

Fiduciary Accountings Submission Tool (FAST) Training Job Aid FAST Fiduciary Account Reactivation



Objective

To provide Fiduciary personnel with guidance on how to reactivate a Fiduciary account in FAST.



Audience

Fiduciary personnel reactivating a Fiduciary account in FAST.

Prerequisite

The Fiduciary FAST (external) user account has been deactivated.

Instructions

1. To reactivate the Fiduciary FAST user account, access the following link [DTC VA Helpdesk Forms \(site.com\)](#)

U.S. Department of Veterans Affairs

Home Submit a Helpdesk Case Submit a User Permission Request

Open an Issue with the VA Help Desk

STOP!! Do not include any PII/PHI information in the case or attachment (DOB, SSN etc.!).

Use this form to create a VA Help Desk case. We will process requests as quickly as possible in the order that we receive them.

Please include in your description:

- A complete, but concise, explanation of the request or issue
- Relevant details for the request (username, location, type of equipment)

For help submitting a case or to check the status of an existing case, please call the DTC Customer Support Line at: (202) 921-0971, Mon.-Fri., 0800-1700

Note: The fields with the red asterisk are required.

General Information

Have you already opened a case for this issue?

Yes No

DTC Application *



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2. Complete the general information section following the steps below:

- If this is a new request select “no”, for “Have you already opened a case for this issue?”
- To reactivate the FAST user account, you will need to input ‘FAST’ under the **DTC Application** option.
- Select the priority of the ticket type: “Low”
- Select the issue topic “Other”
- In the subject box, enter “FAST Account Reactivation”
- In the description box, input the following message: “The Fiduciary's FAST user account has been deactivated. Please reactivate the account.”
- Enter the Fiduciary’s contact information as the preferred point of contact and email address.
- Then select the ‘**create case**’ button.

The fields with the red asterisk are required.

The screenshot displays the 'General Information' section of the FAST submission tool. The form includes the following fields and options:

- Have you already opened a case for this issue?** (Yes/No buttons)
- DTC Application *** (Search dropdown)
- Priority *** (Low, Medium, High, Urgent buttons)
- Issue Topic *** (Buttons: App Support Request, Architectural Support Request, Data Management Request, Microsoft Support Request, Password Reset Request, PEGA Support Request, Reporting Request, User Data Management, Other)
- Issue Related to** (Buttons: Accounts, Contacts, Chatter, Cases, Dashboard, Reports, Security, Other)
- Subject *** (Text input, 255 of 255 characters left)
- Description *** (Text input, 2200 of 2200 characters left)
- Preferred Contact Number *** (Text input)
- Preferred Contact Email *** (Text input)
- Additional contact information** (Text input, 2000 of 2000 characters left)
- Please provide additional information so that we may reduce your wait time and better serve you.** (Buttons: FAST, IEWeb, QMS, PEGA/ Microsoft, VAWRS, Other, Alerts & Recalls, PSAT)



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Outcome

Once the reactivation request is submitted, the Fiduciary should gain FAST access within 2-3 business days.

Please note:

- 1. Do not give Fiduciaries the DTC Customer Support Line Phone Number, as it is not for use by the public.***
- 2. DTC is a third-party contractor, therefore, PII such as SSN's, DOB's, Physical Address, etc. should not be placed in the ticket.***

