

MAST Training: Job Aid

View and Manage Facility Requests



Objective

To provide supervisors with steps on how to view and manage facility maintenance requests.



Audience

User: Supervisors

Instructions

Pre-Step: Log into **MAST** via <https://va.my.salesforce.com/>

1. Click on **SSD Requests**.
2. Use the dropdown to select the **Facility Management Requests** queue.
3. Click on the **SSD Request #** to choose the specific request to review.

The screenshot shows the MAST Salesforce interface. At the top, there is a navigation bar with the MAST logo and a dropdown menu labeled "SSD Requests" with a downward arrow. A red box highlights this dropdown, and a black circle with the number "1" is next to it. Below the navigation bar, there is a section titled "SSD Requests Recently Viewed" with a search bar and a dropdown menu. A red box highlights this dropdown, and a black circle with the number "2" is next to it. The dropdown menu is open, showing a list of "RECENT LIST VIEWS" with six options: "All", "All Closed Requests", "All Unassigned Requests", "Assigned/In Progress Requests", and "Facility Management Requests". A red box highlights the "Facility Management Requests" option.

The screenshot shows the MAST Salesforce interface displaying a list of "Facility Management Requests". The list has 37 items, sorted by SSD Request # and filtered by all SSD requests. The list has columns for "SSD Re..." and "Assigned To". The first three items are:

	SSD Re...	Assigned To
1	R - 0003	Mast Test Station 340 Employee
2	R - 0019	Mast Test Station 340 Employee
3	R - 0028	Mast Test Station 340 Employee

A red box highlights the "R - 0019" request number in the second row, and a black circle with the number "3" is next to it.



MAST Training: Job Aid

View and Manage Facility Requests

4. **Select** the update icon next to the Record Type field to update the request to the correct type and fill in the fields related to that request type if the request type was incorrectly selected as “Facility Maintenance.” (This is an optional step)
5. **Use** the **Severity Level** field to change the priority to “High”, “Medium”, or “Low” as necessary.

General Request Information

Station	340 Albuquerque	
Record Type	Facility Maintenance Request	4
Description	Security request	
Severity Level	Medium	5

6. **Use/Review** the **Assigned To**, **Due Date**, **Sub-Status** and **Status** fields in the **Processing Information** section to send the request to an employee’s queue to work on, adjust request due date, or reassign the request to a different employee.
7. **Enter** any necessary comments in the **Comments to Requestor** or **Status Comments** fields.

Note: The **Assigned Date** should automatically populate when an employee is first assigned to the request.

Processing Information

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

MAST Training: Job Aid

View and Manage Facility Requests

8. Click **Save** at the bottom to ensure all changes to the request are saved. (This in an optional step only executed if changes were made to the request)



9. **Send** emails using the **Email** box on the right side of the request. (This is an optional step)
 - a. Click on the **Write an Email** field to open the full email template view. Use the **To** field to enter in an email recipient, add additional recipients via the **BCC** field, type in a **Subject**, and compose your email in the **Body** field. Use the **Facility** field to tie the email to a specific facility and click **Send** to deliver the email.

