 134 Information

← Dashboard title

Unassigned → Pending Assignment → In Progress → Resolved

Navigation: Home Refresh

Service Member1 - Deployment Case Details

← Details

Request ID: 134 Contact Preference: Phone Call
 Owner: coach One Best Time: Day
 Created: 8/25/2011 9:13 AM EDT Phone: 502-123-4567
 Request Reason: Planning for Deployment Email: service.member1@testuser.com
 Description: Fax: Not Provided

Client Type: Service Member Disabled During Deployment: Yes Active VA Employee: Yes
 Rank: <missing> Deployment Status: Reintegration VA Position: CEMETERY CARETAKER
 Reservist Category: <missing> Deployment Date: 10/18/2011 Supervisor: Supervisor One
 Disability Status: 30% Return Date: 2/20/2012

Tools: Upload Document Supervisor Checklist PDF Read-Only Checklists
 Note: Links will only be displayed if a checklist has been saved.

Reintegration Stage End Date: 11/9/2011

Pre-Deployment → Deployment → Post-Deployment → Reintegration ← Deployment lifecycle status bar

Case Documents: Notes (hr.professional3, Version 1 - 2011-08-25) ← Case documents

Deployment Lifecycle

Each branch of service has its own terms for the process Military Service Members go through when they are called to perform military service.

The VA for Vets program defines the process as five phases:

- **Employment & Readiness**
Begins initially when service members are hired by VA and ends when they receive written or verbal orders to perform military service.
- **Pre-deployment**
Starts when service members receive orders or notification to perform military service and ends when they depart from VA to their deployment assignment.
- **Deployment**
Starts when service members depart from VA to perform military service and ends when they complete active duty.
- **Post-deployment**
Begins when the service members start the military out-processing procedures and initiate the transition back to VA employee status and ends when they return to VA employment.
- **Reintegration**
Begins when service members complete active duty and ends when they determine they are fully integrated back into the VA workforce.



The case is based on the phase the service member is in. The Deployment Lifecycle Status Bar identifies the phase and the end date for the phase. In addition, the bar lists the following phases: Pre-deployment, Deployment, Post-deployment and Reintegration, and identifies its status through the use of color:

- Dark blue means that phase has been completed
- Light blue indicates the current phase
- Gray means the case has not yet made it to that phase

Each phase the case goes through has four stages:

- **Unassigned**—the case has not been assigned to a Coach
- **Pending Assignment**—the case but has not been formally assigned to a Coach
- **In Progress**—the case has been assigned to a Coach
- **Resolved**—the case has moved to the next phase in deployment lifecycle; if the case is in the Reintegration phase, the case is closed after 30 days from the return date entered into the CMS.

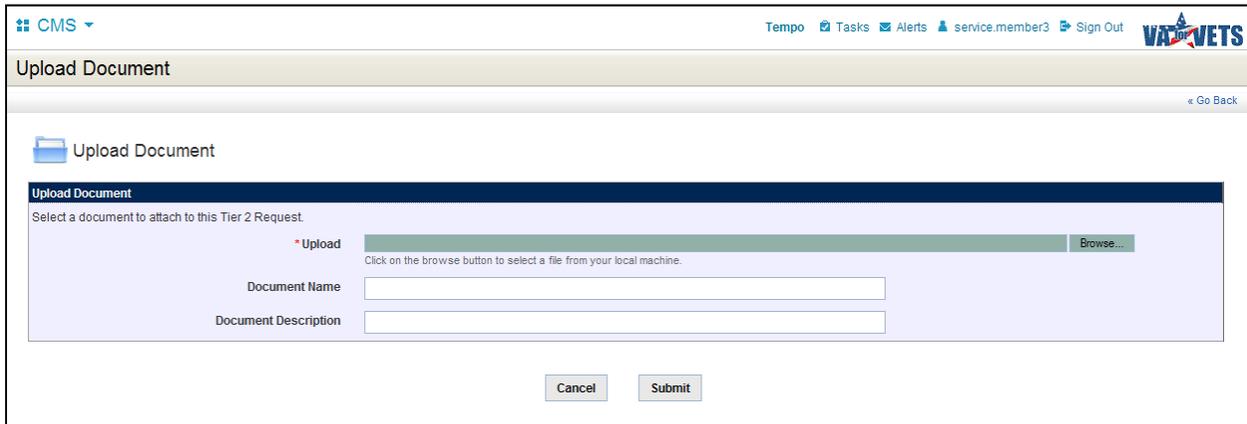
Dashboard Tools

The tools that may be available on the dashboard are as follows:

- Upload Document
- Supervisor or HR Professional Checklist (depending on your role)
- PDF Read-Only Checklists

Upload Document

1. From the dashboard, select **Upload Document**. This takes you to the Upload Document page.



The screenshot shows the 'Upload Document' page in the CMS. The page title is 'Upload Document' and it includes a 'Go Back' link. The main content area shows a form for uploading a document to a Tier 2 Request. The form includes a file selection area with a 'Browse...' button, and two text input fields for 'Document Name' and 'Document Description'. At the bottom of the form are 'Cancel' and 'Submit' buttons.

