

# Facilities services BGIS Connect– troubleshooting

## What is BGIS Connect ?

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

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

## What do I do if I have an issue accessing or using BGIS Connect?

This document provides guidance on how to resolve common issues when accessing or using BGIS Connect.

Please use this guide to follow the recommended troubleshooting steps. If the issue is not resolved, contact the BGIS team at <mailto:dgs.bgisconnect@apac.bgis.com>.

## How do I use the portal?

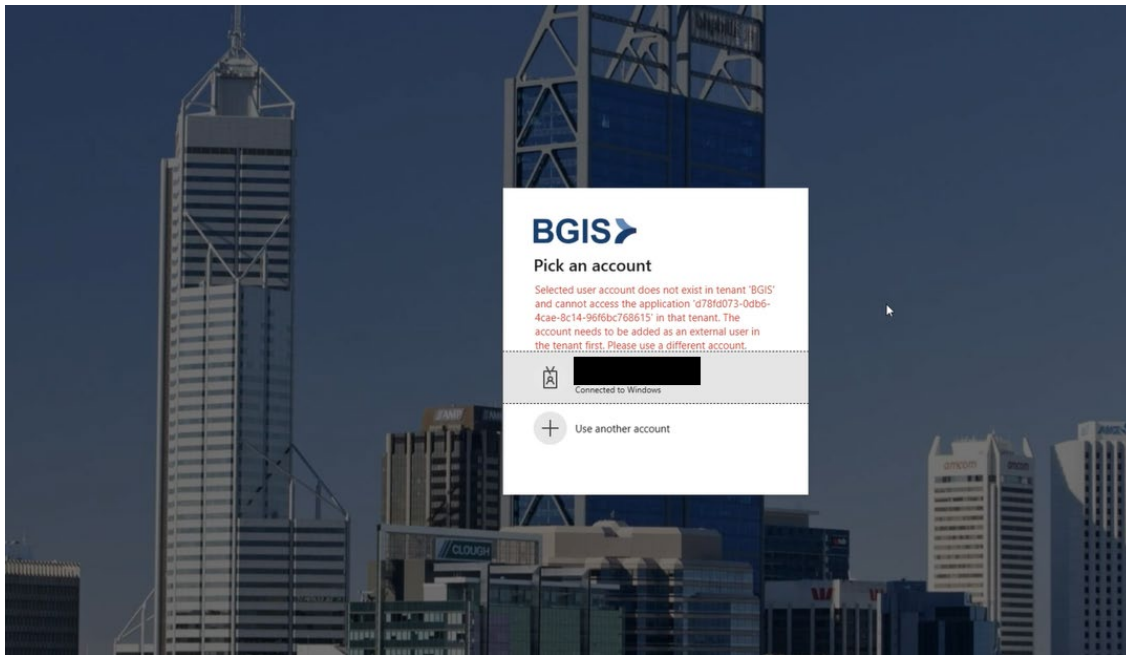
Refer to the Facilities Services BGIS Connect -how to log a Service request view my requests guide.

## How can I log a service request or receive an update about an existing service request without using BGIS Connect ?

You can 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
- You will receive email updates when your request is logged and whenever its status changes.

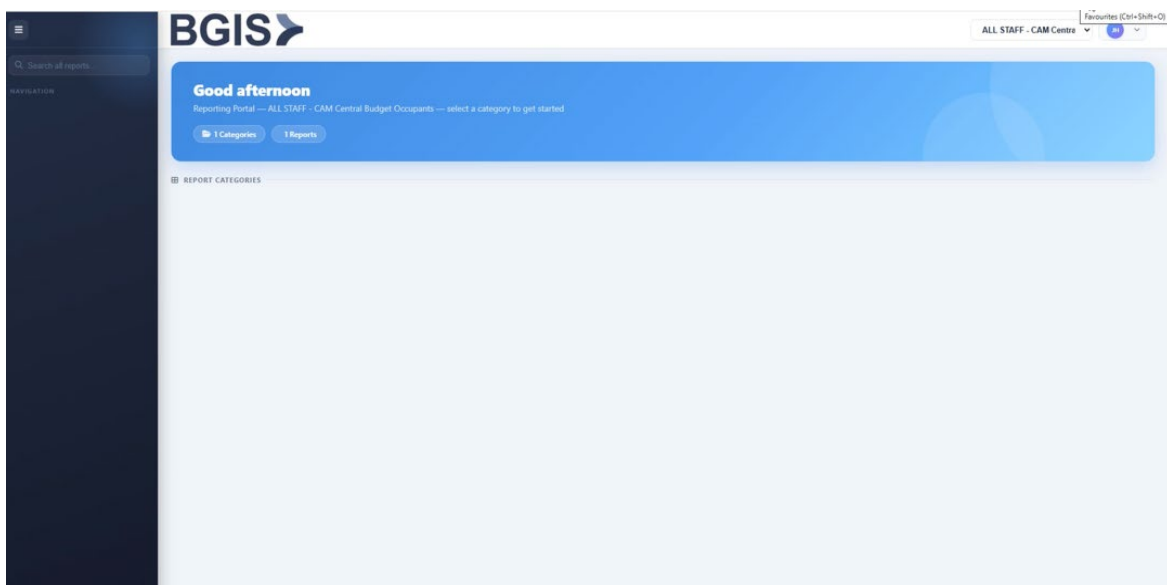
## I received an error message saying 'Selected user account does not exist in tenant 'BGIS''



If you receive an error message saying 'Selected user account does not exist in tenant 'BGIS' and cannot access the application...', this means the email address you used is not yet registered with BGIS Connect.

Refer to the Facilities Services BGIS Connect - new user access guide and follow the steps to register. Once registration is complete, you should be able to access BGIS Connect.

## I have logged into BGIS Connect but can't see the tile/ menu options for Log a service request or My requests.



If you have logged into BGIS Connect but cannot see the menus or tiles for Log a service request or My requests, you need to clear your browser cache.

To do this:

- select the three dots (ellipsis) in the top-right corner of your browser
- select Delete browsing data
- set the Time range to All time
- select Cookies and other site data only
- select Clear now.

Close all browser tabs, reopen the browser, and log in to BGIS Connect again. The menus and tiles should now be visible.

