



RPS Assist - Web

User Guide

Last Updated April 29, 2024

Creating a connected, modern and competitive Ontario.



- The next slides will guide the Building Occupant on the following:
 - ✓ About [RPS Assist](#)
 - ✓ About [Small Works Project Requests](#)
 - ✓ RPS Assist Registration [Website](#)
 - ✓ About [Single Sign On](#)
 - ✓ [Other SSO Connected Domains](#)
 - ✓ Steps for first time user [Registration](#)
 - ✓ Steps to [Login](#) (after Registration)
 - ✓ Set up Email [Notifications](#)
 - ✓ Review of the [Emergency](#) button
 - ✓ Set up [My Locations](#)
 - ✓ Steps on how to create a new [Service Request](#)
 - ✓ Review [My Requests](#)
 - ✓ [Follow Up](#) on Service Requests
 - ✓ Review of [Duplicate](#) button
 - ✓ Review of [Archive](#) button
 - ✓ RPS Assist [Surveys](#)
 - ✓ About [FAQ](#)

- **RPS Assist** is BGIS's web tool to be used for **Routine** Service Request related to your facility.
- This replaces the Infrastructure Ontario Property Services Line web application (IO PSL) and will now include Single Sign On (SSO) capabilities.
- Starting April 1st, BGIS will post Fact Sheets in several Province Client locations to communicate about RPS Assist.
- This application allows the Building Occupant to log requests, add a picture or document to their requests, and track the progress of requests, enabling better Service Request management and quick responses.
- Optional geofencing technology allows our Building Occupant the ability to easily locate target properties closest to a user's physical location.
- When the Building Occupant submits their Service Request, the request is triaged so it can be dispatched to a Service Provider (this can include BGIS staff, 3rd party vendors or landlords depending on the service).
- **Need Help? Call 1-877-590-5090**
 - All Facilities requests, as well as IT issues related to RPS Assist, can be called to BGIS RPS Assist Line, 24/7 using the same toll-free number you currently use. This includes:
 - Trouble registering?
 - Trouble using the application?
 - Urgent Service Request?
 - Routine Service Request and you can't log it online?
 - Emergency?
 - Call 9-1-1 then, when it is safe to do so, call the above number.

- Depending on the nature of your request, you may be required to use the PSIF form within the RPS Digital Workflow tool, or log your request with the RPS Assist Line or web app. The PSIF / billing number, project description, budget amount and location of the work will be captured in either of these platforms as applicable.

- **Small Works Projects under \$10K**
 - Projects initiated by logging on to the **RPS Digital Workflow – PSIF**, and completing the intake Form
 - Projects are managed and delivered by the Service Delivery Team utilizing the RealSuite Work Order system.
 - Programmed workflows allows Service Request notifications to be routed to vendors for execution.

- **Small Moves and Adhoc under \$5K**
 - Province Clients can initiate these services by calling the RPS Assist Line at 1-877-590-5090 or by using the **RPS Assist web app** when creating a Service Request. A PSIF number/billing cost code will be required. Vendor will invoice the client directly.

- **Move / MAC / Adhoc Services - \$5K-\$10K**
 - Province Clients can initiate these services by calling the RPS Assist Line or by using the **RPS Assist web app**. A PSIF number/billing cost code will be required. BGIS will invoice the client directly.

Note: For Province Clients who prefer to charge these services to ‘P-Cards’, it is requested that the client contact and engage the Vendor directly for services, as BGIS cannot process P-card payments from Province Clients.

Small Moves and Furniture Services

- The type of work that may fall into this category generally includes, but is not limited to, the following:
 - Move/relocation of freestanding furniture – chairs, files, tables, case goods, etc.
 - Filing cabinet/storage cabinet and contents moves
 - Box moves of files and personal belongings.
 - Packing/unpacking services.
 - Removal of furniture from site – reuse/recycle/disposal.
 - Disconnection and reconnection of computers/phones/faxes/small printers.
 - Post move adjustments/repairs/accessory installations/levelling.

Ad-Hoc Services

- Keyboard removals, installations and/or relocations.
- Minor touch up and repairs to furniture.
- Hanging of pictures, whiteboards, and other wall mounted accessories.
- Boxed content moves.
- Packing/unpacking services.
- Decommissioning and commissioning of personal computers.
- Change or install new cabinet locks, supply cabinet key

RPS Assist Registration Website:

On April 1st, please refer to our website for additional details, including instructional videos, and downloadable guide on how to register and use RPS Assist:

www.bgis.com/rps-assist/

- **What is Single Sign On?**
 - Single Sign On (SSO) establishes a **trust relationship** between a client and BGIS that allows users to log in to BGIS systems **using their organization's regular login/password**. This provides a better user experience with less usernames/passwords to remember and maintain (no additional password resets) and enables increased security by ensuring that users are active/valid before allowing them into BGIS systems.

- **Access to RPS Assist requires that your domain is SSO connected. Your domain will fall into 1 of 3 categories:**
 1. ontario.ca and infrastructureontario.ca
 - SSO connected. 1-step registration completed directly in RPS Assist.

 2. Other SSO-connected domains (Broader Public Sector, Agencies, Boards, Commissions, etc.)
 - 2-step registration. Please see the [RPS Assist website](#) and the following instructions in this document.

 3. All other domains
 - If your domain is not SSO connected, you cannot access RPS Assist until your IT organization connects to Ontario.ca.
 - To log your facilities service requests, please call 1-877-590-5090.

- **To verify whether your domain is SSO connected, see [Who Can Access RPS Assist](#).**

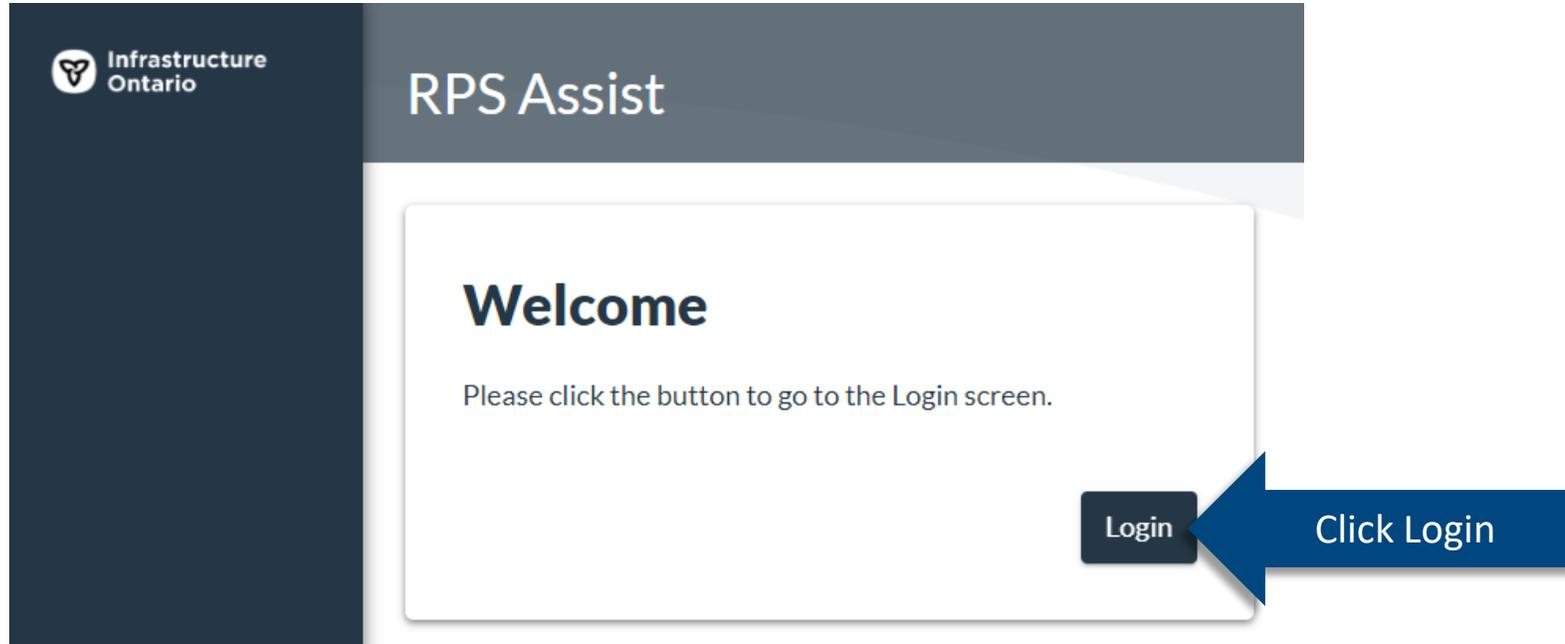
- If you are not an Ontario.ca or infrastructureontario.ca user, use the following list to verify whether your domain is SSO connected and can access RPS Assist.

- **Other SSO-connected Domains**

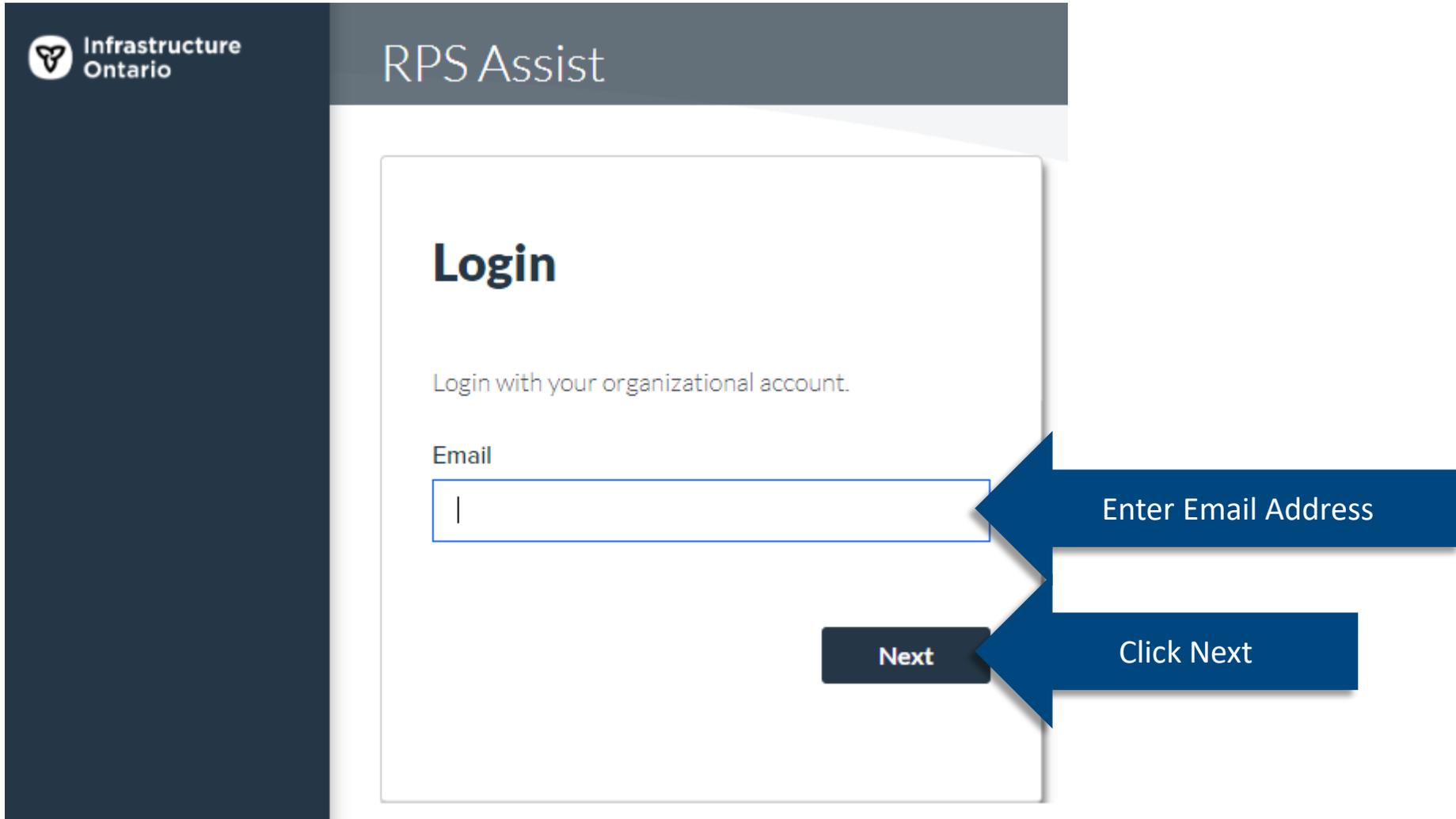
- agco.ca
- agricorp.com
- antifraudcentre.ca
- canada.ca
- cmhapeel.ca
- drivetest.ca
- elections.on.ca
- eqao.com
- firesafetycouncil.com
- fsrao.ca
- heqco.ca
- hqontario.ca
- hrlsc.on.ca
- investontario.ca
- ip-ontario.ca
- jito-btisj.ca
- kawarthalakes.ca
- lao.on.ca
- laurentian.ca
- lhins.on.ca
- liberal.ola.org
- oahpp.onmicrosoft.com
- metrolinx.com
- oca-cao.ca
- ocj-cjo.ca
- ocwa.com
- ofina.on.ca
- ohrc.on.ca
- ola.org
- olg.ca
- ontariocis.ca
- ontariocreates.ca
- ontariohealth.ca
- opp.ca
- ornge.ca
- osc.gov.on.ca
- osc.on.ca
- patientombudsman.ca
- parks.on.ca
- porcupinehu.on.ca
- providencecare.ca
- queensu.ca
- scj-csj.ca
- skilledtradesontario.ca
- supplyontario.ca
- surreyplace.on.ca
- theroyal.ca
- toronto.ca
- uoguelph.ca
- wchospital.ca
- wcwc.ca
- wsib.on.ca
- wst.gov.on.ca
- york.ca
- yrp.ca

- If your domain is not listed, to log your facilities service request, call 1-877-590-5090.

- Registration is only required one-time. Once registered, the Building Occupant can begin creating Service Requests.
- Copy the following URL in the Chrome or Edge browser - <https://rpsassist.bljc.com/io> (If you choose to bookmark the URL, edit your bookmark to ensure that it reflects **this** URL, NOT the landing page URL)
- The link will open the Login page. Click the Login button.
- Note: to use RPS Assist in French, change the browser language settings to French.

