

# Facilities services BGIS Connect - new user access guide

## What is BGIS Connect?

BGIS Connect allows Victorian Public Service (VPS) staff to raise and track facilities maintenance service requests online.

The BGIS Connect is available 24 hours a day, 7 days a week.

## Who can use BGIS Connect?

All Victorian Public Service (VPS) staff located in the accommodation portfolio with a @vic.gov.au email address can use the BGIS Connect.

## You can use BGIS Connect to:

- submit facilities maintenance service requests
- track the progress of your request
- receive status updates by email

**Emergency** and **critical** issues should always be reported by phone to the Accommodation Services helpdesk on 1800 742 733 (option 1 for facilities requests).

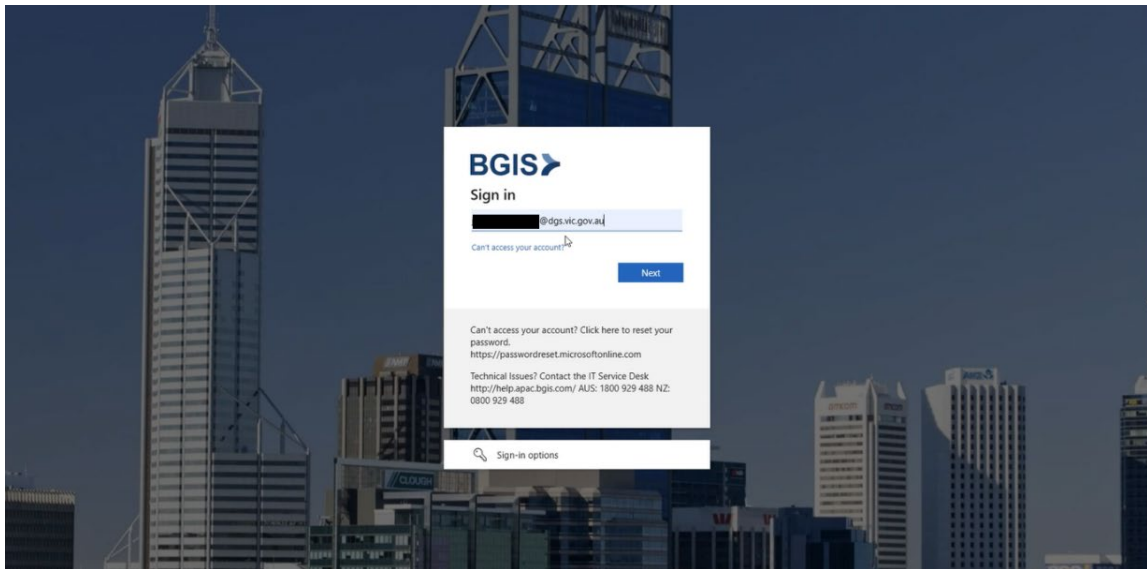
## First time access – how to register your account

BGIS Connect uses Microsoft single sign-on (SSO). You only need to register once. After the initial registration, you will be able to access the BGIS Connect seamlessly with your Department / Agency domain email account.

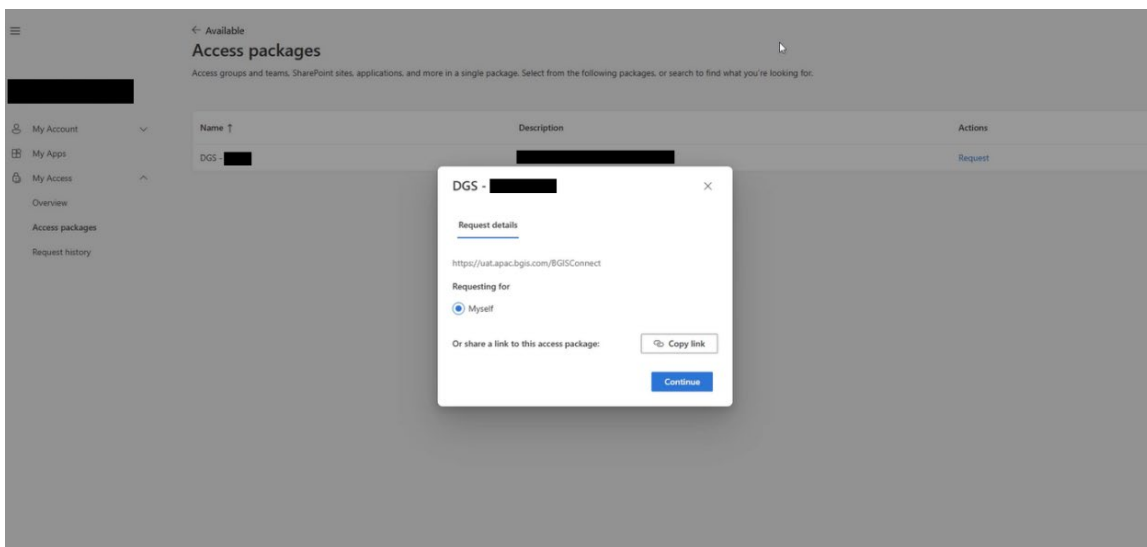
1. Open the Victorian Government Standard Access Package using the link below:

<https://myaccess.microsoft.com/@apacbrookfieldgis.onmicrosoft.com#/access-packages/da0e1490-1203-42db-a717-6134940027b7>

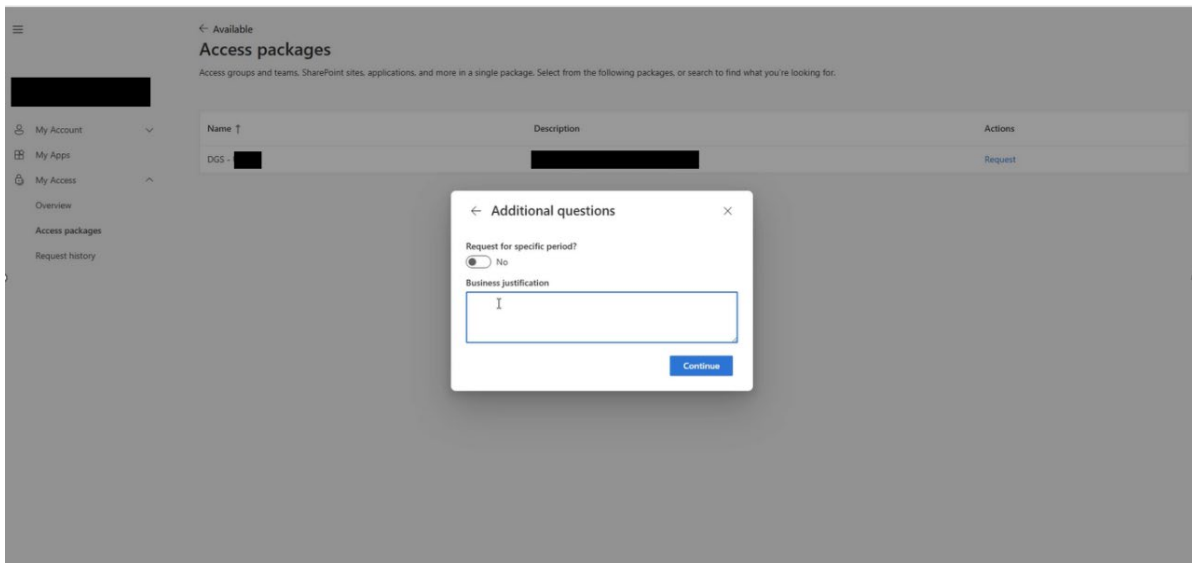
2. Sign in with your VicGov email and password.



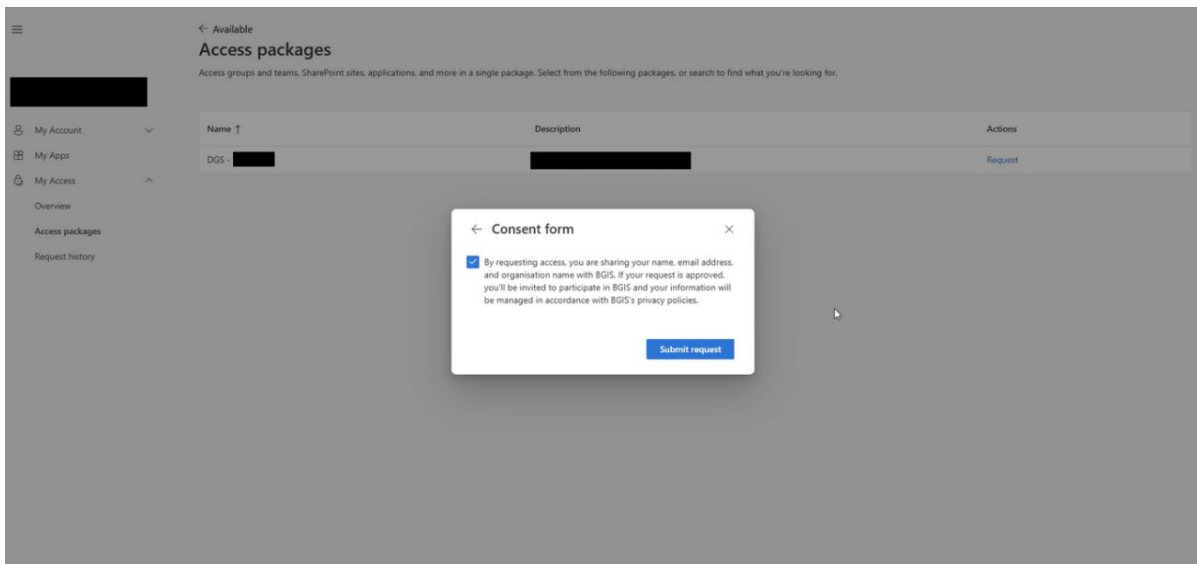
3. When the request access window appears, click Request, then Continue in the pop-up box.



