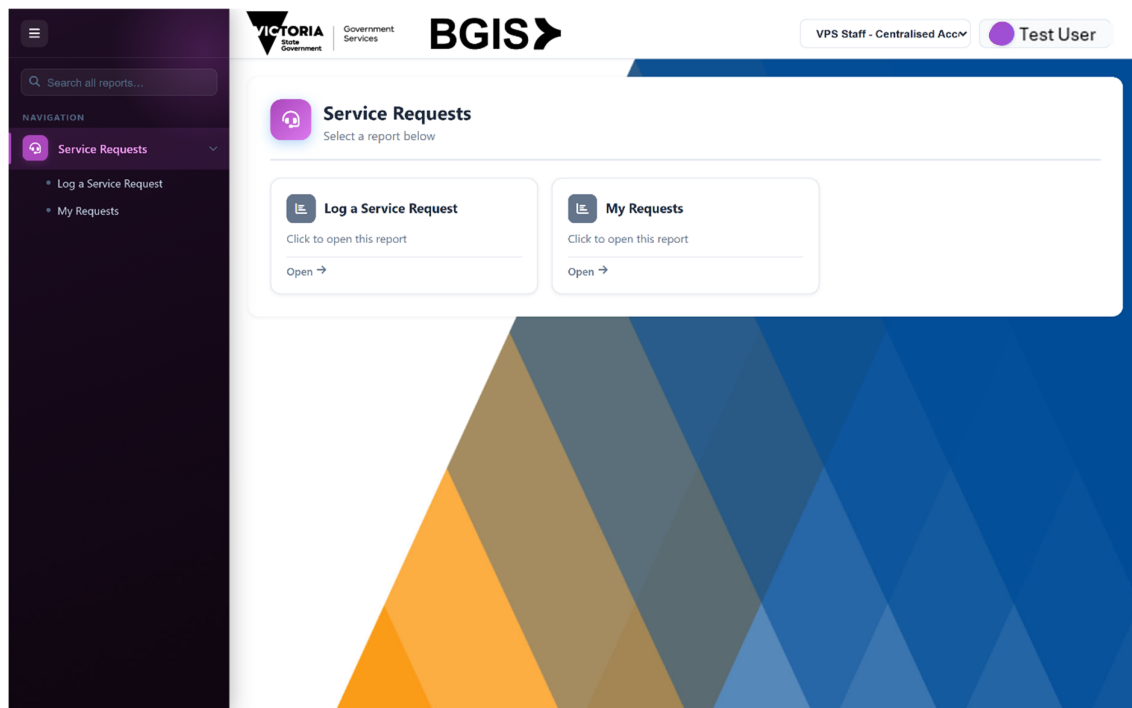


Facilities Services BGIS Connect

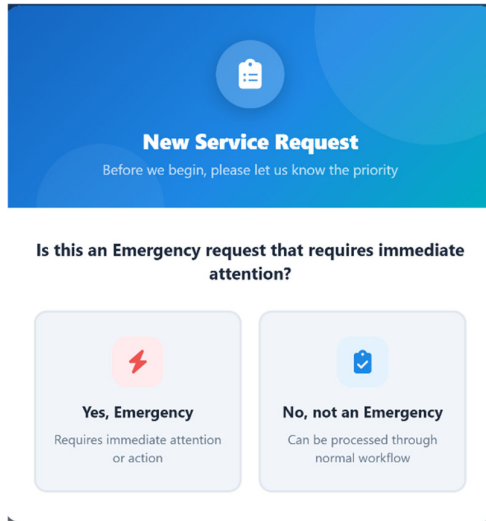
How to raise a service request

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.

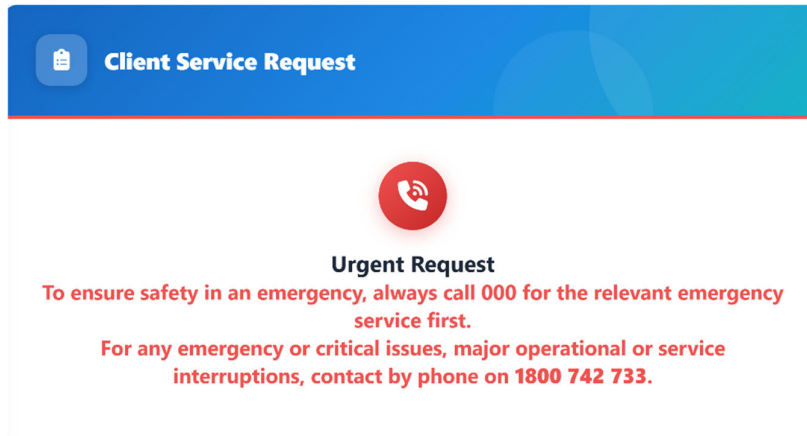


4. When the pop-up menu appears, select the appropriate option - **Emergency** or **non-Emergency**.



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.



