

Virtual Force Support (vFSS)



Providing support doesn't require a physical location!

Our recent operational experience has taught the 301st Force Support Squadron that providing access to clear and easy-to-understand information cannot be limited to a physical location, time of day, or availability of a single subject matter expert...it should be on-demand 24/7. Our new case management and tracking system, the Virtual Force Support System (vFSS), is designed as an organized support platform to both empower and readily meet the customer support requirements of our 301st Fighter Wing members.

Within vFSS, members requiring support and services can find guidance, information and resources offered by 301 FSS's functional areas through "Quick Grabs." Additionally, direct access is provided to virtually check in for services and virtually hold a place in line, allowing the member up to 60 minutes to arrive at our physical location. The biggest change to wing customer service operations comes from our new fully transparent customer service ticket system. We can now offer a location where members are able to follow the flow of progress regarding their requests, via system-sent e-mails that will continue until the customer service matter is closed. The vFSS system will serve as our 'system of record' for opening and working customer service matters. 301 FSS will no longer work tickets from requests sent to our several organizational e-mail accounts.

The vFSS platform is intended to provide clarity, improved communications, transparency, accountability, and also to streamline access to support services.

Check out the new Virtual Force Support site at:

https://afrc.eim.us.af.mil/sites/301fw/msg/301FSS_N1/SitePages/Home.aspx

We have also provided the follow quick references to what is located within VFSS.

Matthew R. Hoffman. Lt Col, USAF

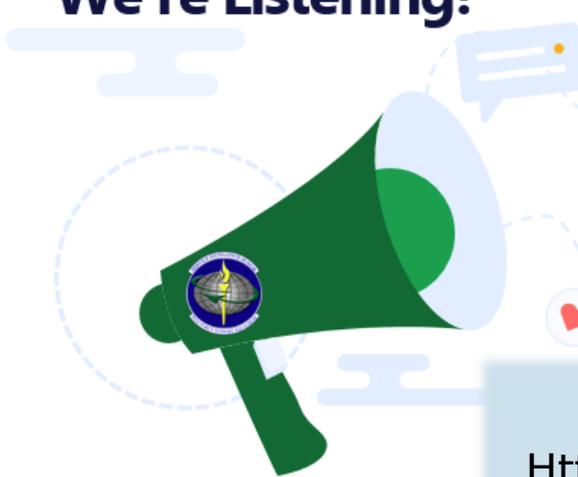
Virtual Force Support (vFSS)

Ticket Submission



Simplifying customer support through transparency and accountability

We're Listening!



"Every time I email FSS, I never truly know who is working or where my ticket is within the work flow. I wish there was a way we could see the progress of our request" – Airman

Reply: "We have created a new system that is transparent and holds all parties accountable!" - FSS



VPN/Network Users

https://afrc.eim.us.af.mil/sites/301fw/msg/301FSS_N1/SitePages/Home.aspx

Everything you need to know can be found

[Submit](#) [My Tickets](#) [Review Tickets](#) [Section Tickets](#) [Closed Tickets](#) [Metrics](#)



vFSS Tutorials

- [VFSS FSS Staff Guide.pptx](#)
- [VFSS User Guide.pptx](#)
- [Section_Issue Quick Reference.xls](#)



When you submit a ticket, you will receive an email for every action taken. You can also click on "My Tickets" and see ticket movement.

Outside AF Domain Customers

We encourage our TRs to utilize VPN to submit official requests, but if you are not able to or you do not have an AF domain email, please email requests to:

301FSS.Customer.Service@us.af.mil

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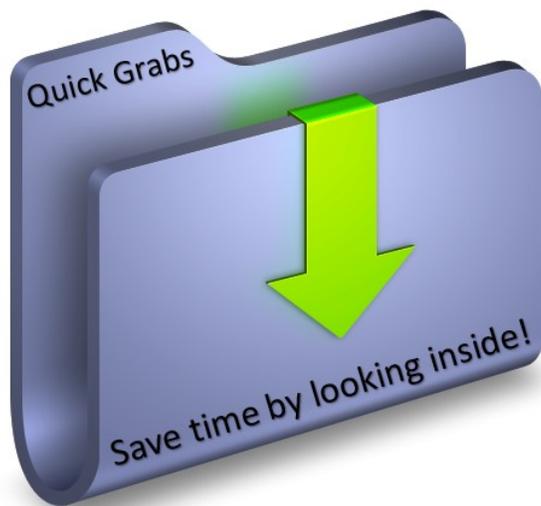
Quick Grabs



One Stop Location for all your career needs

Go To:

https://afrc.eim.us.af.mil/sites/301fw/msg/301FSS_N1/Lists/Quick%20Grabs/Allitems.aspx



Force Management	Retraining Evaluations Position Moves Gains and Accessions Manning Plans
Career Development	Out-Processing Checklists Promotions
Customer Support	DEERS ID CARDS In/Out Processing Newcomers
Career Advisor	Re-Enlistments
Manpower	Manning Plans Manpower Guidance
Services	Fitness Guidance Lodging Guidance
CSS Contact List	Current as of 26 Jul 2021
Personnel Systems Management	Daily Products Rosters UPMRs Templates Guidance

To retrieve documents click on left department name headers

Customer Service Virtual Waiting Line



Allowing Airmen more time to focus on mission

Check in for the following services:

I.D. Cards
Pin Resets
Dog Tags
In/Out Processing
Reenlistments
Career Counseling
Bonus Program
Commissioning
SGLI
Tuition Assistance
CCAF Counseling
Civilian TA
Formal Schools

... And Many More!

What happens once you check in?

Our technicians will see you as “in queue” but also as “not arrived” until you check in at our on-site kiosk or QR station. Allowing you up to 60 mins to arrive. You can also opt in to receive texts! After checking in, you will appear arrived. The technician will alert you via in office screen or via phone, where you have 15 mins to report in.

Go To

https://afrc.eim.us.af.mil/sites/301fw/msg/301FSS_N1/SitePages/Home.aspx

Giving Back Your Time!



[Click Here for LIVE FSS wait times](#)

You can use the above link to put yourself in queue and then when you arrive, make sure to use your phone to scan QR code to check-in or the standing kiosk

Virtual Force Support (vFSS)

Transparency



Simplifying customer support through transparency and accountability

We Want YOUR Feedback

Education/Training



PSM



Force Management



Career Development



Customer Support



Lodging/Fitness



Personnel Readiness



We monitor feedback weekly, so we will respond if you requested to be contacted.

—301 FSS

We understand life happens and you must reach out to someone, therefore, the following Flight Chiefs are able to help guide you. Please note, they will assist you in submitting a ticket if you are having tech issues, not answer your requests. How to submit tickets is loaded as a guide next to the submission button on vFSS.

Please allow our team 48 hours to respond.

Education and Training Flight: SMSgt James Cavin @ James.Cavin.3@us.af.mil // 739-6977

Military Personnel Flight: MSgt Damion Howell @ Damion.Howell@us.af.mil

Customer Support: 739-6852 // Force Management: 739-6854 // Career Development: 739-6915

IPR: 739-6950 // Personnel Systems Manager: 739-7597 // Wing Career Advisor: 739-6869

Sustainment Flight: MSgt James Loucks @ James.Loucks.3@us.af.mil // 739-3467