

# PIV Enhancement Scheduling

Training  
Version 1.6

# PIV Enhancement Scheduling

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Registration

Change Password

Reset Password

Update Account

# **APPLICANT TRAINING – APPLICANT PROFILE**

# Registration

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Terms and Conditions for Usage Page

**You are accessing a web application that exists outside of the Department of Veterans Affairs (DVA) Network.**

You will be asked to provide limited personal information in order to schedule an appointment to receive a **Homeland Security Presidential Directive 12 (HSPD-12) Personal Identity Verification (PIV) Card**.

**Authority:** In August of 2004 the President of the United States issued HSPD-12 mandating a common personal identification verification standard for federal employees and federal contractors. This directive requires that all federal agencies use a reliable, commonly accepted form of government identification that will enhance security, increase government efficiency, reduce identity fraud, and protect personal privacy. PIV cards will serve as the new VA identity verification badges and serve as the common government identity verification method for all VA administrations and VA offices.

**Purpose/ Routine Uses:** The federal contractor maintaining operation of this web site, on behalf of DVA, collects information for the purpose of scheduling an appointment for activities related to the DVA HSPD-12 PIV Cards (Issuance, Reissuance, Renewals, and Fingerprinting).

**Disclosure:** The federal contractor maintaining operation of this web site may not use the information collected for any purpose beyond its intended use. Furnishing this information is voluntary; however failure to provide this information may prevent the individual from receiving the benefit sought.

Accept the Terms and Conditions

# Registration

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Sign-In Page

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:

[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

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS



Home Create Account Reset Password Help

Skip To Main Content Sign-In

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

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
E-mail Address:	<input type="text"/>	Phone Number:	<input type="text"/> <input type="text"/> <input type="text"/>
Password:	<input type="text"/>	Verify Password:	<input type="text"/>
Organization:	<input type="text" value="----SELECT----"/>	Applicant Type:	<input type="text" value="----SELECT----"/>

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

**UpperCase LowerCase Numeric SpecialCharacter**

**[!#\$%^\*()-+=;/?\.,][<>&'"%@]**

# Registration

- The screen below appears to confirm the account creation.



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

[Continue](#)

**User Account Created for testing testing (testing7777test@hotmail.com)**

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

# Change Password

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Terms and Conditions for Usage Page

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Accept the Terms and Conditions

# Change Password

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Sign-In Page

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:

[Forgot Your Password?](#)

# Change Password

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Home Page

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.

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[Make Appointment](#)

**!!!!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

## VA Appointment Scheduling for PIV Cards :: Applicant Account - Change Password Page

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

E-mail Address:	<input type="text" value="testing777test@hotmail.com"/>
Old Password:	<input type="password" value="••••••••"/>
New Password:	<input type="password" value="••••••••"/>
Verify Password:	<input type="password" value="••••••••"/>

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

**UpperCase LowerCase Numeric SpecialCharacter**

**[!#\$%^\*()-+=;/?\.,[]{}><&'"%@]**

# Change Password

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



VA Appointment Scheduling for PIV Cards :: Applicant Account - Change Password Page

Continue

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

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

# Reset Password

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Terms and Conditions for Usage Page

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Accept the Terms and Conditions

# Reset Password

- Click on Reset Password in the toolbar at the top or on the Forgot Your Password link centered below.



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Sign-In Page

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[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:

[Forgot Your Password?](#)

# Reset Password

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Password Reset Page

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

E-mail Address:

# Reset Password

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

The screenshot shows the top navigation bar of the VA Department of Veterans Affairs website. The header includes the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. Navigation links include "Home", "Create Account", "Reset Password", "Help", and "Sign-In". A "Skip To Main Content" link is also present.

**VA Appointment Scheduling for PIV Cards :: Applicant Account - Password Reset Page**

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

[Continue](#)

**testing testing 's password has been successfully reset and sent to: testing7777test@hotmail.com**

VA PIV Card Appointment Reservation Application v1.2.4.0 (Build: TEST) running on PIV-TEST-01

# Update Account

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Terms and Conditions for Usage Page

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Accept the Terms and Conditions

# Update Account

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Sign-In Page

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.

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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:

[Forgot Your Password?](#)

# Update Account

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Home Page

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.

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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.

[Make Appointment](#)

**!!!!This is a Systemwide Message!!!!**

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# Update Account

- Enter the information that is to be modified and click the Update Account button.



