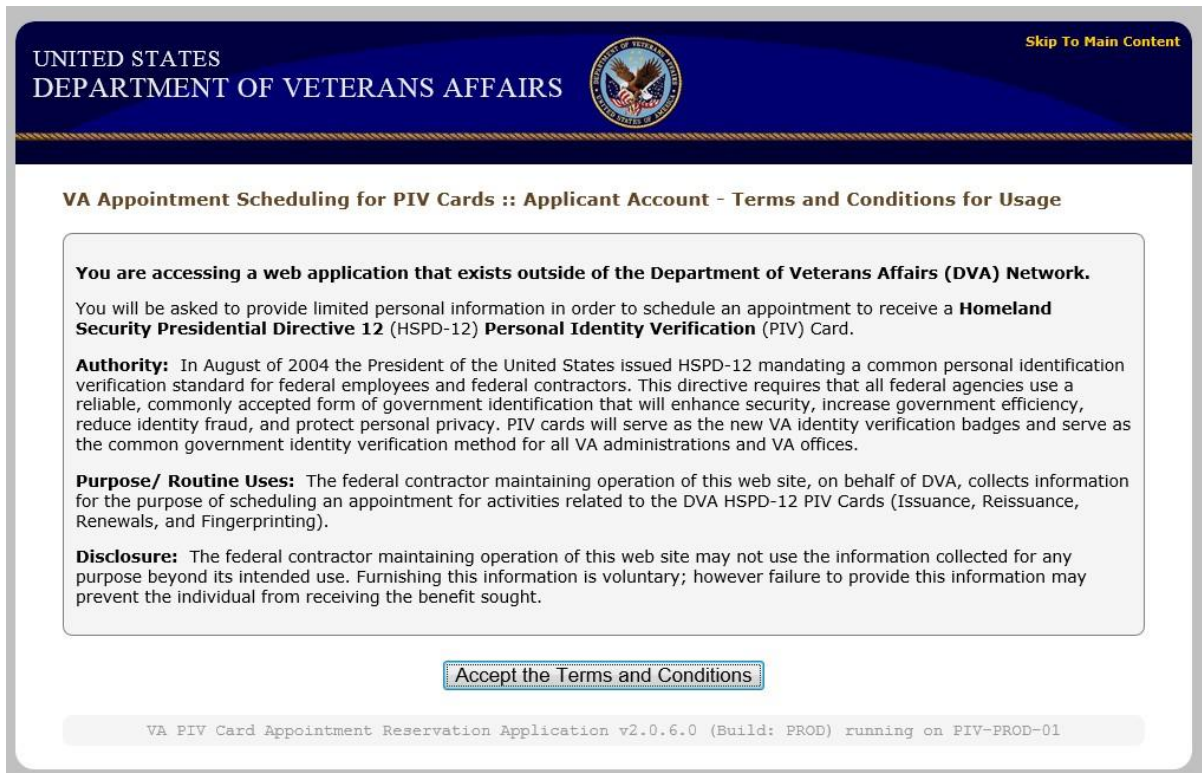


VA PIV Scheduling Tool

Step 1 - Create a new PIV Card Applicant Account

Please follow the steps below to create an account, you **ONLY** need to create a PIV Card Applicant account once.

To access the VA PIV Scheduling Tool website type the following URL into a web browser address bar and press "Enter", <https://va-piv.com>.



The screenshot shows the top of a web page with a dark blue header. On the left, it says "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" in white. In the center is the Department of Veterans Affairs seal. On the right, there is a link that says "Skip To Main Content". Below the header, the page title is "VA Appointment Scheduling for PIV Cards :: Applicant Account - Terms and Conditions for Usage". The main content area is a white box with a thin border containing the following text:

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.

At the bottom of the white box is a button labeled "Accept the Terms and Conditions". Below the white box, in a light gray bar, is the text: "VA PIV Card Appointment Reservation Application v2.0.6.0 (Build: PROD) running on PIV-PROD-01".