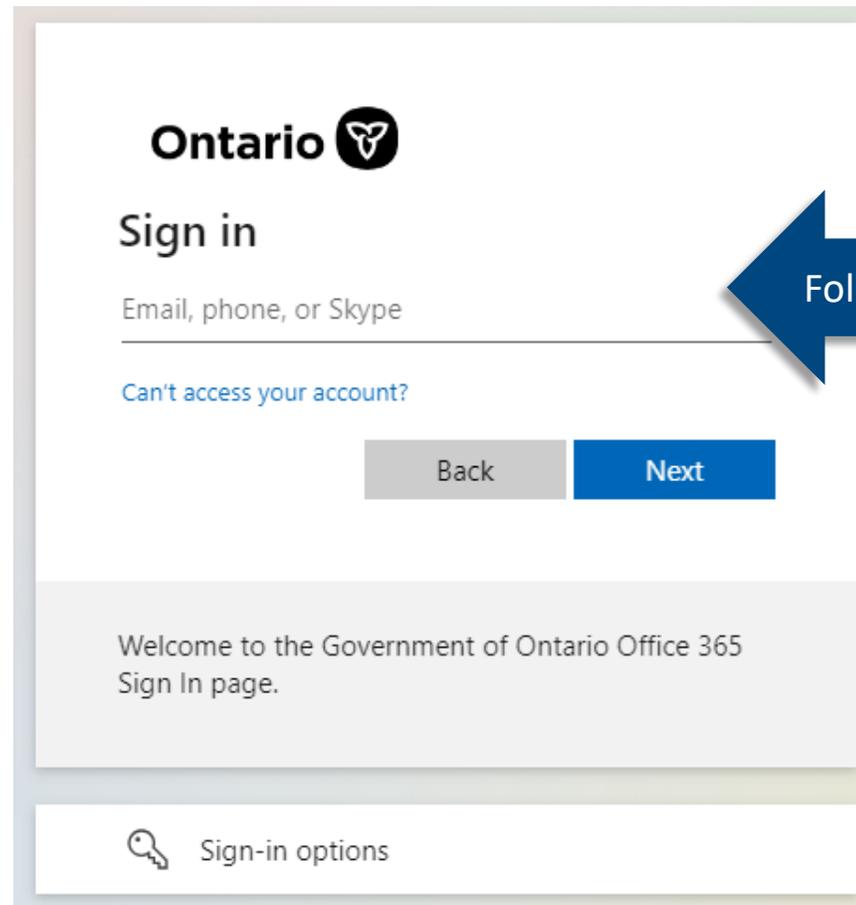


- Enter your email address and then click the Next button.



The screenshot shows the 'RPS Assist' login interface. The page header includes the Infrastructure Ontario logo and the text 'RPS Assist'. The main content area is titled 'Login' and contains the instruction 'Login with your organizational account.' Below this is an 'Email' label and a text input field. A dark grey 'Next' button is positioned below the input field. Two blue arrows with white text point to the input field and the 'Next' button, with labels 'Enter Email Address' and 'Click Next' respectively.

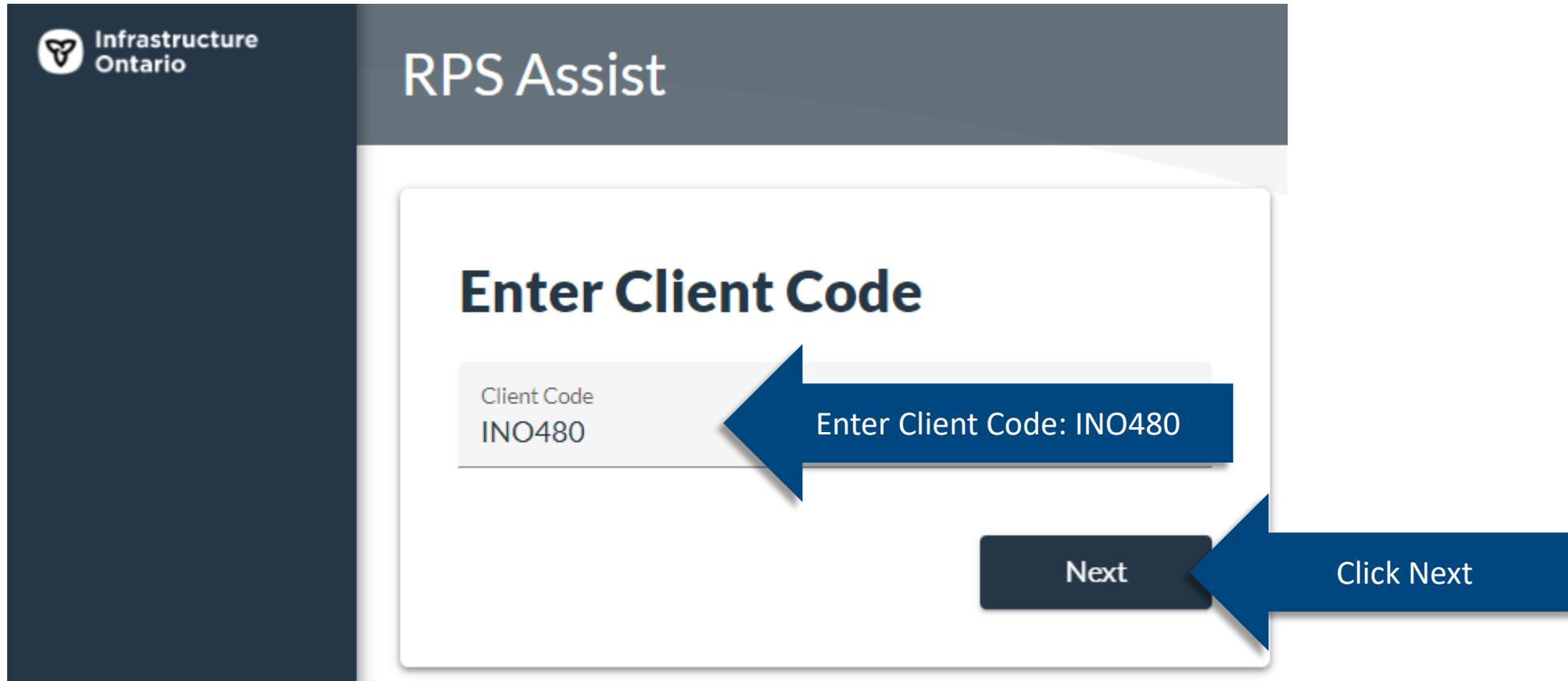
- Follow your Organization's Login process.
- Note: the login process may vary depending on your Organization's requirements.
- Non-Ontario.ca users will need to follow the additional registration steps as a guest user of Ontario.ca first. Refer to our website starting April 1st for instructions: www.bgis.com/rps-assist/



The screenshot shows the Ontario Sign in page. At the top left is the Ontario logo. Below it is the text "Sign in". Underneath is a text input field with the placeholder "Email, phone, or Skype". Below the input field is a link that says "Can't access your account?". At the bottom of the form are two buttons: "Back" (grey) and "Next" (blue). Below the form is a grey box with the text "Welcome to the Government of Ontario Office 365 Sign In page." At the very bottom is a link with a key icon and the text "Sign-in options".

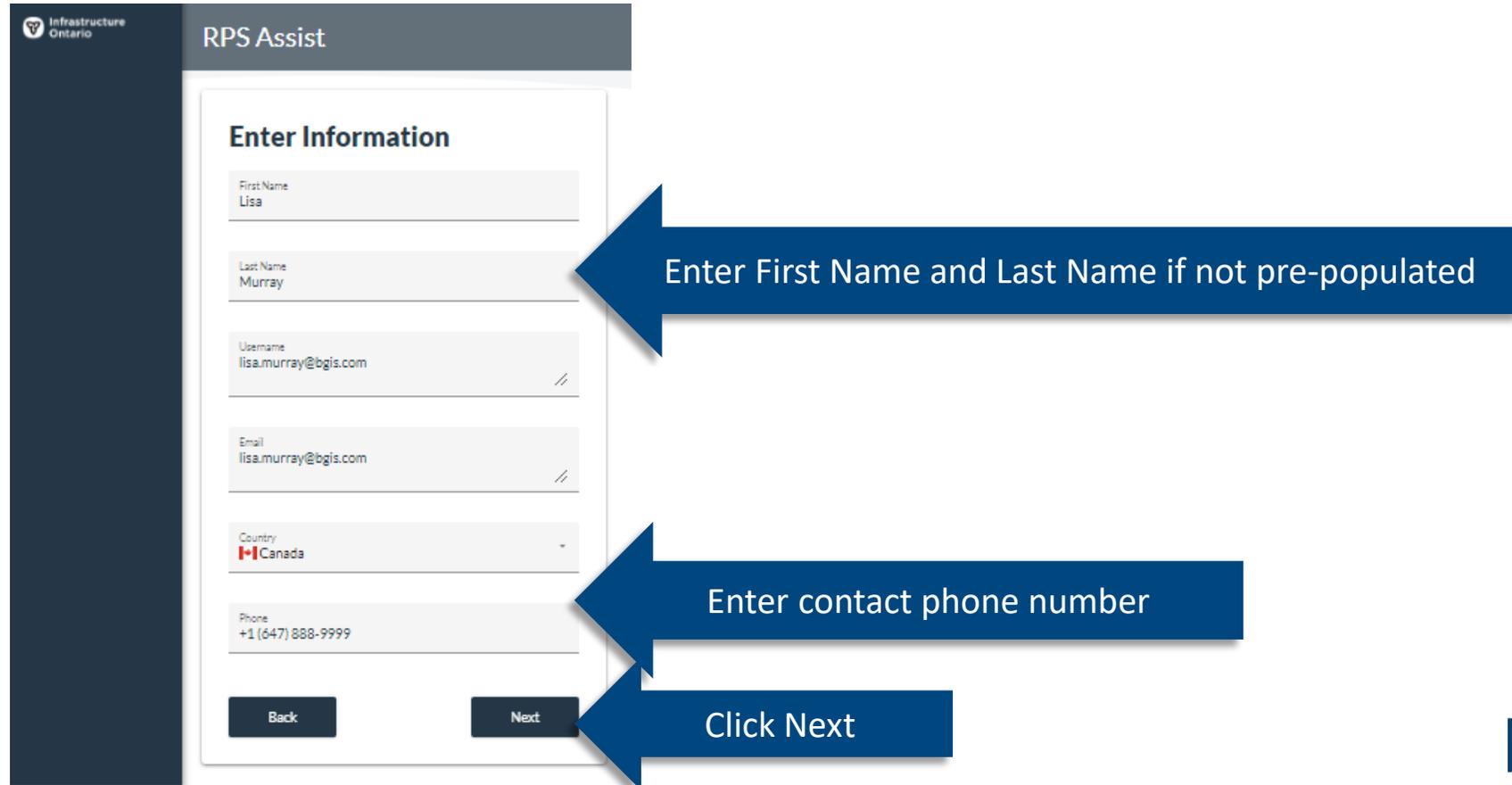
Follow your organization's login process

- After successful login to your organization, you will be prompted to start the RPS Assist Registration.
- Enter the following one-time set up Client Code – **INO480** and click the Next button.



The screenshot shows the 'RPS Assist' registration interface. On the left is a dark blue sidebar with the 'Infrastructure Ontario' logo. The main content area has a grey header with 'RPS Assist' and a white box titled 'Enter Client Code'. Inside this box, there is a text input field containing 'Client Code' and 'INO480'. A blue arrow points from the text 'Enter Client Code: INO480' to the input field. Below the input field is a dark grey button labeled 'Next'. A second blue arrow points from the text 'Click Next' to the 'Next' button.

- RPS Assist will use the Single Sign On (SSO) connection to populate Username and Email, and in some cases First Name and Last Name. If name is not filled, manually enter in the required information.
- You will be required to enter in your contact Phone number. Click the Next button.
- Username and Email cannot be changed. Your email address is your Username for future Logins.



The screenshot shows the 'RPS Assist' registration interface. The form is titled 'Enter Information' and contains the following fields:

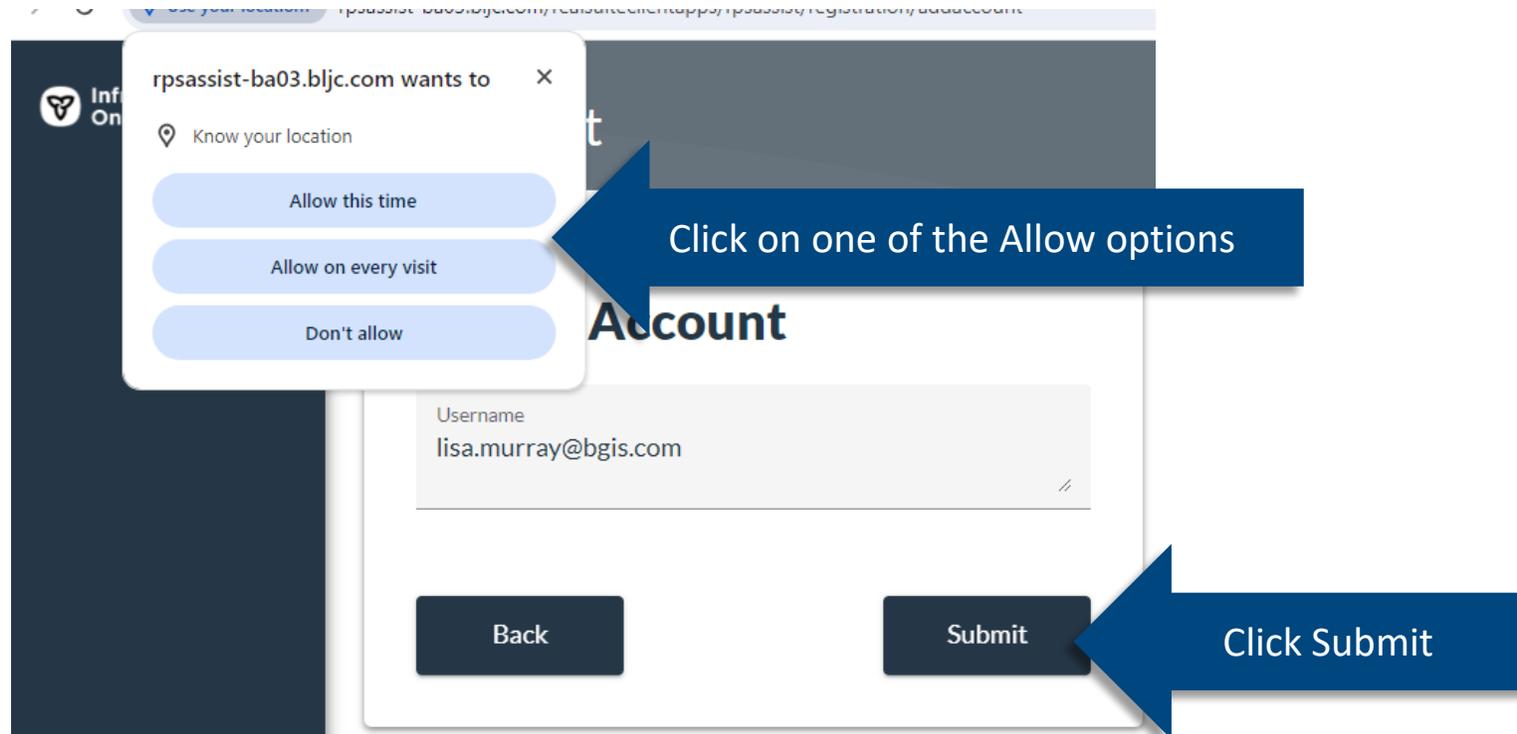
- First Name: Lisa
- Last Name: Murray
- Username: lisa.murray@bgis.com
- Email: lisa.murray@bgis.com
- Country: Canada
- Phone: +1 (647) 888-9999

