WORK ORDER REQUEST PROCEDURE

This document is to be used as a guide for all Faculty/Staff when using the FMX system to request a “Work Order Request” which may include but not limited to Maintenance Work Orders, Project Requests, Event Setups, or Requests for Support Services.

When should the system be used?
The system should be used anytime a member of the Facilities Team is needed to perform a task that would not be classified as an emergency.

For emergencies (power outages, HVAC issues, custodial items needing immediate attention, etc.) it is recommended that the faculty/staff contact the Maintenance Foreman assigned to that campus directly. If a Maintenance Foreman is not available, then contact the Director of Facilities.

Who is authorized to use the system?
All faculty and staff are allowed to submit a maintenance request at anytime. The system is structured so that all requests from employees are sent to the Director of Facilities, or appointed personnel, for immediate approval.

How do I submit a “Work Order Request?”
1. Log Into your FMX account by using the instructions on the “FMX Account Access” Document.
2. On the Calendar page, click NEW REQUEST on the top right side of the page, then select WORK ORDER REQUEST.
3. Enter the required fields:
   a. REQUEST TYPE – Enter the type of request that is being generated.
      i. Event Setup: If you are requesting assistance in setting up for an event, then select “Event Setup”.
      ii. Repair: If it is an item that needs to be repaired (I.E., broken desk) or an item that needs to be replaced then select “Repair”.
      iii. Other popular options: If it is an item that involves electrical, plumbing, or HVAC then select that respective type.
   b. REQUEST – This is an abbreviated description of what the request entails.
   c. BUILDING – Select the Campus/Building at which the request exists.
   d. LOCATION – List the exact physical location for the request. In the instance that you cannot identify the specific number of a room, it is suggested that you select the building in which it is located, then in the DESCRIPTION field further explain its location.
   e. EQUIPMENT – Leave this field blank.
   f. DUE – This field is to be filled in by the Facilities Department management upon approval. Please know that your requested date is subject to change due to the
availability of the Facility staff. If you need the request completed by a certain date, this information must be entered into the DESCRIPTION field.

g. DESCRIPTION – Provide a detailed description of the request. It is also recommended that you re-type the location and include a phone number so you can be reached with any questions.

h. ATTACHMENT – If needed, you can upload a picture to further clarify your Maintenance Request.

i. ASSIGNED TO – Only used by FMX Administrators or Facilities Department management.

j. IS OUTSOURCED – Do not check this box.

Once all fields are populated you can then hit the SUBMIT button. It is at this time your request will be submitted to the Director of Facilities, or appointed personnel, for approval. You may view your request at any time by clicking the “Work Order Request” link on the left-hand side of the calendar. As your maintenance request is reviewed, approved, processed, and resolved, you will receive notifications via email.

**What constitutes a Support Service?**

A Support Service is a non-maintenance-based service that is performed by a member of the Facilities staff to assist the school in fulfilling its mission. This may include unloading deliveries, moving heavy furniture, or transporting items into storage.

**What constitutes a Repair?**

Any needed “repair” to the organization’s physical assets. Such items include light bulb replacement, drywall patches, replacing floor tiles, etc.

The following is a link to a video that will reiterate the information above:

http://help.gofmx.com/hc/en-us/articles/204100375-Creating-a-Work-Request-

If there are any questions or you need assistance my contact information is below.

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