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 from the drop-down list

Client Service Request

Please fill in all required fields before submitting.

PROPERTY DETAILS

Client/Account *
 Department of Government Services - ...

Property *
 Select...
 ABBOTSFORD, 4 HARPER ST
 ARARAT, 233-239 BARKLY ST
 ASCOT VALE, 12 CHURCHILL AVE
 AVALON AIRPORT, HANGAR 6

Area *
 Select...

Area Description (Optional)

10. Select the area from the drop-down list.

Note: Refer note below Area selection image for guidance on selecting the correct area.

Area Info

"Comm Area" or "Comn Area" means common areas that are NOT within the tenancy/premises area such as lift lobby areas, ground floor lobbies, toilets, and end of trip facilities. For example, shared meeting rooms, kitchen areas and collaboration spaces should NOT be selected as Comm/ Comn Areas. For these areas, please select the relevant level and provide as much detail as possible in the "Area Description" field to assist with identification of the location.

Area *
 Select...
 L9 - 9 Main Kitchen (VIDA)
 L9 - Adj Comms Room (VIDA)
 L9 - Ameneties (Bld Comn Area)

- Select the most suitable category for the service request from the Fault category drop down menu.
Note: Vertical Transport relates to Lifts.

WORK DETAILS

Fault Category

Select...

- FEEDBACK
- AIRCONDITIONING FIX
- APPLIANCES FIX
- AUDIO VISUAL FIX

- 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.

If your request or agency requires a Cost Centre referenced for invoicing purposes, enter your Cost Centre into the Reference field. (Optional)

WORK DETAILS

Fault Category

AIRCONDITIONING FIX

What type of unit is it?
Is the server room affected?
How many areas are affected?
What is the nature of the issue (i.e. Too hot / too cold / not working).

Reference

Cost Centre

Detailed Description *

- Enter any information needed to arrange site access or provide a site contact into the Site contact / Site access information field (Optional)

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

Site Contact/ Site Access Information

SERVICE REQUESTOR REQUIRED

Full Name * Phone *

Test User 04 0000 0000

Email Address

Test.User@department.vic.gov.au

15. Enter detail 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)

The screenshot shows a form section titled "SECONDARY CONTACT" with a "PERSON" icon and an "OPTIONAL" label. It contains three input fields: "Full Name" (with a placeholder "Full Name"), "Phone" (with a placeholder "_____" and a clear button "X"), and "Email Address" (with a placeholder "Email Address").

16. You can add attachment/s relating to the Service Request into the Attachment field. Any attachments loaded must be JPG, PNG, PDF or WORD (DOCX) file types and up to 5MB max total size of attachments.

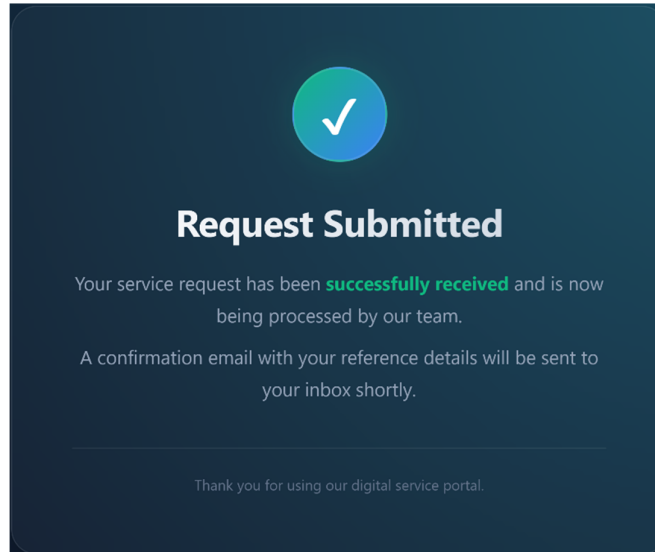
The screenshot shows a form section titled "ATTACHMENT" with a "FILE" icon and an "OPTIONAL · JPG / PNG/PDF/WORD · MAX 5MB" label. It displays "Total Size: 0 MB" and a large dashed border area for file uploads. At the bottom of this area is an upload icon and the text: "Click to upload or drag and drop" and "JPG, PNG, PDF, WORD — maximum 5 MB in total".

17. Submit the service request.

Note: If the request does not submit, check all mandatory fields (fields marked with *) have been populated and re-try.

The screenshot shows the bottom of the form with a message: "Fields marked * are required" and a blue "SUBMIT" button.

