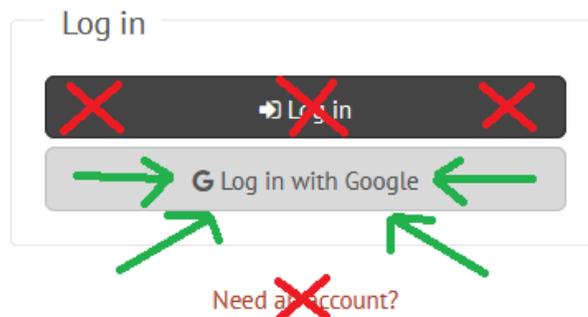


The new TECHNOLOGY Helpdesk system can be accessed using the link below:

<https://lakeviewspartans.gofmx.com/login>

- At the login screen, choose the **"Log in with Google"** option, as shown below. Let the green arrows guide you.
- Our Technology Helpdesk is set up to trust anyone who is signed into Google using a Lakeviewspartans.org email address, so there is no need to use the "Need an Account" button at the bottom.
- The Generic "Log In" button covered in red "X"s will be used by contracted workers, such as CISD and other third parties who need to submit Technology requests but do not have a Lakeview Google email address.



- Once you click the "Log in With Google" button, it will take you to a Google login screen as shown in the picture below.
- At this screen, sign into **your** Lakeviewspartans.org Google account by entering your email address and email password, and it will pass the credentials onto the Helpdesk system.
- If you are already signed into Google with the browser you're using, then choose your Lakeviewspartans.org Google account from the list and enter your password if it asks you to.

A screenshot of the Google sign-in screen. At the top, it says "Sign in with Google". The main heading is "Sign in" followed by "to continue to gofmx.com". There is an input field for "Email or phone" containing a redacted email address followed by "@lakeviewspartans.org". Below the input field is a link for "Forgot email?". At the bottom, there is a link for "Create account" and a blue "Next" button. A paragraph of text explains that Google will share user information with gofmx.com and provides links to the "privacy policy" and "terms of service".

- Once you get signed into the Helpdesk, you are able to submit Technology requests by clicking on the red "+New Request" button in the top right corner, shown in the picture below:



On the new request information form, you are required to enter information into 4 different fields, listed below. If you don't have a legitimate request to submit at this time, please don't actually hit the "submit"

button 

- **Request Type** - This determines who the ticket is routed to, so please choose the best option to speed up the routing process
- **Request** - This is essentially a "subject line" - a very brief summary of what you are requesting
- **Building** - Which building you need assistance at
- **Description** - This is where you give a detailed description about the request you're submitting
- There is an option at the bottom to submit attachments if you think that could provide useful information for us
- Once you have filled out the information, click the green "Submit" button at the very bottom.

* Request type

* Request

* Building

* Description

Block / Unblock / Inaccessible

Desktop / Laptop / iPad / Chromebook

Employee Add/Move/Change

Follett / Destiny

General Inquiry / Other

Google Mail/Drive/Calendar/Chrome

Instructional/Teaching Applications

Internet/Network Connectivity

MealMagic

[A Formatting guide](#)

Attachments