

MAST Training: Job Aid

Make a Facility Request



Objective

To provide users with steps on how to make facility requests in MAST.



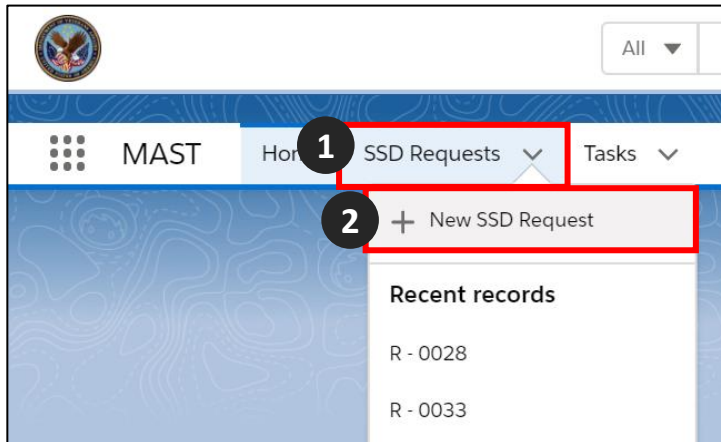
Audience

User: Requestor, Employee, Supervisor

Instructions

Pre-Step: Access the **MAST** Homepage via <https://va.my.salesforce.com/>

1. Click on the **dropdown arrow** next to the right of the **SSD Requests tab**.
2. Select **New SSD Request**.



3. Select **Facility Maintenance Request** from the pop-up listing.



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4. Select the **Station** from the drop-down menu under General Request Information.
5. Enter the name of the facility for the request being placed in the **Facility** box.

Note: User can enter in the first few letters of the facility and **Click** on the Search Magnifying Glass Icon (or press **Enter**) to search for available facilities.

6. Select **SSD Facility Record** from the list corresponds to the appropriate facility after conducting search.

General Request Information

4 Station --None--

5 * Facility Search SSD Facilities...

Record Type Facility Maintenance Request

* Sub-Category --None--

SSD Facilities

1 Result

SSD FACILITY NAME

FACILITY NAME (SATELLITE/OUTBSD)

6 Testing

7. Select the **Sub-Category** from the drop-down menu under General Request Information. (*Furniture service/Repair, carpeting, etc.*)
8. Enter in a **Description** for the request under General Request Information. User should enter in any applicable identifying details for the request in this box.
9. Select **Severity Level** (Low, Medium, High) from the drop-down menu under General Request Information.
10. Enter in any desired comments in the **Comments Box** under General Request Information. (This is an optional step)

General Request Information

* Station --None--

* Facility Testing

Record Type Facility Maintenance Request

* Sub-Category 7 --None--

* Description 8

Comments 10

* Severity Level 9 --None--



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11. Fill out the **requestor information** on the request form. If the person impacted is same as the requestor, **Click the Person Impacted is Same as Requester** box.

11

Requester Information

Person Impacted is Same as Requester

* Requester Name
Search People...

* Requester Phone

* Requester Email

Person Impacted Name

Person Impacted Phone

Person Impacted Email

12. Select **Submitted** in the drop-down menu under processing information section of the request.
13. Click **Save** to save request as submitted. (This will change the status from a draft request to a submitted request and populate a submitted date)

Processing Information

* Status
Submitted

--None--
Draft
✓ Submitted
Assigned
Returned
Closed

Cancel Save & 13 Save

Note: If you required fields have not been filled out, the user will get a banner message stating that errors exist on the page. Fields requiring the user's attention will be listed under the banner and highlighted in red.

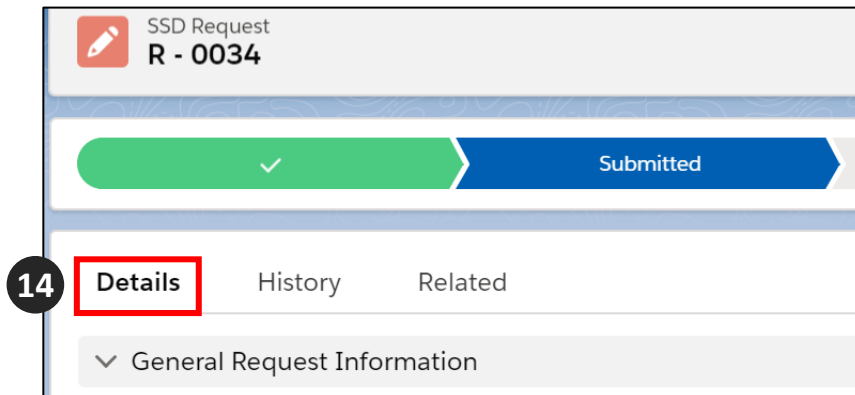
Note: This will enter the request into the appropriate queue for assignment and processing.

