

MAST Training: Job Aid

View Request Status



Objective

To provide requestors with steps to review the status of their submitted requests.



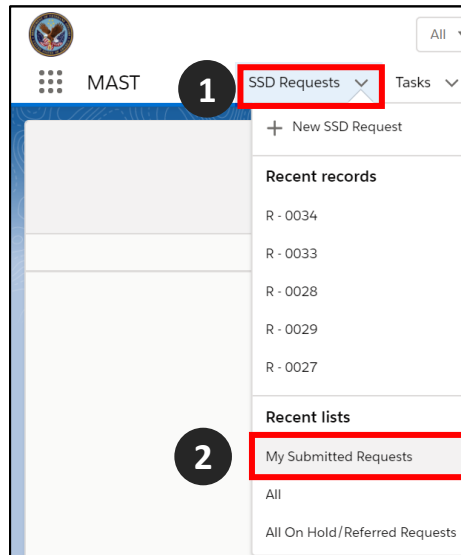
Audience

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 **My Submitted Requests**.



3. Select the **SSD Request** record that user would like to review.

Note: All requests submitted by the User will be listed in this view by SSD Request #.

Note: Records can be filtered by multiple fields including record type, severity, and status.

SSD ...	Record Type	Description	Sub-Category	Facility	Se... ↑	Status	Comments
1 R - 0027	RMO Services Request	Training	Assign/Maintain Parking Spaces	SSD Maintenance - 0001	Low	Assigned	Training
3 R - 0028	PIV Request	Training PIV Card Request	PIV Pin Reset		Medium	Submitted	Training
3 R - 0029	Facility Maintenance Request	Training Request	Furniture service/repair	SSD Maintenance - 0001	Medium	Assigned	Training Request
4 R - 0034	Parking Request	Training	Assign/Maintain Parking Spaces	SSD Maintenance - 0001	Medium	Submitted	



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4. **Review** the **selected record**. Record will display updated status to include submission date, in progress date, and if applicable closed date.

Note: Requestors will not be able to edit any fields after the request has been submitted.

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Details History Related

General Request Information

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

Note: Fields not displaying data will be updated once assignment is assigned and in progress, if applicable to the request.

Reporting Information

Submitted Date	Assigned Date
9/8/2020	
In Progress Date	Referred Date
On-Hold Date	Closed Date
Elapsed Days 1	Returned Date

5. **Select** the **History Tab** to review the request's processing history in the MAST system.
6. **Review** the **SSD Request History** which shows the requestor updated statuses and dates of request submission.

5 History Related

SSD Request History (2)

Date	Field	User	Original Value	New Value
8/19/2020 3:32 PM	Status	Mast Test Station 34...	Draft	Submitted
8/19/2020 3:31 PM	Created.	Mast Test Station 34...		

View All

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Post-Step: There is 1 potential post step

- (1) Post Step 1: Requester can attach files and notes to request. (Covered in Create a New Request job aide)

✓ You have completed viewing a request status in MAST!