

Facilities services – BGIS Connect - new user access guide

What is BGIS Connect?

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

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

Who can use the 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 the 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).

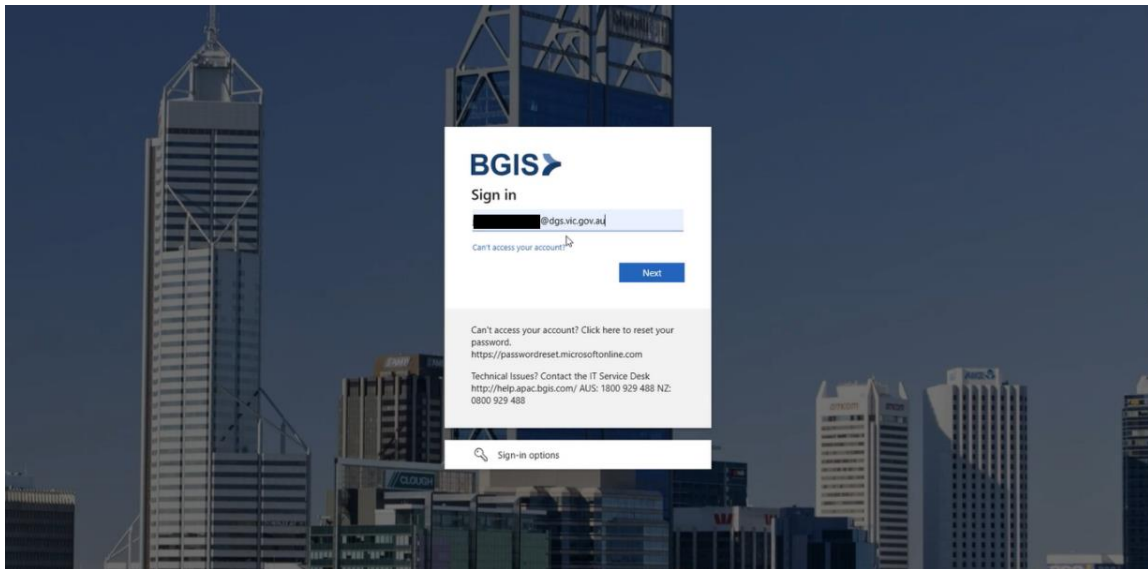
First time access – how to register your account

The 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:

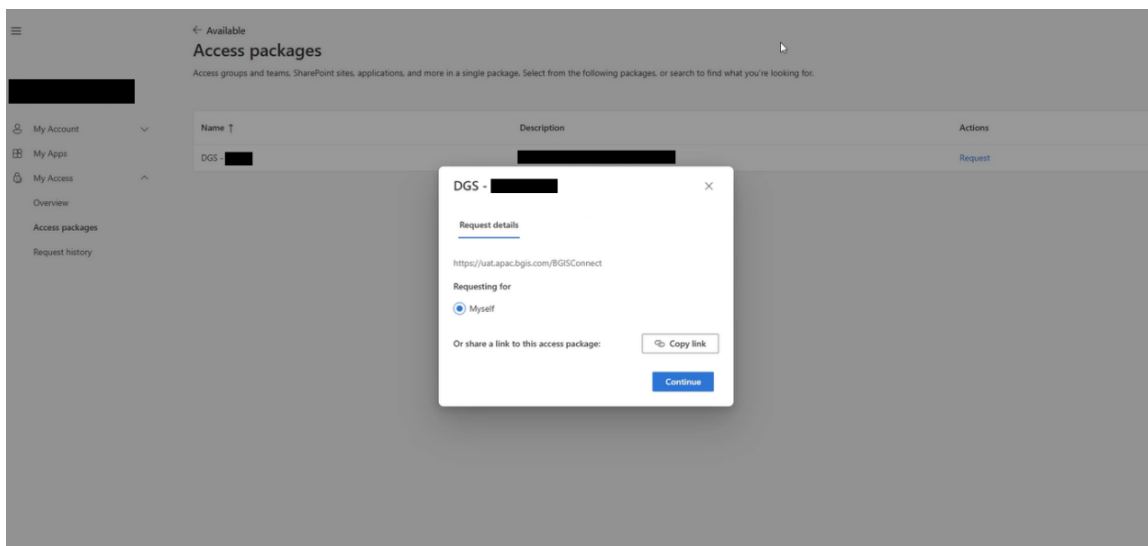
<https://myaccess.microsoft.com/@apacbrookfieldgis.onmicrosoft.com#/access-packages/da0e1490-1203-42db-a717-6134940027b7>

2. Sign in with your VicGov email and password.



3. When the request access window appears, select for the **DGS - Standard** package, then Continue in the pop-up box.

Note: The alternate access package presented, **DGS – Full**, is for users requiring reporting access. This access package requires approval by the DGS Accommodation team.



