|  | **INITIALS** | **DATE** |
| --- | --- | --- |
| 1. **Fill Out POC list for the unit just installed:** 2. In the Citrix Intranet, select FACET under projects. 3. Select POC list from the navigation column on the left. 4. Select Unit POC from the tabs 5. Select Add New Unit POC link 6. Fill out all appropriate fields based on the sign in sheet from the installation training. Make sure to check the Primary FACET POC box for those who wish to be on all future correspondence for their system. \* Fields are mandatory. 7. Create an entry for the SUPPO with email address of suppo@<hull type and number>.navy.mil. For example: suppo@lha6.navy.mil. **Mark it as a primary FACET POC.** |  |  |
| 1. **Update the Configured Systems:** 2. In the Citrix Intranet, select FACET under projects. 3. Select FACET Configured Systems from the navigation column on the left. 4. Find the unit that you just installed FACET on and then select the edit link on the left. (Looks like a Blue Pencil) 5. Check the Active FACET radio button. 6. If the system is a multi-activity system then check the box and add the UICs. 7. If the unit is not taking food (S-2) or fuel on for the time being, mark the date that it will be back up and running by. 8. Ensure that all the fields are up to date with the installed versions. 9. Click “Add Current Location” link and enter “Onboard” for “Location” value and appropriate date for “As of” value 10. Add any comments or exceptions in the Notes section. 11. Scan and attach the required documents in the “Attached Files” section for future reference. |  |  |
| 1. **Complete the training-support feedback form:**   Make a copy of the “TEMPLATE training-support feedback form.docx" file at "P:\Projects\0 - FACET Documents\FACET Trainer Forms\New Install Trainer Feedback” and save it to the appropriate project sub-folder with appropriate file name |  |  |
| 1. **Update Training workflow:** 2. In the Citrix Intranet, select FACET under projects. 3. Select Training Workflow from the navigation column on the left. 4. Find the unit that you just installed FACET on and then select the edit link on the left. (Looks like a Blue Pencil) 5. Complete the training dates (especially Actual Training Date), trainer, and any trainer notes, plus any other needed fields. 6. Select Save. |  |  |
| 1. **Update Backfile workflow if needed (not typically):** 2. In the Citrix Intranet, select FACET under projects. 3. Select Backfile Workflow from the navigation column on the left. 4. Find the unit that you just installed FACET on and then select the edit link on the left. (Looks like a Blue Pencil) 5. Update any appropriate fields 6. Select Save. |  |  |
| 1. **Support Mode:** 2. Send Support email notifying the unit of the support availability. Email Template can be found in the PSHI Email Templates public folder. There are multiple so use the appropriate one for your location 3. Follow up after one week for any re-trainings or support issues. 4. Create Support issues for any additional requests (Continued Training, New Purchase Quote Request) or follow ups needed 5. **Update PM & Trainers on any new discovery (eg. New Receipts) immediately** |  |  |
| 1. **Administrative Tasks (ask Miracle or Darby for clarification if needed):**   Add unit to the following lists:   * + "P:\Projects\FACET Sustainment 2014-2015\Email Updates\FACET Update Email List.xls"   + "P:\Projects\FACET Sustainment 2014-2015\Ship Activity\DocType\_Responsibility.xlsx" |  |  |