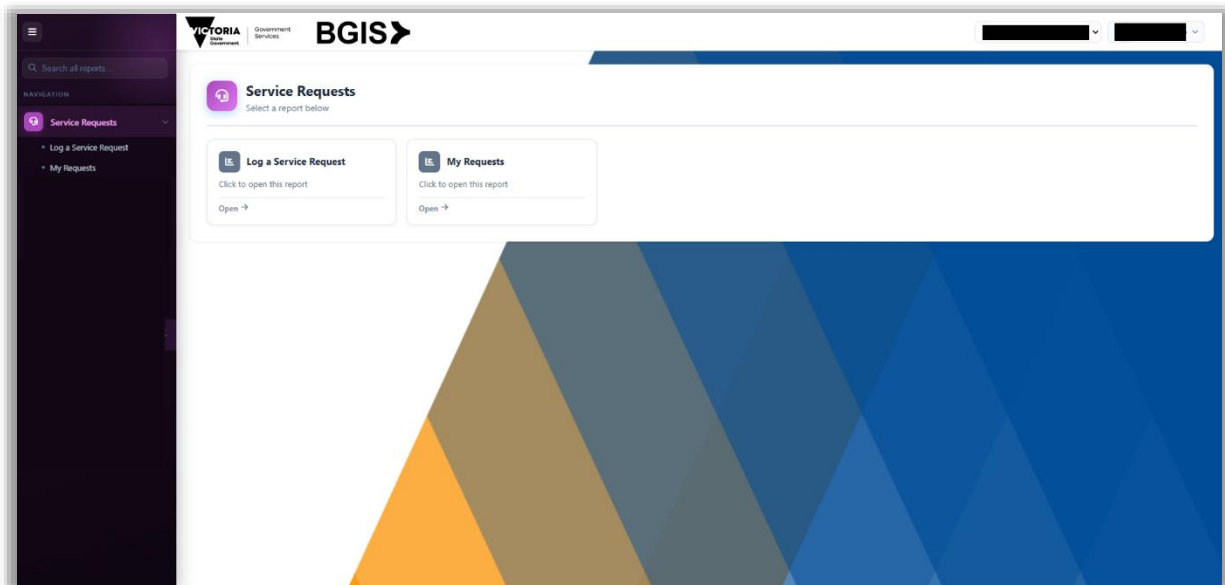


# Facilities Services BGIS Connect

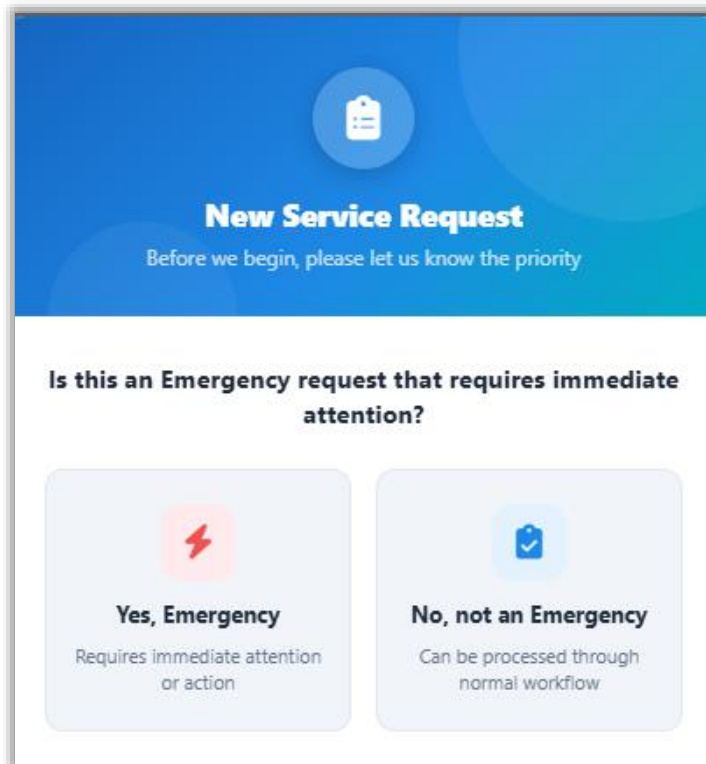
## How to log feedback

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.

