MAST Training: Job Aid
PIV Card Requests

Objective

To provide requestors with steps on how to submit PIV Card requests in MAST.
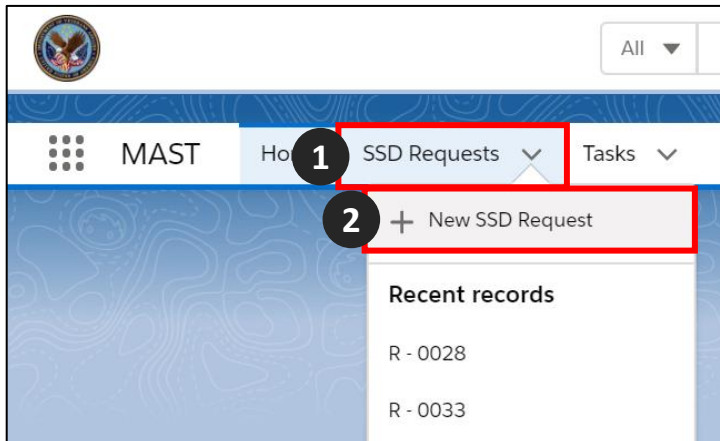
Audience

User: Requestor

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 PIV Request** from the pop-up listing.

4. **Select** the **Station** from the drop-down menu under General Request Information.
5. **Enter** in a description for the request under General Request Information.
6. **Select Severity Level** (Low, Medium, High) from the drop-down menu under General Request Information.
7. **Enter** the name of the facility for the request being placed in the **Facility** box.
8. **Select** the **Sub-Category** from the drop-down menu under General Request Information. *(PIV Reset, Termination, Issuance).*
9. **Enter** any desired additional details about the request in the **Comments** free text field box.

Note: Information fields marked with a red * is a required field that will need to be completed prior to submitting the request.

General Request Information

* Station
4 --None--

* Facility
7 Search SSD Facilities...

Record Type
PIV Request

* Sub-Category
8 --None--

* Description
5

Comments
9

* Severity Level
6 --None--

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

10 **Requester Information**

Person Impacted is Same as Requester
☐

* Requester Name
Search People...

Person Impacted Name

* Requester Phone

Person Impacted Phone

* Requester Email

Person Impacted Email

11. **Select Submitted** in the drop-down menu under processing information section of the request.
12. **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

11 ✓ Submitted

Assigned

Returned

Closed

Cancel   Save & **12**   **Save**

Note: If required fields have not been filled out, the user will receive 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.

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

SSD Request
R - 0034

✓   Submitted

13 **Details**   History   Related

∨ General Request Information

---

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

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

Post-Step: There are 3 potential post steps:

(1) Post Step 1: Requester can view currently submitted requests. *(Covered in View Request Status job aid)*

(2) Post Step 2: Supervisors can review/assign requests to employees. *(Covered in View and Assign Pending Requests job aid)*

(3) Post Step 3: Supervisors and employees can maintain current PIV Cards *(Covered in Managing PIV Cards job aid)*

✓ You have completed creating a PIV Card request in MAST!