At the bottom of the form are two buttons: 'Back' and 'Next'. Three blue arrows point to the form with the following annotations:

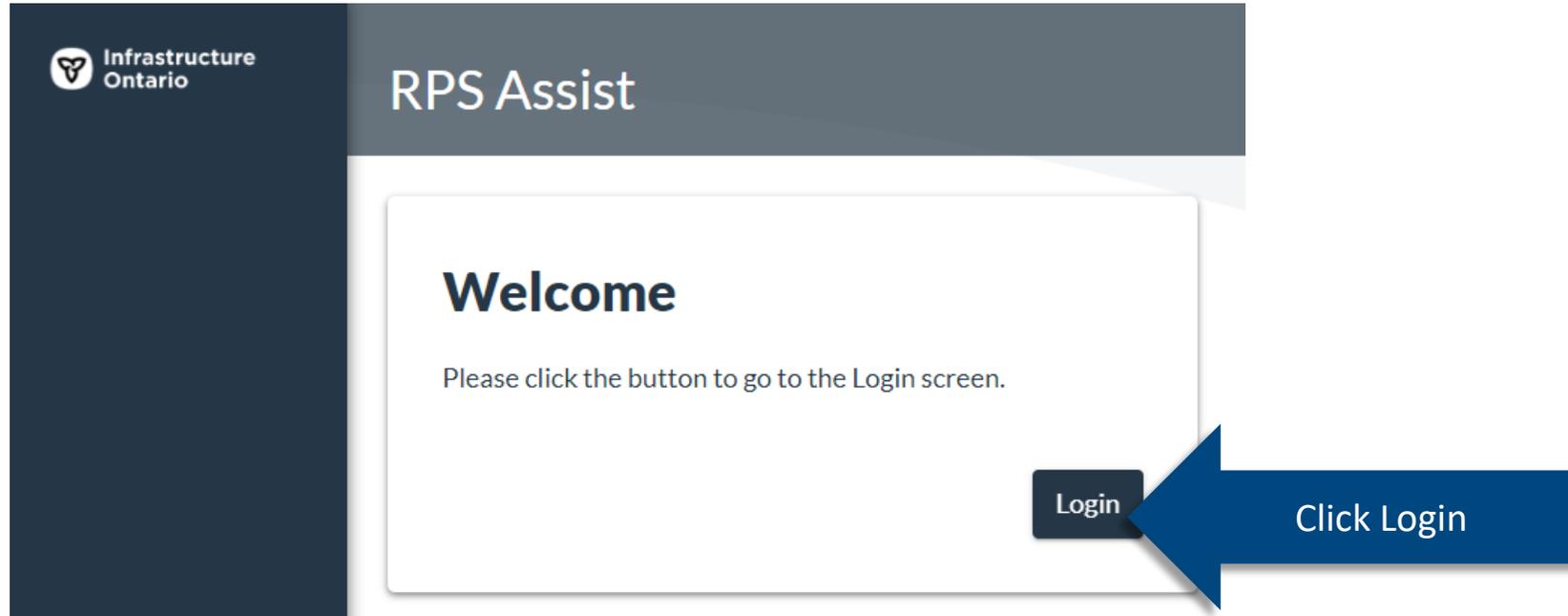
- An arrow points to the First Name and Last Name fields with the text: 'Enter First Name and Last Name if not pre-populated'.
- An arrow points to the Phone field with the text: 'Enter contact phone number'.
- An arrow points to the 'Next' button with the text: 'Click Next'.

Registration Submission and Optional Geofencing

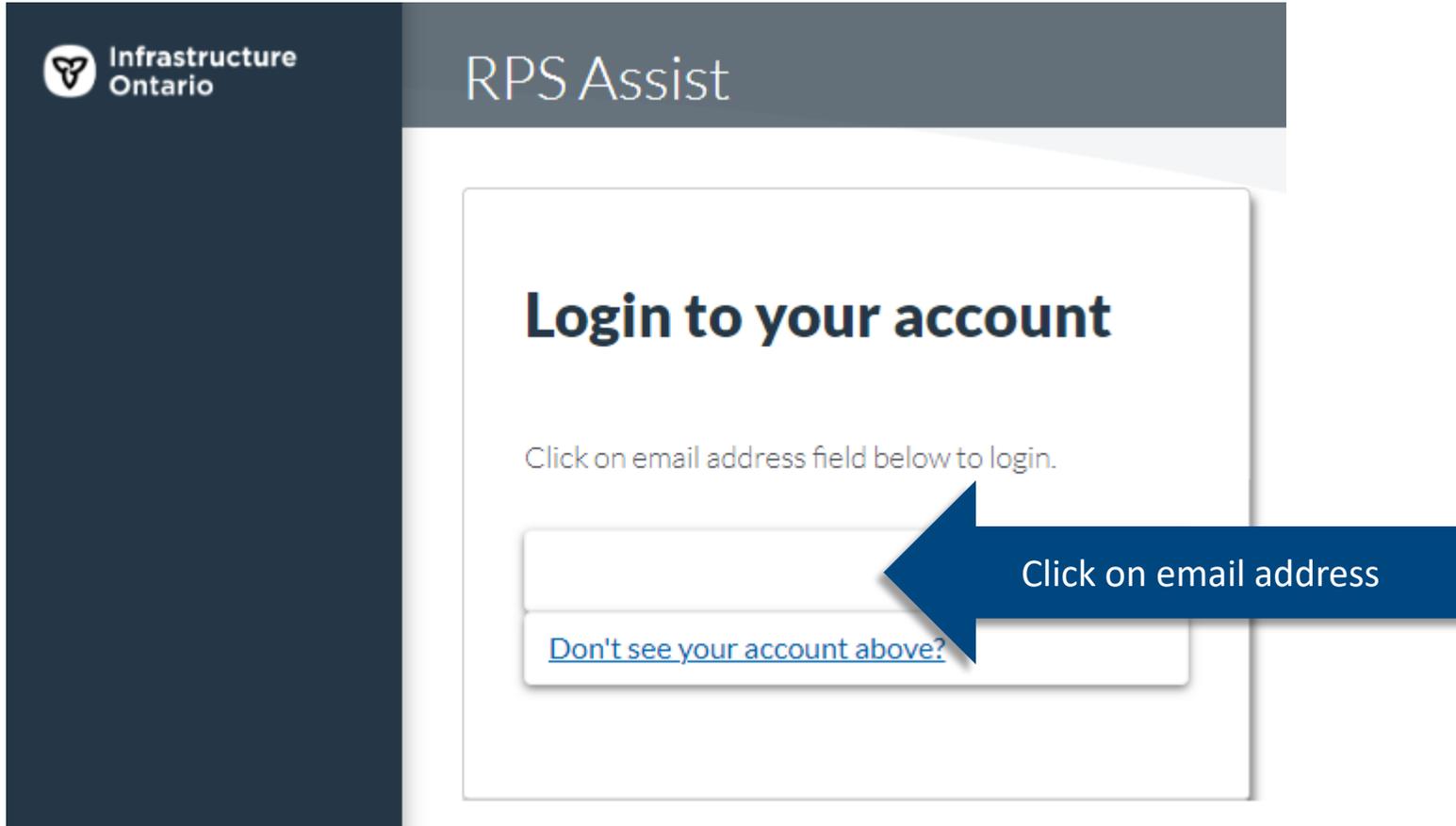
- If Location Services is enabled on your browser, the browser will prompt to Know your location.
- Optional Geofencing technology allows our Building Occupant the ability to easily locate target properties closest to a user's physical location.
- To use this feature, select an Allow option and then click the Submit button to complete your registration.



- Login is required every time for access to RPS Assist to create a Service Request.
- Copy and paste the following URL into a Chrome or Edge browser: <https://rpsassist.bljc.com/io>
- Click Login.



- RPS Assist will remember your initial Registration.
- Click on the email address field.



Infrastructure Ontario

RPS Assist

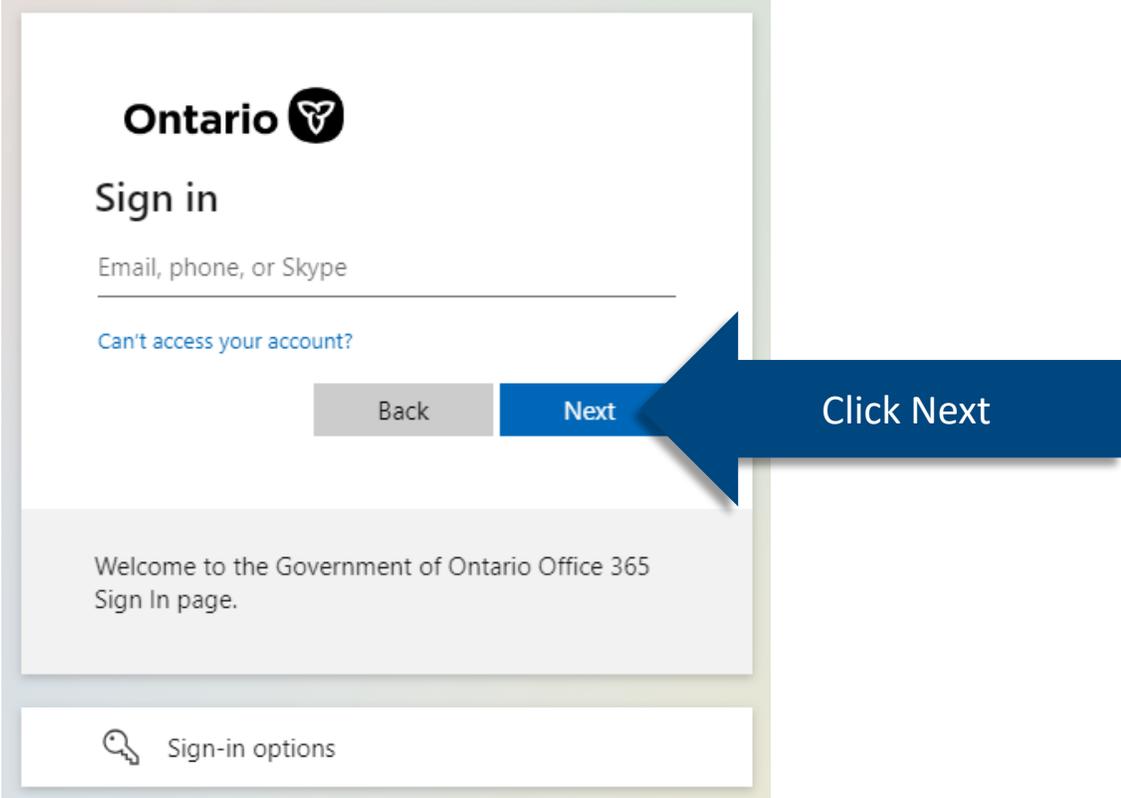
Login to your account

Click on email address field below to login.

[Don't see your account above?](#)

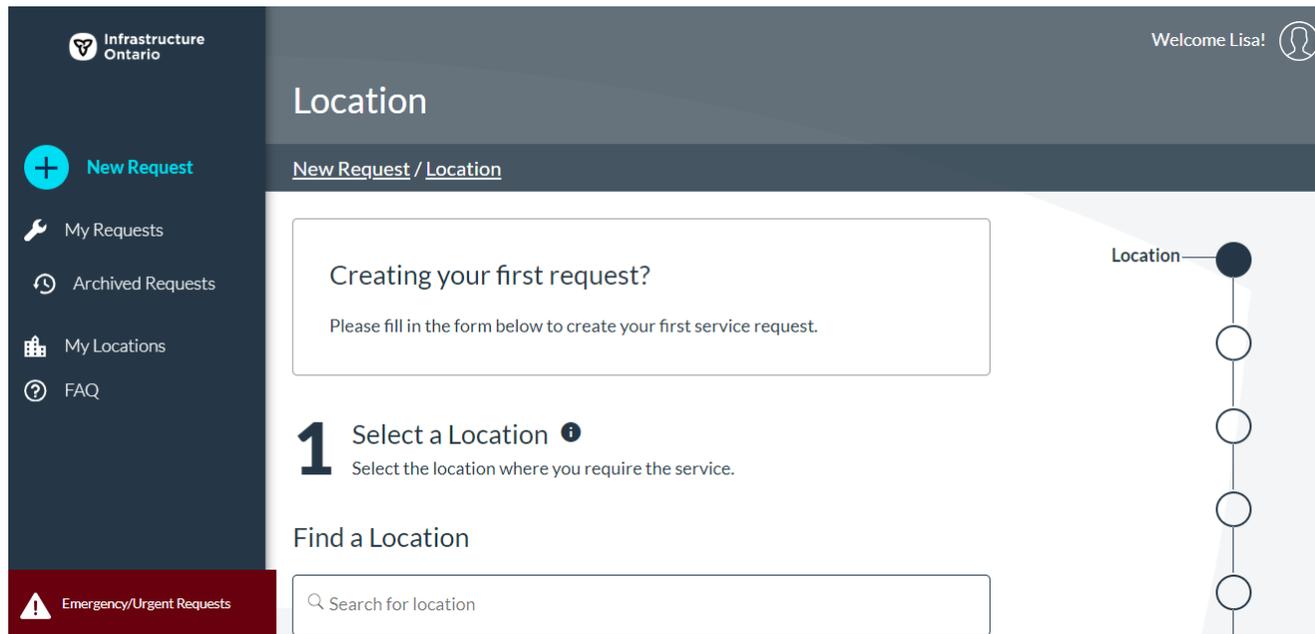
Click on email address

- This might be an optional step.
- Follow your Organization's Login process and click the Next button.