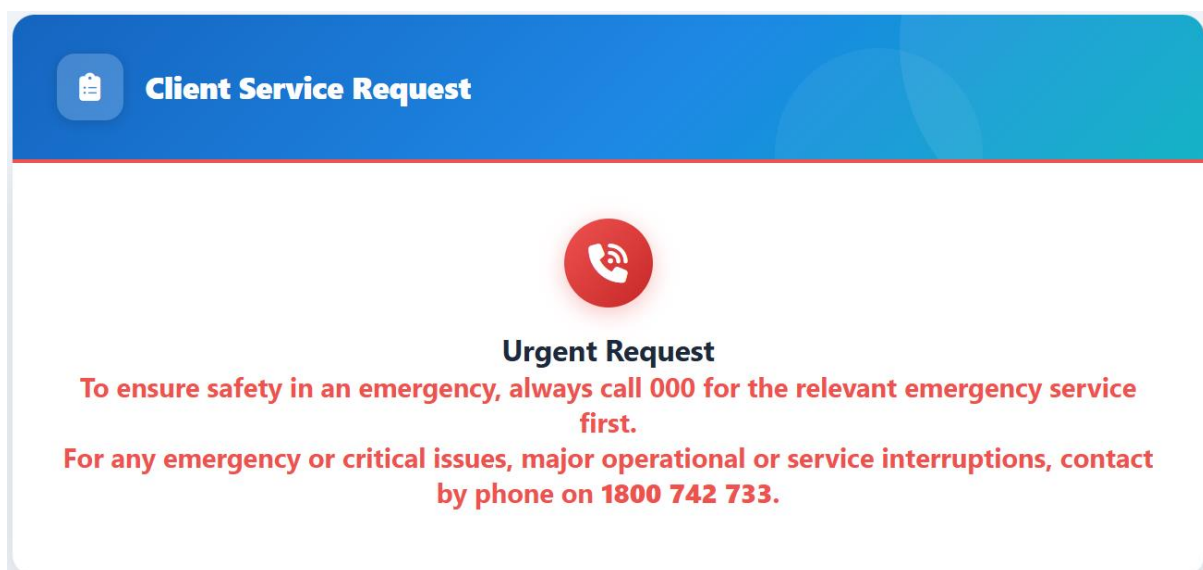


4. When the pop-up menu appears, select the appropriate option - **Emergency** or **non-Emergency**.



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

**Note** – Only non-emergency feedback 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 and area from the drop-down lists

**Client Service Request**

Please fill in all required fields before submitting.

**PROPERTY DETAILS**

Client/Account \*  
Department of Government Services - Trust

Property \*  
Select...  
BAIRNSDALE, 108A MACLEOD ST  
BAIRNSDALE, 193 MACLEOD ST  
BALLARAT, 22 CAMP ST  
BALLARAT, 300-304 MAIR ST

Area \*  
Select...

**WORK DETAILS**

Fault Category

10. Select the FEEDBACK from the Fault category drop down menu.

**WORK DETAILS**

Fault Category  
Select...  
- FEEDBACK  
AIRCONDITIONING FIX  
APPLIANCES FIX  
AUDIO VISUAL FIX

11. Enter details of the feedback in the Detailed Description field. Include as much information as required.

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

It is important to clearly state which category of feedback you are logging between **complaint, compliment and general feedback**.

Fault Category

- Please place your compliments/complaints in the description box below.
- Please include the service request number it is linked to.

Reference


Detailed Description \*

12. Unless relevant for your feedback, you may leave the Site contact / Site access information field blank.

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

Site Contact/ Site Access Information

 **SERVICE REQUESTOR** REQUIRED

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Full Name \*  Phone \*

Email Address

14. 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)

**SECONDARY CONTACT** OPTIONAL

Full Name


Phone

Email Address

15. You can add a photo relating to the Feedback into the Attachment field. Any images loaded must be JPG or PNG file type and up to 5MB max file size.

