

BGIS Connect Facilities services – 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 dgs.bgisconnect@apac.bgis.com

How do I use the portal?

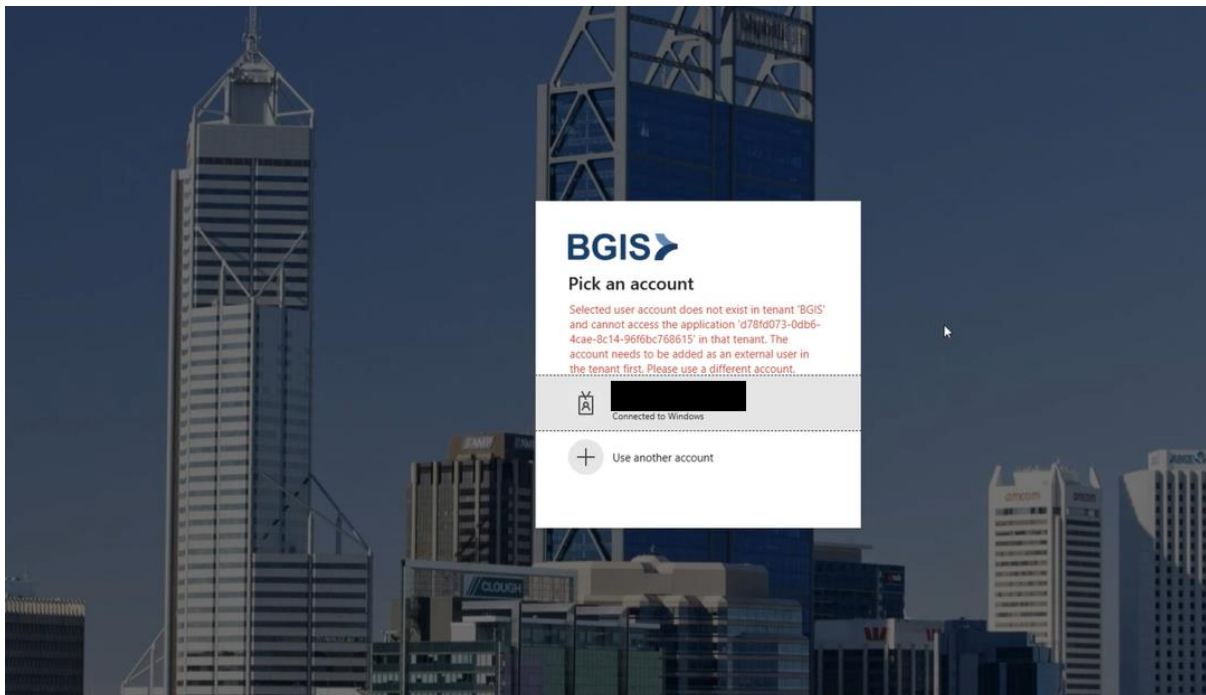
Refer to the **Facilities Services BGIS Connect guide**.

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.