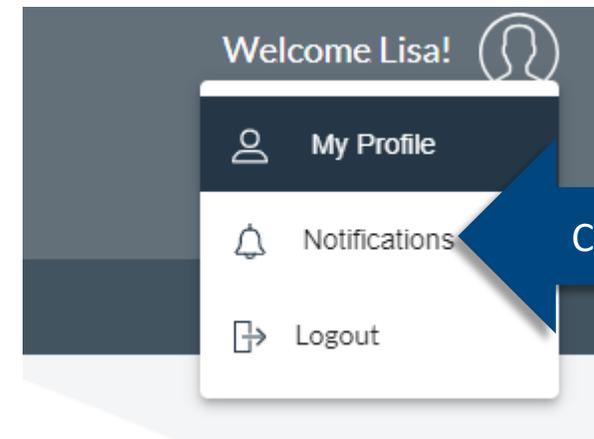


The screenshot shows the Ontario Sign in page. At the top left is the Ontario logo. Below it is the text "Sign in". There is a text input field labeled "Email, phone, or Skype". Below the input field is a link that says "Can't access your account?". At the bottom of the main content area are two buttons: "Back" and "Next". A large blue arrow points from the right towards the "Next" button, with the text "Click Next" written inside the arrow. Below the main content area is a footer that says "Welcome to the Government of Ontario Office 365 Sign In page." At the very bottom is a section titled "Sign-in options" with a key icon.

- To receive update email Notifications on the status of the Service Request(s), you will be required to do a one-time set up.
- The default setting is set to Off, so if the Notifications are not set up you will not receive any email updates.
- Beside the Welcome message, click on the avatar. Click the Notifications button from the drop-down menu.

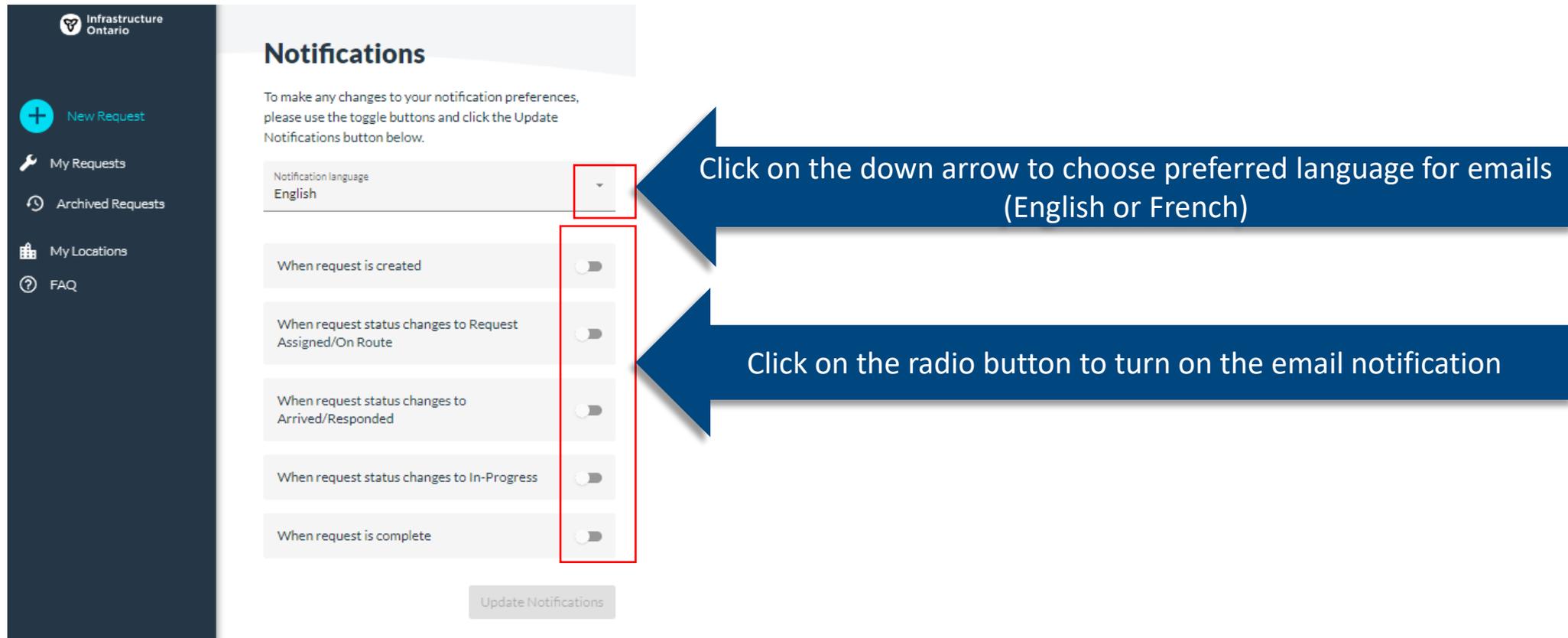


Click on the avatar



Click Notifications

- Click on the down arrow to choose the preferred language to receive email notifications.
- Click on the gray radio button beside the status and it will turn blue when set to ON.



The screenshot shows the 'Notifications' settings page in the Infrastructure Ontario portal. The page title is 'Notifications'. Below the title, there is a message: 'To make any changes to your notification preferences, please use the toggle buttons and click the Update Notifications button below.' The settings are organized into a table with five rows. The first row is 'Notification language' with the value 'English' and a small downward arrow icon. The following four rows are notification triggers, each with a radio button: 'When request is created', 'When request status changes to Request Assigned/On Route', 'When request status changes to Arrived/Responded', and 'When request status changes to In-Progress'. The final row is 'When request is complete'. A red box highlights the downward arrow and the radio buttons for the four notification triggers. Two blue callout boxes with arrows point to these elements: one pointing to the arrow and another pointing to the radio buttons. At the bottom of the settings area is a button labeled 'Update Notifications'.

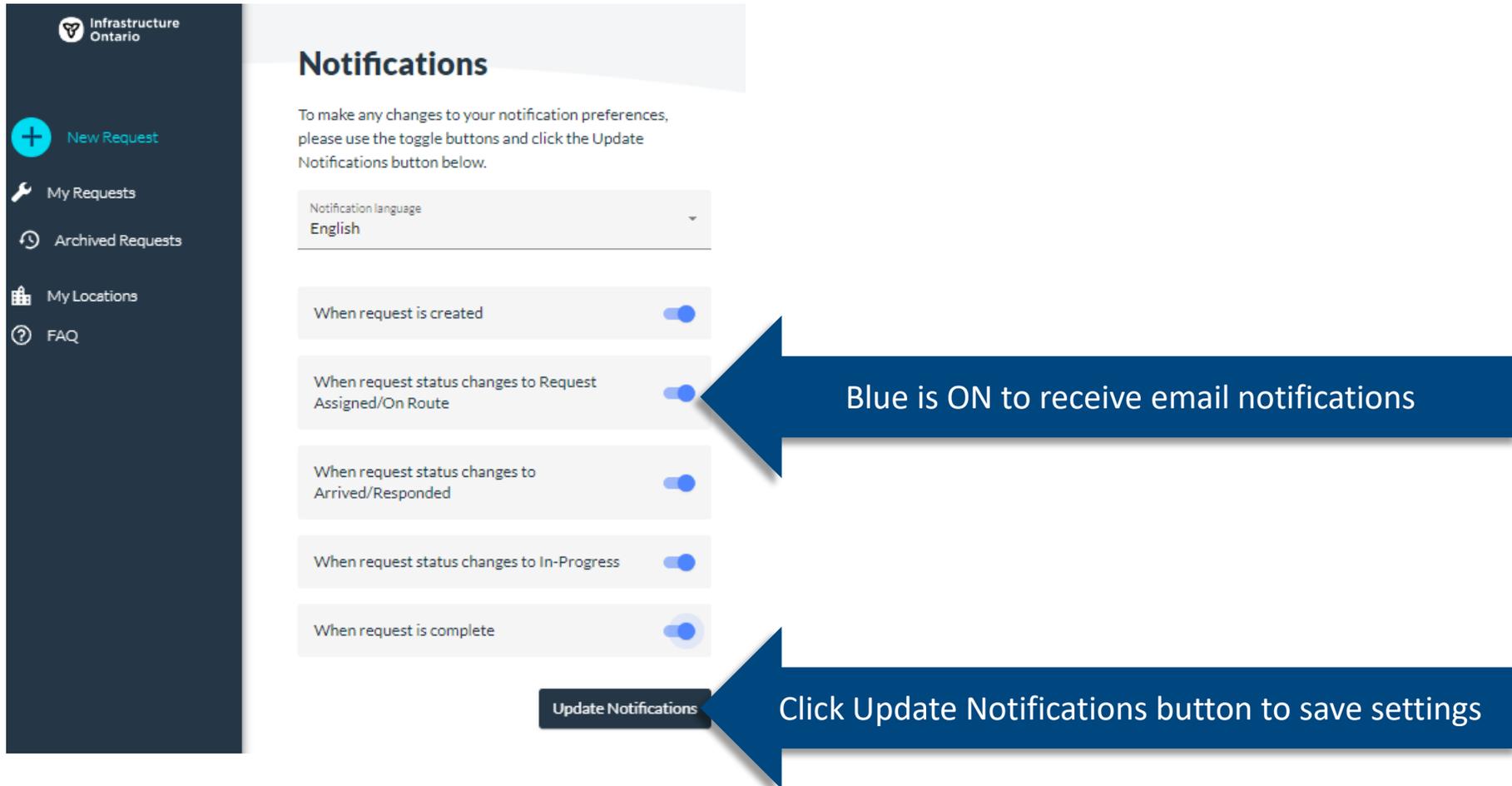
Notification Trigger	Control
Notification language	English (with down arrow)
When request is created	Radio button (OFF)
When request status changes to Request Assigned/On Route	Radio button (OFF)
When request status changes to Arrived/Responded	Radio button (OFF)
When request status changes to In-Progress	Radio button (OFF)
When request is complete	Radio button (OFF)

Update Notifications

Click on the down arrow to choose preferred language for emails (English or French)

Click on the radio button to turn on the email notification

- Once set up, click the Update Notifications button to save settings.
- Notifications can be changed any time if you feel you are receiving too many emails.



Infrastructure Ontario

Notifications

To make any changes to your notification preferences, please use the toggle buttons and click the Update Notifications button below.

Notification language
English

When request is created

When request status changes to Request Assigned/On Route

When request status changes to Arrived/Responded

When request status changes to In-Progress

When request is complete

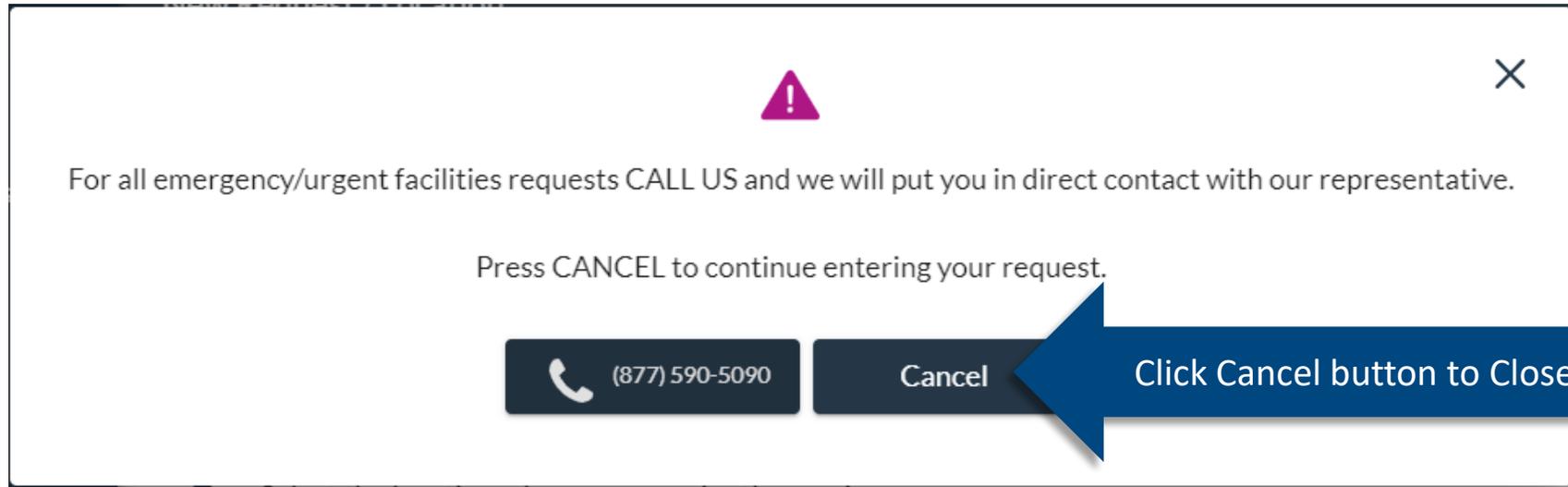
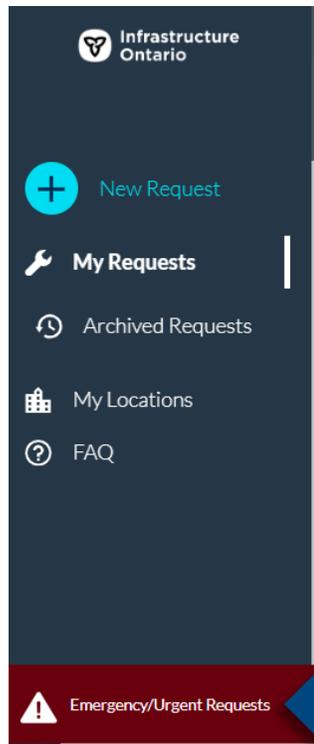
Update Notifications

Blue is ON to receive email notifications

Click Update Notifications button to save settings

Emergency Button

- RPS Assist is for the Building Occupant to create **Routine** Service Requests only.
- In the event of an urgent request, call 1-877-590-5090.
- In the event of an Emergency request, call 9-1-1. When it is safe to do so, call the RPS Assist Line at 1-877-590-5090.
- The Building Occupant will need to call using their mobile device or desk phone as this is a web application.



