

CLPS HELP DESK PROCEDURE

How to Create Maintenance or Technology Support Tickets in FMX



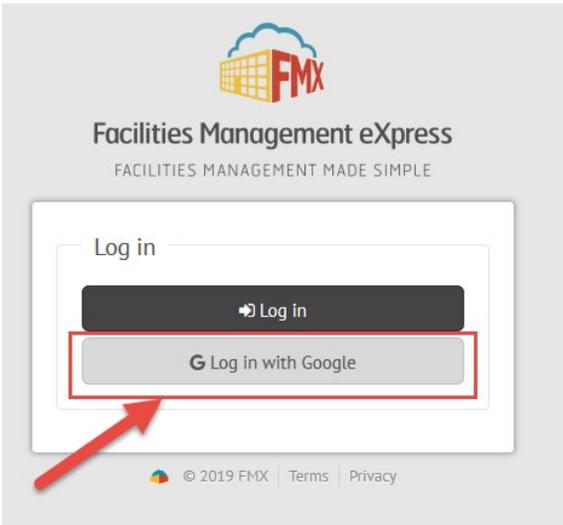
Center Line Public Schools utilizes a unified help desk called **Facilities Management eXpress (FMX)** for all maintenance, technology (*both hardware and software*) and schedule (*room reservation*) requests. The following procedure covers **how to submit a maintenance or technology help request** in the FMX system. Scheduling room reservations is a separate procedure.

Opening Maintenance or Technology Request Tickets

Step 1: Open an Internet browser and navigate to clps.gofmx.com. Note: you can also find a link to FMX under the **Staff Tools** section on all clps.org websites (*located in the center menu on ALL district sites*):

The image shows two side-by-side screenshots of the Center Line Public Schools website. The left screenshot shows the main navigation menu with 'STAFF TOOLS' highlighted in orange. A red arrow points from the 'STAFF TOOLS' link to the right screenshot. The right screenshot shows the 'Staff Tools' page with a red box around the 'Basic Tools (For All Employees)' section. A red arrow points from this box to the 'FMX (Unified Help Desk for Technology, Maintenance, and more via CLPS)' link. Below this, there are sections for 'Teacher Tools' and 'Administrator Tools'.

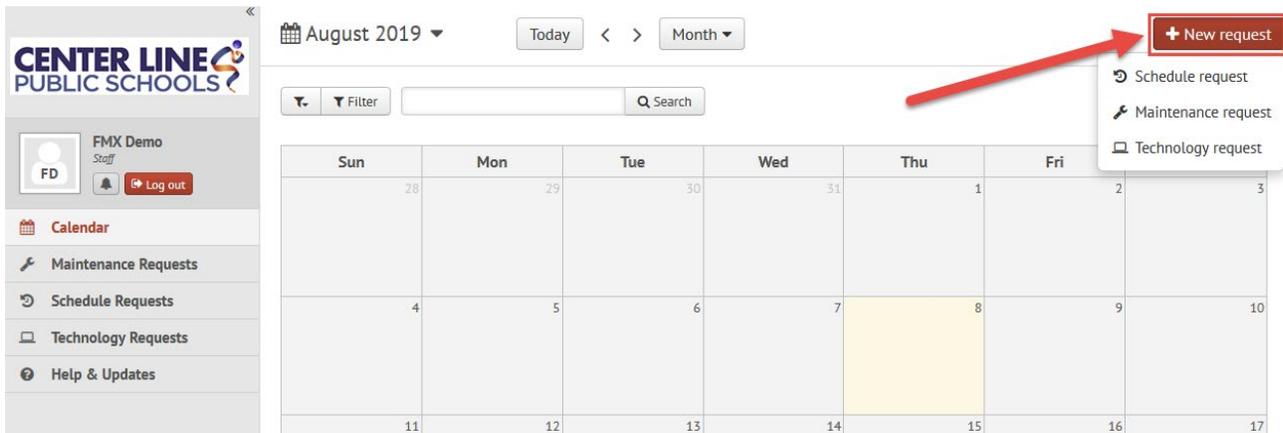
Step 2: At the FMX log in screen, select the **Log in with Google** option



FMX utilizes Google Single-Sign On (SSO) for account access.