Activity Chatter

9

Email Log a Call

Write an email... Compose

*From

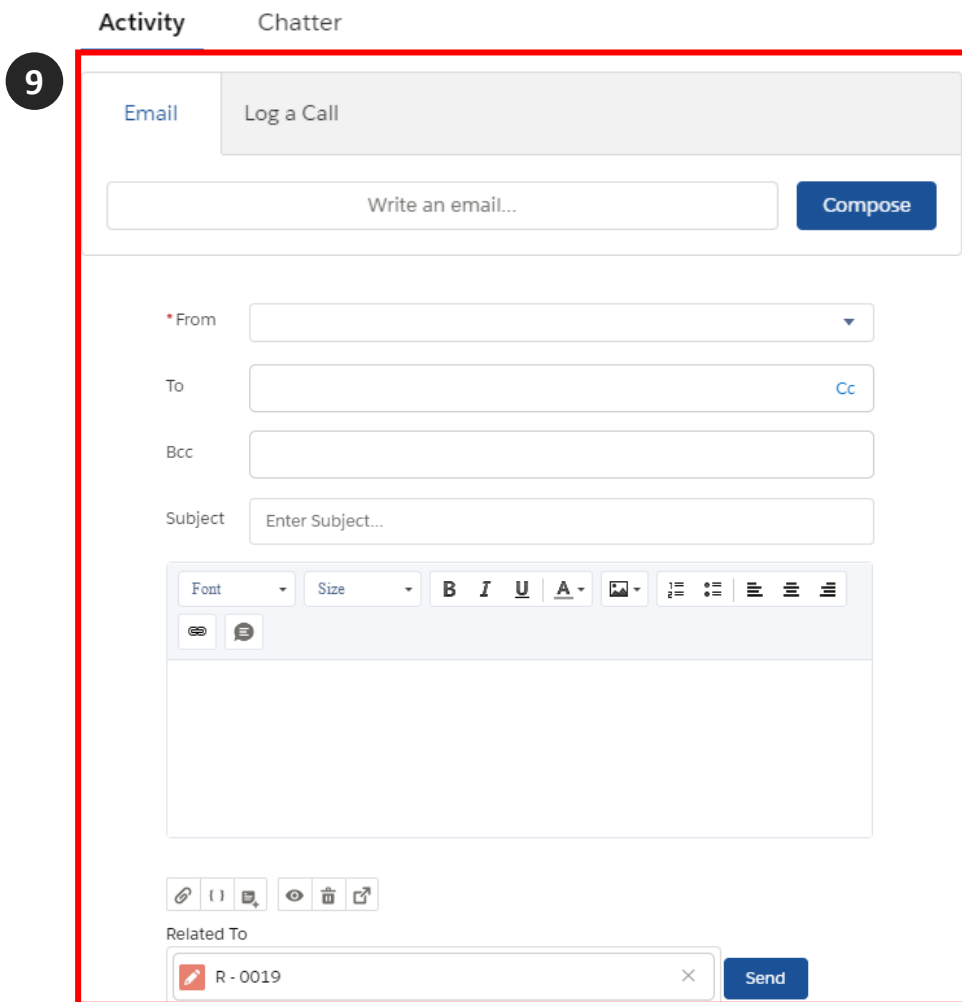
To Cc

Bcc

Subject Enter Subject...

Font Size B I U A

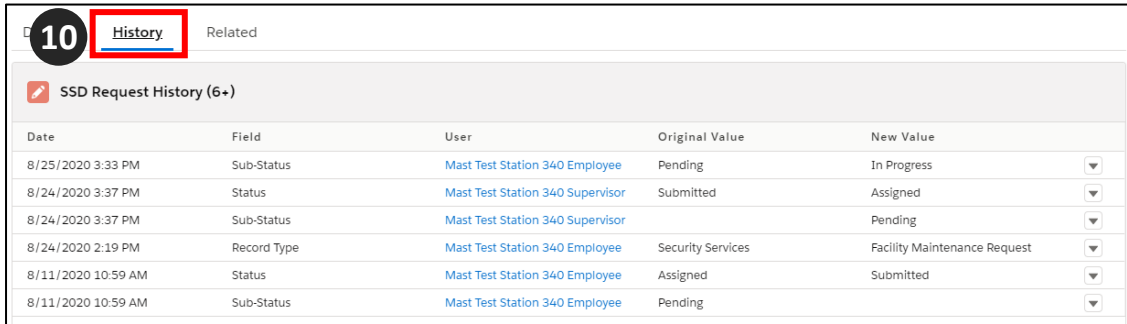
Related To R - 0019 Send



MAST Training: Job Aid

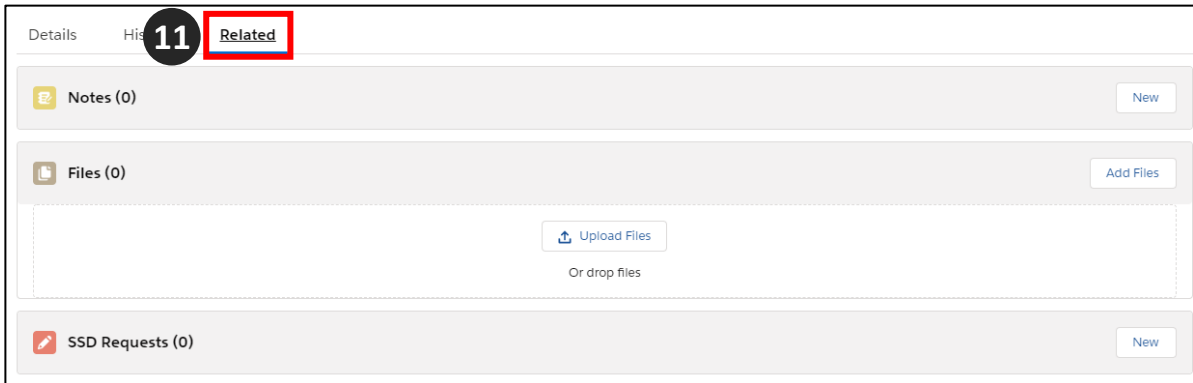
View and Manage Facility Requests

10. Use the **History** tab to view previous actions and view files related to the request.



Date	Field	User	Original Value	New Value
8/25/2020 3:33 PM	Sub-Status	Mast Test Station 340 Employee	Pending	In Progress
8/24/2020 3:37 PM	Status	Mast Test Station 340 Supervisor	Submitted	Assigned
8/24/2020 3:37 PM	Sub-Status	Mast Test Station 340 Supervisor	Pending	Pending
8/24/2020 2:19 PM	Record Type	Mast Test Station 340 Employee	Security Services	Facility Maintenance Request
8/11/2020 10:59 AM	Status	Mast Test Station 340 Employee	Assigned	Submitted
8/11/2020 10:59 AM	Sub-Status	Mast Test Station 340 Employee	Pending	

11. Use the **Related** tab to view files related to the request.



Post-Step: There is 1 potential post step.

(1) Reopen and reassign the request (*covered in How to Reassign a Request job aid*)

✓ You have completed viewing and managing facility requests!