Click to open to see Emergency number

Click Cancel button to Close

- **My Locations** is used to set up the Building Occupant's Default and Favourite Locations and shows 3 Nearby Locations where they are sitting at their desk or laptop.
- **Default Location** – is the main location that the Building Occupant would most frequently create Service Requests.
- **Favourite Location** – some Building Occupants might have responsibility for other Locations and will want to set up Favourite Locations, so they do not have to Search every time when creating a Service Request.
- **Nearby Locations** – is the Geofencing technology when the Building Occupant chooses one of the Allow options for Location Services.
- There is a Search bar to find and select the required location.
 - The Building Occupant can search by the following:
 - Asset Number
 - Asset Name
 - Asset address
 - Asset City

My Locations, part 2

- Click My Locations on the left sidebar.
- Use the Search bar to find the required location. Matches to the search criteria will be highlighted in blue.

The screenshot shows the 'My Locations' page in the Infrastructure Ontario system. The left sidebar contains navigation options: 'New Request', 'My Requests', 'Archived Requests', 'My Locations' (highlighted with a red box and a blue arrow pointing to it with the text 'Click My Locations to set up'), and 'FA...'. The main content area is titled 'My Locations' and includes a search bar with the text 'Find a Location' and a search input field containing 'Toront'. Below the search bar is a list of five location entries, each with a star icon and a location pin icon. The word 'TORONTO' at the end of each entry is highlighted in blue. A blue arrow points from the search bar to the text 'Search location by Asset Number, address or city'. Another blue arrow points from the highlighted 'TORONTO' text to the text 'Search match highlighted in blue'.

Asset Number	Address	City
ASSET NUMBER:B92021	153 DUNDAS ST W-153 DUNDAS ST W,	TORONTO
ASSET NUMBER:B91319	160 BLOOR ST E-160 BLOOR ST E,	TORONTO
ASSET NUMBER:B92122	1860 WILSON AVENUE-1860 WILSON AVENUE,	TORONTO
ASSET NUMBER:B91337	2140 KIPLING AVE-2140 KIPLING AVE,	TORONTO
ASSET NUMBER:B92244	246 PARLIAMENT STREET-246 PARLIAMENT STREET,	TORONTO

- Click on the Location icon to set the Default Location and click on the Star icon to set all Favourite Locations.

RPS Assist will show the Default & Favourite Locations as they are being set up

Find a Location

Search for location

Please enter at least 2 character(s) to see search results

Nearby Locations

- ASSET NUMBER:P79165
HAMILTON
Click on Tear Drop icon to set Default location
- ASSET NUMBER:P78171
HAMILTON
Click on Star icon to set Favourite Locations

Default Location

- ASSET NUMBER:P79165
HAMILTON 632.1-1622-SOUTH SIDE OF MAIN ST. E, WEST OF EWEN, ROAD, HAMILTON

Favourite Locations

- ASSET NUMBER:B92021
153 DUNDAS ST W-153 DUNDAS ST W, TORONTO
- ASSET NUMBER:B92122
1860 WILSON AVENUE-1860 WILSON AVENUE, TORONTO

Creating a New Service Request, part 1

- To create a new Service Request, click on the New Request from the menu.
- Click on one of the locations from the Default, Favourite, or Nearby Locations to begin creating the Service Request.

The screenshot shows the '1 Select a Location' step of the service request creation process. The interface includes a sidebar menu with 'New Request' highlighted, a search bar, and three location categories: Default Location, Nearby Locations, and Favourite Locations. Each location entry includes an asset number and a full address. Two blue callout boxes provide instructions: one pointing to the 'New Request' button and another pointing to the location entries.

Click New Request to start creating a new Service Request

Click on the Default, Favourite or Nearby Location

Category	Asset Number	Address
Default Location	P79165	HAMILTON 632.1-1622-SOUTH SIDE OF MAIN ST. E, WEST OF EWEN, ROAD, HAMILTON
Nearby Locations	P79165	HAMILTON 632.1-1622-SOUTH SIDE OF MAIN ST. E, WEST OF EWEN, ROAD, HAMILTON
	P78171	HAMILTON CITY 632.1-582-MAIN STREET AND STRATHEARNE AVENUE, HAMILTON
	P77778	HAMILTON CITY 632.1-682-W. OF PARKDALE AVE, S. OF BURLINGTON ST, HAMILTON
Favourite Locations	B92021	153 DUNDAS ST W-153 DUNDAS ST W, TORONTO
	B92122	1860 WILSON AVENUE-1860 WILSON AVENUE, TORONTO
	B91337	2140 KIPLING AVE-2140 KIPLING AVE, TORONTO

- Location Details is where the service needs to be done.
- Choose one of the following by clicking on Inside or Outside:
 - Inside – one of the floors within a building
 - Outside – Building Exterior, Grounds, or Roof

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Location Details

New Request / Location Details

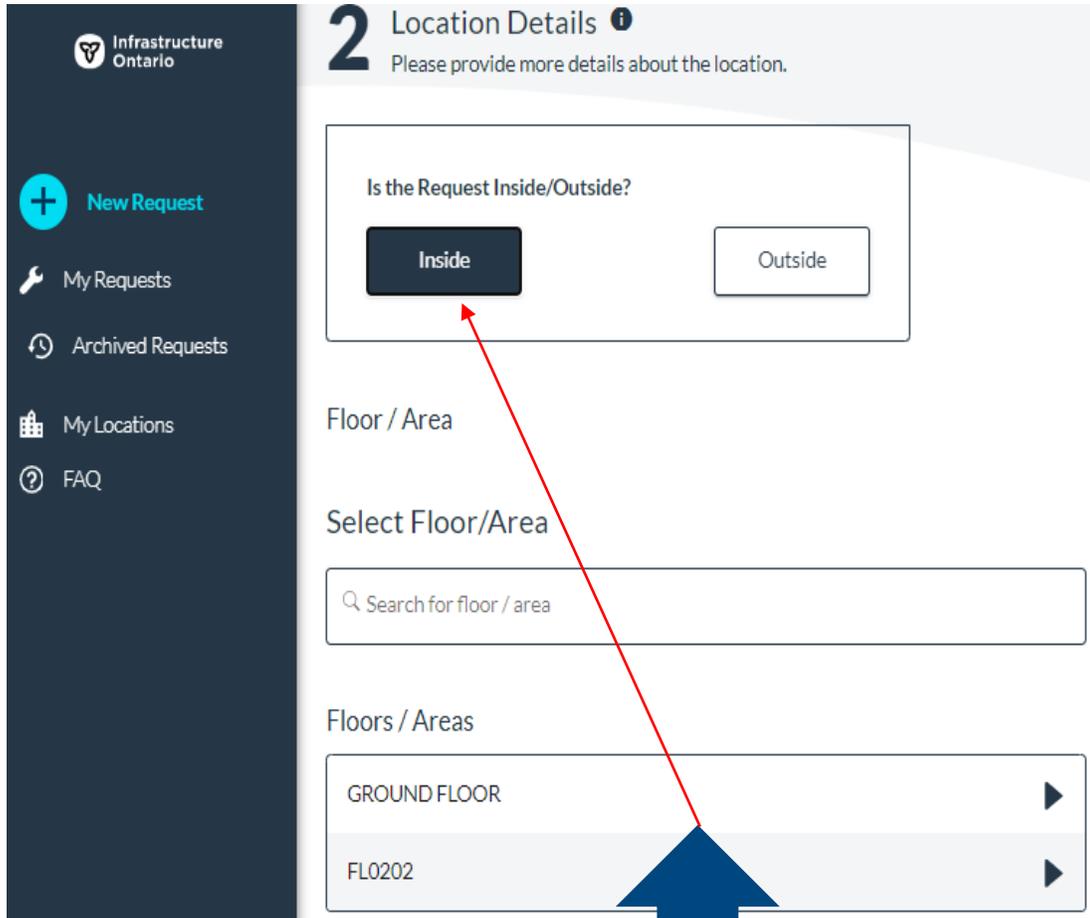
2 Location Details ?

Please provide more details about the location.

Is the Request Inside/Outside?

Inside ↔ Outside

Creating a New Service Request, part 3



The screenshot shows the 'Location Details' form with the 'Inside' button selected. The 'Floors / Areas' list is expanded to show 'GROUND FLOOR' and 'FL0202'. A red arrow points from the 'Inside' button to the 'GROUND FLOOR' option.

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2 Location Details ⁱ

Please provide more details about the location.

Is the Request Inside/Outside?

Inside Outside

Floor / Area

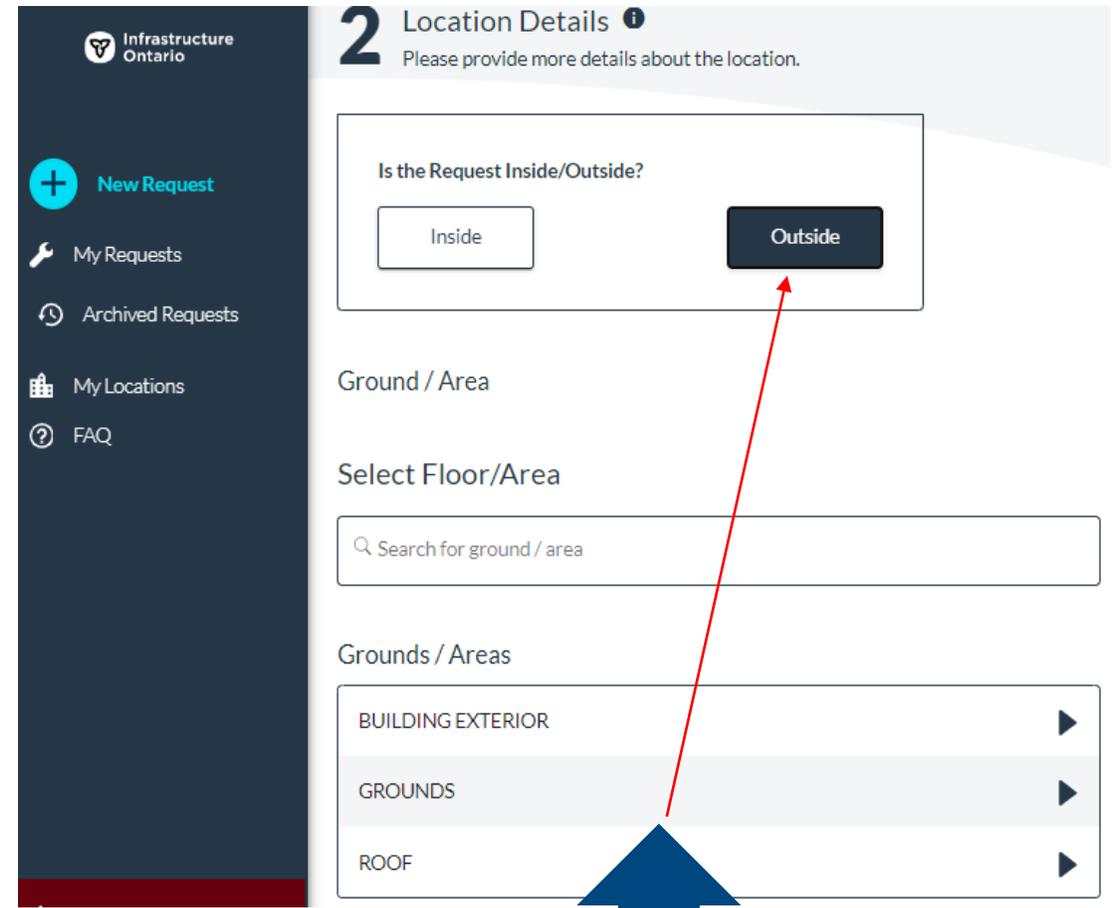
Select Floor/Area

Search for floor / area

Floors / Areas

- GROUND FLOOR
- FL0202

When the Inside button is selected, the options are the Floors within the building



The screenshot shows the 'Location Details' form with the 'Outside' button selected. The 'Grounds / Areas' list is expanded to show 'BUILDING EXTERIOR', 'GROUNDS', and 'ROOF'. A red arrow points from the 'Outside' button to the 'BUILDING EXTERIOR' option.

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2 Location Details ⁱ

Please provide more details about the location.

Is the Request Inside/Outside?

Inside **Outside**

Ground / Area

Select Floor/Area

Search for ground / area

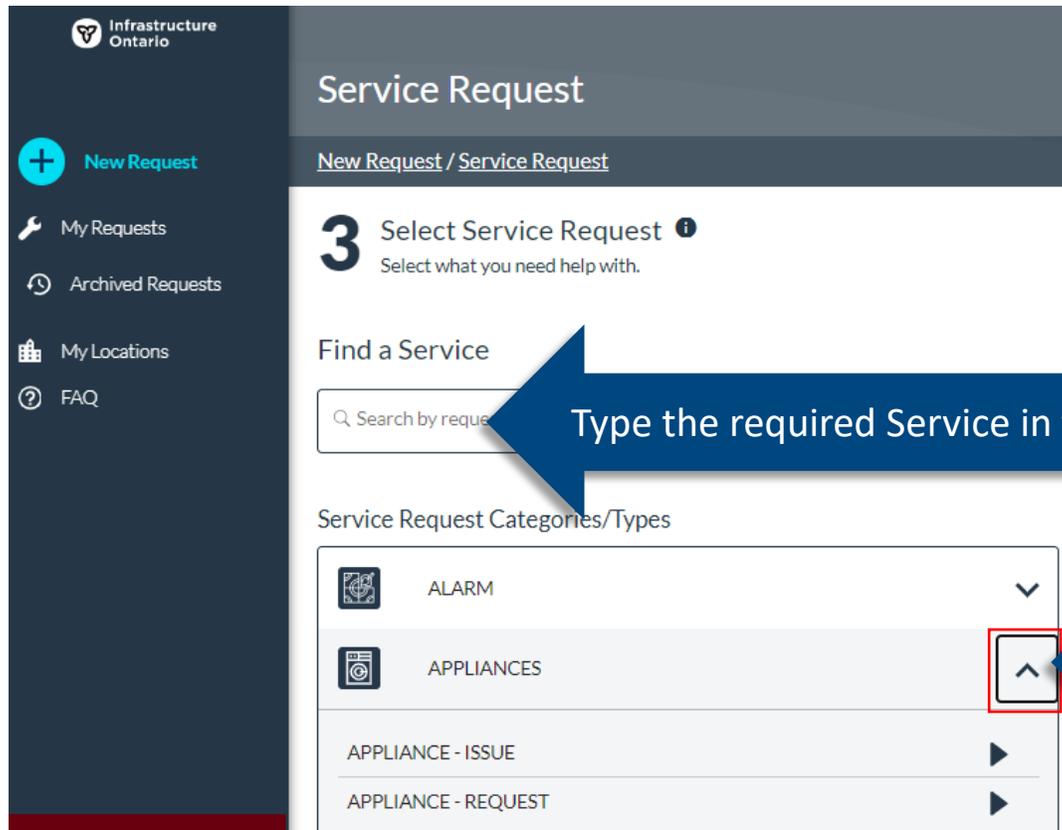
Grounds / Areas

- BUILDING EXTERIOR
- GROUNDS
- ROOF

When the Outside button is selected, the options are Building Exterior, Grounds, or Roof