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Update Account Page

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

First Name:	<input type="text" value="testing"/>	Last Name:	<input type="text" value="testing"/>
E-mail Address:	<input type="text" value="testing7777test@hotmail.com"/>	Phone Number:	<input type="text" value="555"/> <input type="text" value="555"/> <input type="text" value="5555"/>
Existing Password:	<input type="password"/>	Verify Password:	<input type="password"/>
Organization:	<input type="text" value="VHA"/>	Applicant Type:	<input type="text" value="Employee"/>

# Update Account

- The screen below is displayed.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

[Home](#) [Review Appointments](#) [Make Appointment](#) [Update Account](#) [Change Password](#) [Help](#) [Sign-Out testing](#)

[Skip To Main Content](#)

**VA Appointment Scheduling for PIV Cards :: Applicant Account - Update Account Page**

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

[Continue](#)

**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

Making an Appointment

Cancel an Appointment

Modify an Appointment

# **APPLICANT TRAINING – SCHEDULING AN APPOINTMENT**

# Book an Appointment

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Terms and Conditions for Usage Page

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Accept the Terms and Conditions

# Book an Appointment

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Sign-In Page

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[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:

[Forgot Your Password?](#)

# Book an Appointment

- Click Make Appointment in the toolbar or the button.



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Home Page

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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.

[Make Appointment](#)

**!!!!This is a Systemwide Message!!!!**

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# 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

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS



[Skip To Main Content](#)

[Home](#) [Review Appointments](#) [Make Appointment](#) [Update Account](#) [Change Password](#) [Help](#)

[Sign-Out testing](#)

## VA Appointment Scheduling for PIV Cards :: Applicant Account - Make an Appointment Page

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

Zip Code:

Location:

# Book an Appointment

- Select the facility where the appointment is to be made and click Continue.



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Make an Appointment Page

- VA Central Office (3.2 miles)**  
810 Vermont Ave NW  
Washington, DC 20571
- Philadelphia Regional Office and Insurance Center (138.8 miles)**  
5000 Wissahickon Ave  
Philadelphia, PA 19144
- Atlanta Regional Office (613.1 miles)**  
1700 Clairmont Road  
Decatur, GA 30033

# Book an Appointment

- Select the Appointment Type from the drop down window then click Continue.

The screenshot shows the top navigation bar of the VA Department of Veterans Affairs website. The header includes the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. A "Skip To Main Content" link is visible in the top right. The main navigation menu contains links for "Home", "Review Appointments", "Make Appointment", "Update Account", "Change Password", "Help", and "Sign-Out testing".

The main content area is titled "VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Activity Page". Below the title is a light gray box with the text: "Please choose an activity for your appointment at **VA Central Office** below."

Below this box is a form with a label "Activity:" and a dropdown menu currently showing "Fingerprint". There are two buttons: "Continue" and "Back to Locations".

A yellow banner at the bottom of the form area contains the text: "This site is temporary down for maintenance. Please try again later."

At the very bottom, a footer bar contains the text: "VA PIV Card Appointment Reservation Application v1.2.2.0 (Build: TEST) running on PIV-TEST-01".

# Book an Appointment

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



VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Time Slot Page

Please choose a date and time for your **Fingerprint** appointment at **VA Central Office**.

March 2013 [>>](#)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	<a href="#">5</a>	<a href="#">6</a>	<a href="#">7</a>	<a href="#">8</a>	9
10	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>	<a href="#">14</a>	<a href="#">15</a>	16
17	<a href="#">18</a>	<a href="#">19</a>	<a href="#">20</a>	<a href="#">21</a>	<a href="#">22</a>	23
24	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>	<a href="#">28</a>	<a href="#">29</a>	30
31						

[Back to Activities](#)

# Book an Appointment

- Click on the desired time for the appointment.



VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Time Slot Page

Please choose a date and time for your **Fingerprint** appointment at VA Central Office.

March 2013 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

AM/PM AM PM

AM	9:00am	9:20am	9:40am
	10:00am	10:20am	10:40am
	11:00am	11:20am	
PM	1:20pm	1:40pm	
	2:00pm	2:20pm	2:40pm
	3:00pm		

#### SUMMARY OF SELECTIONS

Appointment Date: 3/6/2013

Back to Activities

# Book an Appointment

- Review the Summary of Selections section then click Continue.



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Time Slot Page

Please choose a date and time for your **Fingerprint** appointment at **VA Central Office**.

March 2013 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

AM/PM AM PM

AM	9:00am	9:20am	9:40am
	10:00am	10:20am	10:40am
	11:00am	11:20am	
PM	1:20pm	1:40pm	
	2:00pm	2:20pm	2:40pm
	3:00pm		

### SUMMARY OF SELECTIONS

Appointment Date: 3/6/2013

Appointment Time: 11:20 AM

Continue

Back to Activities

# 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

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

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

[Cancel Appointment](#)

[Confirm Appointment](#)

**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.



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

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

[Cancel Appointment](#)

[Modify Appointment](#)

**Appointment GC271155 successfully created for testing 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.



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Terms and Conditions for Usage Page

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Accept the Terms and Conditions

# Cancel an Appointment

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Sign-In Page

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[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:

[Forgot Your Password?](#)

# Cancel an Appointment

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Home Page

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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.