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

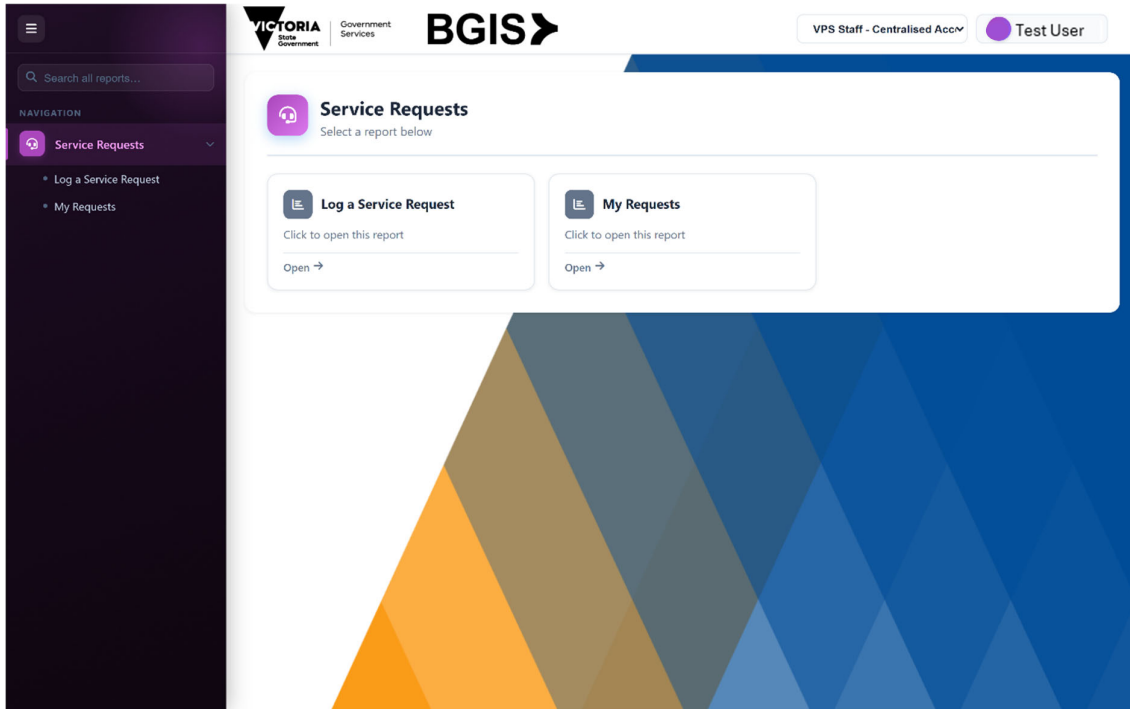


The service requestor and any secondary contacts will receive an email confirming the request has been logged, including a unique service request (SR) number. Further email notifications will be sent as the service request status changes. Notifications will be received when the request is initially **Logged** and when it reaches **Issued, Arrived** and **Completed** statuses.

How to check status of service requests logged

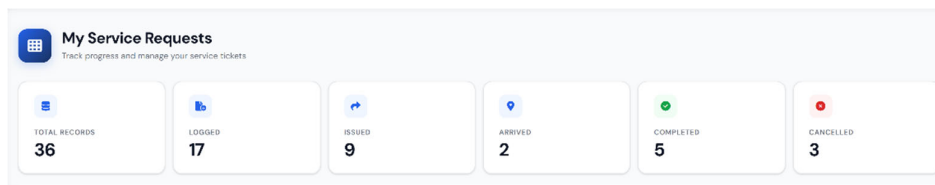
After logging one or multiple service requests, you can view your requests and their status in My requests.

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



2. The 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:

Title	Description
Total Records	the total number of service requests and feedback logged
Logged	service requests and feedback that have been logged but not yet issued
Issued	service requests and feedback that have been issued to a service provider or BGIS team member to action
Arrived	service requests and feedback that have registered arrival on site
Completed	service requests and feedback that have had works completed
Cancelled	service requests and feedback that have been cancelled

3. Below the summary is a grid 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, or change the order of columns by clicking and dragging a column to a different location.

The screenshot shows the BGIS Service Portal interface. At the top, there's a navigation menu on the left with options like 'Service Requests', 'Log a Service Request', and 'My Requests'. The main header includes the Victoria Government Services logo, 'BGIS', and user information 'VPS Staff - Centralised Account' and 'Test User'. Below the header is a summary dashboard with six cards: 'TOTAL RECORDS: 37', 'LOGGED: 16', 'ISSUED: 10', 'ARRIVED: 2', 'COMPLETED: 6', and 'CANCELLED: 3'. A 'LIVE' indicator is also present. Below the summary is a 'Records' section with a search bar and a table of service requests. The table has columns for Service Request, Property Code, Property Name, Department Name, Unit Name, Logged Date, Status, and Priority. The first few rows of the table are as follows:

SERVICE REQUEST	PROPERTY CODE	PROPERTY NAME	DEPARTMENT NAME	UNIT NAME	LOGGED DATE	STATUS	PRIORITY
3492925	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	L14 - Office Area (VDA)	17/06/2026 13:36	WO ISSUED	P3
3492920	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	L9 - Adj Commes Room (VDA)	16/06/2026 16:14	WO ISSUED	P2
3492916	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	L11 - Kitchen Area (VDA)	15/06/2026 12:29	LOGGED	
3492915	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	L14 - Office Area (VDA)	15/06/2026 10:34	COMPLETED	P3
3492911	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	Bmt - Store (DJSR)	11/06/2026 20:39	WO ISSUED	P1
3492805	PRO0205289	AVALON AIRPORT, HANGAR 6	Common Areas	Common - Plaitroom (Bld Comm Area)	11/06/2026 12:07	LOGGED	
3492802	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Justice and Community Safe	Carpark - DJS	11/06/2026 10:49	WO ISSUED	P3
3492888	PRO0205296	BAINSDALE, 574 MAIN ST	Department of Energy, Environment and Cl	Grid - Decca Wing (DECCA)	10/06/2026 12:26	LOGGED	
3492882	PRO0205287	ARARAT, 233-239 BARKLY ST	Common Areas	Grid - Amorekies (Bld Comm Area)	09/06/2026 21:19	LOGGED	
3492878	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Transport and Planning - G	Common - Carpark (DTP)	09/06/2026 20:29	ARRIVED	P3

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.

From clicking on the magnifying glass icon next to the search field, the search criteria can be set using any of the below listed conditions. Different criteria is available for text fields and date fields.

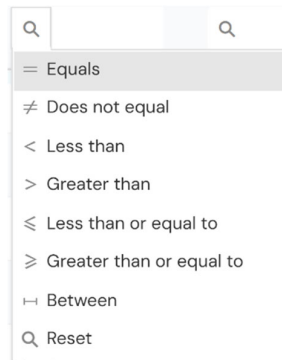
Text fields

The screenshot shows a search criteria dropdown menu for text fields. The menu is open, showing several options:

- Contains
- Does not contain
- Starts with
- Ends with
- Equals
- Does not equal
- Reset

Title	Description
Contains	Finds results where the value includes the specified text anywhere within it.
Does not contain	Excludes results where the value includes the specified text.
Starts with	Matches results where the value begins with the specified text.
Ends with	Matches results where the value finishes with the specified text.
Equals	Finds results that exactly match the specified value.
Does not equal	Excludes results that exactly match the specified value.
Reset	Clears all selected search/filter criteria.

Date fields



Title	Description
Equals	Finds results that exactly match the specified value.
Does not equal	Excludes results that exactly match the specified value.
Less than	Finds values that are smaller than the specified number or value.
Greater than	Finds values that are larger than the specified number or value.
Less than or equal to	Includes values that are either smaller than or exactly equal to the specified value.
Greater than or equal to	Includes values that are either larger than or exactly equal to the specified value.
Reset	Clears all selected search/filter criteria.

The Service Request grid includes the following information:

Title	Description
Service request	unique reference number for the request
Property Code	unique reference code of property the service request was raised for
Property Name	name of property the service request was raised for
Department Name	name of department/ agency that is occupant of the space that the request relates to
Unit Name	name of the area within the property that the request relates to
Requestor Name	name of person that logged the service request
Requestor Email	email address of person that logged the service request

Status	status of the service request is at currently (refer to step 2 for definition of statuses).
Priority	priority level assigned to the service request
Logged Date	date and time the service request was logged
Fault Category	trade/ service category of the service request
Fault Description	trade/ service sub-category of the service request
Description	detail of the service request as entered into the portal or provided by phone
Purchase Order Number	Unique reference number issued to the contractor for the request
Supplier Name	Name of supplier (or landlord/ landlord managing agent) that has been assigned to action the request
Response Due Date	date and time response is due for the service request
ETA Date	planned date/ time for contractor to arrive to commence works
Response Date	date and time the contractor arrived to commence work
Completion Due Date	date and time completion is due for the service request
Work Completed	date and time the service request has been completed
Work Order Cancelled Date	date and time the service request was cancelled (if applicable)
SLA Response Status	status of service request against response service level agreement (SLA) (achieved, not achieved, overdue, not yet due, no SLA)
SLA Completion Status	status of service request against completion service level agreement (SLA) (achieved, not achieved, overdue, not yet due, no SLA)
Completion code	category of completion of service request (COMP – completed CNCL – cancelled, DECL – declined, DUPL – duplicate, XRSN – reassigned, SRNA – Service request not approved, XCAN – request cancelled, R007 – adjusted, R006 – no action required)

SERVICE REQUEST	PROPERTY CODE	PROPERTY NAME	DEPARTMENT NAME	STATUS	LOGGED DATE
3492920	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	LOGGED	16/06/2026 16
3492916	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	LOGGED	15/06/2026 12
3492915	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	WO ISSUED	15/06/2026 10
3492911	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	WO ISSUED	11/06/2026 20
3492905	PRO0205289	AVALON AIRPORT, HANGAR 6	Common Areas	LOGGED	11/06/2026 12:3
3492902	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Justice and Community Safe	WO ISSUED	11/06/2026 10:
3492888	PRO0205296	BAIRNSDALE, 574 MAIN ST	Department of Energy, Environment and Cl	LOGGED	10/06/2026 12
3492882	PRO0205287	ARARAT, 233-239 BARKLY ST	Common Areas	LOGGED	09/06/2026 2
3492878	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Transport and Planning – G	ARRIVED	09/06/2026 2
3492611	PRO0205570	BALLARAT, 21 ARMSTRONG ST	R2 RLS for DGS- Trust	LOGGED	25/05/2026 12

Page 1 of 4 (36 items) < 1 2 3 4 >

How to view detail of a service request

You can view detail of a specific service request by clicking on the service request number, displayed in blue with underline.

