

VHA Fingerprint Appointment Scheduler Instructions

New User:

1. Go to website at: <https://va-piv.com>
2. Read the terms/conditions and select "Accept the Terms and Conditions."
3. Select "Click Here to Create a new PIV Card Applicant Account", if this is the first time you are accessing the website.
4. Account creation page: complete the fields; all passwords must contain 8-12 characters and at least one of each of the following types of characters: upper case, lower case, numeric, special character [!#\$%^()-+=:;/?\. ,[]}{><&'"%@].
5. From "Organization" select "VHA" and from "Applicant Type" select the appropriate category (see below, usually "Affiliate"), then select "Create Account"; click "Continue" when account-created screen is presented:
 - Employee
 - Contractor
 - **Affiliate**, non-employee/non-contractor (students, volunteers, and work study)
 - Foreign National
 - Federal Emergency Response Official (FERO)
6. Login with account information you just created.
7. Click on "Make Appointment."
8. For all appointments at the Fresno VA, choose the "Location" drop-down menu; select "CA – VA Central California Health Care System (93703)."
9. If you need "courtesy" fingerprints completed at a facility closer to you, enter your zip code, choose the closest facility to you and click "Continue."
10. From the "Activity" drop-down menu choose "Fingerprint/PIV" and click "Continue."
11. Click on the available day (grayed out means that date is unavailable) that you would like to do your fingerprints.
12. Choose from the available times presented to the right of the calendar.
13. Review selected day/time and click "Continue."
14. Review the appointment details under "Summary of Selections" and select "Continue."
15. Review "New Appointment Details to Review" and choose "Cancel Appointment" or "Confirm Appointment." If you confirm the appointment, you will receive an automated e-mail to that you used to create your account, with all the details you specified.
16. Review "New Appointment Details" and choose "Cancel Appointment" or "Modify Appointment." If the details are correct, "Sign-Out" near the top-right screen.
17. You will receive an automated reminder e-mail 48 hours from your appointment.
18. Take this information with you to your appointment (if you are doing "courtesy" fingerprinting at a site other than the Fresno VA): **SON:1556, SOI: VAG8**
19. If you are late or do not have the proper identification that is required, you will be directed by the PIV Security office to re-schedule your appointment for a later date.

Modify Appointment:

1. Go to website at: <https://va-piv.com>
2. Enter your existing e-mail/password and click "Continue."
3. Click "Review Appointments."
4. Click "Modify Appointment" to change your current appointment.
5. From the "Location" drop-down menu, select "CA – VA Central California Health Care System (93703)" and click "Continue."
6. From the "Activity" drop-down menu choose "Fingerprint/PIV" and click "Continue."
7. Click on the desired day for appointment.
8. Choose from the available times and click on that desired time.
9. Review selected day/time and click "Continue."
10. Review the appointment details and select "Confirm Appointment."
11. Review confirmation, and if incorrect choose "Cancel Appointment" or "Modify Appointment."
12. You will receive an automated e-mail to your registered account with all necessary details.
13. You will receive an automated reminder e-mail 48 hours from your appointment.
14. If you are late or do not have the proper identification that is required, you will be directed by the PIV Security office to re-schedule your appointment for a later date.

Cancel Appointment:

1. Go to website at: <https://va-piv.com>
2. Enter your existing e-mail/password and click "Continue."
3. Click "Review Appointments."
4. Click "Cancel Appointment."
5. Enter a reason for cancellation and click "Continue."
6. View "Cancelled Appointment Details" and choose applicable option, then "Sign-Out."

Forgot My Password:

1. Go to website at: <https://va-piv.com>
2. Enter your existing email/password and click "Continue."
3. Enter e-mail address and click "Reset Password."
4. Click "Continue."
5. Check registered e-mail for message from "Department of Veteran Affairs."
6. Retrieve temporary password from registered e-mail.
7. Go back to website at: <https://va-piv.com> and log-in using your username and the temporary password.
8. Enter temporary password in "Old Password" box, then enter and verify new password that meets site parameters. Click "Change Password."
9. Click "Continue" and choose applicable option, then "Sign-Out."