



Maintenance Request Guide

Create a Maintenance Request

Step 1: Open FMX by clicking on the FMX Icon on your district desk top.

Step 2: Log in with the following credentials:

- Email (Your district email)
- Password (Password you use to login to your district email)

Step 3: Click **New Request** in the top right of the screen and then click **Maintenance Request**.

The screenshot shows the FMX dashboard interface. At the top left, there is a calendar for January 2020 with navigation buttons for 'Today', '<', '>', and 'Month'. Below the calendar is a search bar with a 'Filter' dropdown and a 'Search' button. On the right side, a 'New request' button is visible, which has opened a dropdown menu with the following options: 'Schedule request', 'Transportation request', 'Maintenance request', and 'Technology request'. The main area of the dashboard is a calendar grid showing dates from 29 to 11.

Step 4: Fill out the work request form and click **Submit**.

The screenshot shows the 'New Maintenance Request' form. The form is titled 'New Maintenance Request' and has a 'Settings' icon in the top right corner. The form fields are as follows:

- Request type:** Heating-Cooling
- Request:** It's freezing in my classroom
- Building:** Elementary School
- Location:** Other
- Other location:** Room 25
- On behalf of:** (empty dropdown)
- Followers:** (empty dropdown)
- Description:** It's only 59 degrees in here!
- Attachments:** (empty text area)

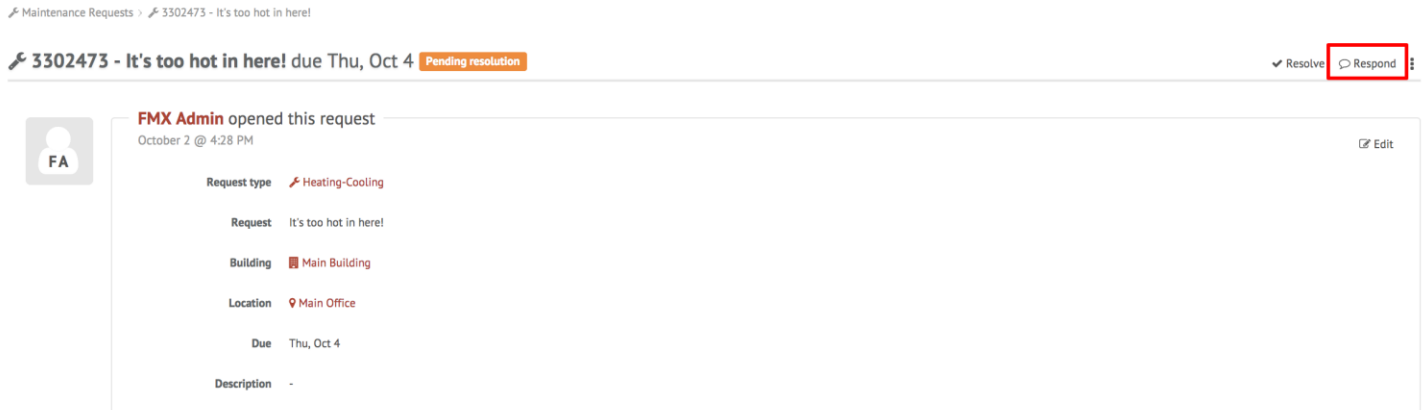
At the bottom of the form, there is a 'Submit' button and a 'Back' button. A 'Formatting guide' link is also visible below the description field. The left sidebar shows the user's profile as 'Building Secretary' and a list of navigation options including 'Calendar', 'Maintenance Requests', 'Planned Maintenance', 'Schedule Requests', 'Technology Requests', 'Transportation Requests', 'Bulk Imports', 'Help & Updates', and 'My Logs'.



Step 5: After submitting your request, you will receive a confirmation email with a link to track the status of your request. You will also receive email notifications when your request is modified.

Respond to a Maintenance Request

Step 1: Find the work request you wish to respond to (on the calendar or in the work requests grid), then click **Respond**.



Maintenance Requests > 3302473 - It's too hot in here!

3302473 - It's too hot in here! due Thu, Oct 4 Pending resolution

Resolve Respond

FA

FMX Admin opened this request
October 2 @ 4:28 PM Edit

Request type Heating-Cooling

Request It's too hot in here!

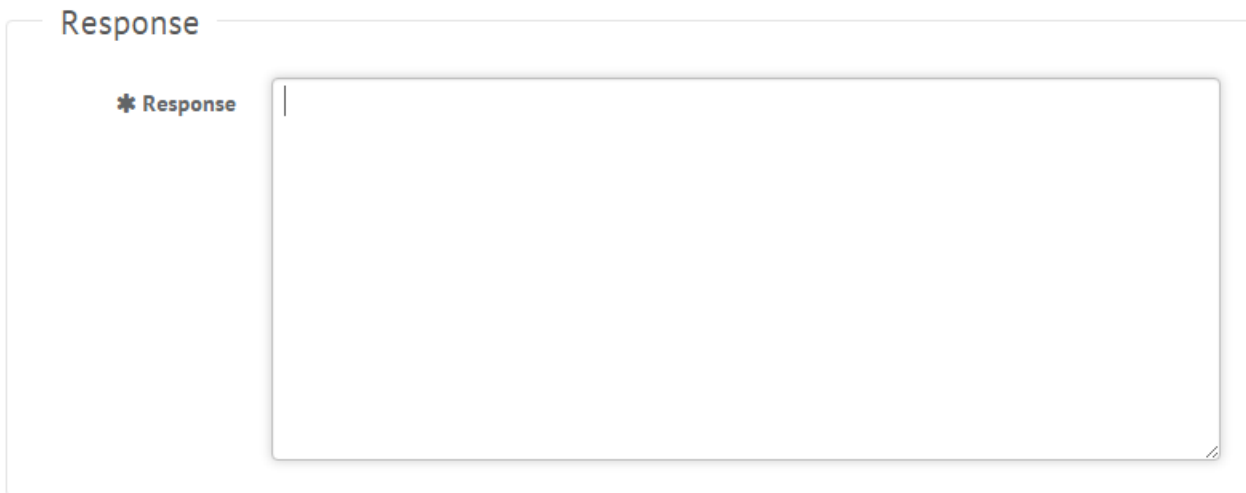
Building Main Building

Location Main Office

Due Thu, Oct 4

Description -

Step 2: Enter a response (see picture below).



Response

* Response

[Empty text input area]

Step 3: Click **Respond** to send your response. This will generate an email notification to all users involved with the request.