







Cage: 46Y71 DUNS: 606893969

 817.740.9767

 817.625.7450

 sales@mmginc.info

 modularmanagementgroup.com

WARRANTY REQUEST SYSTEM INSTRUCTIONS

HOW TO ADD A NEW REQUESTER:

To add a new requester, please email Crystal Rodriguez at crystalrodriguez@mmginc.info with the following information:

1. Requester's full name and
2. Requester's email address.

HOW TO SET UP YOUR WORK ORDER REQUEST ACCOUNT:


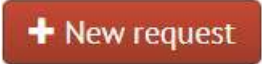
You will receive an email from no-reply@mmginc.gofmx.com entitled *FMX Account Created*

*If you do not see it, please check your Spam Email folder.


Follow the link provided to create your password.


Once your account is created you can log in at any time to create a new work order or check the status of a work order at <https://mmginc.gofmx.com>

HOW TO CREATE A WORK ORDER TICKET:


1. Login to <https://mmginc.gofmx.com>
2. Select the  **Maintenance Requests** from the panel on the left-hand side of the page.
3. Once in the Maintenance Requests Page, Click the  button in the top-right corner.
4. Select a building.
5. Fill in the Request Type (from the drop-down box).
6. Enter the Request – a short description of the problem.
7. Enter the Location – choose a room number from the drop-down box or manually enter a location if not listed. Please reference drawings for room names and numbers.
8. Enter a Description – a more detailed description of the problem (if necessary)
9. Choose the Request Priority (from the drop-down box)
10. Enter Attachment – Please include pictures of the problem that needs to be addressed
11. Click the green **Submit** button at the bottom



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HOW TO ACCESS DRAWINGS AND BUILDING SPECIFIC INFORMATION:

1. On the left hand side of the screen, Select “**Buildings**”
2. Once in the “**Buildings**” tab, Select your building.
3. In the information section you will find:
 - a. System Drawings (i.e. HVAC, plumbing, basic electrical and comms)
 - b. Floorplan
 - c. Building address
 - d. HVAC Filter size
 - e. O&M Manuals

EMERGENCY CONTACT:

In the event of an emergency, please contact:

Crystal Rodriguez, Fleet Manager

C: 682-416-3449

E: crystalrodriguez@mmginc.info