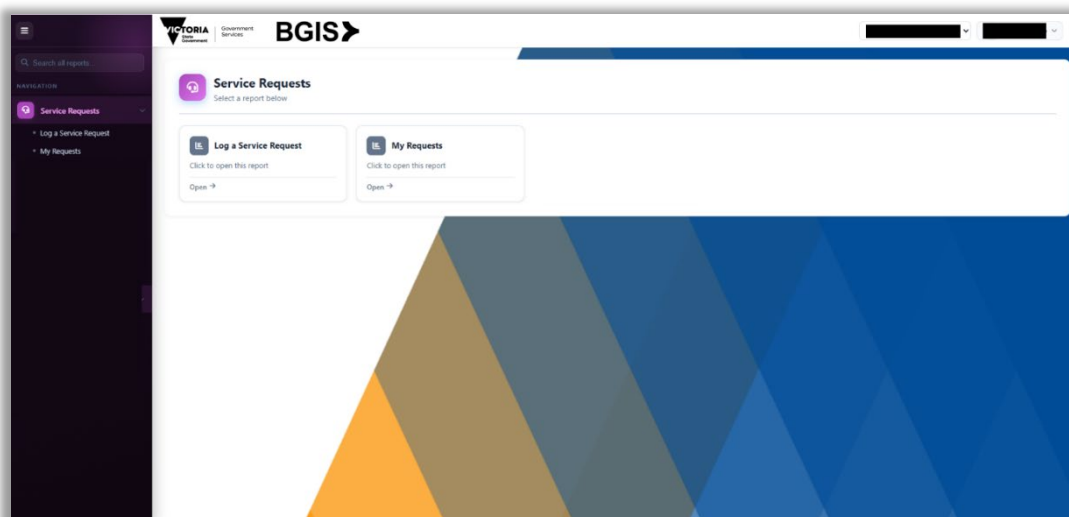


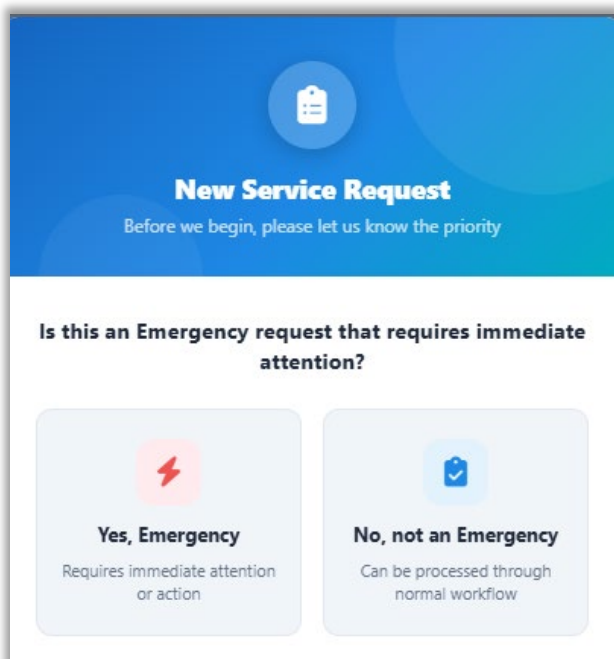
Facilities Services BGIS Connect- how to log a service request

1. Open <https://apps.bgis.com/BGISConnect>.
2. Access to this link is available after registration. Please check the BGIS Connect- new user guide and follow the steps to register. Once you have logged in using your VicGov account credentials you will see the landing page below.
3. Click Log a Service request

Note: At any time while using the portal, you can navigate to the Service request option from the menu on the left side of the page.

