MAST Training: Job Aid
View and Manage Facility Requests

Objective

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

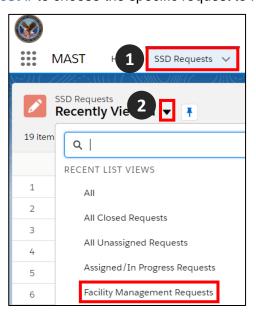### Audience

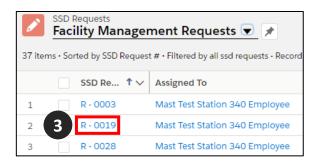User: Supervisors

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.
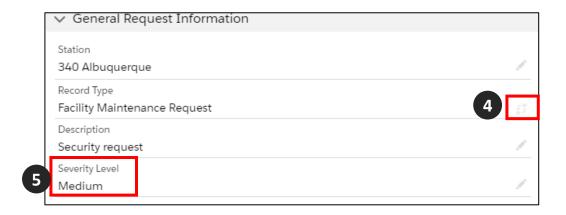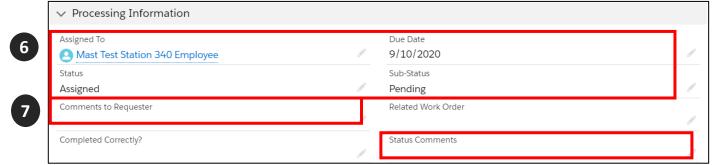3. **Click** on the **SSD Request #** to choose the specific request to review.

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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.

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.
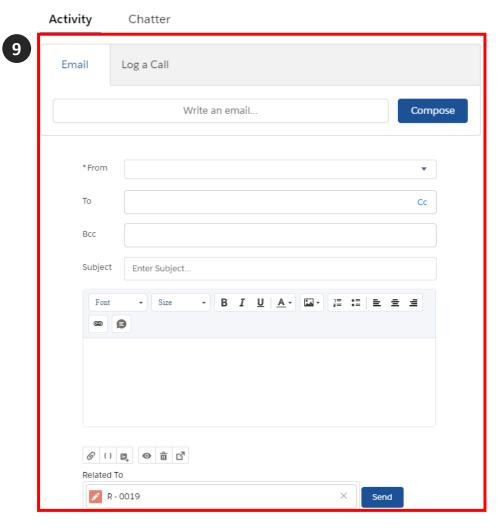
8. **Click Save** at the bottom to ensure all changes to the request are saved. (This in an optional step only executed if changes were made to the request)
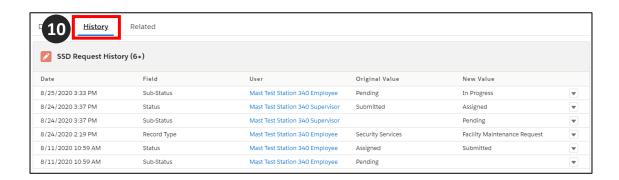
9. **Send** emails using the **Email** box on the right side of the request**.** (This is an optional step)
    a. **Click** on the **Write an Email** field to open the full email template view. Use the **To** field to enter in an email recipient, add additional recipients via the **BCC** field, type 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.

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

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!