Click on "Accept the terms and conditions" button.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Home Create Account Reset Password Help Sign-In

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

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?](#)

Card Appointment Reservation Application v2.0.6.0 (Build: PROD) running on PIV-PROD-01

On next screen click on the "Click Here to Create a new PIV Card Applicant Account (If This Is The First Time You Are Accessing This Website)" link.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Home Create Account Reset Password Help Sign-In

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

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

First Name: Last Name:

E-mail Address: Phone Number:

Extension:

Password: Verify Password:

Organization: Applicant Type:

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

UpperCase LowerCase Numeric SpecialCharacter

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

VA PIV Card Appointment Reservation Application v2.0.6.0 (Build: PROD) running on PIV-PROD-01

Please fill out all fields of information to create your new account, you don't have to use your VA email address.

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

[Home](#) [Create Account](#) [Reset Password](#) [Help](#) [Sign-In](#)

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

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

First Name: Last Name:
 E-mail Address: Phone Number:
 Extension:
 Password: Verify Password:
 Organization: Applicant Type:

Employee
 Contractor
 Affiliate (non-employee/non-contractor)
 Foreign National
 Federal Emergency Response Official (FERO)

Passwords must contain 8-12 characters and at least one of each of the following types of characters:
 UpperCase LowerCase Numeric SpecialCharacter
 [!#\$%^*()-+=:/?!\.,|]}<>&'"%@]

VA PIV Card Appointment Reservation Application v2.1.1.0 (Build: PROD) running on PIV-PROD-01

For Organization, select “VHA” and select the appropriate Applicant Type accordingly. (Employee, Contractor, Affiliate [non-employee/ non-contractor], Foreign National, or Federal Emergency Response Official [FERO]). **Health profession trainees (optometry/ podiatry/medical students and residents are classified as “Affiliate”).**

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

[Home](#) [Create Account](#) [Reset Password](#) [Help](#) [Sign-In](#)

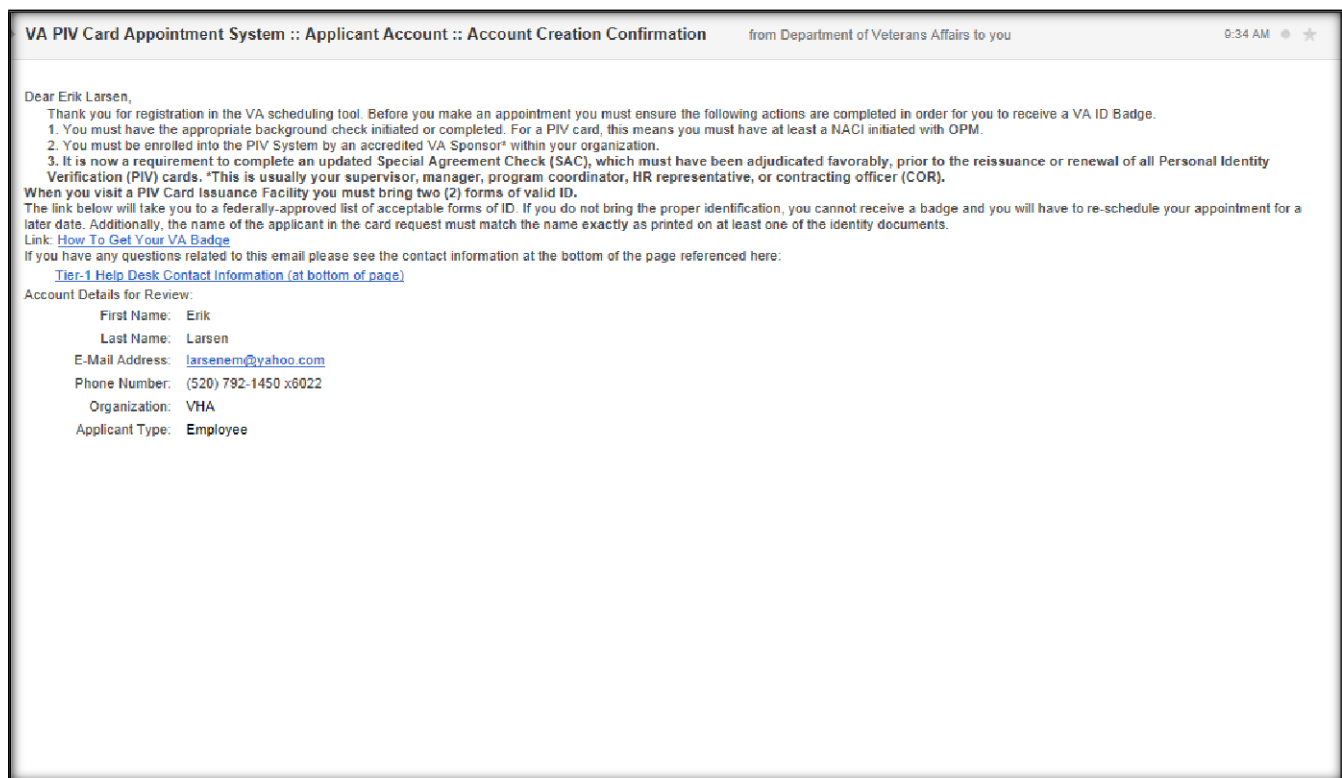
VA Appointment Scheduling for PIV Cards :: Applicant Account - Create Account