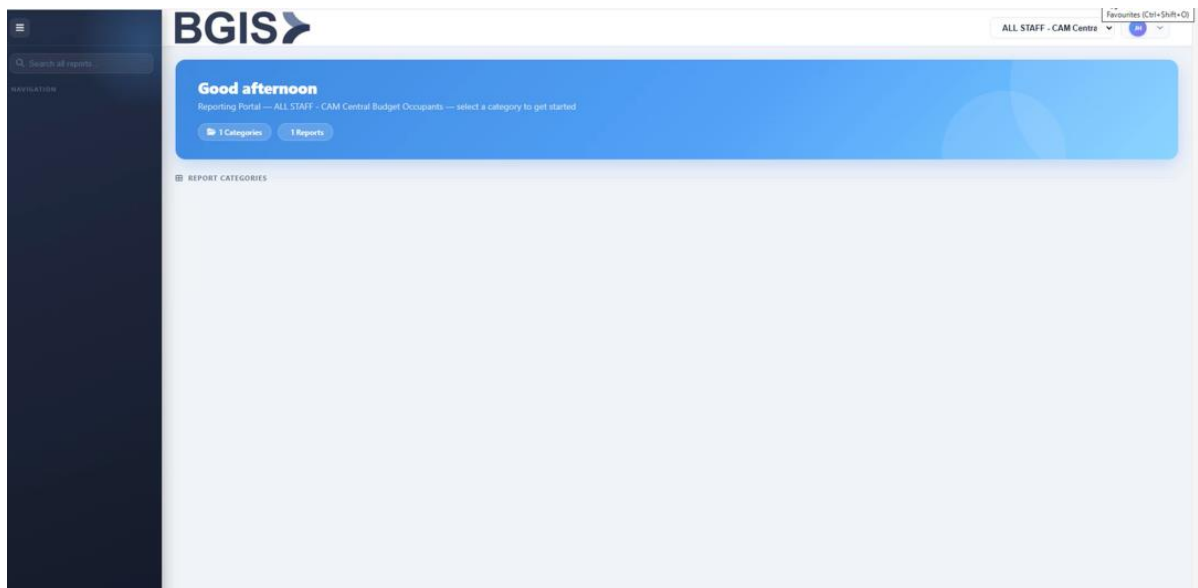
I received an error message saying 'Selected user account does not exist in tenant 'BGIS'



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:

1. select the three dots (ellipsis) in the top-right corner of your browser
2. select Delete browsing data
3. set the Time range to All time
4. select Cookies and other site data only
5. 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.

Time range

All time

Browsing history

12 items. Includes autocompletions in the address bar.

Download history

3 items

Cookies and other site data

From 71 sites. Signs you out of most sites.

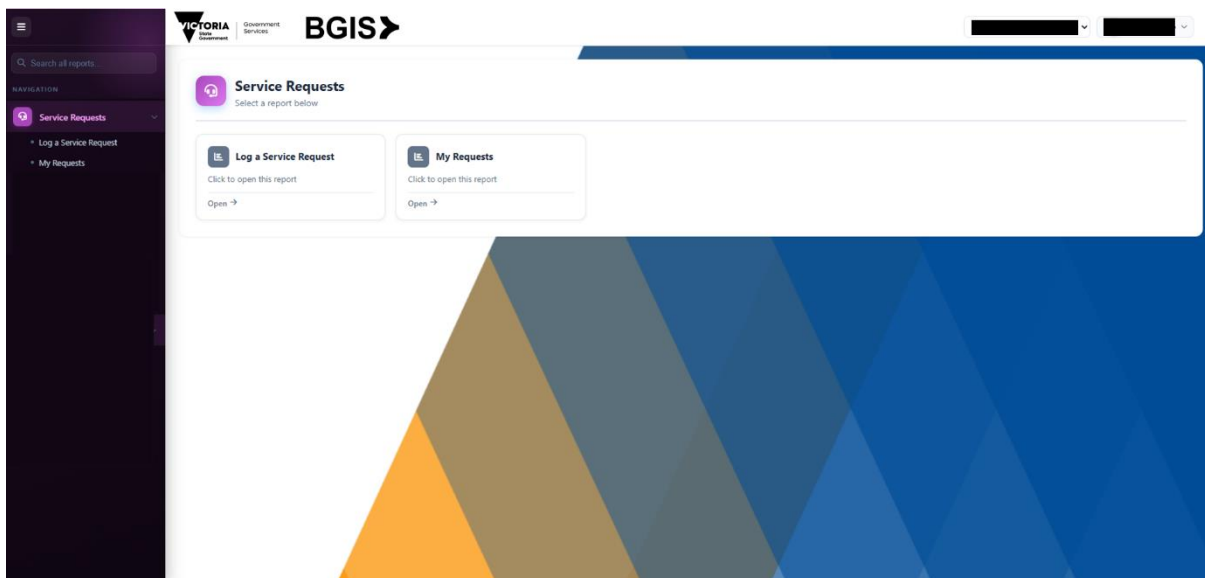
Cached images and files

From less than 307 MB. Some sites may load more data from

This will clear your data across all your synced devices signed in to [redacted]. To clear browsing data from this device only, [sign out first](#).

