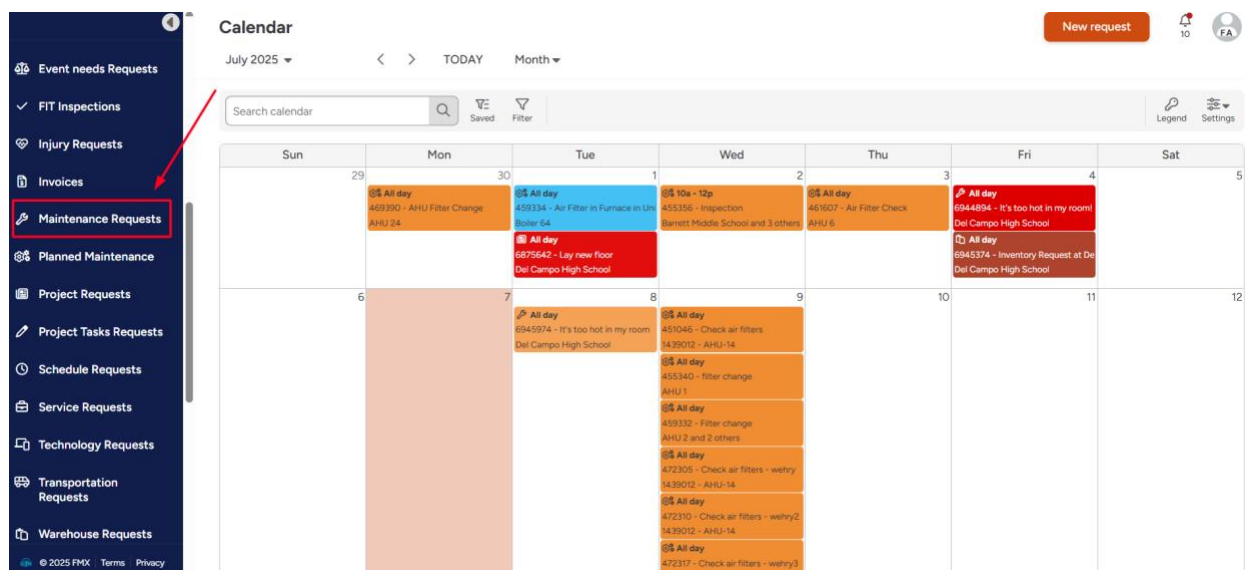


Maintenance requests, commonly called **work orders**, are authorizations of maintenance, repair, or operations work to be completed.

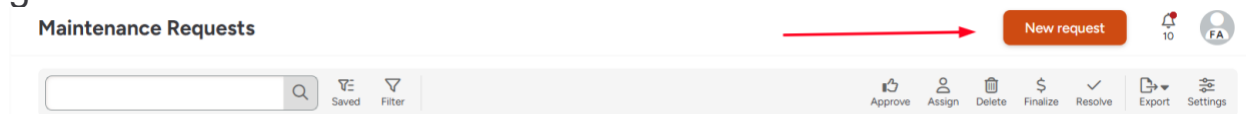
To create a new maintenance request, please follow the instructions below.

Maintenance Request Module

1. From your calendar, click on the **Maintenance Requests** module.



2. Click on the **New request** button in the upper right-hand corner of the grid view.



3. Fill out the maintenance request form with the required information; these are fields that contain an asterisk (*).

New Maintenance Request

Maintenance Requests > New

Request

* Request type

* Request

* Building

* Location

Equipment

Attachments

Submit

Back

***Request Type:** This refers to the category of maintenance request.

Request

* Request type

Automotive

Custodial

Electrical

Emergency

Heating-Cooling

Plumbing

Renovation

* Request

* Building

* Location

Equipment

***Request:** This is the title of the maintenance request or work order.

**FMX will create a unique ID for each maintenance request when created.*

Request

* Request type

* Request

* Building

* Location

Equipment

***Building:** This is the building where the work order needs to be completed.

Request

* Request type

* Request

Building

* Location

On behalf of

Equipment

* Due

Start

***Location:** This refers to the specific area in the building where the work order needs to be completed.

Request

* Request type

* Request

Building

* Location

On behalf of

On behalf of: If another user requested the work order but didn't directly enter the request in FMX, select their name in here.

Request

* Request type

Custodial

* Request

Mop the floors

Building

Barrett Middle School

* Location

Room 1

On behalf of

Brian Gregory

Equipment: select any fixed assets that are associated with the work order

***Due:** the date when the work order is expected to be completed

Followers: If you'd like to add any other users as followers to the work order (like copying someone on an email), select their name here. Followers have the ability to receive progress update notifications.

Description: a detailed summary of the problem and the work that needs to be completed on the work order

Custom Fields: Custom fields are always an option if you need to add any other required/non-required details to your maintenance request form. Custom fields must be added by a site administrator.