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

User Account Created for Erik Larsen (larsenem@yahoo.com)

VA PIV Card Appointment Reservation Application v2.0.6.0 (Build: PROD) running on PIV-PROD-01

are
 Click on “Continue” button to create your account.



You should get an email that looks like the one above after you create your account.

If you have any problems creating your account, please contact your ADPAC or the Personal Identity Verification (PIV) Office at x6022.

Step 2 – Making appointments

The VA PIV Scheduling Tool allows you to make your own appointments, remember you will **ONLY** be able to make **ONE** appointment at a time.

- a. **Fingerprint appointment** – is your first appointment. You must be fingerprinted within 120-days from initial, renewal, or replacement of any card.

Renewal process – schedule within 90 to 120-days from your PIV card’s expiration date.

Replacement (Lost, Stolen, or Damaged) – schedule first available appointment. **NOTE: If you are not exempt from using your card to access the VA network and information systems, it’s recommended you contact the National Service Desk (NSD) 1-855-673-4356 as soon as possible to be temporarily exempt from the PIV Only Authentication (POA).**

- b. **Renewal/Replacement PIV registration appointment**

Renewal process – schedule within 6-weeks from your PIV card’s expiration date, if the PIV registration appointment is outside the 6-weeks, you will be turned away from the PIV Office and asked to make another PIV registration

appointment using the VA PIV Scheduling Tool. **NOTE: If you are not exempt from using your card to access the VA network and information systems, it's recommended you contact the National Service Desk (NSD) 1-855-673-4356 after your registration appointment to be temporarily exempt from the PIV Only Authentication (POA).**

Replacement (Damaged, Name Change, Lost, or Stolen) – schedule approximately 5 to 7-days after your fingerprint appointment. Fingerprints may be unclassifiable and may take longer for Special Agreement Check (SAC) results, if the SAC results are not adjudicated by the time of the PIV registration appointment, you will be asked to make another appointment using the VA PIV Scheduling Tool.

NOTE: It's MANDATORY that YOU notify and coordinate with your care/service line PIV Manager/Sponsor, prior to your scheduled PIV registration appointment. You must forward your PIV registration appointment confirmation email to your care/service line PIV Manager/Sponsor, so your PIV Manager/Sponsor can take appropriate actions in the VA PIV Enrollment portal. If this process is not completed, you will be asked to make another appointment using the VA PIV Scheduling Tool.

- c. **Pick-up appointment** – The PIV Office will notify the applicant by Outlook, once the card is ready for pick-up. Schedule first available Pick-up appointment.

To access the VA PIV Scheduling Tool website type the following URL into a web browser address bar and press "Enter", <https://va-piv.com>.

The screenshot shows the top of a web page with a dark blue header. On the left, it says "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" in white. In the center is the VA seal. On the right, there is a link "Skip To Main Content". Below the header is a white box with a title "VA Appointment Scheduling for PIV Cards :: Applicant Account - Terms and Conditions for Usage". Inside this box, there is a warning: "You are accessing a web application that exists outside of the Department of Veterans Affairs (DVA) Network." This is followed by a paragraph about providing personal information for a Homeland Security Presidential Directive 12 (HSPD-12) Personal Identity Verification (PIV) Card. Below that are sections for "Authority", "Purpose/ Routine Uses", and "Disclosure". At the bottom of the white box is a button that says "Accept the Terms and Conditions". At the very bottom of the page, there is a footer: "VA PIV Card Appointment Reservation Application v2.0.6.0 (Build: PROD) running on PIV-PROD-01".

