



FMX TRAINING DOCUMENT

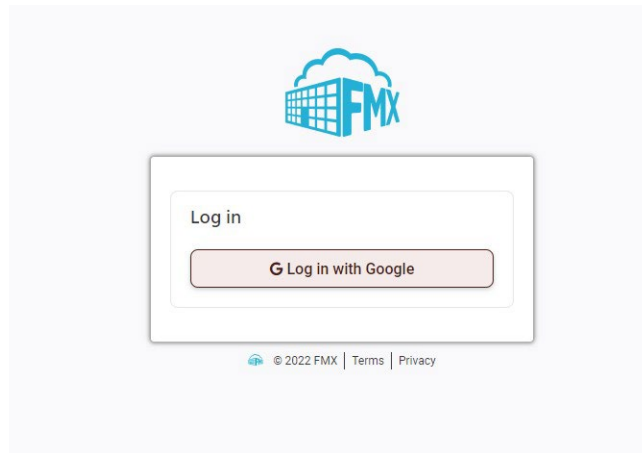
WORK ORDER REVIEW AND UPDATE

In this sheet we will review the steps involved in reviewing an existing Work Request.

This document has been developed to assist SCASD Employees with navigating the new Computerized Maintenance Management system known as FMX.

To access the FMX system please navigate to <https://scasd.gofmx.com/>.

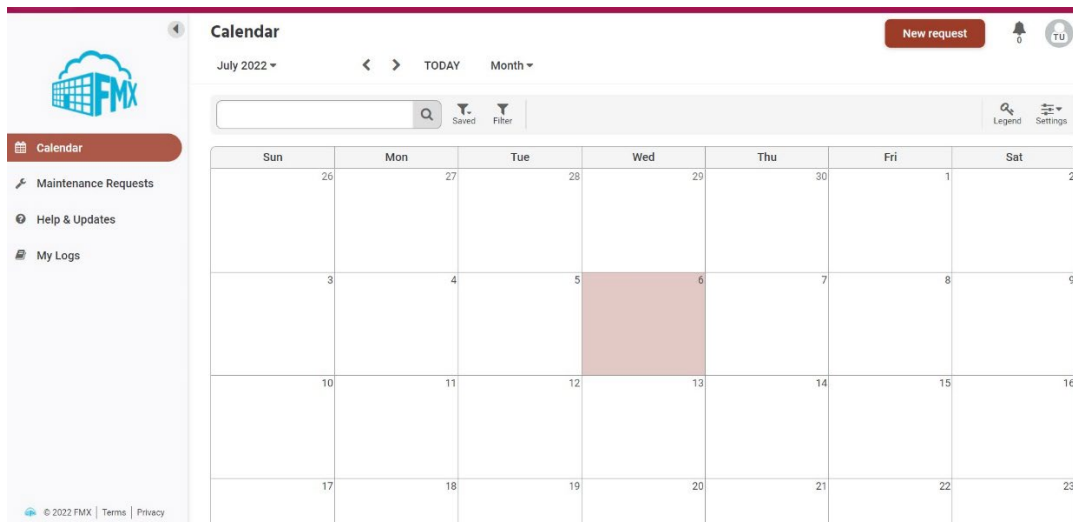
The FMX system is designed to recognize your SCASD Google Login. If you are accessing the site from a device that you are currently logged in with your SCASD account, the screen should look like this:



IF THE DEVICE YOU ARE LOGGING IN FROM HAS MORE THAN ONE USER AND YOU ARE NOT YET LOGGED INTO THE DEVICE:

After clicking the “Log in with Google” button you should receive an option to pick which account you would like to log in with and enter your password information.

Once you are logged in the system will open to the Calendar page as shown below



FMX TRAINING DOCUMENT

WORK ORDER REVIEW AND UPDATE

To review Work Requests that you have submitted, have been submitted on your behalf or that you were connected to as a Follower, you can use either the **Calendar View** or the **Maintenance Requests** views.