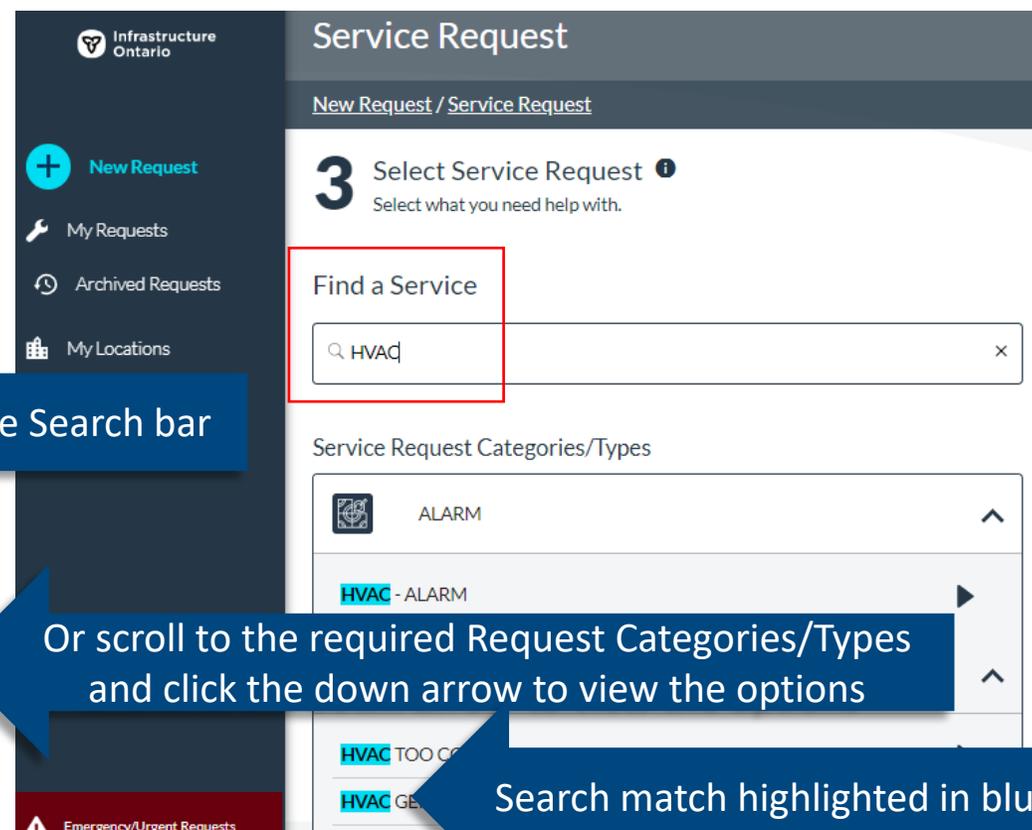
Creating a New Service Request, part 4

- To Select a Service for what needs to be done (i.e.. janitorial, HVAC, plumbing repairs, etc.) use the Search bar or scroll and click the down arrow of the Request Categories/Types to view the Service options.
- Approximate matches to the criteria in the search bar will be highlighted in blue. Click on the required Service.



Type the required Service in the Search bar

Or scroll to the required Request Categories/Types and click the down arrow to view the options



Search match highlighted in blue

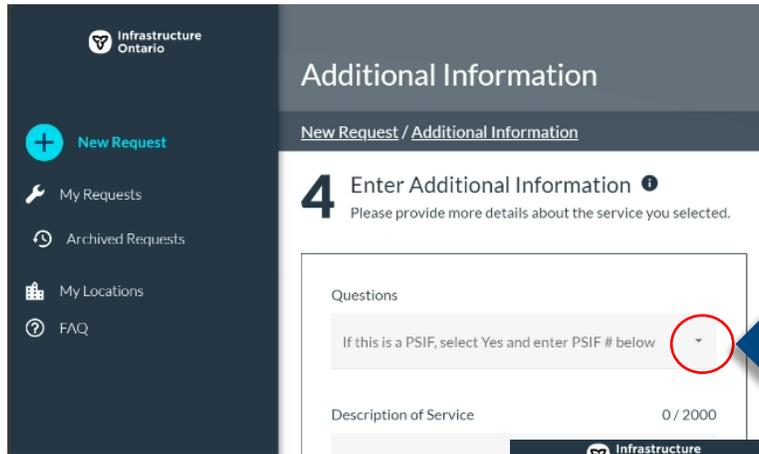
Creating a New Service Request, part 5

- If the word fire, flood, biohazard or any other Emergency keyword is entered in the Search bar, the Emergency pop-up window will open to remind the Building Occupant to call the RPS Assist Line. To close the window, click Cancel.
- Do not continue creating the Service Request unless it is for a non-emergency Service, such as Fire Equipment- Issue, etc.

The screenshot shows the 'New Request / Service Request' page. The 'Find a Service' search bar is highlighted with a red box and contains the text 'Fire'. A pop-up window is displayed with a warning icon and the text: 'The keyword "fire" has been entered and assumed an emergency request is required. For all emergency facilities requests CALL US and we will put you in direct contact with our representative. Press CANCEL to continue entering your request.' The 'Cancel' button is highlighted with a blue arrow pointing to it, with the text 'Click the Cancel button to Close' overlaid on the arrow.

Creating a New Service Request, part 6

- The PSIF question box will appear. Click the arrow to view the selection.
- Click on No or Yes.
- If Yes, enter in the PSIF number and budget amount first in the Description of Service field before adding the description of service.



Infrastructure Ontario

Additional Information

New Request / Additional Information

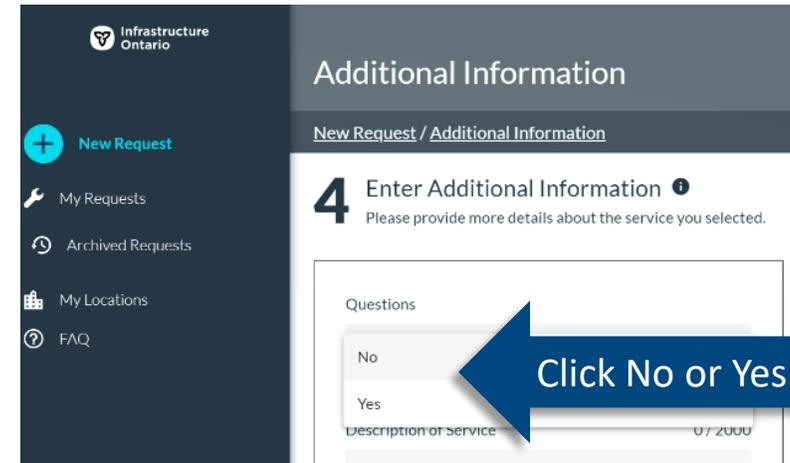
4 Enter Additional Information ⓘ
Please provide more details about the service you selected.

Questions

If this is a PSIF, select Yes and enter PSIF # below ▾

Description of Service 0 / 2000

Click to view



Infrastructure Ontario

Additional Information

New Request / Additional Information

4 Enter Additional Information ⓘ
Please provide more details about the service you selected.

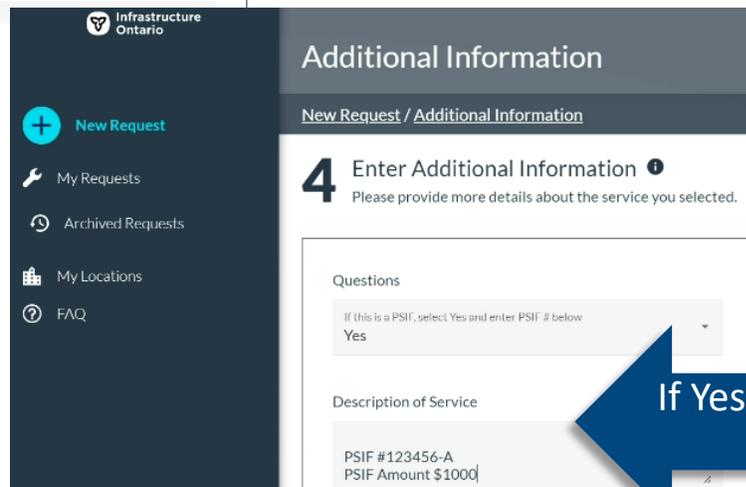
Questions

No

Yes

Description of Service 0 / 2000

Click No or Yes



Infrastructure Ontario

Additional Information

New Request / Additional Information

4 Enter Additional Information ⓘ
Please provide more details about the service you selected.

Questions

If this is a PSIF, select Yes and enter PSIF # below
Yes

Description of Service

PSIF #123456-A
PSIF Amount \$1000

If Yes, enter PSIF # and budget amount before adding the description of service

Creating a New Service Request, part 7

- Enter a description of what needs to be done. For example: clean stain on carpet, plumbing issue, temperature is too hot or too cold, etc. Be as specific as possible.
- To help explain the situation, a photo or document can be uploaded and included in the Service Request.
- RPS Assist - Web only allows the following file types with a maximum size of 20 mb:
 - .pdf,.jpg,.msg,.htm,.doc,.docx,.txt,.xls,.xlsx,.xslm,.xps,.png,.jpeg,.bmp,.tif,.xlsb,.mht,.rtf,.pptx
- Click Next when done.

The screenshot shows the '4 Enter Additional Information' step of the service request process. The interface includes a sidebar with navigation options like 'New Request', 'My Requests', and 'Archived Requests'. The main content area has a 'Description of Service' field with a character count of 4/2000, an 'Attachments' section with a 'Drop Files Here or Upload File' button, and a 'Next' button at the bottom. Three blue arrows with white text labels point to these key elements: 'Enter Description of Service' points to the text box, 'Upload supporting attachments' points to the upload button, and 'Click Next' points to the 'Next' button.

Creating a New Service Request, part 8

- Search key words for your Ministry or Agency in the Search bar (finance, attorney, treasury, etc.). The Search criteria options are highlighted in blue.
- Click on the correct Ministry or Agency when it appears. If there is an option for ORM (Office Realty Model) and this does not apply to you, select the non-ORM value.

5 Select Ministry / Agency ⓘ
Please select the Ministry / Agency.

Find Ministry / Agency

Search for your Ministry or Agency using key words

Ministry / Agency

Search criteria is highlighted in blue. Click on the correct value when it appears

MIN CHILDREN, COMMUNITY & SOCIAL SERVICES

ORM-MIN CHILDREN, COMMUNITY & SOCIAL SERV

Creating a New Service Request, part 9

- Review the Service Request for accuracy or to make changes to the fields.
- If changes are required, click the Pencil icon to change the Location, Floor/Area or Service Request.
- When submitted, a Service Request number will be generated for the Building Occupant's reference.

New Request / Review & Confirm

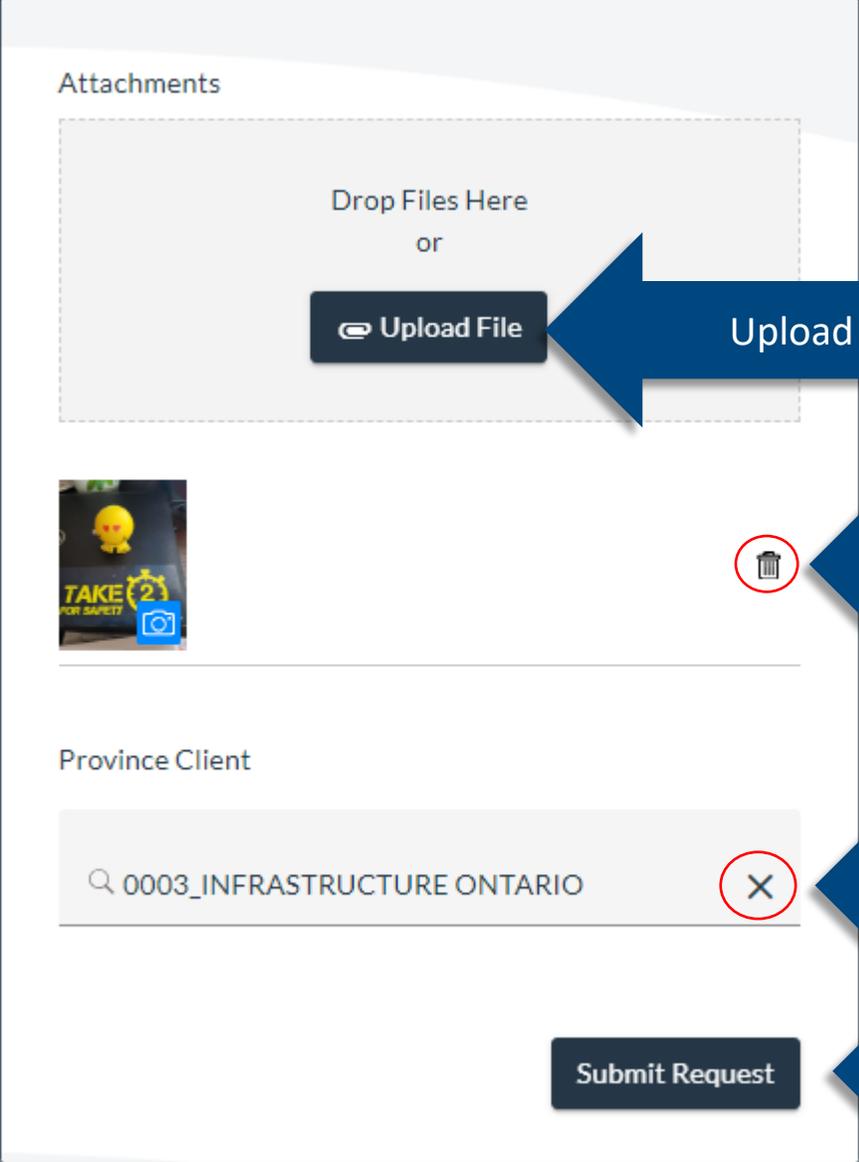
6 Review & Confirm Request ⓘ

Please review your request below. To submit the request, please scroll down and click the Submit Request button at the bottom.