Your username and password are the same as that used with your CLPS Gmail address for all G Suite (*Google Apps*) products and services (*Gmail, Drive, Docs, Calendar, ...*).

Step 3: Click the red **+ New Request** button in the top right of the screen and then click **Maintenance, Technology, or Schedule Request**. *Note: Schedule requests are covered in a separate document.*



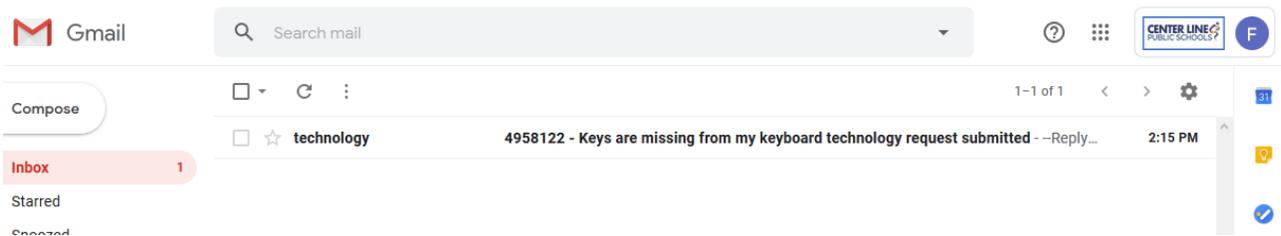
Step 4: Fill out the work request form and click the big green **Submit** button.

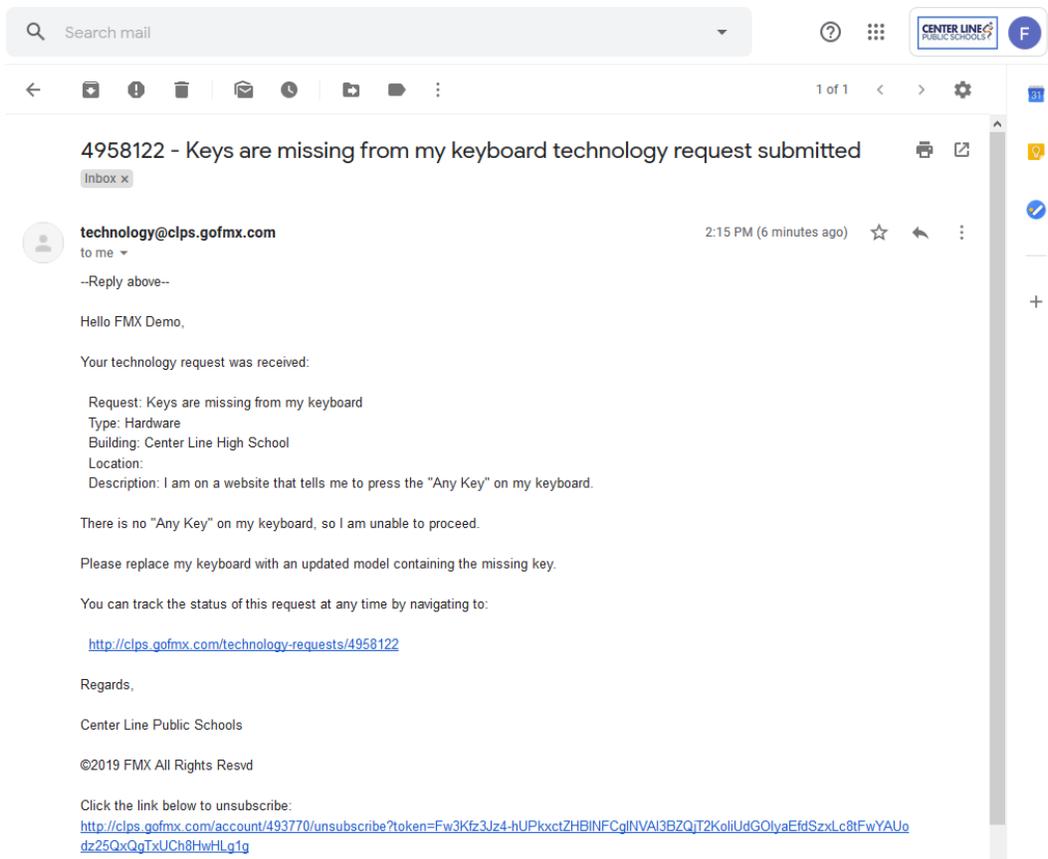
The image shows two side-by-side screenshots of web forms. The left form is titled 'New Maintenance Request' and contains the following fields: 'Request type' (dropdown menu with 'Air Conditioning' selected), 'Request' (text input with 'AC in my room need to be fixed.'), 'Building' (dropdown menu with 'Center Line High School' selected), 'Location' (dropdown menu with 'Room A101' selected), and 'Description' (text area with 'The air conditioning unit in my room is blowing hot air instead of cold. Please fix. Thanks!'). The right form is titled 'New Technology Request' and contains: 'Request type' (dropdown menu with 'Hardware' selected), 'Request' (text input with 'Keys are missing from my keyboard'), 'Building' (dropdown menu with 'Center Line High School' selected), 'Location' (empty dropdown menu), and 'Description' (text area with 'I am on a website that tells me to press the "Any Key" on my keyboard. There is no "Any Key" on my keyboard, so I am unable to proceed. Please replace my keyboard with an updated model containing the missing key.'). Both forms have an 'Attachments' field and 'Submit' and 'Back' buttons at the bottom.