**ATTACHMENT** OPTIONAL · JPG / PNG · MAX 5MB

Total Size: 0 MB



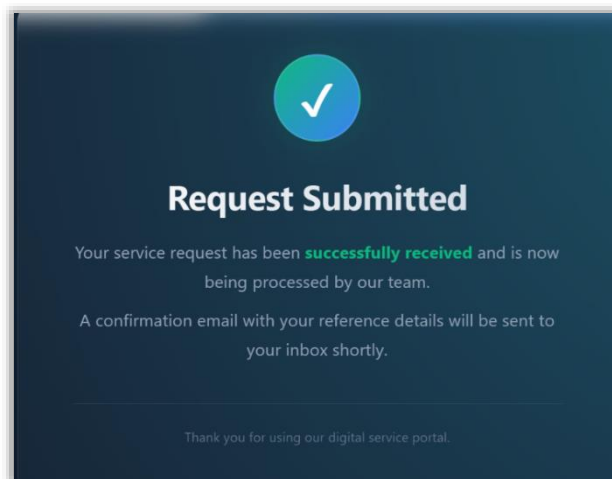
**Click to upload** or drag and drop  
JPG, PNG — maximum 5 MB in total

16. Submit the feedback.

17. You will receive a notification that the feedback 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 feedback status changes.

Notifications will be received when the request progresses to logged, issued and completed status.

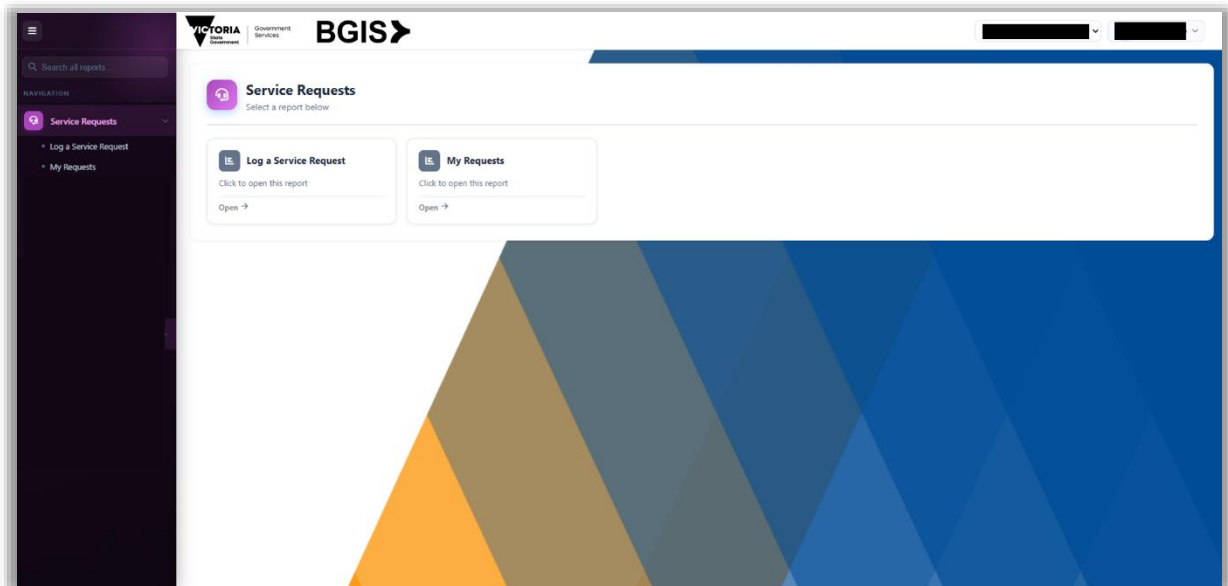


## How to check status of feedback logged

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

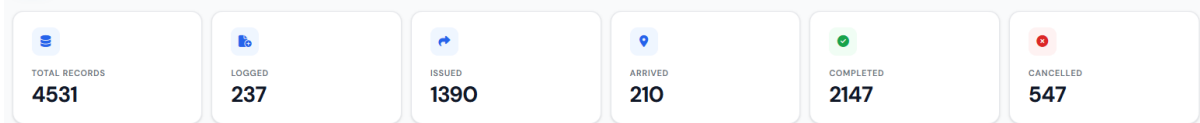
All feedback along with service requests you submit through BGIS Connect or by phone will appear in My requests.