Click on "Accept the terms and conditions" button.

The screenshot shows the top navigation bar with the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. Navigation links include "Home", "Create Account", "Reset Password", "Help", and "Sign-In". The page title is "VA Appointment Scheduling for PIV Cards :: Applicant Account - Sign-In". A welcome message states: "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." Below this is a form with the heading "Click Here to Create a new PIV Card Applicant Account (If This Is The First Time You Are Accessing This Website)". The form contains fields for "E-mail Address:" and "Password:", a "Sign-In" button, and a link for "Forgot Your Password?". At the bottom, a footer reads "VA PIV Card Appointment Reservation Application v2.0.6.0 (Build: PROD) running on PIV-PROD-01".

Login using the account you created then click on "Sign in" button.

The screenshot shows the top navigation bar with the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. Navigation links include "Home", "Review Appointments", "Make Appointment", "Update Account", "Change Password", "Help", and "Sign-Out Erik". The page title is "VA Appointment Scheduling for PIV Cards :: Applicant Account - Home". A welcome message states: "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." Below this is a "Make Appointment" button. A yellow box contains the text: "Welcome. You are now able to make appointments at the majority of VA facilities. Click on 'Make Appointment' to find out if your facility is currently available." At the bottom, a footer reads "VA PIV Card Appointment Reservation Application v2.1.1.0 (Build: PROD) running on PIV-PROD-01".

On the next screen, click on "Make Appointment" button.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS  Skip To Main Content

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

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

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

Zip Code:

Location:

VA PIV Card Appointment Reservation Application v2.0.6.0 (Build: PROD) running on PIV-PROD-01

On the location drop down select the “AZ – Southern Arizona VA Health Care System (85723)” then click on “Continue”.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS  Skip To Main Content

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

VA Appointment Scheduling for PIV Cards :: Applicant Account - Choose an Appointment Activity

Please choose an activity for your appointment at **Southern Arizona VA Health Care System** below.

Activity:

- Fingerprints
- Initial PIV Registration Appt
- Pick-up Appt
- Renewal PIV Registration Appt
- Replacement (Lost, Stolen or Damaged) PIV Registration Appt
- SAVAHCS ID Card Appt

Appointments between 8:00am - 8:30am are reserved for Off-Tour personnel ONLY.

Please make your Fingerprint Appointment within 90 to 120-days from your PIV card's expiration date and the Renewal PIV Registration Appointment within 6-weeks from your PIV card's expiration date.

If you have an urgent, emergency, or problem with your Non-PIV card/PIV card, please contact the PIV Office directly at (520) 792-1450 x6022.

If you need to have your Non-PIV card or PIV card Unblocked or PIN reset, contact your care/service line PIV Manager/Sponsor or care/service line ADPAC.

VA PIV Card Appointment Reservation Application v2.1.1.0 (Build: PROD) running on PIV-PROD-01

Click on the appropriate appointment type and then click on “Continue” button.



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

Please choose a date and time for your **Fingerprints** appointment at **Southern Arizona VA Health Care System**.

September 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					

[Back to Activities](#)

VA PIV Card Appointment Reservation Application v2.0.6.0 (Build: PROD) running on PIV-PROD-01

Click on the date that you can make it to your appointment.



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

Please choose a date and time for your **Fingerprints** appointment at **Southern Arizona VA Health Care System**.

October 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	7:40am		
	8:00am	8:20am	8:40am
	9:00am	9:20am	9:40am
	10:00am	10:20am	10:40am
	11:00am	11:20am	11:40am
PM	1:00pm	1:20pm	1:40pm
	2:00pm	2:20pm	2:40pm
	3:00pm	3:20pm	3:40pm

[SUMMARY OF SELECTIONS](#)

Appointment Date: 10/7/2013

[Back to Activities](#)

Then click on the appointment time that will work for you.



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

Please choose a date and time for your **Fingerprints** appointment at **Southern Arizona VA Health Care System**.