2. Select **Browse** to locate the document you want to upload.
3. In the Document Name field, enter the title of the document.
4. In the Document Description field, enter a description of the document.
5. Select **Submit**. A message displays indicating the document was submitted; you are then returned to the dashboard.
 - ① To view the document you just uploaded, you will need to select **Refresh**. After the page is refreshed, a link to the document will appear in the Case Document area.
 - ① Selecting **Cancel** clears any fields you may have completed and returns you to the dashboard.

Viewing and Editing Your Checklist

Selecting the Supervisor or HR Professional Checklist tool takes you to the checklist for the phase of the deployment lifecycle your service member is in. The checklist lists the job-related actions you need to complete during that phase. You may check any task or activity you have completed on the checklist.

1. From the dashboard, select **<your role> Checklist**. This takes you to your checklist for the phase of the deployment lifecycle the service member is in.

Supervisor Checklist

[Go Back](#)

 **Department of Veterans Affairs** Supervisor Reintegration Checklist for Service Member1

This checklist suggests activities that will help you provide information and services to Department of Veteran Affairs (VA) employees so that they can reintegrate smoothly when they return to civilian employment with VA. For more details, see the Reintegration section of the VA Deployment Lifecycle Guide for Supervisors on the VA for Vets website.

Directions: Complete each activity on this checklist. Place a checkmark next to the activity you completed.

Review Employee Rights Under USERRA

Access USERRA for Supervisors training on VA's Talent Management System (TMS) - Review Reintegration lesson

Recognize the Employee's Service to Our Country

Give the thank you card signed by the team to the Military Service Member (SM)

Revise Transition Plan

Work on the transition plan (www.VAforVets.VA.gov/resources) with the employee(s) that took on the tasks of the Military SM while he or she was deployed

Conduct Transition Meeting with Military SM

Thank the Military SM for his or her service to our country
 Encourage employee to update his or her resume through the VA for Vets Career Center
 Discuss how he or she will be transitioned to his or her job responsibilities
 Encourage Military SM to talk to Human Resources (HR) about benefits

Provide the Military Service Member with Reintegration Resources

VA for Vets coaches:
- Phone: 1-855-VA4VETS (1-855-824-8387)
- Email: mycoach@vaforvets.va.gov

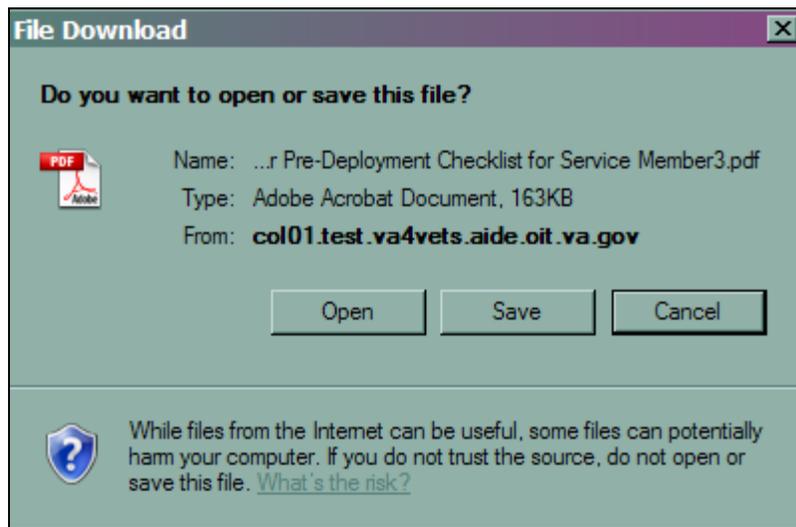
VA Employee Assistance Program (EAP)
 National Suicide Prevention Hotline 1-800-273-8255
 AfterDeployment.org (www.AfterDeployment.org)
 Military OneSource (www.MilitaryOneSource.com)
 Yellow Ribbon (www.YellowRibbon.mil)

2. Select each activity you have completed.
① If viewing only the checklist, select **Go Back** to return to the dashboard.
3. Select **Save**. This updates the checklist and takes you back to the dashboard.

Viewing the PDF Read-Only Checklists

The PDF Read-Only Checklists tool lists the checklists for the service member and the other role (supervisor or HR professional) for the phase of the deployment lifecycle the service member is in. The checklist lists the job-related actions your service member and the other role (supervisor or HR professionals) need to complete during that phase. You may view tasks and activities the service member and/or the other role (supervisor or HR professional) have completed and the tasks and activities that still need to be completed.

1. From the Deployment Case Dashboard, select a checklist listed below PDF Read-Only Checklists. This opens a dialog box.