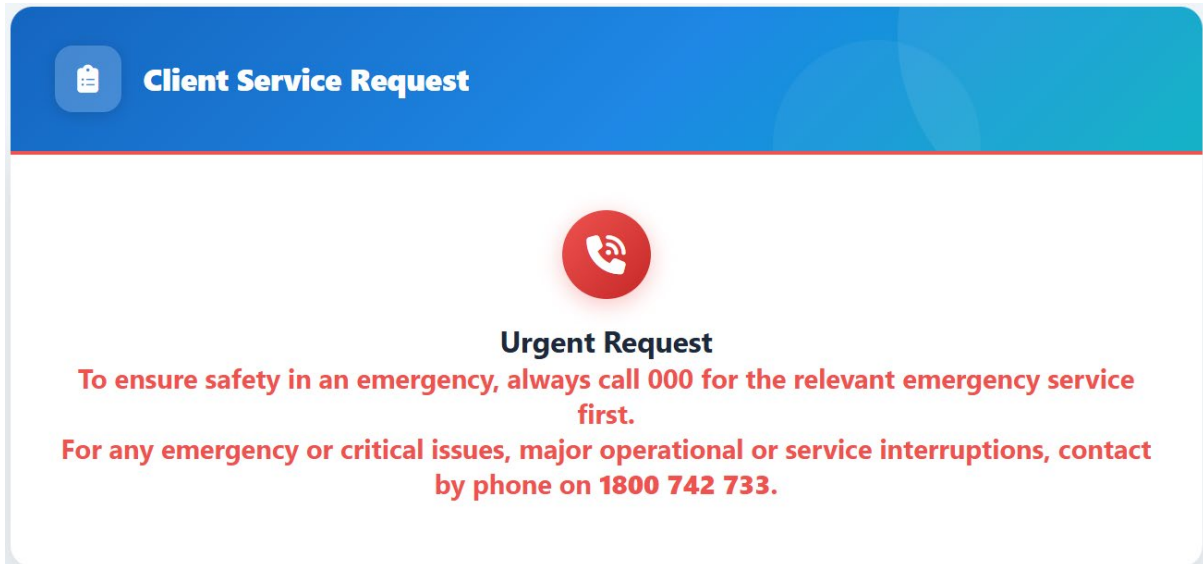


4. When the pop-up menu appears, select the appropriate option - Emergency or Non-emergency.



5. If you select Emergency, you will see the instructions below.

Note: Only non-emergency jobs to be logged via BGIS Connect. Emergency or critical issues should be logged by phone on 1800 742 733.



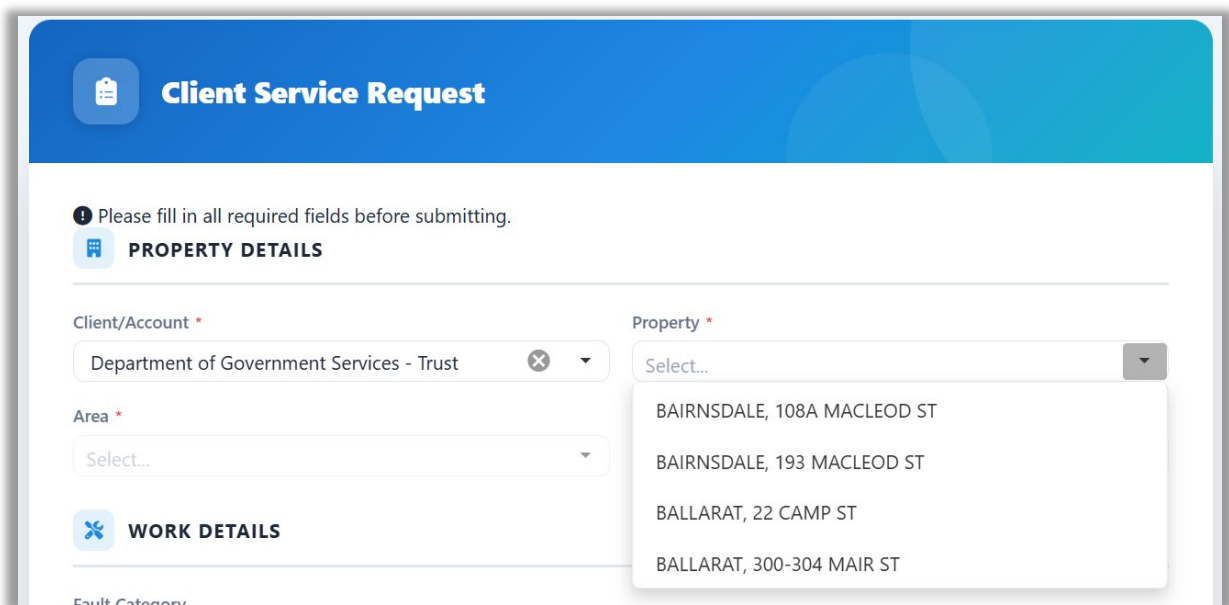
The screenshot shows a blue header with a clipboard icon and the text 'Client Service Request'. Below the header is a white box with a red circular icon containing a white telephone handset. The text inside the box reads: 'Urgent Request', 'To ensure safety in an emergency, always call 000 for the relevant emergency service first.', and 'For any emergency or critical issues, major operational or service interruptions, contact by phone on 1800 742 733.'

