**(Your Organization) Technician and Vendor Work Request Guide**

Login to FMX

Step 1: Open an internet browser and navigate to (yourfmxsite.gofmx.com)

**Step 2:** Log in with the following credentials:

* Email
* Password

Create a Request (Shortcut)

**Step 1:** Click **New request** in the right top corner of the calendar page.

**Step 2:** Choose the request type you would like to submit from the drop down list (see picture below).



Create a Maintenance (Planning or Technology) Request

**Step 1:** Click **Maintenance, Technology, or Custom Work Requests** in the left sidebar, then click **New request.**

**Step 2:** Enter the required fields and click **Save** to submit the maintenance request (see picture below).



**Step 3:** Check your email for your request confirmation and a link to check the status of your request.

**Step 4:** When your request is resolved you will receive a “request resolved” email

Edit a Maintenance, Technology, or Custom Work Request

**Step 1:** Find the Maintenance, Technology, or Custom Work request you wish to edit (on the calendar or in the work requests grid), then click **Edit** (from the grid) or click **More info** and then **Edit** (from the calendar, see picture below).



**Step 2:** After making the necessary editing changes click **Save.**

Assign a Maintenance, Technology, or Custom Work Request

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

**Step 2:** Select which user(s), equipment, and/or request type to assign the request to and select a vendor if the request will be outsourced (see picture below).



**Step 3:** Click **Assign** and the assigned user(s) will receive an email indicating that they have been assigned to the request.

Respond to a Maintenance, Technology, or Custom Work Request

**Step 1:** Find the Maintenance, Technology, or Custom Work request you wish to respond to (on the calendar or in the Maintenance, Technology, or Custom Work Requests grid), then click **Respond.** **Step 2:** Enter a response (see picture below).

 

**Step 3:** Click **Respond** to send your response.

Resolve a Maintenance, Technology, or Custom Work Request

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

**Step 2:** After clicking **Resolve** you can enter a resolution, hours, cost, equipment and attach an invoice (see picture below).





**Step 3:** Click **Resolve** to close the work request.

Reopen a Maintenance, Technology, or Custom Work Request

**Step 1:** Find the resolved work request you wish to reopen (on the calendar or in the work requests grid), then click **Reopen** (see picture below).





**Step 2:** Next, enter a reason for reopening the work request and click **Reopen.**



**Filter in Calendar View**

**Step 1:** Click the Filter button above the calendar view and select the filter you would like:



**NOTE:** You may choose more than one filter at a time

**Remove Filters**

If you're having trouble locating certain requests, events, or other information on your FMX calendar or in your FMX grids it could be because you have a filter selected that is hiding the information you're looking for.

You can see the filters that have been applied by looking underneath the Filter and Search bar:



**Remove All Filters**

To quickly remove all of the filters that are currently selected, click on the "x" attached to the filter button:

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Another way to remove filters is to click on the "Filter" button and choose "Clear Filter" at the bottom of the page:

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**Remove a Single Filter**

To remove filters one at a time, click on the "x" button next to the filter(s) you would like to remove:

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**Save Filters**

To save your current filters for future use, click the button at the bottom that says "Save Filter":

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Then type in the name of this saved filter. Once done, click the checkmark to save:

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