

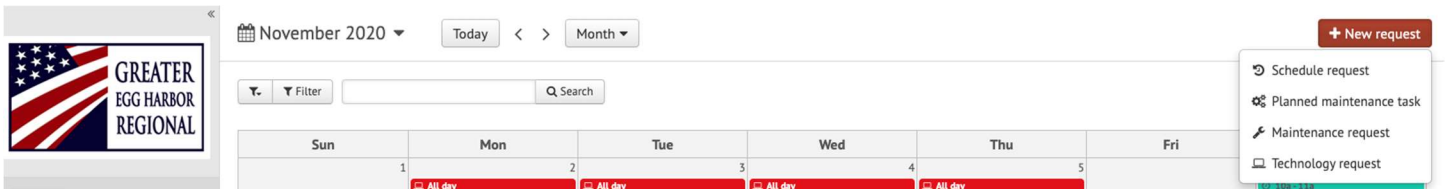
# GEHRHSD Student IT Request Guide

## How to create a Technology Request for Chromebook and Account Issues

**Step 1:** Open an Internet browser and navigate to **gehrhsd.gofmx.com**

**Step 2:** Click “Log in with Google”. **\*\*Please make sure you are logged into you School Email Account on the same web browser, only your School Issued email account will be allowed to log in.\*\***

**Step 3:** Click **New Request** in the top right of the screen and then click **Technology**.



**Step 4:** Fill out the Technology Request form and click **Submit**.

A screenshot of the 'New Technology Request' form. The form is titled 'Request' and contains several fields: 'Request type' (set to Chromebook), 'Building', 'Location' (with a 'Select a building first' prompt), 'On behalf of' (with a 'Select a building first' prompt), 'Equipment' (with a 'Select a building first' prompt), 'Due' (with a calendar icon), 'Followers', and a large 'Description' text area. Below the description is a 'Formatting guide' link. At the bottom, there are fields for 'Student ID Number' and 'Attachments'.

**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 modified.

**\*\*You will be able to view your current and past tickets by clicking on Technology Requests on the left side of the screen. \*\***

## How to respond to a Technology Request

If a Member of the IT Department has a question, an email will be sent stating a response was added to the Technology Request. To respond please follow these steps:

**Step 1:** Find the Technology Request you wish to respond to (on the calendar or in the Technology Requests grid after clicking on Technology), then click **Respond** in the upper right corner.



**Step 2:** Enter a response (see picture below).

Response

\* Response

**Step 3:** Click **Respond** to send your response. This will generate an email notification to all users involved with the request.