6. If you select Non-emergency, the Client service request form will open.

7. Complete all mandatory fields marked with an asterisk (*).

8. You can select an option from drop-down menus or type keywords and numbers to filter the list and then select from the results.

9. Select the property and area from the drop-down lists.



The screenshot shows the 'Client Service Request' form. At the top is a blue header with a clipboard icon and the text 'Client Service Request'. Below the header is a white box with a red circular icon containing a white telephone handset. The text inside the box reads: 'Urgent Request', 'To ensure safety in an emergency, always call 000 for the relevant emergency service first.', and 'For any emergency or critical issues, major operational or service interruptions, contact by phone on 1800 742 733.'

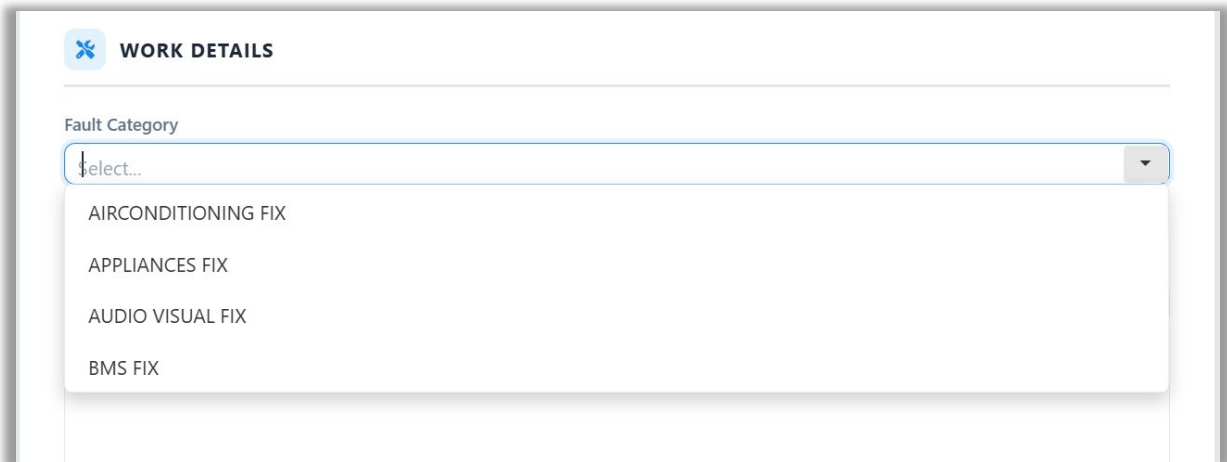
Below the header, there is a message: 'Please fill in all required fields before submitting.' followed by a red icon and the text 'PROPERTY DETAILS'. The form contains several fields:

- Client/Account ***: A dropdown menu with 'Department of Government Services - Trust' selected and a close button (X).
- Property ***: A dropdown menu with 'Select...' selected. A list of properties is shown below it:
 - BAIRNSDALE, 108A MACLEOD ST
 - BAIRNSDALE, 193 MACLEOD ST
 - BALLARAT, 22 CAMP ST
 - BALLARAT, 300-304 MAIR ST
- Area ***: A dropdown menu with 'Select...' selected.

Below the 'PROPERTY DETAILS' section is a section titled 'WORK DETAILS' with a red icon and the text 'WORK DETAILS'. The first field in this section is 'Fault Category'.

10. Select the most suitable category for the service request from the Fault category drop down menu.

Note: Vertical transport relates to Lifts.