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



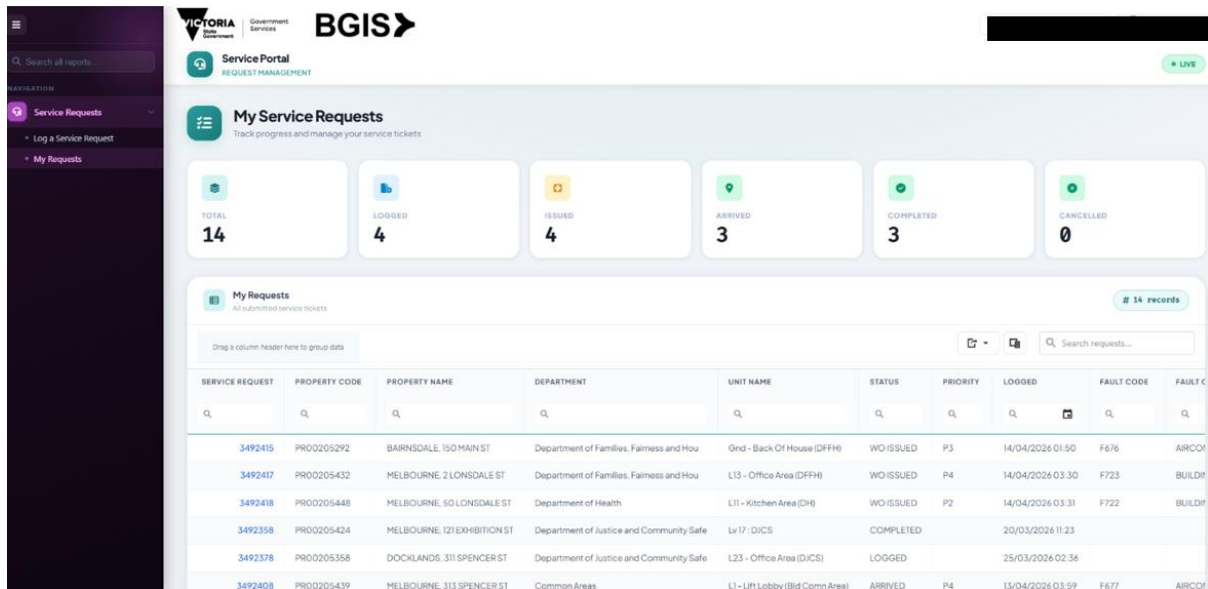
2. The My service requests page will open.

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



The categories are:

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



3. Below the summary is a table with the details of each feedback and service requests and feedback 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 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
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)

REQUESTOR NAME	REQUESTOR EMAIL	STATUS	PRIORITY	LOGGED DATE	FAULT CATEGORY	FAULT DESCRIPTION	DESCRIPTION
[REDACTED]	[REDACTED]	WORK COMPLETE	P1	18/05/2026 12:57	ELECTRICAL FIX	General Electrical - URG	[REDACTED]
[REDACTED]	[REDACTED]	WORK COMPLETE	P3	18/05/2026 10:50	BUILDING FIX	External Fabric - NOR	[REDACTED]
[REDACTED]	[REDACTED]	WORK COMPLETE	P2	18/05/2026 09:33	PLUMBING FIX	General Plumbing - HGH	[REDACTED]
[REDACTED]	[REDACTED]	WORK COMPLETE	P2	18/05/2026 07:10	SECURITY FIX	Other Security - HGH	[REDACTED]
[REDACTED]	[REDACTED]	WORK COMPLETE	P2	18/05/2026 12:07	SECURITY FIX	Other Security - HGH	[REDACTED]
[REDACTED]	[REDACTED]	WORK COMPLETE	P3	17/05/2026 06:27	DOORS FIX	Non Motorised Door - NOR	[REDACTED]
[REDACTED]	[REDACTED]	WORK COMPLETE	P2	17/05/2026 03:26	SECURITY FIX	Security Guard - HGH	[REDACTED]
[REDACTED]	[REDACTED]	WORK COMPLETE	P1	17/05/2026 02:57	SECURITY FIX	Other Security - URG	[REDACTED]
[REDACTED]	[REDACTED]	WORK COMPLETE	P1	17/05/2026 08:23	BUILDING FIX	Internal Fabric - URG	[REDACTED]
[REDACTED]	[REDACTED]	WORK COMPLETE	P2	17/05/2026 08:20	CLEANING FIX	Clin Int Building Fabric - HGH	[REDACTED]

## Troubleshooting

If you have any issues with logging a feedback or finding the information you need about feedback or 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.