Cancel

Clear now



How do I self-register for Standard Access?

New users must self-register using their individual VicGov email account. Shared mailboxes and contractor email addresses cannot be registered.

1. Open the Victorian Government Standard Access Package link:
<https://myaccess.microsoft.com/@apacbrookfieldgis.onmicrosoft.com#/access-packages/da0e1490-1203-42db-a717-6134940027b7>
2. Sign in using your individual VicGov email address and complete your organisation's authentication process. This may be password, MFA or Windows Hello depending on your agency setup.
3. When the request access screen opens, select Request then Continue.
4. Complete and submit the access request and wait until it has been approved.
5. Once approved, open BGIS Connect: <https://apps.bgis.com/BGISConnect>
6. On first login, review and confirm your contact details.

What if I need Full Access, Super User Access or All Requests access?

Users should first request Standard Access. If elevated access is required, the request must be reviewed by the REFM Accommodation team first. BGIS will only update elevated access once the required confirmation is received.

Can I use a shared mailbox to access BGIS Connect?

No. BGIS Connect uses Microsoft single sign-on and user-based authentication, so access must be assigned to an individual named VicGov user account. As a workaround, a shared mailbox can be added as a secondary contact when logging a service request so the shared inbox receives email notifications and status updates.

Can contractor email addresses be registered?

No. BGIS Connect is intended for authorised VicGov users. Contractor email domains cannot be registered. Contractors should log or follow up requests through the Accommodation Services helpdesk where required.

Helpdesk: 1800 742 733, option 1

I can see multiple Microsoft accounts or the wrong account is selected

If the login screen shows multiple saved Microsoft accounts, the user may be selecting a cached or incorrect account. Try the steps below:

1. Sign out of all Microsoft accounts in the browser.
2. Close all browser windows.
3. Open a new InPrivate or Incognito browser window.
4. Open BGIS Connect: <https://apps.bgis.com/BGISConnect>
5. Select Use another account if prompted.
6. Sign in using the correct individual VicGov email account.

I received an Error 17 - Access Denied message

Error 17 usually means the request has been blocked by a security service or network security rule. This is different from the tenant registration error.

Please send the following details to dgs.bgisconnect@apac.bgis.com:

- Screenshot of the full error page.
- Date and time the error occurred.
- Incident ID shown on the error page, if available.
- IP address or proxy IP shown on the error page, if available.
- The link being used to access BGIS Connect.

I can open the form but the Submit button does not respond

If the service request form opens but nothing happens when Submit is selected, first confirm all mandatory fields have been completed.

- Property
- Area
- Detailed description
- Full name
- Phone number
- Any other field marked with an asterisk (*)

If all mandatory fields are completed and the issue still occurs, try using an InPrivate or Incognito browser window. If the issue continues, send a screenshot and details to the BGIS Connect support mailbox.

I cannot see the correct property, area or service request

This may be related to RLS, property or area mapping. Please send the below details to BGIS Connect support so the mapping can be checked:

- Your name, email address and agency.
- Property address and property code, if known.
- The missing area, level, site or service request number.
- Screenshot of what you can currently see in BGIS Connect.

What information should I include when raising a BGIS Connect support issue?

- Full name and email address of the affected user.
- Agency/department and property/site involved.
- BGIS Connect link used.
- Screenshot of the error or issue.
- Service request number, if applicable.
- Date and time the issue occurred.
- Browser used, for example Edge or Chrome.
- Whether the issue still occurs in an InPrivate or Incognito window.

Support contacts

Issue	Contact / action
BGIS Connect access or portal issue	Email dgs.bgisconnect@apac.bgis.com
Emergency or critical facilities issue	Call 1800 742 733, option 1
BGIS Connect unavailable or urgent follow-up required	Add a comment under SR Details in My Requests.
Completed job not satisfactory	Add a comment under SR Details in My Requests. FM will be notified and will be in touch with you.
Full Access / Super User / All Requests access	Request approval through the REFM Accommodation team first