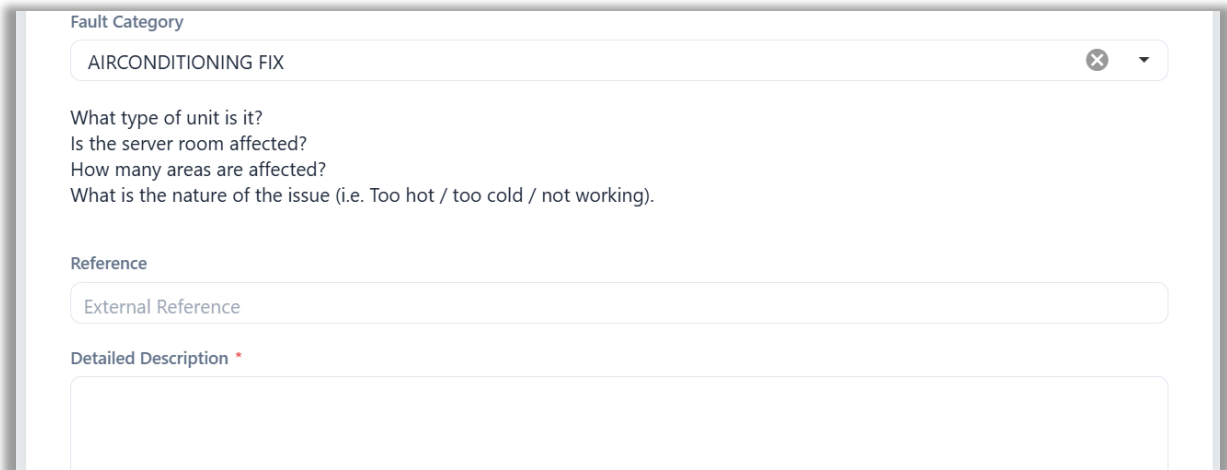


The screenshot shows a form titled "WORK DETAILS". Under the heading "Fault Category", there is a dropdown menu that is currently open. The menu lists four options: "AIRCONDITIONING FIX", "APPLIANCES FIX", "AUDIO VISUAL FIX", and "BMS FIX". The dropdown menu is positioned over a text input field that currently contains the text "select...".

If your agency requires a reference for invoicing purposes, enter your agency reference into the Reference field (optional).

11. Enter details of the service request in the Detailed description field. Include as much information as required.

Note: Once a fault category is selected the system will provide you with sample questions to answer (if possible) to include in the Detailed description field.



The screenshot shows the "WORK DETAILS" form with "AIRCONDITIONING FIX" selected in the "Fault Category" dropdown. Below the dropdown, there are four sample questions: "What type of unit is it?", "Is the server room affected?", "How many areas are affected?", and "What is the nature of the issue (i.e. Too hot / too cold / not working)". There is also a "Reference" field with the text "External Reference" and a "Detailed Description" field with a red asterisk next to it.

12. Enter any information needed to arrange site access or provide a site contact into the Site contact / Site access information field

13. Review your contact details as the Service requestor, update if necessary.

Site Contact/ Site Access Information

SERVICE REQUESTOR REQUIRED

Full Name * Phone *

Laura Garvey 04 5909 2246

Email Address

laura.garvey@apac.bgis.com

14. Enter details of any additional contact for the service request to the Secondary contact fields. Secondary contacts will receive email notifications with the service requestor (e.g. shared mailboxes).

SECONDARY CONTACT OPTIONAL

Full Name Phone

Full Name _____

Email Address

Email Address

15. You can add a photo relating to the service request into the Attachment field. Any images loaded must be JPG or PNG file type and 1MB max file size.

ATTACHMENT OPTIONAL · JPG / PNG · MAX 1MB

Select a file

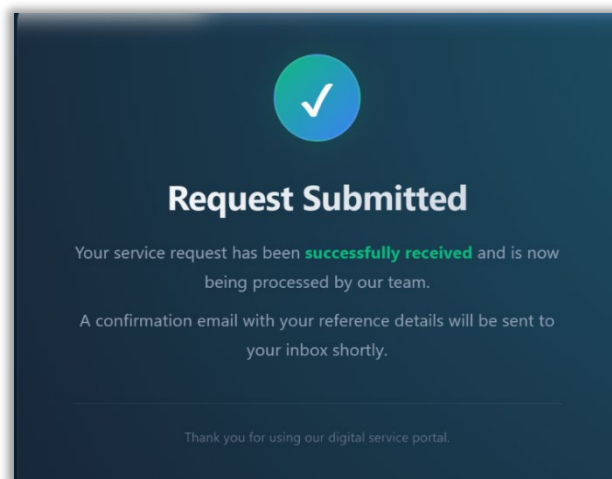
Fields marked * are required **SUBMIT**

16. Submit the service request.

17. You will receive a notification that the request has been submitted successfully.

The service requestor and any secondary contacts will receive an email confirming the request has been logged, including a unique service request (SR) number. Further email notifications will be sent as the service request status changes.

