

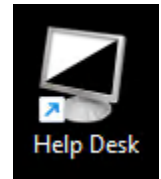
HELP DESK TUTORIAL

Logging into the Help Desk

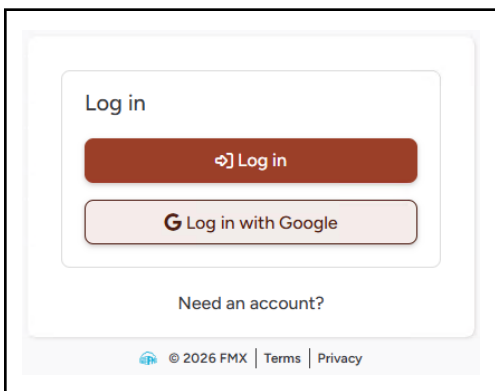
STEP 1: DOUBLE CLICK THE HELP DESK ICON

Every school issued computer will have this icon installed on their desktop. This shortcut will redirect you to the Maintenance / Technology help desk portal.

If you are on a chromebook and would like to submit a ticket, you can go to this link.
<https://edisonchargers.gofmx.com> (This link can also be found on our staff page of the website)



STEP 2: CLICK THE LOG IN WITH GOOGLE BUTTON

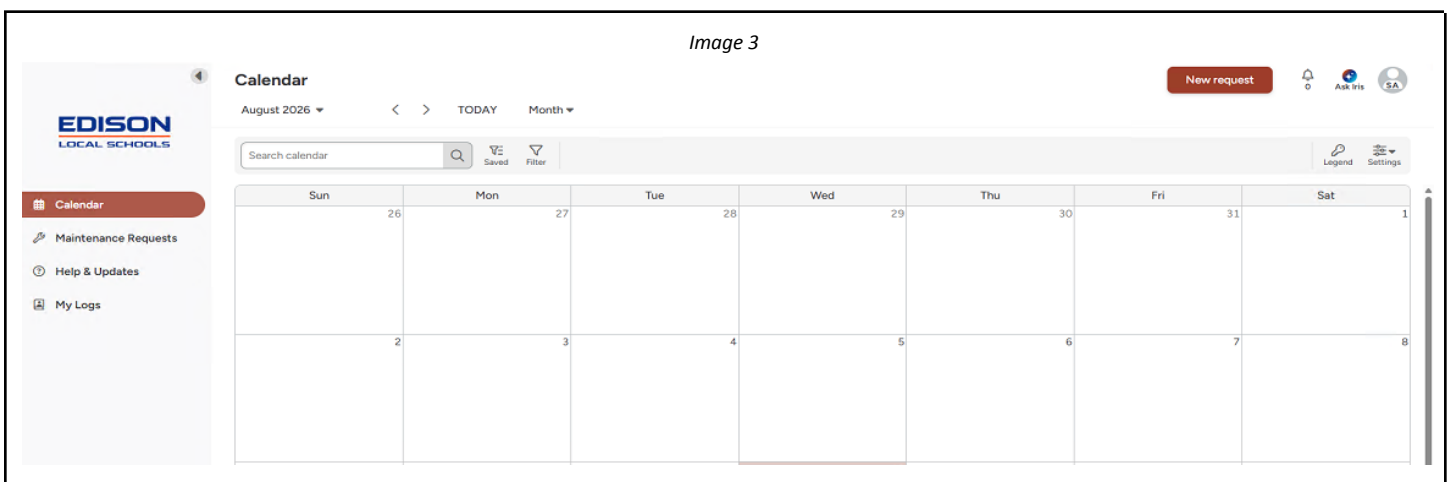


CLICK the “Log in with Google” button.

It will ask that you give FMX permissions to use Google Oath to sign into the help desk

CLICK the button **CONTINUE**. If successful, your screen should look like the picture shown below in *image 3*.

Image 3



Submitting your ticket.

CLICK the “New Request” button followed by the drop down “Maintenance request” button.

New request

 Maintenance request

Request

* Request type

* Request

* Building

* Location

* Technology Issue Category

* Description

[A Formatting guide](#) [Show preview](#)

Attachments 

Fill out the Request Form * = means its a required field and cannot be left blank

- * **Request type:** Maintenance or Technology option.
- * **Request:** The title of your request or issue.
- * **Building:** Select the building in which the request/issue.
- * **Location:** Room #, Gym, etc for which room the problem resides.
- * **Technology /Maintenance Issue Category** Pick which best category that best suites your request/issue, if unsure, select “Other”
- * **Description** In as much detail as possible, please describe what your request or what issue you are Having,
- Attachments** *Optional* - Sending a file/picture if needed to better help describe the issue.

CLICK the **SUBMIT** button when you are finished filling out the request form.

Submit



Frequently Asked Questions:

Q: ***If I have more than one problem can I submit it in one ticket?***

A: If it's a separate topic, you will need to fill out one for each issue/request.

Examples: [TECHNOLOGY] (1)My Chromebook doesn't turn on and (2) I have no dial tone on my phone
 [MAINTENANCE] (1)My lights are flickering in my room and (2)I have no power in one of my outlets in my room.

Q: ***What if the same problem happens and the ticket is closed?***

A: You may go back into that same ticket and provide additional information or state the problem still exists. This will put the ticket back into an open state and put it back in the active queue.

Q: ***Once I submit my ticket, how is it approved and my request/issue is addressed?***

A: [TECHNOLOGY] - It will get approved by the Technology Department and be put in an active state.

[MAINTENANCE] - It will get approved by the Building's Principal, then forwarded to the head Maintenance Department. It can also get re-assigned to the Building's Technician upon approval.

Q: ***What if I cannot get into my Google email account?***

A: You would need to call the Technology Department to get that resolved and it can be reached at:
419-499-3000 ext: 1011 - leave a voicemail if call is not answered

This is a live document and may have further F.A.Q.s added in the near future.