4. If your access is required only for a fixed period, enter details of period required or leave the Business Justification field empty and click Continue.



5. Review Consent form, click Submit request.

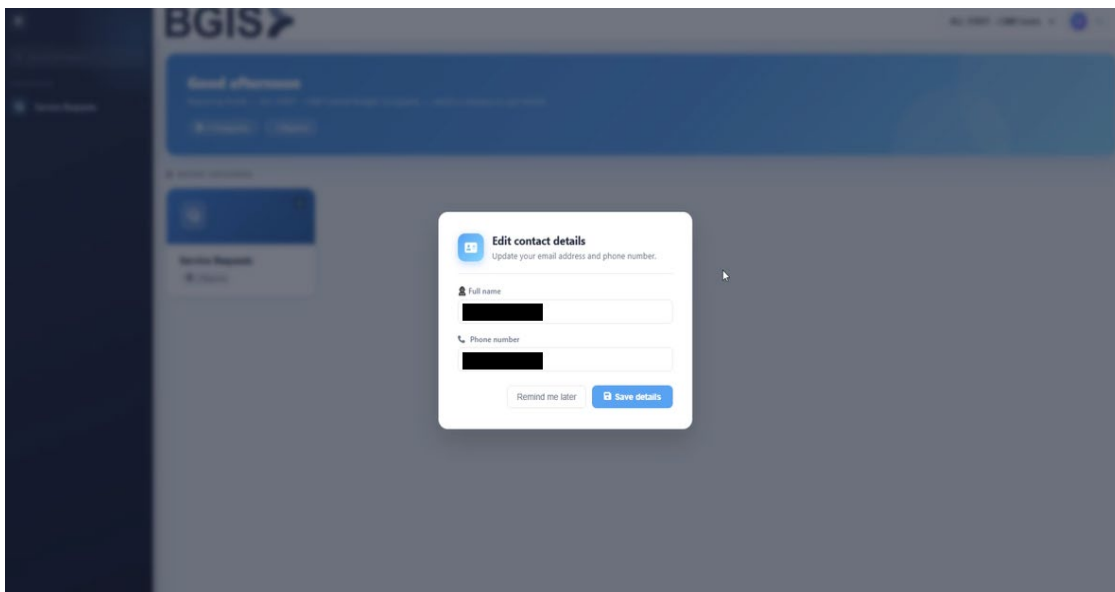


You will receive confirmation shortly after submitting your request.

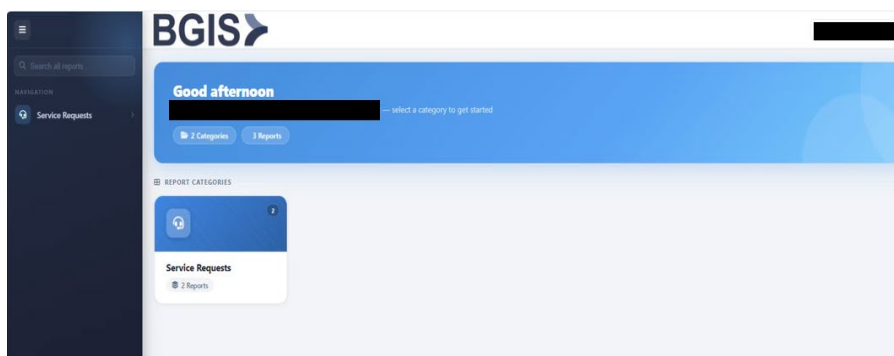
After the initial registration, you will be able to access the BGIS Connect seamlessly with your Department / Agency domain email account.

## How to access BGIS Connect

1. Open <https://apps.bgis.com/BGISConnect>
2. Sign in using your Department / Agency credentials.
3. When signing in for the first time, you will be presented with your name and phone number to confirm. Input any missing details/ update if necessary and click Submit.



4. After signing in, you will see the BGIS Connect home page with navigation menu on the left and tile centrally.



## When to call helpdesk instead of using BGIS Connect

Call the 24/7 Accommodation Services helpdesk on 1800 742 733 (option 1 – facilities requests) instead of using the BGIS Connect if:

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