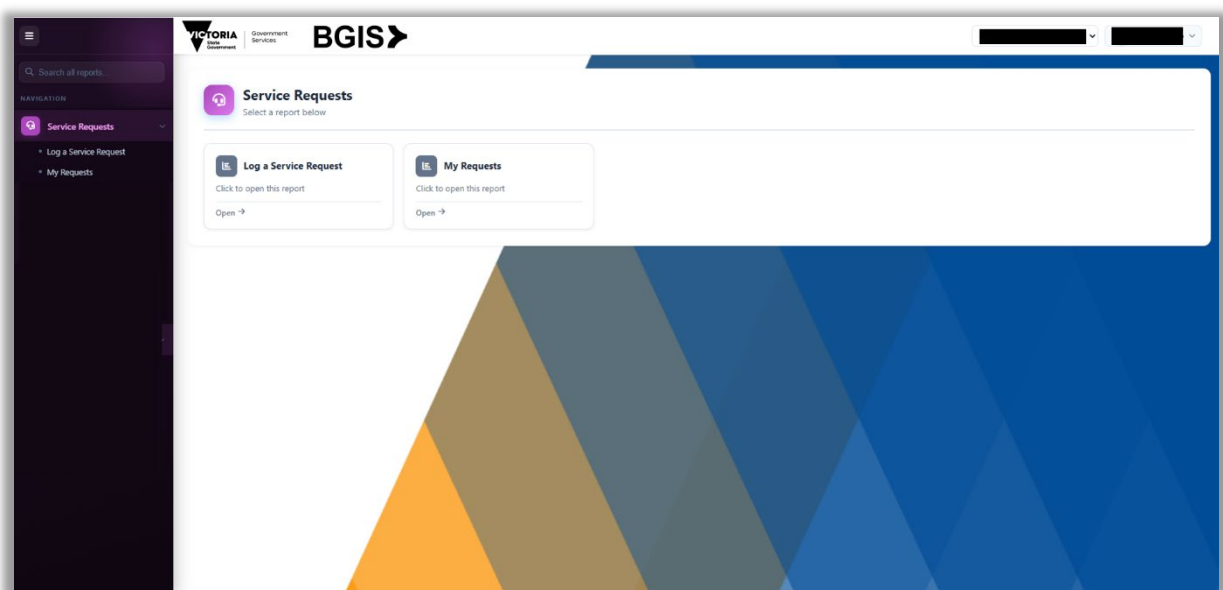
Notifications will be received for logged, issued and completed requests.



How to check status of service requests logged

After logging one or multiple service requests, you can view your requests and their status in My requests.

All service requests you submit through BGIS Connect or by phone will appear in My requests.



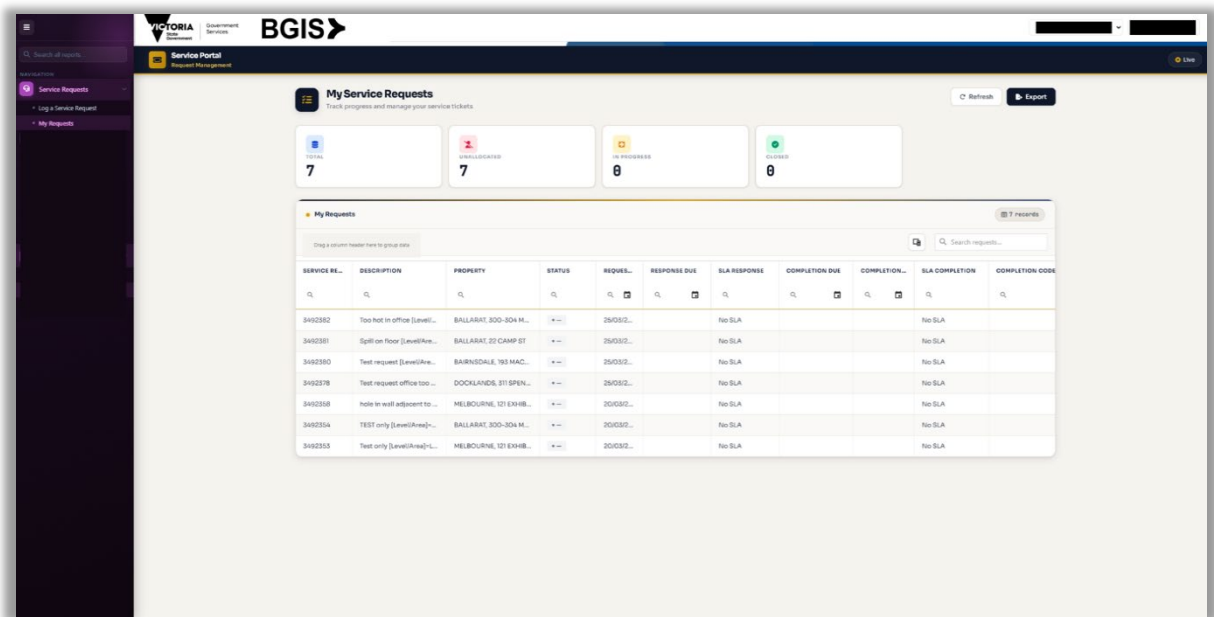
1. Select My requests from the left-hand menu or the tile on the landing page.

