PIV Enhancement Scheduling

Training
Version 1.6
PIV Enhancement Scheduling

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APPLICANT TRAINING – APPLICANT PROFILE
When accessing the system, the Terms and Conditions screen appears.

Click on the Accept Terms and Conditions button to proceed.
Registration

- Click on Create Account in the toolbar or “Click Here to Create a new PIV Card Applicant Account”.

Welcome to the PIV Appointment Scheduling tool. This is where you will MAKE, MODIFY and CANCEL appointments for nearby VA facilities in support of PIV Card credential issuance activities.

The scheduling process is intuitive and easy to use. HELP is available in case you have any questions.

Please add "do.not.reply@va-piv.com" to your contacts list. This will ensure that you receive notification e-mails that might otherwise be filtered into Spam and Trash folders.

Click Here to Create a new PIV Card Applicant Account
(If This Is The First Time You Are Accessing This Website)

E-mail Address: 
Password: 

Sign-In

Forgot Your Password?
Registration

- Enter your First Name, Last Name, E-mail Address, Password, and Phone Number.
- Select your Organization and Type of Applicant from the drop down windows.
- When the information is entered, click on the Create Account button.
Registration

VA Appointment Scheduling for PIV Cards :: Applicant Account - Create Account Page

First Name: [Input Field]  Last Name: [Input Field]
E-mail Address: [Input Field]  Phone Number: [Input Field]
Password: [Input Field]  Verify Password: [Input Field]
Organization: [Input Field]  Applicant Type: [Input Field]

Create Account

Passwords must contain 8-12 characters and at least one of the following types of characters:

UpperCase  LowerCase  Numeric  Special Character

[!#$%^*()-+=;/?\,]{}<>"%@]
• The screen below appears to confirm the account creation.
Change Password

• When accessing the system, the Terms and Conditions screen appears.
• Click on the Accept Terms and Conditions button to proceed.
Enter E-mail Address, Password and click the Sign-In button.
Change Password

• The following screen appears. Click Change Password in the toolbar.

Welcome to the PIV Appointment Scheduling tool. This is where you will MAKE, MODIFY and CANCEL appointments for nearby VA facilities in support of PIV Card credential issuance activities.

The scheduling process is intuitive and easy to use. HELP is available in case you have any questions.

Please add “do.not.reply@va-piv.com” to your contacts list. This will ensure that you receive notification e-mails that might otherwise be filtered into Spam and Trash folders.

!!!!This is a Systemwide Message!!!!
This is a test to display a System Wide Message for all Applicants to see.
Change Password

• Enter your E-mail Address, Old Password, New Password.
• Enter the new password in the New Password Verify field to confirm the value.
• Click the Change Password button to submit the change.
Change Password

Please fill out all fields and click the button below to change your password.

E-mail Address:  testing7777test@hotmail.com
Old Password:  ********
New Password:  ********
Verify Password:  ********

Change Password

Passwords must contain 8-12 characters and at least one of each of the following types of characters:

UpperCase LowerCase Numeric Special Character
[!#$^*()-+=;/:\|{}<>"\%\@]
Change Password

- The following screen appears to confirm the password has been changed.

Password Has Been Successfully Changed for testing testing (testing7777test@hotmail.com) and an e-mail notification has been sent.
Reset Password

• When accessing the system, the Terms and Conditions screen appears.

• Click on the Accept Terms and Conditions button to proceed.
- Click on Reset Password in the toolbar at the top or on the Forgot Your Password link centered below.
Reset Password

• Enter the email address where the new password is to be sent. Then click the Reset Password button.

Please click the button below to have a randomly generated password sent to your registered email address.

E-mail Address: testing7777test@hotmail.com

Reset Password
• When the password has been reset, the following screen appears. Retrieve the email to obtain the new password then click Sign-In.
Update Account

• When accessing the system, the Terms and Conditions screen appears.

• Click on the Accept Terms and Conditions button to proceed.
Update Account

- Enter Email Address, Password and click the Sign-In button.
Update Account

- The screen below is displayed. Click on Update Account in the toolbar.
Update Account

• Enter the information that is to be modified and click the Update Account button.
The screen below is displayed.

Update Account

Please fill out all fields and click the button below to update your account.

User Account Updated for testing testing (testing7777test@hotmail.com)

VA PIV Card Appointment Reservation Application v1.2.2.0 (Build: TEST) running on PIV-TEST-01
SCHEDULING AN APPOINTMENT

Making an Appointment
Cancel an Appointment
Modify an Appointment

APPLICANT TRAINING
Book an Appointment

• When accessing the system, the Terms and Conditions screen appears.
• Click on the Accept Terms and Conditions button to proceed.
Book an Appointment

- Enter E-mail Address, Password and click the Sign-In button.
Book an Appointment

• Click Make Appointment in the toolbar or the button.
Book an Appointment

• When using location services to find the nearest facilities enter the Zip Code for the location where the applicant will depart for the appointment then click the Continue button.

• When a specific facility is wanted, select the facility from the drop down window then click the Continue button.