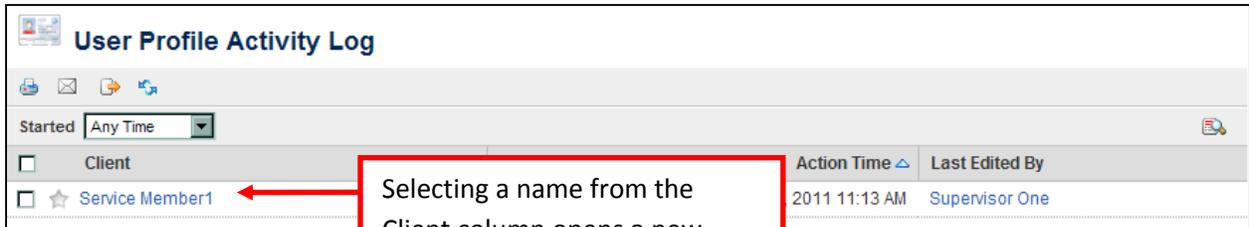
If you want to . . .	Then
View the checklist	Select Open . This opens the checklist in a new window and closes the dialog box. ① Select X in the upper right corner of the window that is displaying the checklist to close the window.
Store the checklist on your computer	Select Save . This saves the checklist to a location of your choice on your computer and closes the dialog box.
Go back to the Deployment Case Dashboard	Select Cancel . This closes the dialog box.

① You may also find blank copies of the checklist on the *VA for Vets* website Reintegration page in Resources.

User Profile Activity Log

The User Profile Activity Log area of the CMS home page lists each time one of your staff's profiles has been updated. You may do the following with the list:

- Filter by date started
- Sort by a column heading value (Client, Action Time, or Last Edited by) by selecting that column heading value



Selecting a name from the Client column opens a new window with information about that person.



You may also:



- Print a list of the user profile activity log
- Email a list of the user profile activity log
- Export a list of the user profile activity log to:
 - open in MS Excel, or
 - save as an MS Excel file
- Refresh the list of the user profile activity log

Quick Links

The Quick Links area of the CMS home page contains a list of links to programs that provide services to Military Service Members and Veterans.



Select . . .	To
AfterDeployment.org	<p>Go to the afterdeployment.org website</p> <p>afterdeployment.org is a wellness resource for the military community. Our mission is to help service members, their families, and Veterans overcome common adjustment problems following a deployment.</p> <p>The resources and exercises on afterdeployment.org address post-deployment challenges, including post-traumatic stress and triggers; conflict at work; reconnecting with family and friends; depression; anger; sleep problems; substance abuse; stress management; kids and deployment; spiritual guidance; living with physical injuries; health and wellness; and much more.¹</p>
MilitaryOneSource.com	<p>Go to the Military OneSource website</p> <p>Military OneSource is a free service provided by the Department of Defense to service members and their families to help with a broad range of concerns including money management, spouse employment and education, parenting and child care, relocation, deployment, reunion, and the particular concerns of families with special-needs members. They can also include more complex issues like relationships, stress, and grief. Services are available 24 hours a day — by telephone with professionally trained consultants and online. Many Military OneSource staff members have military experience (Veterans, spouses, Guardsmen, Reservists), and all receive ongoing training on military matters and military lifestyle. The program can be especially helpful to service members and their families who live at a distance from installations.²</p>

¹ Afterdeployment.org Frequently Asked Questions, Retrieved October 19, 2011, from <http://www.afterdeployment.org/frequently-asked-questions>

² About Military OneSource, Retrieved October 19, 2011, from <http://www.militaryonesource.com/MOS/About.aspx>

Select . . .	To
USERRA	<p>Go to the United States Department of Labor website</p> <p>This website provides information about the Uniformed Services Employment and Reemployment Rights Act (USERRA), which protects service members' reemployment rights when returning from a period of service in the uniformed services.</p>
VAforVets.gov	<p>Go to the <i>VA for Vets</i> Program website</p> <p><i>VA for Vets</i> facilitates the reintegration, retention and hiring of Veteran employees at the Department of Veterans Affairs (VA). We offer career-search tools for Veterans seeking employment at VA, career development services for our existing Veterans, and Coaching and reintegration support for military service members.³</p>
YellowRibbon.mil	<p>Go to the Yellow Ribbon Reintegration Program website</p> <p>The mission of the Yellow Ribbon Reintegration Program (YRRP) is to promote the well-being of National Guard and Reserve members, their families and communities, by connecting them with resources throughout the deployment cycle. YRRP connects Guard and Reserve service members, their families and loved ones with local resources before, during and after deployments, especially during the reintegration phase that occurs months after service members return home.⁴</p>

³ *VA for Vets* home page, Retrieved October 19, 2011, from <http://VAforVets.VA.gov>

⁴Yellow Ribbon Reintegration Program Frequently Asked Questions, Retrieved October 19, 2011, from <http://www.yellowribbon.mil/about/faq>

Tempo

Tempo is a real-time collaboration tool where you can:

- Post comments to messages
- Identify messages you want to access quickly by starring them
- Sort messages and comments by most recently updated or starred
- View your tasks
- Set up your subscriptions to monitor the messages that are meaningful to you
- Upload a photo to your profile

① The default view of the message list shows the most current messages at the top and the oldest at the bottom.



Accessing Tempo

1. From the CMS tab bar, select **Home**. This takes you to the Tempo home page.

Closing Tempo

1. Select  in the upper right corner of the window. This closes the window and signs you out of Tempo.
 - ① Selecting Sign Out from Tempo logs you off the CMS.