Both of these are available on the left side of the screen and are noted in the screen shots below.

The screenshot shows the FMX Calendar interface. On the left sidebar, there are menu items: 'Calendar' (highlighted with a yellow arrow), 'Maintenance Requests', 'Help & Updates', and 'My Logs'. The main calendar area shows a grid for July 2022. A red box highlights the date 11th, and a blue box highlights the date 20th with an event titled '6501100 - TEST - Request for leaking sink'. The event is labeled 'All day' and 'Grays Woods Elementary'. The top of the calendar shows 'July 2022', navigation arrows, 'TODAY', and 'Month'. There are also buttons for 'New request', a notification bell, and a user profile icon 'TU'. The bottom of the calendar shows dates from 24 to 30.

A sample Work Request can be seen in the screen shot above. It was created on 7/11 and the system assigned a default resolution date 7 work days later.

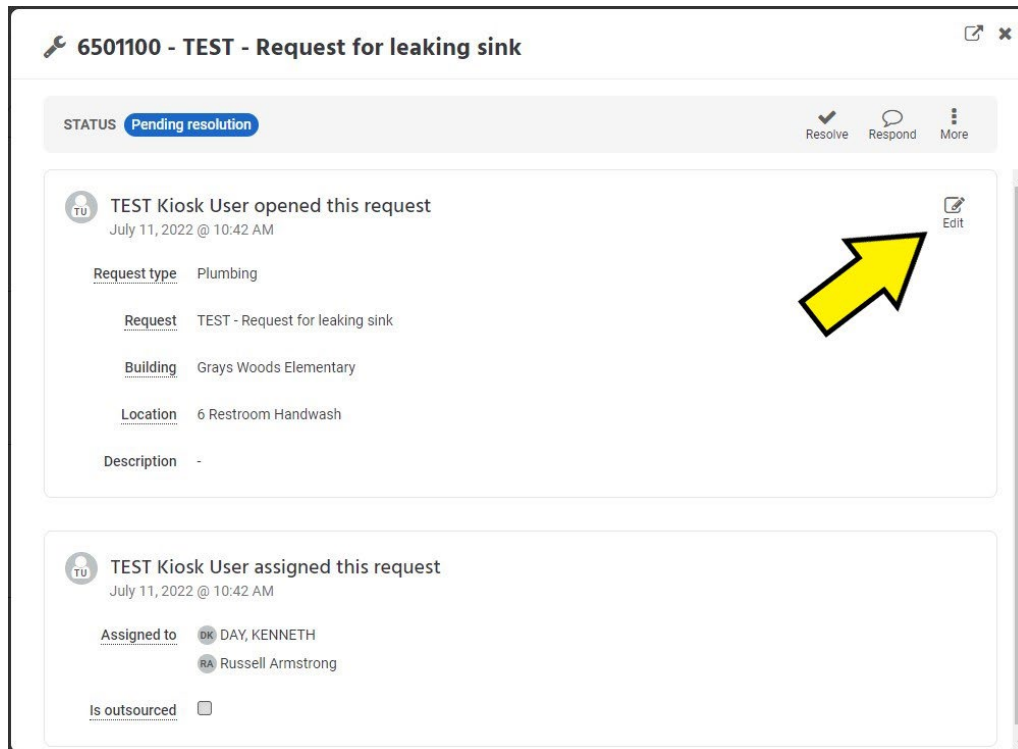
Clicking on any work request in the Calendar View will open a window showing the Work Request details. Scrolling down will show any updates and notes that have been added to the Work Request

The screenshot shows the details of a work request titled '6501100 - TEST - Request for leaking sink'. The status is 'Pending resolution'. The request was opened by 'TEST Kiosk User' on July 11, 2022 at 10:42 AM. The request type is 'Plumbing'. The request description is 'TEST - Request for leaking sink'. The building is 'Grays Woods Elementary'. The location is '6 Restroom Handwash'. The description is empty. The request was assigned to 'DAY, KENNETH' and 'Russell Armstrong' on July 11, 2022 at 10:42 AM. The 'Is outsourced' checkbox is unchecked.

