

VA Fingerprinting & Badging Appointment System

(a.k.a. "PIV Enhanced Scheduling Tool")

Making a fingerprinting or badging appointment at Seattle and American Lake VA campuses is easy, using our new, online scheduling system.

Overview

- 1) Create an account.
- 2) Make an appointment online to get fingerprints taken.
- 3) Attend the fingerprint appointment.
- 4) Make an appointment online to get the badge made.
- 5) Attend the badging appointment.

Go to the following website, create a secure account and make your appointments:
<http://www.va-piv.com>.

Help guides for navigating the PIV Scheduling Tool can also be found on the VA PSHCS Webpage @ <http://center.puget-sound.med.va.gov/sites/employees/Security%20%20PIV/PIV%20Scheduling%20Instructions%2008162013.pdf>

Tips for Creating an Account and Making a Fingerprinting Appointment:

- 1) After accepting terms and clicking "Click Here to Create a new PIV Card Applicant Account," you will enter your name and contact information, and you will create a secure password.
 - a. Make sure to use an email address and phone number where we can reach you. (Don't use your former school's/program's email address if you are not taking the account with you!)
 - b. When creating a password, review the tips on that page that describe the types of characters that are required. Keep this password in a safe place, as you will need it later!
- 2) After creating an account, go to "Make an Appointment."
- 3) Enter zip code "**98108**" and click "continue."
- 4) Select "**Puget Sound Healthcare System**" (**THIS IS THE FIRST OPTION!!**) and click "continue." This is the main Seattle Hospital campus.
 - a. **Do not select "Seattle Regional Office."** (not our site)
 - b. **Do not select American Lake Campus** (third option) unless your VA site administrator has instructed you to do so.
- 5) Select the activity called "**Fingerprint.**"
- 6) Select a date and time for your appointment. If you cannot find a date and time that reasonably works for you, please call the scheduling line for Seattle campus: 206-716-5688 and for American Lake campus: 253-583-1039. Manual

scheduling will be handled on a case by case basis. If you need additional assistance, please contact your VA rotation administrator.

- 7) Review the appointment and either cancel or confirm.
- 8) Sign out.
- 9) Attend the fingerprint appointment at the Seattle campus. You **must** first stop by the Employment Office in **Building 1, room B-17** to validate your status. They will refer you to the Personnel Security office once you have been cleared.

Note: If you need to modify or cancel your appointment, you can log back in and change the appointment.

Don't forget to keep your password somewhere safe! You will need it in the next step.

Tips for Making a Badging Appointment:

You can *schedule* your badging appointment immediately upon completion of your fingerprinting but when scheduling your badging appointment please make sure that you allow at least 2 business days for your fingerprinting report to be received by the security team. The system will not allow you to be badged without a cleared Special Agency Check (SAC), which is the report generated from your fingerprints. Log in to the system and schedule your badging appointment as follows:

- 1) Go to "Make an Appointment."
- 2) Enter zip code "**98108**" and click "continue."
- 3) Select "**Puget Sound Healthcare System**" (**THIS IS THE FIRST OPTION!!**) and click "continue."
 - a. **Do not select "Seattle Regional Office."** (not our site)
 - b. **Do not select American Lake Campus** (third option) unless your VA site administrator has instructed you to do so.
- 4) Select the activity called "**PIV Badge – New.**" Your sponsor will have established the appropriate type and security level of your badge.
- 5) Select a date and time for your appointment. If you cannot obtain an appointment within a reasonable timeframe, please follow the same guidance for "Tips for Creating an Account and Making a Fingerprint Appointment," above.
- 6) Review the appointment and either cancel or confirm.
- 7) Sign out.
- 8) Attend the badging appointment at the Seattle campus. You **must** first stop by the Employment Office in **Building 1, room B-17** to validate your status. They will refer you to the Personnel Security office once you have been cleared.

FAQ's

Q: What do I do if I cannot find a date and time that work for me?

A: Plan ahead - do not wait until the last minute, as the schedule is typically booked a minimum of 3 weeks in advance of the start of the Academic year. Call the appropriate HR Security office in Seattle or at American Lake for assistance if you cannot obtain an appointment within reasonable advance timeframe of your entry on service. Your request will be handled on a case by case base.

Q: What do I do if I need to cancel or modify an appointment?

A: The instructions for modifying or cancelling an appointment are on the website under "Help".

Q: What do I do if I have forgotten my password?

A: There is a "Forgot Password" radio button on the webpage. Follow the instructions after clicking on the "Forgot Password" button.

Q: I am having trouble creating the account, making my appointment, or changing my appointment.

A: If you get stuck, there are detailed instructions on the website. Just click on the "HELP" link on the first page, above "Create an Account." The "HELP" link is also located along the top of each webpage of the application. Also, there is a toll free number listed on the "HELP" page that provides you an opportunity to seek assistance from a technician.

Q: I reviewed the Help directions, but I'm still stuck. What should I do?

A: Contact HR Security through any of the following ways:

Email: pugpersonnelsecurity@va.gov

Phone: Seattle: 206-716-5688

American Lake: 253-583-1093

This should be your last resort as providing personal assistance to you on the phone requires pulling a personnel security assistant away from helping other customers in the office. Please be considerate of other customers .