

# MAST Training: Job Aid

## Reassign or Reopen a Request



### Objective

Train supervisors to reopen and reassign requests



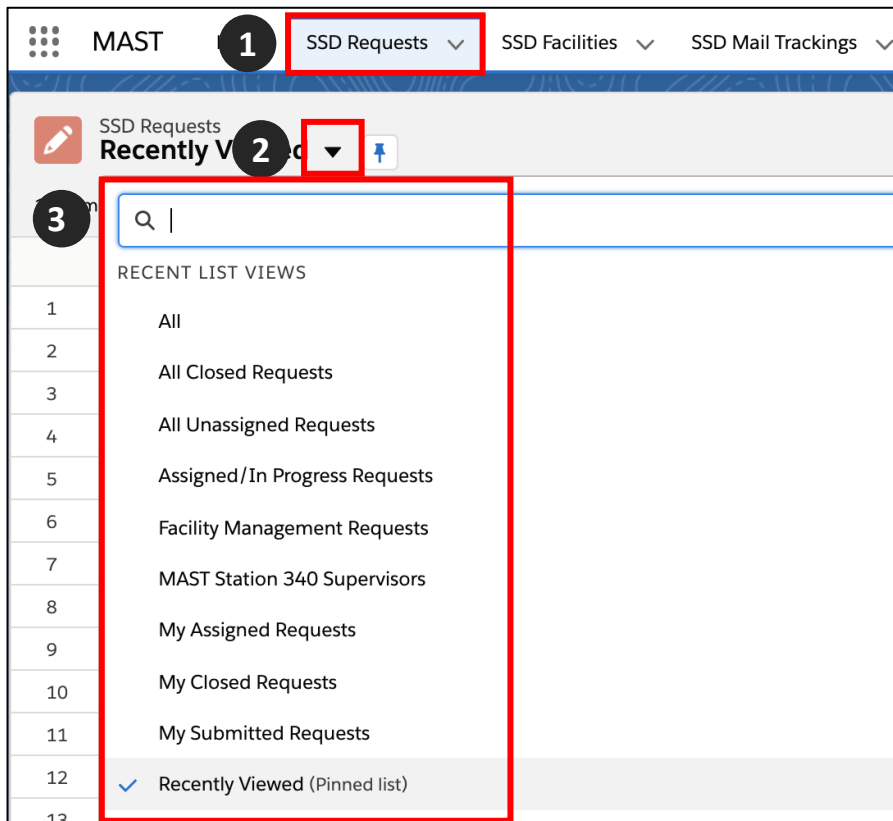
### Audience

SSD Supervisors

### Instructions

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

1. **Select** the **SSD Requests** tab located on the MAST Dashboard at the top of the page.
2. **Select** the list view filters black **drop-down arrow** on the top left-hand side of the SSD Requests dashboard screen.
3. **Select** the appropriate **filter** in the list view options.



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4. Click on the **column headers** across the top of the requests section to organize the populated requests by alphabetical or numerical order.

Ex: Clicking on the “Record Type” column header will organize the record types by alphabetical and numerical order

**Note:** You may also search for the specific SSD Request by typing in the SSD Request # in the search bar at the top right-hand corner of the screen

5. Click the **SSD Request #** from the column to open up the desired SSD Request.

SSD Request...	Assigned To	Record Type	Description	Sub-Category	Facility	Severity Level	Status	Due Date	Comments
R - 0159	Mast Test Station 340 Employee	Facility Maintenance Request	test	Carpeting	Las Cruces	Medium	Assigned	9/10/2020	test
R - 0160	Mast Test Station 340 Employee	Facility Maintenance Request	test	Facility Lighting	Las Cruces	Medium	Assigned	9/10/2020	test
R - 0173	Mast Test Station 340 Employee	Facility Maintenance Request	Electrical	Equipment install/repair	Las Cruces	Medium	Assigned	9/15/2020	
R - 0174		Facility Maintenance Request	test	Carpeting	Las Cruces	Medium	Submitted		

**Review** the information in the request to determine whether it can be completed by the original employee

6. Click on the grey pencil icon next to the “Status” field to make changes

Details History Related

General Request Information

Station	340 Albuquerque	Facility	Las Cruces
Record Type	Facility Maintenance Request	Sub-Category	Carpeting
Description	test	Comments	
Severity Level	Medium		

Requester Information

Person Impacted is Same as Requester	<input checked="" type="checkbox"/>		
Requester Name	Mast Test Station 340 Supervisor	Person Impacted Name	
Requester Phone	(555) 555-5555	Person Impacted Phone	
Requester Email	test@email.com	Person Impacted Email	

Processing Information

Assigned To	Mast Test Station 340 Employee	Due Date	9/10/2020
Status	Closed	Sub-Status	
Comments to Requester	test	Related Work Order	
Completed Correctly?		Status Comments	

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- A. If the request needs to be reassigned: **Reassign** the request by entering the new assigned employee into the **Assigned To** field under the “Processing Information” section.
- B. If the request needs to be reopened: **Update** the **Status** field under the “Processing Information” section from **Closed** to **Assigned**.

7. Click **Save** at the bottom of the screen to complete your changes.

The screenshot shows the 'Processing Information' section of a MAST form. It includes fields for 'Assigned To' (containing 'Mast Test Station 340 Employee'), 'Due Date' (9/10/2020), 'Status' (Assigned), 'Sub-Status' (Pending), 'Comments to Requester', 'Completed Correctly?' (None), and 'Status Comments'. A 'Save' button is located at the bottom right. Annotations 6a, 6b, and 7 are placed over the 'Assigned To', 'Status', and 'Save' fields respectively.

✓ You have completed reopening a request in MAST!