Attachments: if the work order needs any documentation submitted (photos of the issue, schematics, etc.), you can add those files here

5. Once you have completed filling out the form, click the **Submit** button at the bottom of the page.

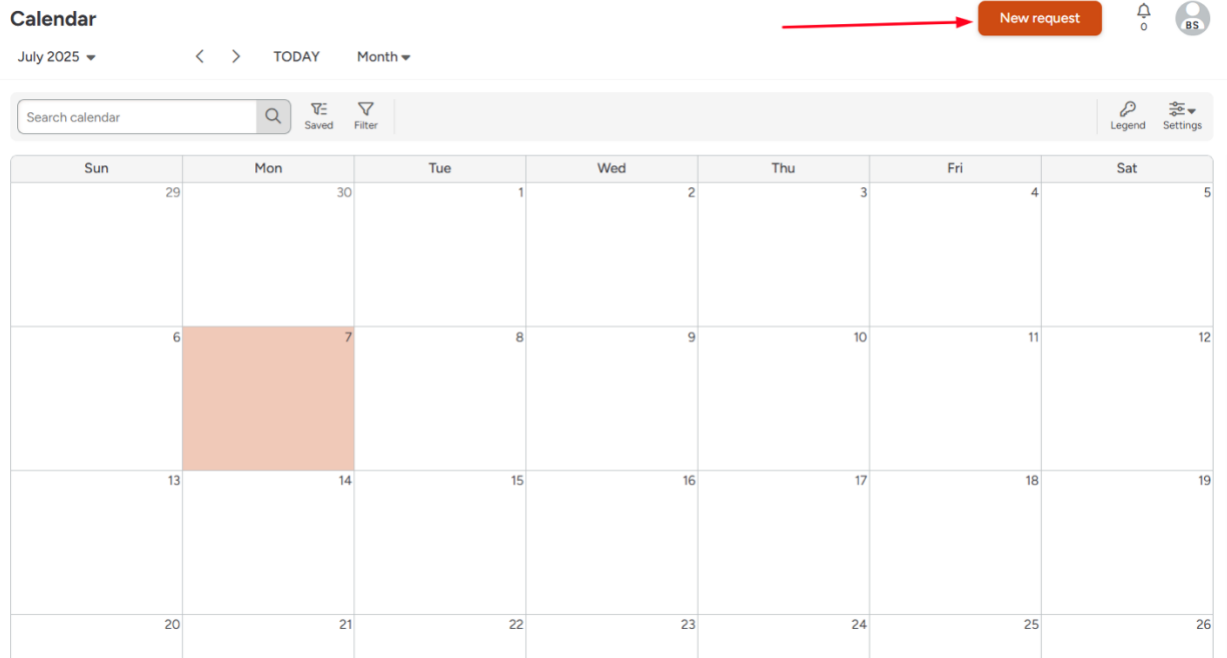
Submit

Back

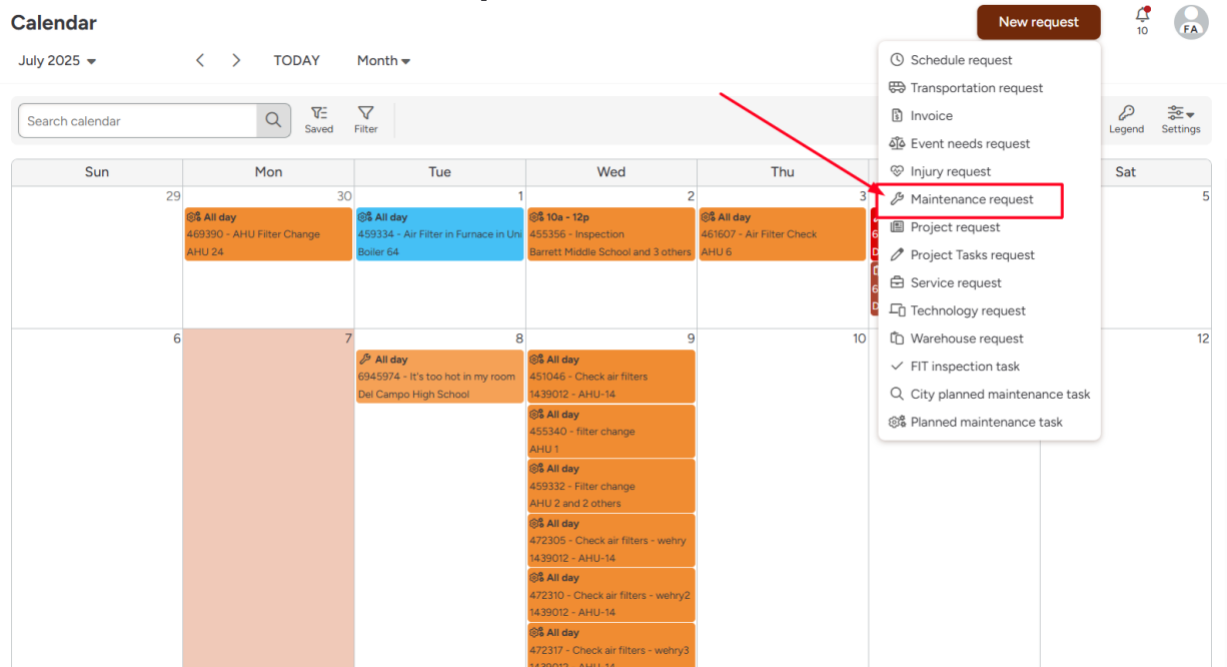
Shortcuts Using the FMX Calendar:

Shortcut 1

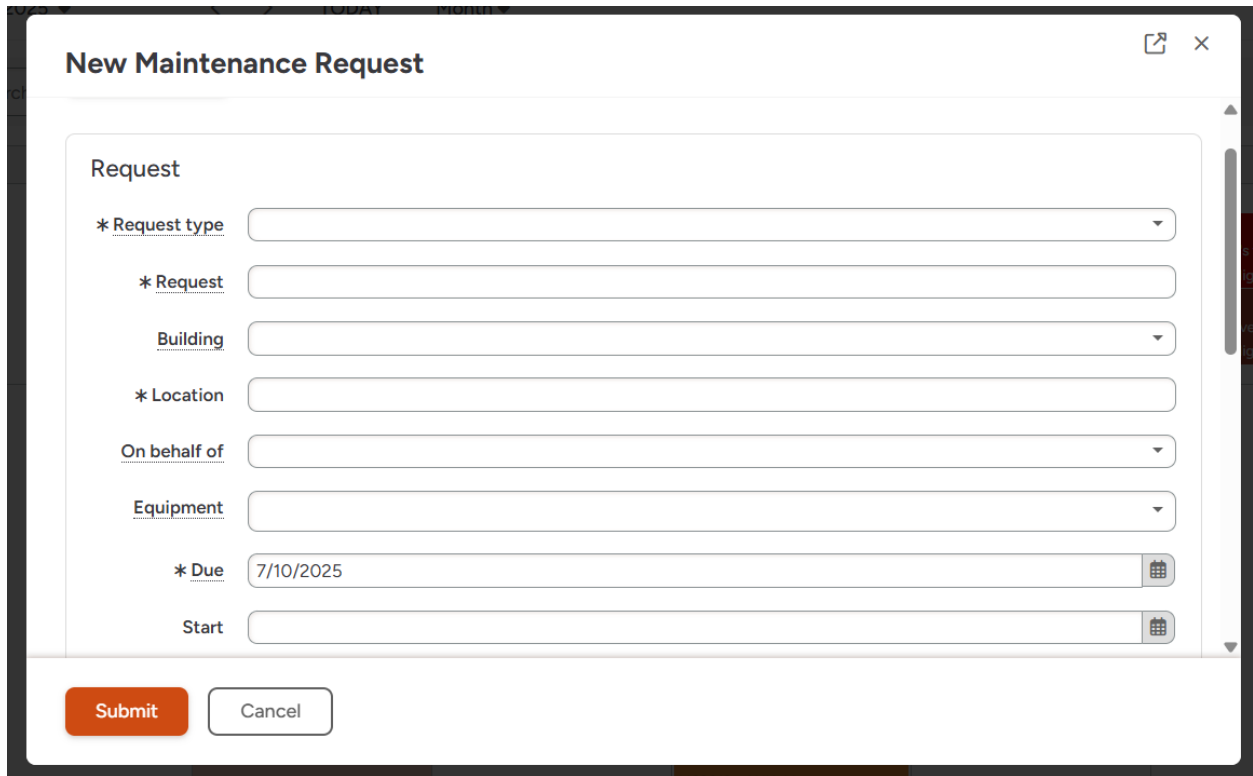
1. From your calendar, click on **+New Request** button in the upper right-hand corner.



2. Choose **Maintenance Request** from the list.



3. A new window will open for you to complete the details of your request. When finished, click **Save**.



The image shows a web application window titled "New Maintenance Request". The window has a title bar with a maximize icon and a close button (X). The main content area is a form titled "Request" with the following fields:

- * Request type: A dropdown menu.
- * Request: A text input field.
- Building: A dropdown menu.
- * Location: A text input field.
- On behalf of: A dropdown menu.
- Equipment: A dropdown menu.
- * Due: A date input field with the value "7/10/2025" and a calendar icon.
- Start: A date input field with a calendar icon.

At the bottom of the form, there are two buttons: "Submit" (orange) and "Cancel" (white with a grey border).