• The following screens demonstrate using location services.
Book an Appointment

Please enter a zip code to view nearby locations or select a known site.

Zip Code: 20430

Location: DC - 20571 - VA Central Office

Continue
Book an Appointment

• Select the facility where the appointment is to be made and click Continue.
Book an Appointment

• Select the Appointment Type from the drop down window then click Continue.
Book an Appointment

- Navigate to the desired month using “>>” and click on the desired day.
Book an Appointment

- Click on the desired time for the appointment.
Book an Appointment

- Review the Summary of Selections section then click Continue.
Book an Appointment

• When the next screen appears, confirm the information entered and the time of the appointment.

• If all is correct, click on the Confirm Appointment button at the bottom.

• Otherwise, select the Cancel Appointment button to cancel the appointment.
Book an Appointment

Please Review The New Appointment Details Displayed Below.
You may Cancel this Appointment or Confirm this Appointment.

New Appointment Details to Review

Location: VA Central Office
810 Vermont Ave NW
Washington, DC 20571

Activity: Fingerprint

Date: Wednesday, March 6th, 2013

Time: 11:20 AM

 Held: GC271155

Please Review The New Appointment Details Displayed Above.
The availability is guaranteed for the next 10 minutes.
The appointment is not confirmed until you select "confirmAppointmentButton Appointment"
Book an Appointment

- When the Confirm Appointment button is clicked, the following appears to confirm the appointment.

The Following New Appointment Has Been Successfully Confirmed.
Your Appointment Details are Displayed Below.
You may Cancel or Modify this Appointment.

New Appointment Details
Location: VA Central Office
810 Vermont Ave NW
Washington, DC 20571
Activity: Fingerprint
Date: Wednesday, March 6th, 2013
Time: 11:20 AM
Confirmation: GC271155

Appointment GC271155 successfully created for testing testing777test@hotmail.com.
Cancel an Appointment

• When accessing the system, the Terms and Conditions screen appears.

• Click on the Accept Terms and Conditions button to proceed.
Cancel an Appointment

• Enter E-mail Address, Password and click the Sign-In button.
Cancel an Appointment

- The following screen appears. Click the Review Appointments button to proceed.
Cancel an Appointment

- On the next screen, click the Cancel Appointment button.
Cancel an Appointment

- Provide a reason for the cancellation and click the Cancel Appointment button.
Cancel an Appointment

- The next screen confirms the cancellation.

The Following Appointment Has Been Successfully Canceled.
You Currently Have No Scheduled Appointments.
You may Make an Appointment or Return to Home Screen Below.

Canceled Appointment Details
- Location: VA Central Office
  810 Vermont Ave NW
  Washington, DC 20571
- Activity: Fingerprint
- Date: Friday, March 15th, 2013
- Time: 1:00 PM
- Confirmation: NK271156

Make Appointment  Home Screen

Appointment NK271156 successfully canceled for testing (testing7777test@hotmail.com).
Modify an Appointment

- When accessing the system, the Terms and Conditions screen appears.
- Click on the Accept Terms and Conditions button to proceed.
Modify an Appointment

- Enter E-mail Address, Password and click the Sign-In button.
Modify an Appointment

• The following screen appears. Click the Review Appointments button to proceed.
Modify an Appointment

• On the next screen, click the Modify Appointment button.
Modify an Appointment

- Select a facility from the drop down window.
Modify an Appointment

- Select the Appointment Type from the drop down window under Explore availability.

This site is temporary down for maintenance. Please try again later.
Modify an Appointment

- Navigate to the desired month using “>>” and click on the desired day.

![Calendar](image-url)
Modify an Appointment

- Click on the desired time for the appointment.
Modify an Appointment

- Review the Summary of Selections section then click Continue.
Modify an Appointment

• When the next screen appears, confirm the information entered and the time of the appointment.
• If all is correct, click on the Confirm Appointment button at the bottom.
• Otherwise, select the Cancel button to cancel the appointment.
Modify an Appointment

VA Appointment Scheduling for PIV Cards :: Applicant Account - Appointment Review Page

Please Review The Updated Appointment Details Displayed Below.
You may Cancel this Appointment or Confirm this Appointment.

Updated Appointment Details to Review

Location: VA Central Office
810 Vermont Ave NW
Washington, DC 20571
Activity: Fingerprint
Date: Friday, March 15th, 2013
Time: 1:00 PM
Held: NK271156

Please Review The Updated Appointment Details Displayed Above.
The availability is guaranteed for the next 10 minutes.
The appointment is not confirmed until you select "Confirm Appointment"
Modify an Appointment

- When the Confirm Appointment button is clicked, the following appears to confirm the appointment.

  The Following *Updated Appointment Has Been Successfully Confirmed*. Your Appointment Details are Displayed Below.
  You may Cancel or Modify this Appointment.

  **Updated Appointment Details**
  - Location: VA Central Office
    110 Vermont Ave N.W.
    Washington, DC 20571
  - Activity: Fingerprint
  - Date: Friday, March 15th, 2013
  - Time: 1:00 PM
  - Confirmation: NK271156

  Cancel Appointment  Modify Appointment