October 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	7:40am		
	8:00am	8:20am	8:40am
	9:00am	9:20am	9:40am
	10:00am	10:20am	10:40am
	11:00am	11:20am	11:40am
PM	1:00pm	1:20pm	1:40pm
	2:00pm	2:20pm	2:40pm
	3:00pm	3:20pm	3:40pm

SUMMARY OF SELECTIONS
Appointment Date: 10/7/2013
Appointment Time: 9:00 AM

Continue Back to Activities

Once you see the date and time in the section that is in the red circle click on the "Continue" button.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS  Skip To Main Content

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

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

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

New Appointment Details to Review

Location: Southern Arizona VA Health Care System
3601 S 6th Avenue
Tucson, AZ 85723

Activity: Fingerprints

Date: Monday, October 7th, 2013

Time: 9:00 AM

Held: VC4RSZ50

[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 "Confirm Appointment"

Now click on the "Confirm Appointment" button.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS  Skip To Main Content

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

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

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: Southern Arizona VA Health Care System
3601 S 6th Avenue
Tucson, AZ 85723

Activity: Fingerprints

Date: Monday, October 7th, 2013

Time: 9:00 AM

Confirmation: VC4RSZ50

[Cancel Appointment](#) [Modify Appointment](#)

Appointment VC4RSZ50 successfully created for Erik Larsen (larsenem@yahoo.com).
Email Confirmation Successfully Sent.

Once you see that your appointment has been successfully created your appointment is made and confirmed.

Southern Arizona VA Health Care System Appointment Confirmation from Department of Veterans Affairs to you 10:11 AM

When: Monday, October 7, 2013 9:00 AM - 9:15 AM View

Where: Southern Arizona VA Health Care System

R SVP: Accept Maybe Decline Save

Dear Erik Larsen,
Your appointment is confirmed, please ensure any modifications to this appointment are made within 24 hours of scheduled date.
Facility: Southern Arizona VA Health Care System
Appointment Type: Fingerprints
Date and Time: Monday, October 07, 2013 - 9:00 MST
Confirmation Number: VC4RSZ50
Make sure that you have completed all "Applicant" requirements listed on the HSPD-12 Internet page prior to showing up for your scheduled appointments. See link below:
Link: http://www.va.gov/PIVPROJECT/Copy_of_How_to_Get_a_VA_ID_Badge.asp

Fingerprint appointments; you must bring two acceptable forms of identification from the PIV Identity Documentation Criteria document which is accessed from the link above. The name of the Applicant on the application request, must match the name (full legal name) exactly as printed on at least one of the identity source documents. This is to ensure you have the correct identification for the registration appointment.

Registration appointments; you must bring two acceptable forms of identification from the PIV Identity Documentation Criteria document which is accessed from the link above. The name of the Applicant on the application request, must match the name (full legal name) exactly as printed on at least one of the identity source documents. Your SAVAHCS ID card is not an acceptable form of identification, because it's missing the full middle name and the middle initial. If you don't bring your two acceptable forms of identification from the PIV Identity Documentation Criteria document, the PIV Office will need to reschedule the registration appointment.

Replacement/Renewal Pick-up appointments; you are required to bring your old card to exchange for the new card, unless it was lost or stolen. If you don't bring your card at the time of your pick-up appointment, the pick-up cannot occur and the pick-up appointment will need to reschedule.

It's MANDATORY that you notify and coordinate with your care/service line PIV Manager/Sponsor of your registration appointment, so the PIV Manager/Sponsor can take appropriate actions in the VA PIV Enrollment portal, prior to your registration appointment.

If all the requirements are not met for each individual appointment, the PIV Office will not be able to assist you during your scheduled appointment.

SAVAHCS PIV Office:
3604 S 6th Avenue, Bldg 68 Rm 102
Tucson, Arizona 85723 Phone Number: 520-792-1450 x6022
For directions, [click here](#)

SURVEY NOTE: Once you have access to the VA network, and to assist us in providing you a better service, please take a minute to complete a survey by clicking on "PIV Schedule Tool Survey" link Tab on left at the link below:
https://vaww.portal2.va.gov/sites/HSPD12PMO/PIVProject/Lists/PIV_Scheduling_Tool_Survey/overview.aspx

You should get an email like the one above to confirm your appointment.

Please remember your email address and password assigned to the VA PIV Scheduling Tool, so you can use it in the future. If you have any questions, please contact the Personal Identity Verification (PIV) Office at x6022.