Note: If required, user can **Select Draft** in the drop-down menu under processing information section of the request and then **Click Save** to save the request as a draft without submission.

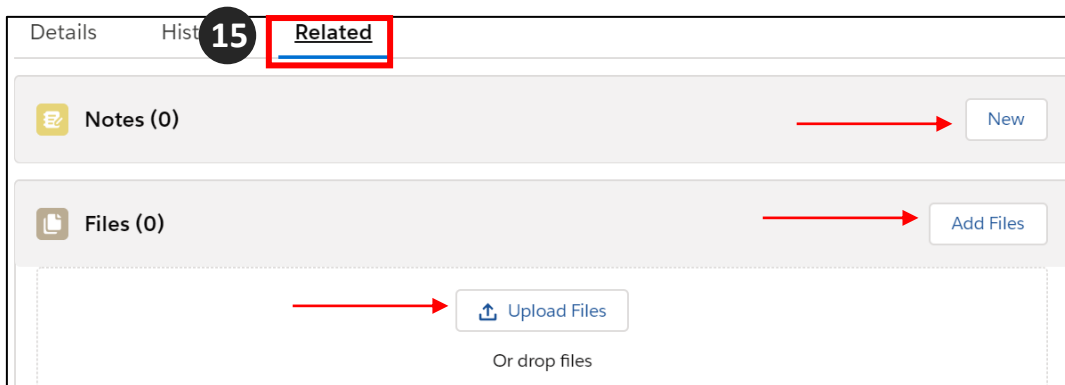
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14. Click on the **Details** tab of the request to review the details of the request. (this is an optional step)



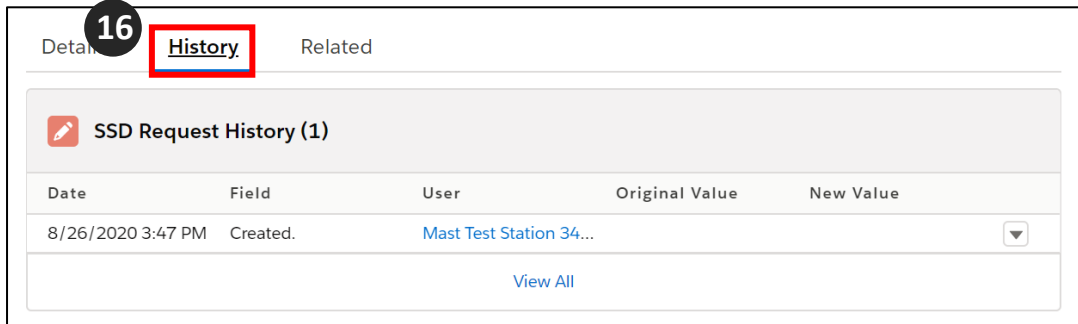
15. Select the **Related** tab to add documents and/or additional notes. (this is an optional step)
- Select **New** to add notes. Write required notes in the pop-up field.
 - Select **Done** when finished entering in note text.
 - Select **Upload Files** to upload any required files into the request.
 - Select **Add Files** when finished uploading files into the request.



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16. Click on the **History** tab to see all previous actions taken on the request. (this is an optional step)



The screenshot shows a web interface with three tabs: 'Details', 'History', and 'Related'. The 'History' tab is highlighted with a red box and a circled '16'. Below the tabs is a section titled 'SSD Request History (1)' with a red pencil icon. Underneath is a table with the following data:

Date	Field	User	Original Value	New Value
8/26/2020 3:47 PM	Created.	Mast Test Station 34...		

Below the table is a 'View All' link.

Post-Step: There are 2 potential post steps *(Based on business need and user role)*

- (1) Post Step 1: Requester can view currently submitted requests and check status of submitted requests. *(Covered in additional job aid)*
- (2) Post Step 2: Supervisors can review/assign requests to employees. *(Covered in additional job aid)*

✓ You have completed making a facility request in MAST!