FMX TRAINING DOCUMENT

WORK ORDER REVIEW AND UPDATE

From this window you have the ability to update the Work Request by clicking the **Edit** icon. This will allow you to adjust any of the initial information you put into the request if it is incorrect.

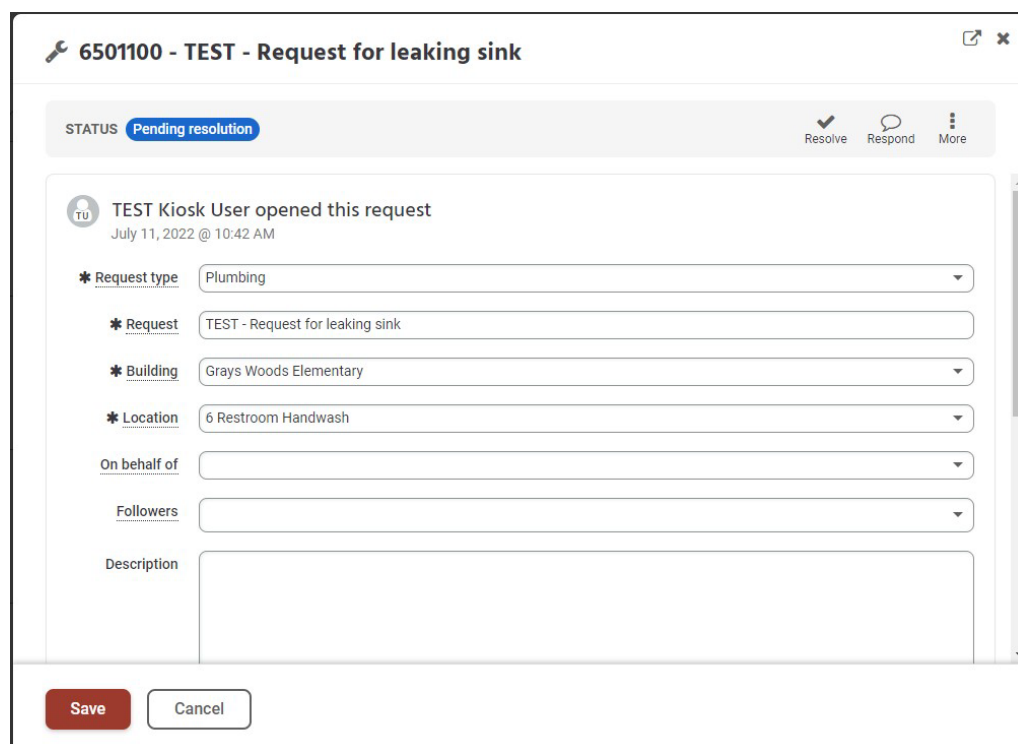


The screenshot shows a web interface for a work request titled "6501100 - TEST - Request for leaking sink". The status is "Pending resolution". The user "TEST Kiosk User" opened the request on July 11, 2022, at 10:42 AM. The request details are as follows:

Request type	Plumbing
Request	TEST - Request for leaking sink
Building	Grays Woods Elementary
Location	6 Restroom Handwash
Description	-

Below the details, it shows the request was assigned to "DAY, KENNETH" and "Russell Armstrong". There is an "Edit" icon in the top right corner of the details section, which is highlighted by a yellow arrow.