Location	✎
ASSET NUMBER: B92021 153 DUNDAS ST W-153 DUNDAS ST W, TORONTO	
Floor / Area	✎
GROUND FLOOR	
Service Request	✎
HVAC TOO COLD	
Description of Service	4 / 2000
Demo	

Click the Pencil icon to edit Location, Floor/Area or Service Request

If needed, add more information



The screenshot shows a web form for creating a service request. It includes an 'Attachments' section with a file upload area and a list of uploaded files. Below this is a 'Province Client' input field containing the text '0003_INFRASTRUCTURE ONTARIO'. At the bottom is a 'Submit Request' button. Four blue arrows with white text point to specific elements: the 'Upload File' button, a delete icon on the attachment list, an 'X' icon on the Province Client input field, and the 'Submit Request' button.

Attachments

Drop Files Here
or

 Upload File

Upload a photo or attachment

Click the Delete icon to remove attachments

Province Client

 0003_INFRASTRUCTURE ONTARIO 

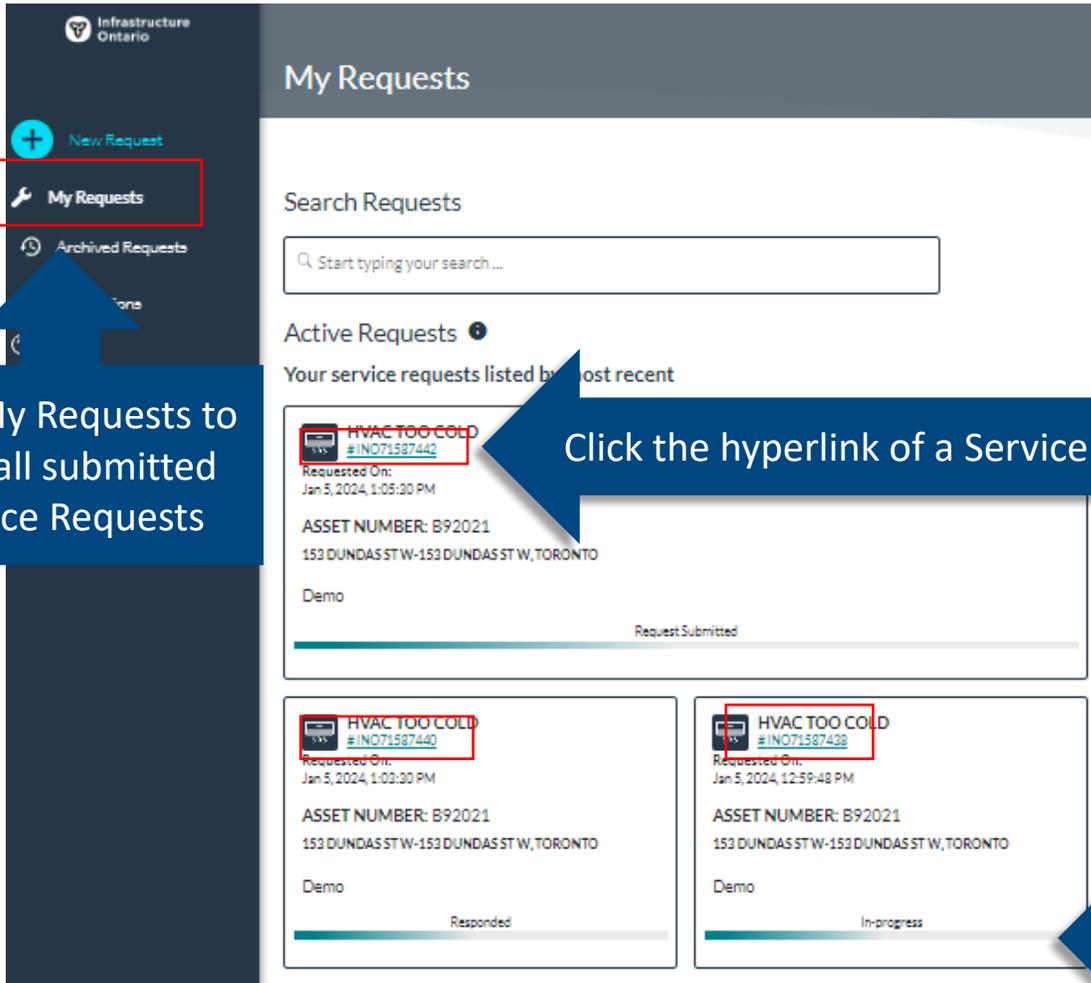
Click X to clear the inputted Province Client account number

 Submit Request

To submit the request, Click the Submit Request button.

- **My Requests** is where to review all submitted requests and the status of the Service Request.
- The statuses are as follows:
 - **Request Submitted** – the Building Occupant created and submitted a Service Request.
 - **Request Assigned** – the Work Order associated to the Service Request has been Dispatched to the Service Provider.
 - **Responded** – the Service Provider Accepted the Work Order and committed to doing the work.
 - **In-Progress** – the Service Provider has Arrived on site and is doing the work.
 - **Completed/Closed** – the Service Provider has Completed the Work Order associated to the Service Request and the work is now done.

** Please note that the Building Occupant receives a Service Request number in RPS Assist and the Service Provider will receive a Work Order number associated to that Service Request.



Click My Requests to view all submitted Service Requests

Click the hyperlink of a Service Request number to view its details

Service Request statuses are found at the bottom of each request

- Clicking on the blue hyperlink of the Service Request number opens the Service Request that has been created by the Building Occupant. They can view the details of the Service Request that were entered, but they cannot make any changes.



Service Request Details

Request#: INO71587822 Priority: ROUTINE

Requested On: Jan 8, 2024

Location:
ASSET NUMBER: B92598
MAG JUSTICE CENTRE-332-333
RICHMOND ST, LONDON

Floor / Area: GROUND FLOOR

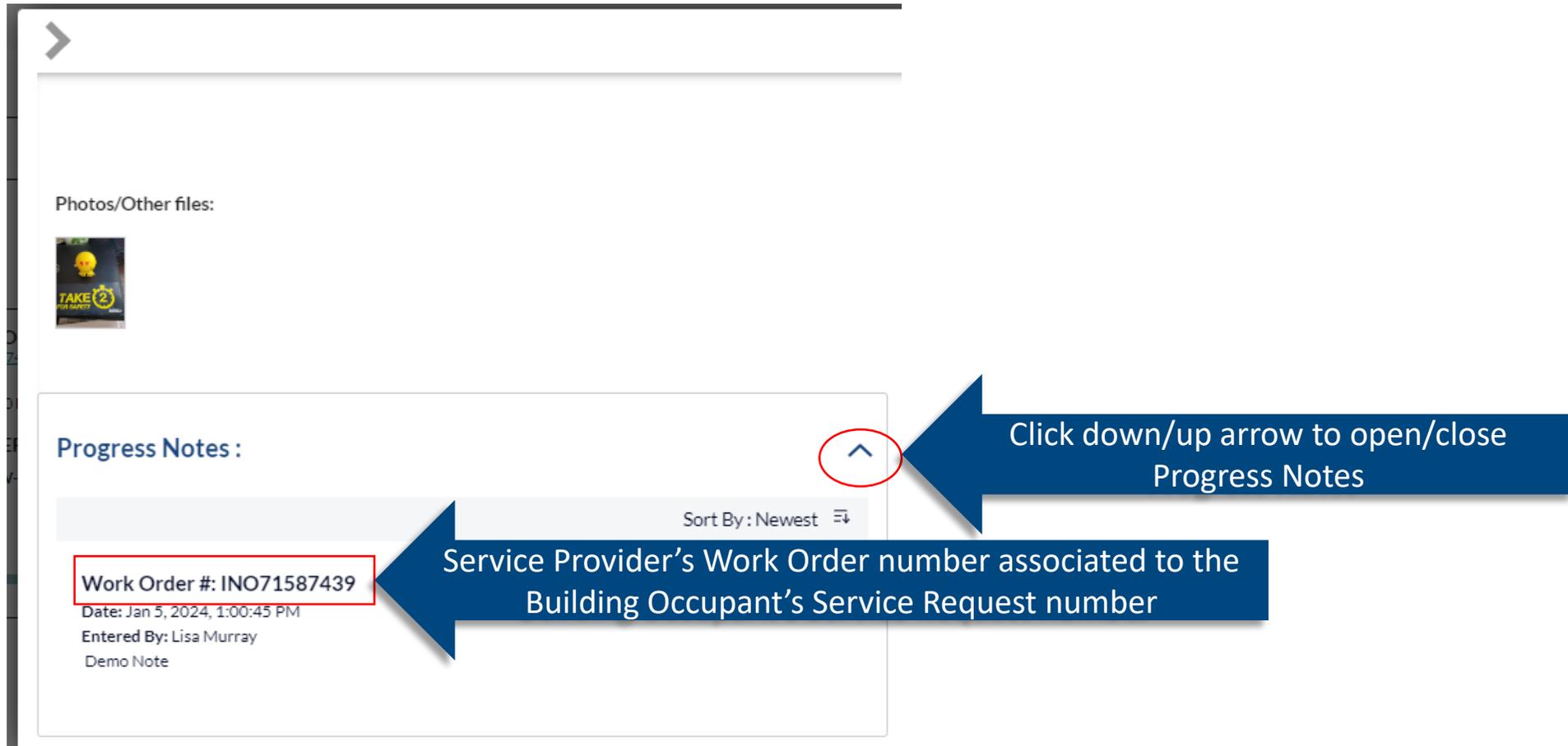
Province Client: 0003_INFRASTRUCTURE ONTARIO

Service Request: Hvac Too Cold

Responded

My Requests, part 4

- The Building Occupant can view all Progress Notes associated to the Service Provider's Work Order.
- Click on the down arrow to open or the up arrow to close the Progress Notes.



Photos/Other files:



Progress Notes :

Sort By: Newest

Work Order #: INO71587439

Date: Jan 5, 2024, 1:00:45 PM
Entered By: Lisa Murray
Demo Note

Click down/up arrow to open/close Progress Notes

Service Provider's Work Order number associated to the Building Occupant's Service Request number

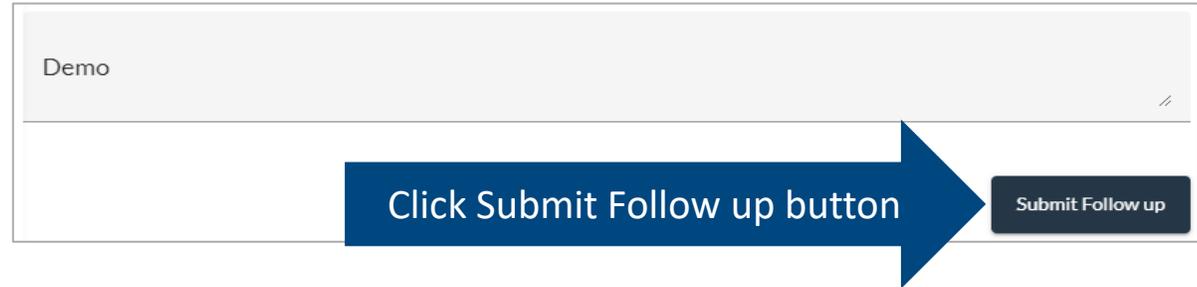
- The Building Occupant can request updates to their Service Request by entering a Reason for Follow-up and then clicking the Submit Follow up button.
- All Follow up notes and responses can be viewed in the Progress Notes section of the Service Request.



Reason for Follow-up

Add Follow Up Note

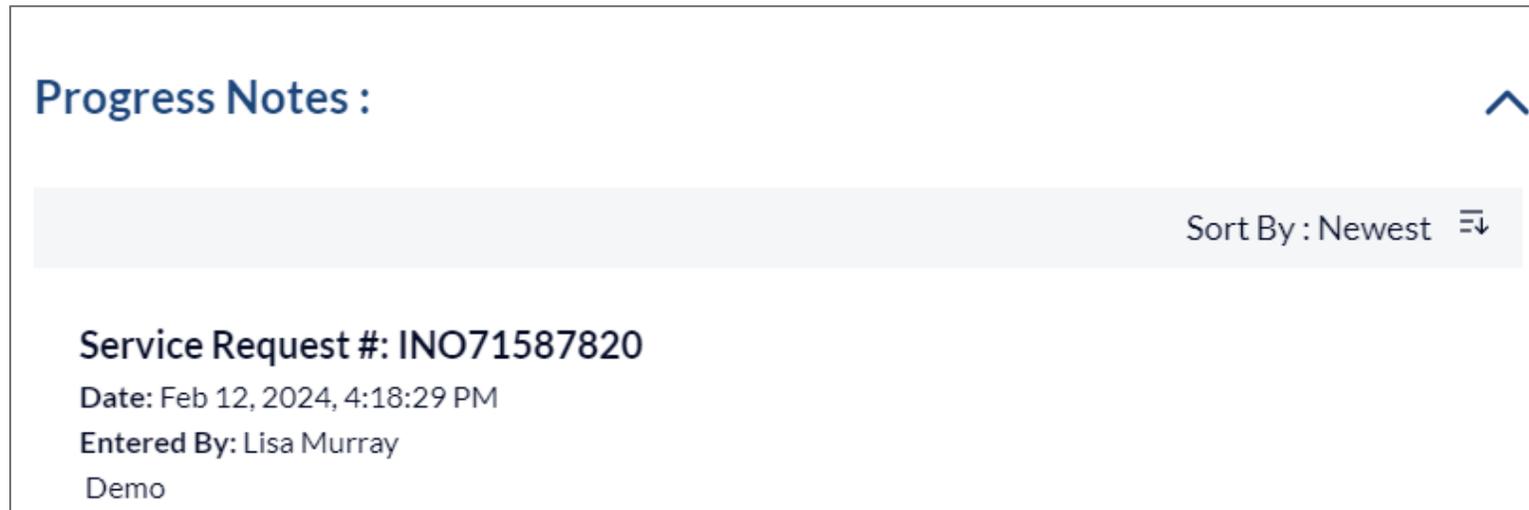
Submit Follow up



Demo

Click Submit Follow up button

Submit Follow up



Progress Notes :

Sort By : Newest

Service Request #: INO71587820
Date: Feb 12, 2024, 4:18:29 PM
Entered By: Lisa Murray
Demo

Duplicating a Service Request from My Requests

- The Building Occupant can view all the Completed Service Requests and the Completion details.
- If there is a recurring service issue in the same building as a previous Service Request, the Building Occupant can duplicate that request to shorten the process of creating a new service request. The duplicated Service Request pre-populates the information for Location, Floor / Area, Service Request from the original Service Request.
- To duplicate a Service Request, click the Duplicate button of a previous request and follow the steps in [Creating a New Service Request, part 9](#) and [part 10](#) to submit the duplicated request. The Building Occupant must enter a new Description of Service, add Attachments, the Province Client account number.
- A new Service Request number will be created.

