Facilities & Service Request Instructions

*Please note without a submitted AND approved Schedule Request, you are not allowed to be in a conference room or facility.

Create a Maintenance, Technology or Schedule Request

Step 1: Open an internet browser and navigate to (Login - FMX (gofmx.com))
Step 2: Select “Need an Account”
• Use your LA Delta Email to register
• You do not need to attach “Liability Insurance”

Step 3: Log in with the following credentials:
  • LA Delta Email
  • Password

You can ignore this.
Step 4: On the screen below, select New Request in the top right of the screen and then click Maintenance, Technology or Schedule Request.
*Schedule Requests are for requesting a facility for an event or renting a car.

Step 5: Fill out the work request form and click Submit.
   a) Every field with an (*) MUST be filled out.
   b) If you have any pictures you would like to attach, please add that under attachments.
EX. Maintenance Request
*Every field with an (*) MUST be filled out.
*For campuses other than Monroe, Maintenance Requests are only to be submitted by the individuals below:

- West Monroe Campus
  - Primary: Julia Toliver
  - Secondary: Nathan Hall

- Winnsboro Campus
  - Primary: Magen Martin
  - Secondary: DeAnne Kiper

- Ruston Campus
  - Primary: Grace Ruiz
  - Secondary: Mary Watkins

- Jonesboro Campus
  - Primary: Grace Ruiz
  - Secondary: Pamela Holland

- Bastrop Campus
  - Primary: Geneva Johnson
  - Secondary: Antonio Hearn

- Lake Providence & Tallulah
  - Primary: Phillip Henson
  - Secondary: Scott Cox
**EX. Technology Request**

*Every field with an (*) MUST be filled out.*
**EX. Schedule Requests (for requesting Vehicles)**

*Every field with an (*) MUST be filled out.*

a) Schedule Requests are used to request facilities AND car rentals.

b) If a vehicle is NOT available during the date and time you are submitting your request for, FMX will not allow you to request that vehicle.

c) For Out of District travel, an approved Travel Authorization form MUST be attached for requesting vehicles.
d) When requesting a vehicle, the Schedule Request will still require you to answer, “Number of Attendees and “Will This Event Have Alcohol?” Please respond with a number and no to submit your request.

[Diagram of Schedule Request form]

- Please be sure to select “Vehicle Request” for vehicles, not “Staff”
- Please input a number and respond with “No” to submit your request.
- Attach the signed Travel Authorization form here.

**EX. Schedule Requests (for requesting Facilities)**

*Every field with an (*) MUST be filled out.
  a) Schedule Requests are used to request facilities AND car rentals.
b) If a facility is NOT available during the date and time you are submitting your request for, FMX will not allow you to submit a request for that facility. See the picture below.

c) For Schedule Requests there are four additional major fields that are required to fill out ("Repeats," "Will You Need IT?" "Number of Attendees," and "Will This Event Have Alcohol?")
i. “Repeats” simply refers to how often this event will be repeated, which allows you to request a facility for the event for multiple dates. See below.
ii. Other fields will be required to be filled out, depending on which option you choose for “Repeats.” See below for an example.

iii. If you select “Yes” for the “Will You Need IT?” field, a dropdown box will appear that allows you to select the IT capabilities that are available in that specific facility. It is important to note that not all facilities have the same IT capabilities, so the IT equipment items to choose from will differ depending on the facility you request.
Step 5: After submitting your request, you will receive a confirmation email with a link to track the status of your request. You will also receive email notifications when your request is denied, approved or modified.

Respond to a Maintenance, Technology, or Custom Work Request
Step 1: Find the work request you wish to respond to (on the calendar or in the work requests grid), then click Respond.
Step 2: Enter a response (see picture below).

Step 3: Click Respond to send your response. This will generate an email notification to all users involved with the request.
How to Cancel a Schedule Request

1. Find the schedule request that needs to be cancelled or rescheduled and click the "Cancel" button in the upper right-hand option menu on the request's details page.

2. Enter the reason the event is being cancelled and click the red "Cancel this request" button. You will be able to reschedule this event by clicking "More" in the upper right corner, and then by clicking "Reschedule".