SERVICE REQUEST	PROPERTY CODE	PROPERTY NAME	DEPARTMENT NAME	STATUS	LOGGED DATE
3492920	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	LOGGED	16/06/2026 16
3492916	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	LOGGED	15/06/2026 12
3492915	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	WO ISSUED	15/06/2026 10
3492911	PRO0205424	MELBOURNE, 121 EXHIBITION ST	Department of Jobs, Skills, Industry and	WO ISSUED	11/06/2026 20

The request detail will load on a new page, allow approximately 15 seconds for the detailed Service Request (SR) page to load.

You can return to the grid of Service Requests at any time by selecting RETURN TO GRID at top left of the page.

1. The bar at the top of screen displays the key information about the service request, including:
 - Service Request number
 - Property Code
 - Property Name
 - Priority (will be blank when the request is in Logged status and has not yet been triaged to assign appropriate priority)
 - Requestor Name

RETURN TO GRID

PRO0205424 | MELBOURNE, 121 EXHIBITION ST

3492925

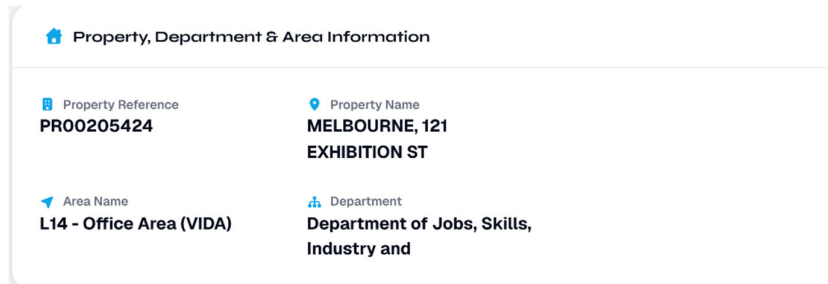
PRIORITY: P3

REQUESTOR: Test User

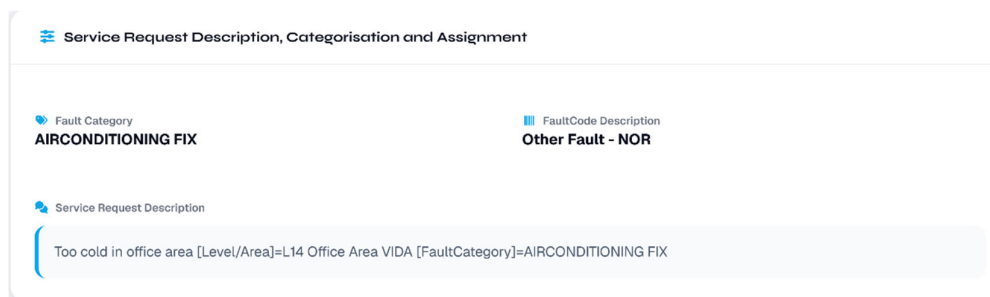
2. **Request Progress** displays the key milestones in the lifecycle of the service request. Except for requests which have been cancelled, the progress milestones presented will be: Logged, Issued, Arrived, Completed. Each milestone that has been achieved to date is displayed with a green tick.



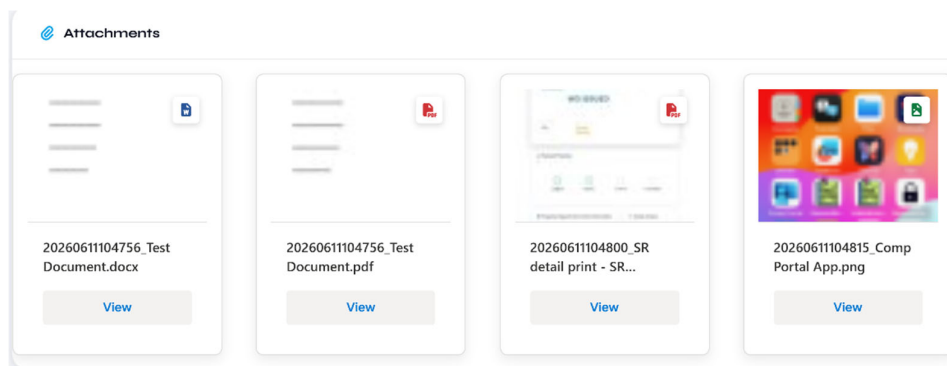
3. **Property, Department & Area Information** displays the location information regarding the service request.