Completed Requests ?

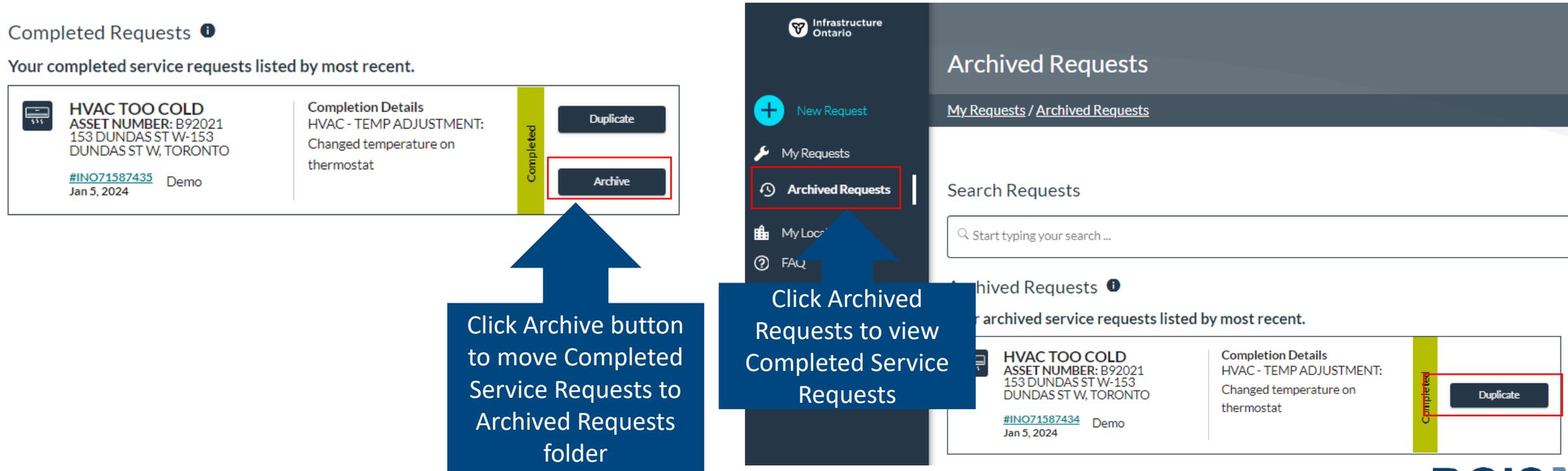
Your completed service requests listed by most recent.

 <p>HVAC TOO COLD ASSET NUMBER: B92021 153 DUNDAS ST W-153 DUNDAS ST W, TORONTO</p> <p>#INO71587435 Demo Jan 5, 2024</p>	<p>Completion Details HVAC - TEMP ADJUSTMENT: Changed temperature on thermostat</p>	Completed	<p>Duplicate</p> <p>Archive</p>
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Archived Requests

- When there are too many Completed Service Requests in My Requests folder, the Building Occupant can click the Archive button and move the Service Request to the Archived Requests folder.
- When archived, the Duplicate button can still be used in the event of a recurring service issue.



The image displays two side-by-side screenshots of the Infrastructure Ontario service request system. The left screenshot shows a 'Completed Request' for 'HVAC TOO COLD' with a 'Duplicate' and 'Archive' button. A red box highlights the 'Archive' button, and a blue arrow points to it with the text 'Click Archive button to move Completed Service Requests to Archived Requests folder'. The right screenshot shows the 'Archived Requests' view, with a red box highlighting the 'Archived Requests' menu item in the sidebar and another red box highlighting the 'Duplicate' button on a request card. A blue arrow points to the sidebar item with the text 'Click Archived Requests to view Completed Service Requests'. The request card in the archived view shows the same details as the completed view, but with the 'Archive' button replaced by a 'Duplicate' button.

Completed Requests ⓘ
Your completed service requests listed by most recent.

HVAC TOO COLD
ASSET NUMBER: B92021
153 DUNDAS ST W-153
DUNDAS ST W, TORONTO
#INO71587435 Demo
Jan 5, 2024

Completion Details
HVAC - TEMP ADJUSTMENT:
Changed temperature on
thermostat

Completed

Duplicate

Archive

Click Archive button to move Completed Service Requests to Archived Requests folder

Infrastructure Ontario

New Request

My Requests

Archived Requests

My Locations

FAQ

Archived Requests

My Requests / Archived Requests

Search Requests

Start typing your search ...

Archived Requests ⓘ
Your archived service requests listed by most recent.

HVAC TOO COLD
ASSET NUMBER: B92021
153 DUNDAS ST W-153
DUNDAS ST W, TORONTO
#INO71587434 Demo
Jan 5, 2024

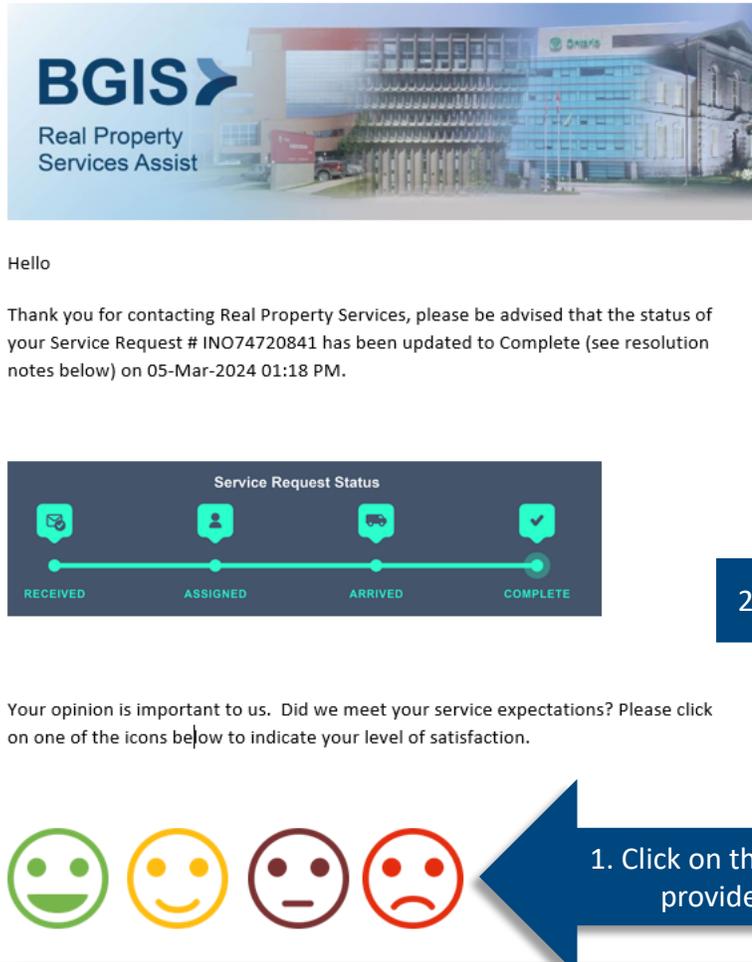
Completion Details
HVAC - TEMP ADJUSTMENT:
Changed temperature on
thermostat

Completed

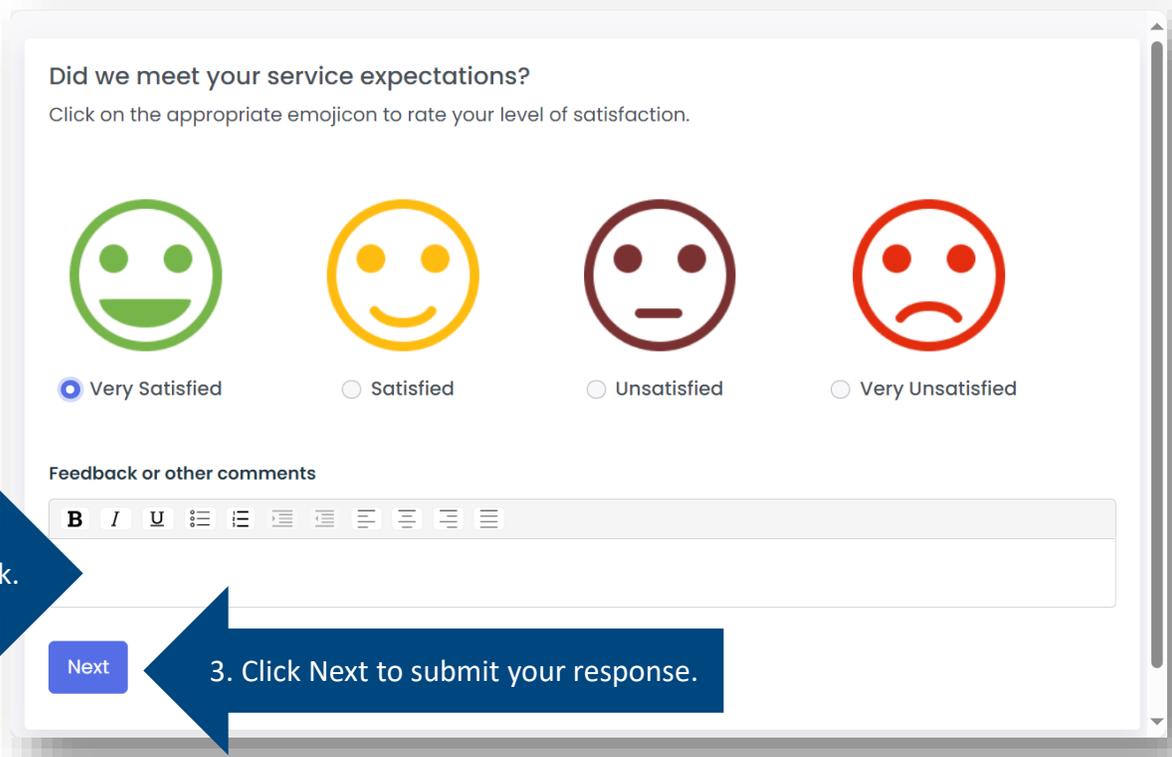
Duplicate

Click Archived Requests to view Completed Service Requests

- Your opinion is important to us!
- If you have enabled email notifications for Complete status, you will receive a Completion status email which includes a quick survey.



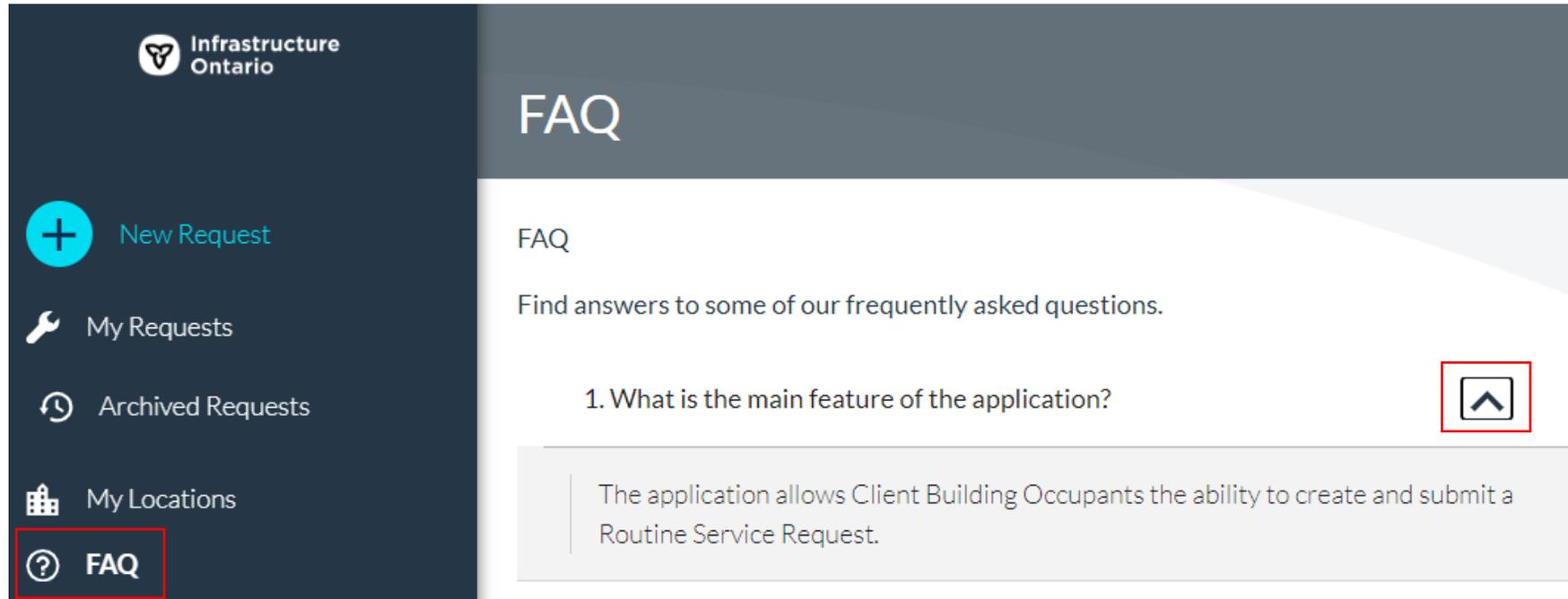
2. Optionally, type additional feedback.



3. Click Next to submit your response.

1. Click on the appropriate icon to provide your feedback.

- To read the frequently asked questions, click FAQ from the left sidebar.
- On the FAQ page, click the down arrow to view the answer to the question.



The screenshot shows the application's user interface. On the left is a dark sidebar with the Infrastructure Ontario logo at the top. Below the logo are four menu items: 'New Request' (with a plus icon), 'My Requests' (with a wrench icon), 'Archived Requests' (with a clock icon), and 'FAQ' (with a question mark icon). The 'FAQ' item is highlighted with a red box. The main content area has a dark header with 'FAQ' in white. Below the header, the text 'FAQ' is followed by 'Find answers to some of our frequently asked questions.' A list of questions begins with '1. What is the main feature of the application?'. To the right of this question is a square button with a white up-pointing arrow, highlighted with a red box. Below the question, a light gray box contains the answer: 'The application allows Client Building Occupants the ability to create and submit a Routine Service Request.'