2. My service requests page will open.

At the top of the page a summary shows the total number of service requests and their status.

The categories are:

Total	the total number of service requests logged
Logged	service requests that have been logged but not yet issued
In progress	service requests that have been issued to a service provider
Closed	service requests that have been completed



3. Below the summary is a table with the details of each service request logged.

You can expand any column to view more detail by hovering over the line between columns and dragging.

You can search each column by typing keywords or numbers into the field next to the search field at the top of the column or using the calendar icon to search by date.

The table includes the following information:

Service request	unique reference number for the request
Description	detail of the service request as entered into the portal or provided by phone
Property	property the service request was raised for
Status	service request is at currently (refer to step 2 for definition of statuses).
Requested	date and time the service request was logged
Response due	date and time response is due for the service request
SLA response	status of service request against response sla (achieved, not achieved, overdue, not yet due, no sla)

Completion due	date and time completion is due for the service request
Completion date	date and time the service request has been completed
Completion code	category of completion of service request (cncl – cancelled, comp – completed)

SERVICE RE...	DESCRIPTION	PROPERTY	STATUS	REQUES...	RESPONSE DUE	SLA RESPONSE	COMPLETION DUE	COMPLETION...	SLA COMPLETION	COMPLETIC
3350020			• COMPLETED	29/10/2...	29/10/2025 11:02:51	Achieved	29/10/2025 12:02:51	29/10/2025 1...	Achieved	CNCL
3349041			• --	28/10/2...		No SLA			No SLA	CNCL
3346932			• COMPLETED	27/10/2...	03/11/2025 11:35:50	Achieved	24/11/2025 11:35:50	27/10/2025 1...	Achieved	COMP
3345168			• --	24/10/2...		No SLA			No SLA	CNCL
3345076			• --	24/10/2...	29/10/2025 15:25:04	Overdue	21/11/2025 15:25:04		Achieved	CNCL
3344210			• --	24/10/2...		No SLA			No SLA	CNCL
2985170			• COMPLETED	22/12/20...	22/12/2024 18:43:55	Not Achieved	22/12/2024 19:13:55	23/12/2024 1...	Not Achieved	COMP
2918033			• COMPLETED	26/10/2...	26/10/2024 13:56:25	Achieved	26/10/2024 14:56:25	26/10/2024 1...	Not Achieved	COMP
2894918			• COMPLETED	06/10/2...	06/10/2024 09:24:26	Achieved	06/10/2024 10:24:26	06/10/2024 1...	Not Achieved	COMP
2651134			• COMPLETED	01/03/2...	04/03/2024 14:18:42	Not Achieved	04/03/2024 14:18:42	05/03/2024 ...	Not Achieved	COMP
2610443			• COMPLETED	25/01/2...		No SLA		25/01/2024 1...	No SLA	COMP
2599981			• --	16/01/20...		No SLA			No SLA	
566759			• COMPLETED	12/09/2...	17/09/2017 09:40:37	Achieved	22/09/2017 09:40:37	12/09/2017 0...	Achieved	COMP
516982			• COMPLETED	26/07/2...	27/07/2017 14:30:00	Achieved	05/08/2017 14:30:00	02/08/2017 1...	Achieved	COMP

Troubleshooting

If you have any issues with logging a service request or finding the information you need about service requests previously logged, please refer to the Facilities Services BGIS Connect– troubleshooting guide.

You can additionally call the 24/7 Accommodation Services helpdesk on 1800 742 733 (option 1 – facilities requests) instead of using the portal if:

- the issue is of an emergency or critical nature
- BGIS Connect is unavailable
- you need to urgently follow up a request.