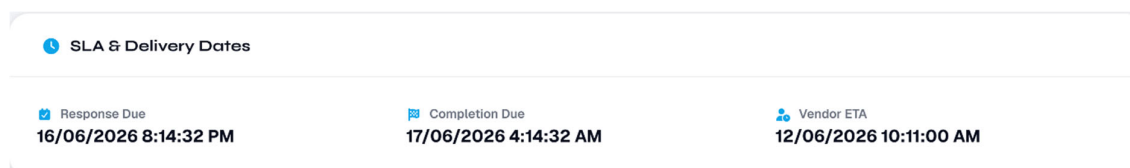
4. **Service Request Description, Categorisation and Assignment** displays the description and categorisation of the service request.



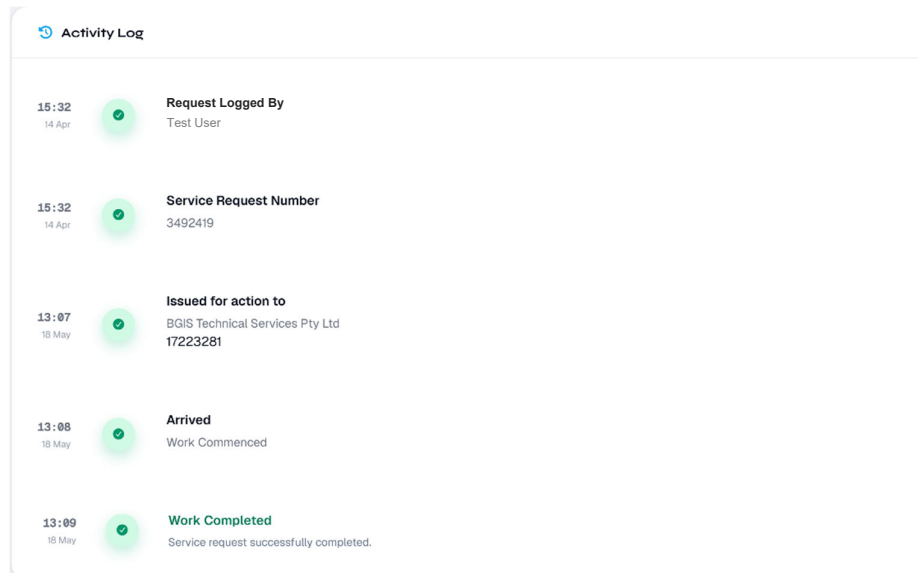
5. **Attachments** displays any attachments that have been provided relating to the Service Request. The attachments presented include any that were provided when the request was initially logged along with any attachments have been added since the request has been logged.



6. **SLA & Delivery Dates** displays the due dates and times for response and completion, per the SLA timeframe associated with the priority level assigned to the request. Any estimated arrival date and time (ETA) that has been provided for attendance by the contractor will be presented in the Vendor ETA field.



- Activity Log** displays the historical progress of the service request, in chronological order, including the requestor that logged the request, the contractor the request has been issued to and the date and time each milestone has been met.

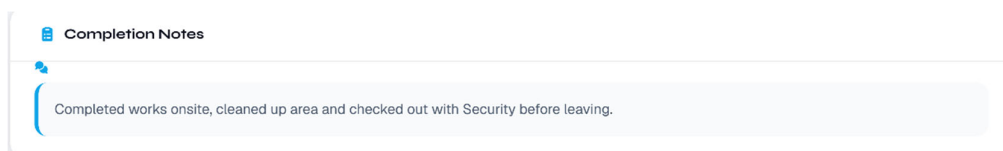


- Service Request Activity Notes** displays the notes that have been entered relating to the service request throughout the lifecycle of the request. The notes presented include the date and time of the note and the user that inputted the note.



