



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 # * 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 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.