[Review Appointments](#)

**!!!!This is a Systemwide Message!!!!**

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# Cancel an Appointment

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



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

Your Appointment Details are Displayed Below.  
You may **Cancel** or **Modify** this Appointment.

### 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

[Cancel Appointment](#)

[Modify Appointment](#)

[Home Screen](#)

# Cancel an Appointment

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Appointment Cancellation Page

Please enter the reasons for your appointment cancellation below.

Reason for Cancellation:

**PLEASE NOTE: Until you click "Cancel Appointment" above,  
the appointment is not canceled.**

# Cancel an Appointment

- The next screen confirms the cancellation.

The screenshot displays the VA Department of Veterans Affairs website interface. At the top, there is a blue header with the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. Below the header is a navigation bar with links: Home, Review Appointments, Make Appointment, Update Account, Change Password, Help, and Sign-Out testing. The main content area is titled "VA Appointment Scheduling for PIV Cards :: Applicant Account - Appointment Review Page". A central message box states: "The Following Appointment Has Been **Successfully Canceled**. You Currently Have No Scheduled Appointments. You may **Make an Appointment** or **Return to Home Screen** Below." Below this message is a box titled "Canceled Appointment Details" containing the following information: Location: VA Central Office, 810 Vermont Ave NW, Washington, DC 20571; Activity: Fingerprint; Date: Friday, March 15th, 2013; Time: 1:00 PM; Confirmation: NK271156. At the bottom of this box are two buttons: "Make Appointment" and "Home Screen". A yellow banner at the bottom of the page reads: "Appointment NK271156 successfully canceled for testing testing (testing7777test@hotmail.com )."

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Skip To Main Content

Home Review Appointments Make Appointment Update Account Change Password Help Sign-Out testing

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

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 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.



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Terms and Conditions for Usage Page

**You are accessing a web application that exists outside of the Department of Veterans Affairs (DVA) Network.**

You will be asked to provide limited personal information in order to schedule an appointment to receive a **Homeland Security Presidential Directive 12 (HSPD-12) Personal Identity Verification (PIV) Card**.

**Authority:** In August of 2004 the President of the United States issued HSPD-12 mandating a common personal identification verification standard for federal employees and federal contractors. This directive requires that all federal agencies use a reliable, commonly accepted form of government identification that will enhance security, increase government efficiency, reduce identity fraud, and protect personal privacy. PIV cards will serve as the new VA identity verification badges and serve as the common government identity verification method for all VA administrations and VA offices.

**Purpose/ Routine Uses:** The federal contractor maintaining operation of this web site, on behalf of DVA, collects information for the purpose of scheduling an appointment for activities related to the DVA HSPD-12 PIV Cards (Issuance, Reissuance, Renewals, and Fingerprinting).

**Disclosure:** The federal contractor maintaining operation of this web site may not use the information collected for any purpose beyond its intended use. Furnishing this information is voluntary; however failure to provide this information may prevent the individual from receiving the benefit sought.

Accept the Terms and Conditions

# Modify an Appointment

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Sign-In Page

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:

[Forgot Your Password?](#)

# Modify an Appointment

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



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Home Page

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.

[Review Appointments](#)

**!!!!This is a Systemwide Message!!!!**

**This is a test to display a System Wide Message for all Applicants to see.**

# Modify an Appointment

- On the next screen, click the Modify Appointment button.



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

Your Appointment Details are Displayed Below.  
You may **Cancel** or **Modify** this Appointment.

### 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

[Cancel Appointment](#)

[Modify Appointment](#)

[Home Screen](#)

# Modify an Appointment

- Select a facility from the drop down window.



## VA Appointment Scheduling for PIV Cards :: Applicant Account - Make an Appointment Page

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

Zip Code:

Location:

# Modify an Appointment

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

The screenshot displays the VA Department of Veterans Affairs website interface. At the top, there is a dark blue header with the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. A "Skip To Main Content" link is visible in the top right. Below the header is a navigation bar with links: "Home", "Review Appointments", "Make Appointment", "Update Account", "Change Password", "Help", and "Sign-Out testing".

The main content area is titled "VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Activity Page". A light gray box contains the instruction: "Please choose an activity for your appointment at VA Central Office below." Below this is a form with a label "Activity:" and a dropdown menu currently showing "Fingerprint". There are two buttons: "Continue" and "Back to Locations".