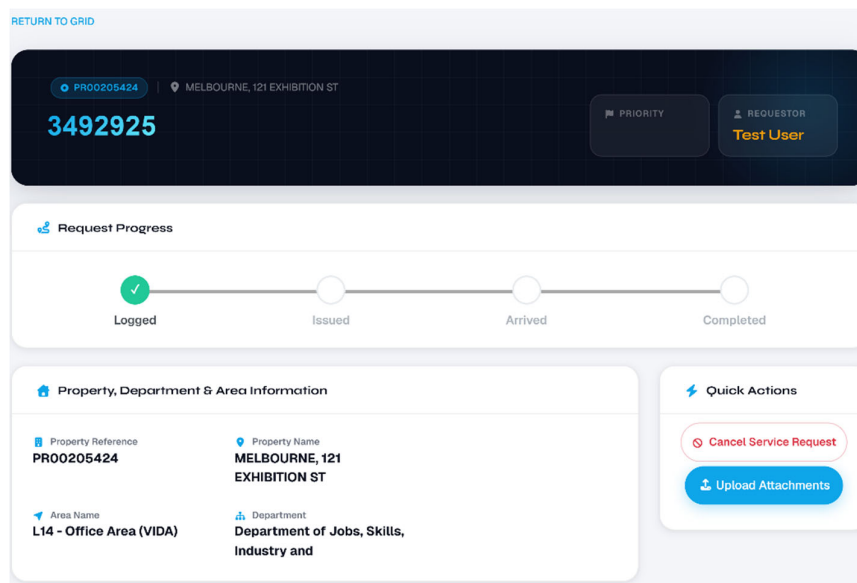
Comments that have been added via the BGIS Connect portal will display the email address of the user that added the comment. Comments that have been added directly in BGIS' Maintenance Management system will display the unique system username of the BGIS employee that added the comment.

- Completion Notes** presents the detail regarding the action performed to complete the request, or other note regarding the closure of the service request. The completion notes are inputted by the contractor or BGIS team member.



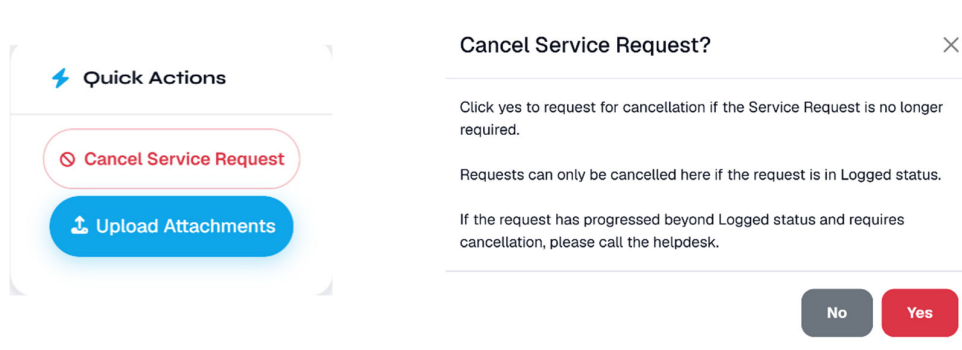
How to request cancellation of a service request

In the **Service Request detail page**, to the right of the *Property, Department & Area Information*, is a **Quick Actions** section. Within Quick Actions is a function to request for cancellation of a service request.



Quick Actions – Cancel Service Request allows for the requestor or other user with access to this function to request for cancellation of the request. Cancellation requests submitted here will be added to the Service Request Activity Notes and trigger a notification to the Helpdesk to action/ respond accordingly.

A request to cancel the service request can be logged using this function when the request is still in **Logged** status. If the request has progressed beyond Logged status (I.e. Issued, Arrived, Completed, Cancelled), please call the Helpdesk to discuss the request for cancellation.



How to add a note to a service request

In the **Service Request detail page**, below the *Service Request Activity Notes*, is a function to add a note to Service Request.

Service Request Activity Notes

17/06/2026 13:51:44 jsmith: Issued per instruction from FM John Smith
17/06/2026 13:51:36 jsmith: Too hot in office [Level/Area]=L14 Office Area VIDA [FaultCategory]=AIRCONDITIONING FIX

Add a note to Service Request

Add a comment...

Add

Add a note to Service Request allows for adding of notes to the service request by the requestor or other user with access to this function. Notes inputted and submitted here will be added to the *Service Request Activity Notes* and trigger a notification to the Helpdesk to action/ respond accordingly.

Add a note to Service Request

Additional note entered by BGIS Connect user

Add

Info

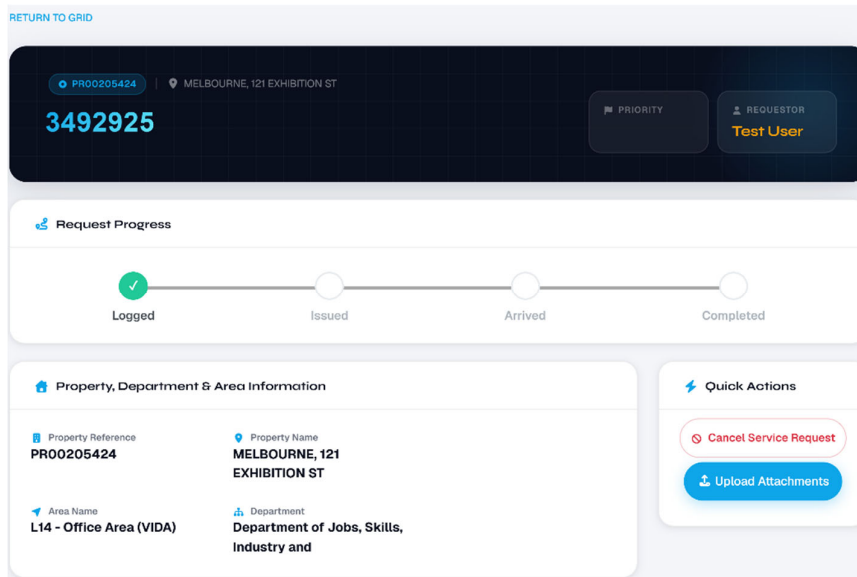


New comment has been successfully submitted. Helpdesk has been notified of the new comment and will action or respond accordingly.