Fields with an * are required. While most fields are self-explanatory, here's three specific fields to note:

- **Request** is a short description of what is needed or what is broken.
- **Description** is a detailed description of the issue. With technology errors or issues, the more detail provided, the better (*such as, when the issue happened or steps already attempted to fix the issue*).
- **Attachments** provides a place to attached forms, pictures, or screenshots of the issue.

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.





Viewing Open Maintenance, Technology, or Schedule (Room) Requests

By default, you will be able to see all open requests in the **Calendar** view within FMX.

August 2019

Today < > Month

+ New request

Filter

Q Search

Module: Technology request

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

All day
4958122 - Keys are missing
Center Line High School

You can **Filter** requests by type (*Maintenance, Technology, Reserved rooms*) using the **Filter** option.

You can also view requests in list view by selecting one of the three category options on the left menu: Maintenance Requests, Schedule Requests, or Technology Requests. The following example shows **Technology Requests** selected.

Technology Requests

+ New request

Filter x Search

Status: Open

Name	Building	Type	Opened	Assigned users	Resolved	Resolver
4958122 - Keys are missing from my keyboard	Center Line High School	Hardware	Thu, Aug 8, 2019, 2:14pm	-	-	-

Showing 1 - 1 of 1 record

Respond to a Maintenance, Technology, or Schedule (Room) Request

Step 1: Find the work request you wish to respond to (*from email, on the calendar, or in the work requests lists*), then click **Respond**, located on the upper right of the page.

Technology Requests > 4958122 - Keys are missing from my keyboard

4958122 - Keys are missing from my keyboard **Pending assignment**

Respond More

FMX Demo opened this request
August 8, 2019 @ 2:14 PM

Request type Hardware

Request Keys are missing from my keyboard

Building Center Line High School

Location

Followers CT CLPS Tech

Description I am on a website that tells me to press the "Any Key" on my keyboard.
There is no "Any Key" on my keyboard, so I am unable to proceed.
Please replace my keyboard with an updated model containing the missing key.

CLPS Tech responded
August 8, 2019 @ 2:36 PM

Response Have you tried the Enter Key instead of the Any Key?

Step 2: Enter a response.

Respond

* Response

OK the Enter Key works. Thank you for your help!

A Formatting guide

Attachments

Respond Back

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

Getting Additional Help with FMX

Facilities Management eXpress (FMX) has a very detailed online help system and knowledge base (<https://help.gofmx.com/hc/en-us>). You can open the Help section by selecting “**Help & Updates**” from the left side menu.