A prominent yellow banner with a red border contains the message: "This site is temporary down for maintenance. Please try again later." At the bottom, a gray footer bar contains the text: "VA PIV Card Appointment Reservation Application v1.2.2.0 (Build: TEST) running on PIV-TEST-01".

# Modify an Appointment

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

The screenshot shows the VA Department of Veterans Affairs website interface for appointment scheduling. At the top, there is a blue header with the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. A navigation menu includes links for Home, Review Appointments, Make Appointment, Update Account, Change Password, Help, and Sign-Out testing. Below the header, the page title is "VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Time Slot Page". A message box states: "Please choose a date and time for your **Fingerprint** appointment at **VA Central Office**." Below this is a calendar for March 2013. The calendar shows days from Sunday to Saturday, with dates 1 through 31. A blue button with ">>" is located to the right of the calendar title. Below the calendar is a "Back to Activities" button. At the bottom of the page, a footer reads: "VA PIV Card Appointment Reservation Application v1.2.2.0 (Build: TEST) running on PIV-TEST-01".

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Skip To Main Content

Home Review Appointments Make Appointment Update Account Change Password Help Sign-Out testing

VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Time Slot Page

Please choose a date and time for your **Fingerprint** appointment at **VA Central Office**.

March 2013 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	<a href="#">5</a>	<a href="#">6</a>	<a href="#">7</a>	<a href="#">8</a>	9
10	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>	<a href="#">14</a>	<a href="#">15</a>	16
17	<a href="#">18</a>	<a href="#">19</a>	<a href="#">20</a>	<a href="#">21</a>	<a href="#">22</a>	23
24	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>	<a href="#">28</a>	<a href="#">29</a>	30
31						

Back to Activities

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

# Modify an Appointment

- Click on the desired time for the appointment.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Skip To Main Content

Home Review Appointments Make Appointment Update Account Change Password Help Sign-Out testing

VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Time Slot Page

Please choose a date and time for your **Fingerprint** appointment at **VA Central Office**.

March 2013 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

AM/PM AM PM

AM

8:40am		
9:00am	9:20am	9:40am
10:00am	10:20am	10:40am
11:00am	11:20am	

PM

1:00pm	1:20pm	1:40pm
2:00pm	2:20pm	2:40pm
3:00pm	3:20pm	

SUMMARY OF SELECTIONS

Appointment Date: 3/15/2013

Back to Activities

# Modify an Appointment

- Review the Summary of Selections section then click Continue.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS  [Skip To Main Content](#)

[Home](#) [Review Appointments](#) [Make Appointment](#) [Update Account](#) [Change Password](#) [Help](#) [Sign-Out testing](#)

VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Time Slot Page

Please choose a date and time for your **Fingerprint** appointment at VA Central Office.

March 2013 [>>](#)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	<a href="#">5</a>	<a href="#">6</a>	<a href="#">7</a>	<a href="#">8</a>	9
10	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>	<a href="#">14</a>	<a href="#">15</a>	16
17	<a href="#">18</a>	<a href="#">19</a>	<a href="#">20</a>	<a href="#">21</a>	<a href="#">22</a>	23
24	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>	<a href="#">28</a>	<a href="#">29</a>	30
31						

AM/PM  AM  PM

AM	<a href="#">8:40am</a>		
	<a href="#">9:00am</a>	<a href="#">9:20am</a>	<a href="#">9:40am</a>
	<a href="#">10:00am</a>	<a href="#">10:20am</a>	<a href="#">10:40am</a>
	<a href="#">11:00am</a>	<a href="#">11:20am</a>	
PM	<a href="#">1:00pm</a>	<a href="#">1:20pm</a>	<a href="#">1:40pm</a>
	<a href="#">2:00pm</a>	<a href="#">2:20pm</a>	<a href="#">2:40pm</a>
	<a href="#">3:00pm</a>	<a href="#">3:20pm</a>	

[SUMMARY OF SELECTIONS](#)

**Appointment Date:** 3/15/2013  
**Appointment Time:** 1:00 PM

[Continue](#) [Back to Activities](#)

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

# 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

[Cancel Appointment](#)

[Confirm Appointment](#)

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.



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

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  
810 Vermont Ave NW  
Washington, DC 20571

Activity: Fingerprint

Date: Friday, March 15th, 2013

Time: 1:00 PM

Confirmation: NK271156

[Cancel Appointment](#)

[Modify Appointment](#)

**Appointment NK271156 successfully updated for testing testing (testing7777test@hotmail.com ).**