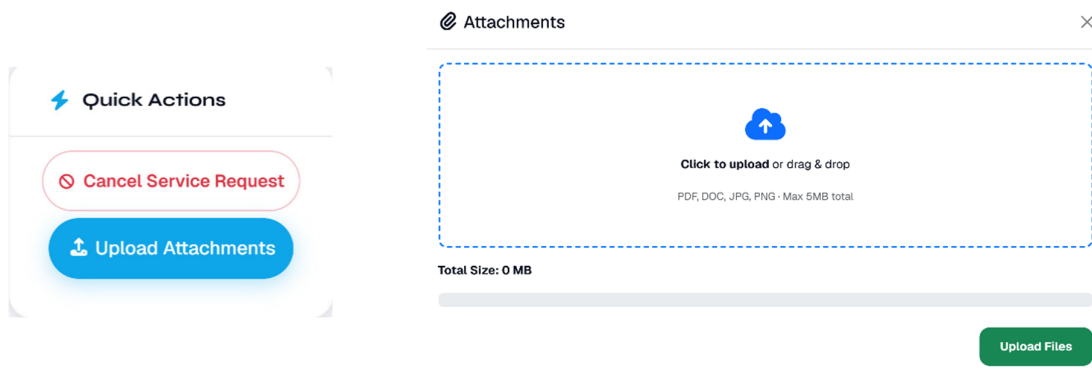
OK

How to add attachments to a Service Request

In the **Service Request detail page**, to the right of the *Property, Department & Area Information*, is a **Quick Actions** section. Within Quick Actions is a function to upload attachments to a Service Request.

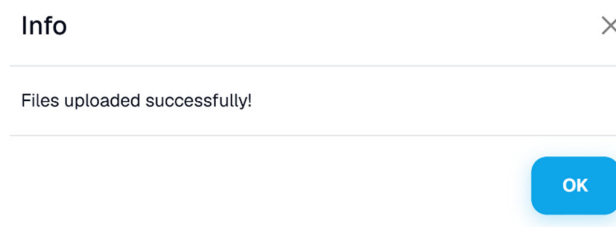
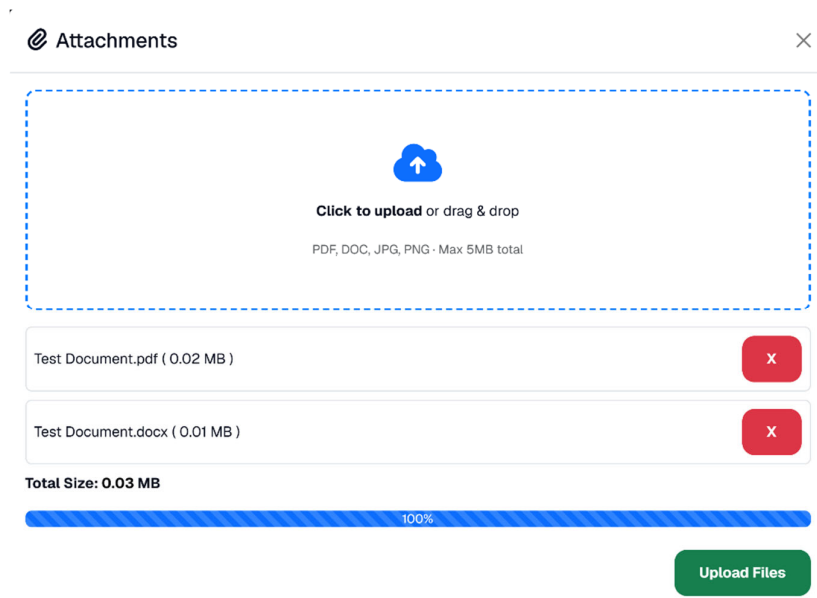


Quick Actions – Upload Attachments allows for the requestor or other user with access to this function to upload attachments to the Service Request.



After clicking on the Upload Attachments button, Attachments can be added by drag & drop into the blue box, or **Click to upload** from file and select Upload Files. File types accepted included JPG, PNG, PDF, WORD (DOCX) and up to a maximum of 5MB total. Once attachments have been loaded, select **Upload Files**.

Attachments uploaded to a Service Request will be added to the Attachments section of the Service Request detail page and be available to the Facilities Manager and Vendor assigned to the Service Request.



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 BGIS Connect Facilities Services- 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.