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.

The screenshot shows the 'Access packages' page in a web application. A modal dialog titled 'Additional questions' is open in the center. The dialog contains a section 'Request for specific period?' with a radio button selected for 'No'. Below this is a text input field labeled 'Business justification' which is currently empty. A 'Continue' button is at the bottom right of the dialog. The background shows a table with columns 'Name', 'Description', and 'Actions'. The first row has 'DGS' in the 'Name' column and a 'Request' link in the 'Actions' column.

5. Review Consent form, click Submit request.

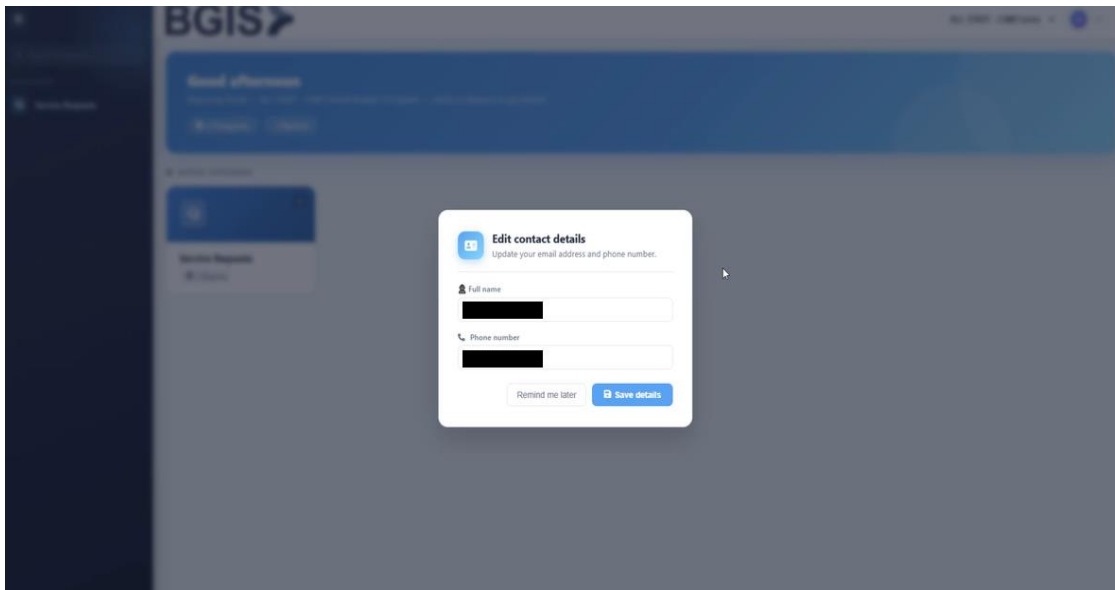
The screenshot shows the 'Access packages' page with a modal dialog titled 'Consent form' open. The dialog contains a checkbox that is checked, with the text: 'By requesting access, you are sharing your name, email address, and organisation name with BGIS. If your request is approved, you'll be invited to participate in BGIS and your information will be managed in accordance with BGIS's privacy policies.' A 'Submit request' button is at the bottom right. The background shows the same table as the previous screenshot, with the 'Request' link visible.

You will receive confirmation shortly after submitting your request.

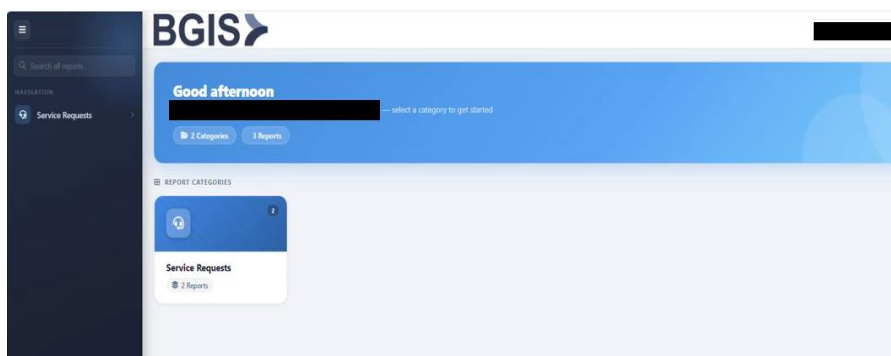
After the initial registration, you will be able to access the BGIS Connect seamlessly with your Department / Agency domain email account.

How to access the 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 the 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
- the BGIS Connect is unavailable
- you need to urgently follow up a request.