When **Edit** mode is enabled the screen will change to look like this



The screenshot shows the same work request in "Edit" mode. The fields are now interactive:

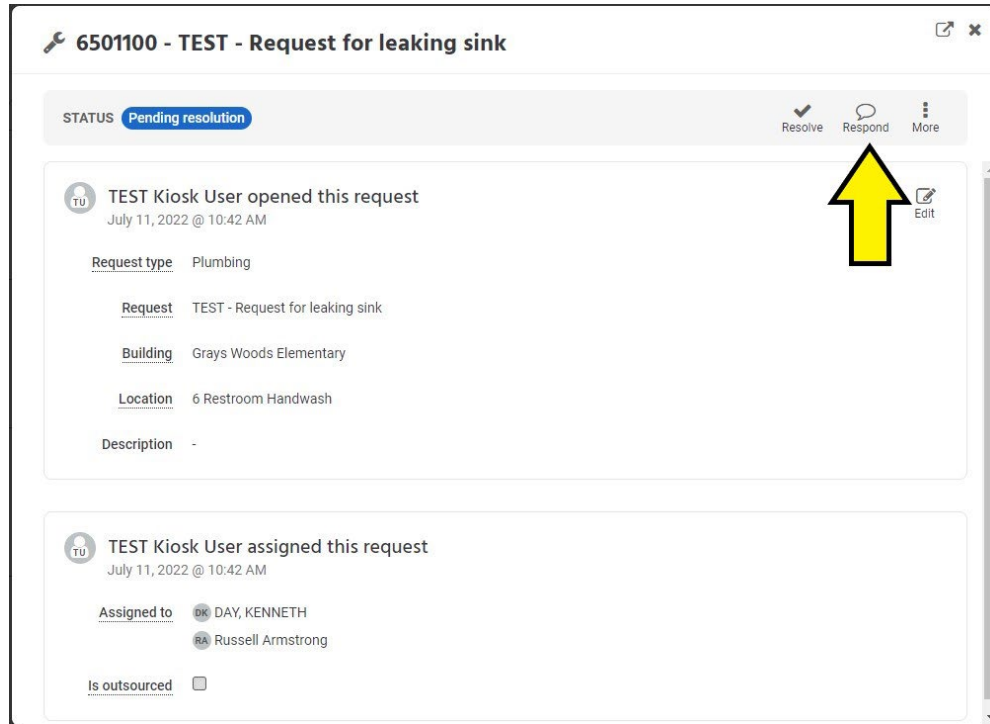
- * Request type**: Plumbing (dropdown menu)
- * Request**: TEST - Request for leaking sink (text input)
- * Building**: Grays Woods Elementary (dropdown menu)
- * Location**: 6 Restroom Handwash (dropdown menu)
- On behalf of**: (empty dropdown menu)
- Followers**: (empty dropdown menu)
- Description**: (empty text area)

At the bottom of the screen, there are two buttons: "Save" and "Cancel".

