



Revised Date: 8/1/2025

How to submit an FMX Technology/Maintenance ticket

Submit FMX Helpdesk ticket

1. Login to hilliardschools.gofmx.com using your Hilliard network login credentials
 - a. The link can also be found on the Hilliard Schools Staff page and the Insider.
2. On the left hand side of the screen, select 'Technology Requests' or 'Maintenance Request'
3. From this screen you can see any tickets that you have opened.
4. In the upper right corner, click 'New Request'
5. New Technology Request or Maintenance Request:
 - a. Select a Request Type
 - b. Request: Subject of your request
 - c. Select your building
 - d. Location: This is an optional field
 - e. Due: Technology request default to 3 days
 - f. Description: Please describe your request in detail
 - g. HCSD Asset Tag: Option field. This should only show up for certain request types.
 - h. Assign worker: This field is automatically assigned based on your request.
 - i. Attachments: optional - upload any photos or videos regarding your request.
6. Click Submit to complete your request.

New Technology Request

Technology Requests > New

Request

* Request type

Printer Issue

* Request

Black lines on printout

* Building

Central Office Administration

Location

* Due

7/29/2025

Description

Please help! Our printer is adding a black line on every print out.

Attachments

HCSD Asset Tag

59178

Assign Workers

Assigned to

Stephen Rieske

Is outsourced

☐

Submit

Back

View, Respond and Resolve within FMX

1. To View the ticket that you have submitted. Click on Technology Request on the left side panel.
2. On the Technology Request page: Click on the 'Name' of the Ticket. This will be the subject of the ticket you created.
3. If you would like to Respond to provide clarity and or updates. Click on the Respond bubble in the upper right hand corner of the screen.
4. After clicking on the Respond button, another menu will appear within the ticket. Write out your Response and then click on the red Respond button.
5. Resolve: To resolve the ticket, in the upper right hand corner, click the check mark labeled 'Resolve'. You can type out any notes in your response/resolution. Then click Resolve to close out the ticket.

Maintenance: View, Respond and Resolve within FMX

1. To View the ticket that you have submitted. Click on Maintenance Request on the left side panel.
2. On the Maintenance Request page: Click on the 'Name' of the Ticket. This will be the subject of the ticket you created.
3. If you would like to Respond to provide clarity and or updates. Click on the Respond bubble in the upper right hand corner of the screen.
4. After clicking on the Respond button, another menu will appear within the ticket. Write out your Response and then click on the red Respond button.
5. Resolve: To resolve the ticket, in the upper right hand corner, click the check mark labeled 'Resolve'. You can type out any notes in your response/resolution. Then click Resolve to close out the ticket.