FMX TRAINING DOCUMENT

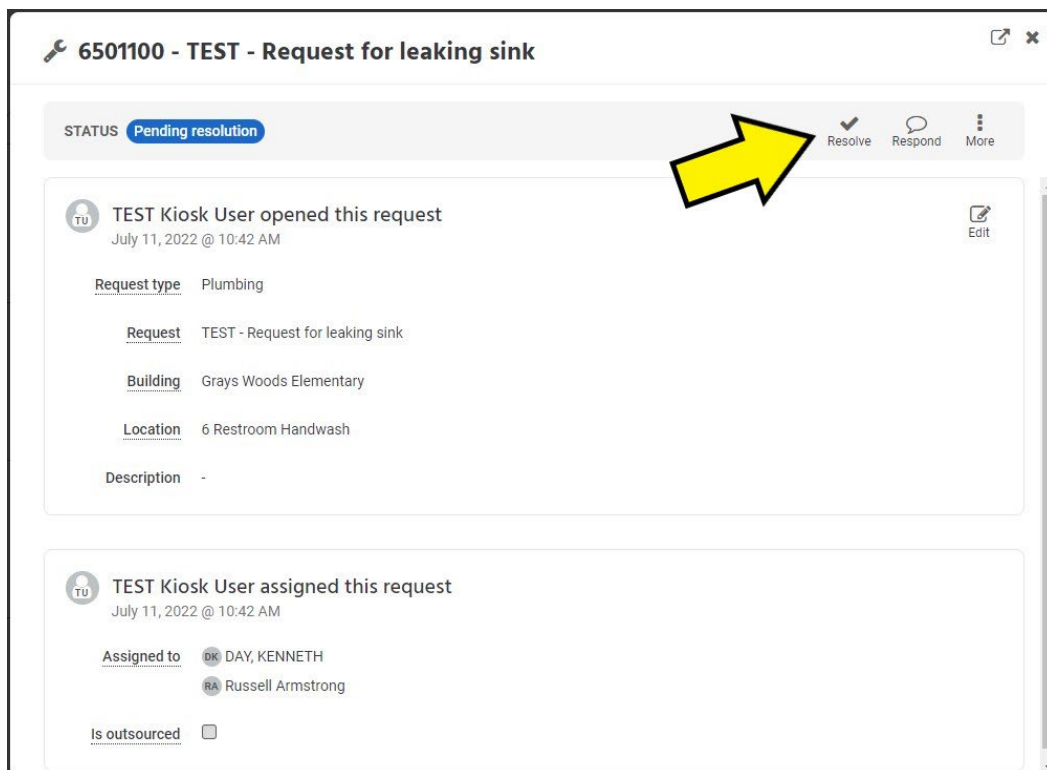
WORK ORDER REVIEW AND UPDATE

The **Respond** icon can be clicked to allow you to add relevant information to the Work Request.



The screenshot displays a work request interface for '6501100 - TEST - Request for leaking sink'. The status is 'Pending resolution'. The interface includes a top navigation bar with 'Resolve', 'Respond', and 'More' options. A yellow arrow points to the 'Respond' icon. Below the navigation bar, there are two main sections: 'TEST Kiosk User opened this request' and 'TEST Kiosk User assigned this request'. The first section includes details such as 'Request type: Plumbing', 'Request: TEST - Request for leaking sink', 'Building: Grays Woods Elementary', 'Location: 6 Restroom Handwash', and 'Description: -'. The second section includes 'Assigned to: DAY, KENNETH' and 'Russell Armstrong', and 'Is outsourced: '. An 'Edit' icon is visible in the top right corner of the first section.

Additionally, if the Work Request is no longer needed, you have the option to **Resolve** it and remove it from the work flow. NOTE: This option will require you to enter a reason why the work request is being resolved.



The screenshot displays the same work request interface as above. A yellow arrow points to the 'Resolve' icon in the top navigation bar. The rest of the interface, including the request details and assignment information, remains the same.

FMX TRAINING DOCUMENT

WORK ORDER REVIEW AND UPDATE

When clicking on **Maintenance Request** on the left side, your screen will convert to a list style containing all of the Work Requests you are currently connected to.

Maintenance Requests

New request

Calendar

Maintenance Requests

Help & Updates

My Logs

Name	Building	Type	Opened	Status	Assigned users	Resolved	Resolver	Worker time
6501100 - TEST - Request for leaking sink	Grays Woods Elementary	Plumbing	Mon, Jul 11, 2022, 10:42am	Pending resolution	DAY, KENNETH and Russell Armstrong	-	-	-
Totals						-	-	-

When clicking on the **Work Request Name** from the list, the screen will open up the details page. This has a similar appearance to what appears when clicking on a Work Request on the Calendar view. The same options of Edit, Resolve and Respond are available on this page.

6501100 - TEST - Request for leaking sink

Maintenance Requests > 6501100 - TEST - Request for leaking sink

STATUS Pending resolution

Resolve Respond More

TEST Kiosk User opened this request
July 11, 2022 @ 10:42 AM

Request type Plumbing

Request TEST - Request for leaking sink

Building Grays Woods Elementary

Location 6 Restroom Handwash

Description -

TEST Kiosk User assigned this request
July 11, 2022 @ 10:42 AM

Assigned to DAY, KENNETH
Russell Armstrong

Is outsourced

NOTE: ANY CHANGES MADE TO A WORK REQUEST WILL NEED TO BE SAVED OR THEY WILL BE LOST.