



BGIS

Real Property Services

RPS Assist Frequently Asked Questions

For Ministry and Agency Clients

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About This Document

This document covers frequently asked questions about RPS Assist.

RPS Assist is BGIS' web-based application that provides a simple and efficient way to submit, view, and manage routine facility service requests online. Users can add attachments to a request, track its progress, follow up, *and more!* To learn more about RPS Assist, please visit <https://www.bgis.com/rps-assist>.

In this document, you'll find questions about:

1. [Registering for and Logging in to RPS Assist](#)
2. [Creating a Service Request](#)
3. [Viewing and Managing Service Requests](#)

1. Registering for and Logging in to RPS Assist

This section answers frequently asked questions about registering for and logging into RPS Assist.

1.1 What is the client code for first time registration?

The client code to register is **INO480**.

1.2 Where can I find the user guide?

Click the following link to go to and bookmark the user guide: [RPS Assist User Guide](#)

The user guide contains step-by-step instructions to register, log in, and use RPS Assist.

1.3 Who can I contact if I have questions about RPS Assist?

Please email iorpsassistsupport@bgis.com.

1.4 How do I correct a 403 error when I click the log in link?

If you saved or bookmarked the log in link, please ensure that it reflects the correct link: <https://rpsassist.bljc.com/io>. You may also need to clear your internet browser cache.

2. Creating a Service Request

This section answers frequently asked questions about the end-to-end process of creating and submitting a service request in RPS Assist.

2.1 What types of service requests can be submitted through RPS Assist?

You can use RPS Assist to submit **routine service requests**, such as general repairs, indoor comfort, and lighting adjustments.

For urgent and emergency requests or general service inquiries, call the RPS Assist phone line at 1-877-590-5090.

2.2 How do I search for a location?

Use key words, such as the street name and number, to search for the location.

You can set a particular location as a default to save time searching. If you set a default, you will still be able to search for a different location when needed.

If you can't find a location, please email iorpsassistsupport@bgis.com.

2.3 How do I select the correct service type for my request?

Use key words that relate to your request, such as “lighting” or “janitorial”, to narrow the search results. Then, select the service that best relates to your request. When a service type is selected, you can add more details about your request in the following “Enter Additional Information” section.

2.4 Which Ministry do I select when I see two options: ORM or non-ORM?

If you sit in an office building, select the ORM (Office Realty Model) value.

If you sit in a non-office, special purpose, or program specific accommodation space (e.g. courthouse, correctional facility, driving center), select the non-ORM value.

2.5 Why does selecting the right floor and Ministry / Agency matter?

Buildings are often multi-tenanted where different tenants can occupy separate floors within a building and where multiple tenants can occupy a single floor.

Specifying the right floor and client ensures that BGIS dispatches work to the exact location and appropriate client area.

2.6 What do I do if my landlord asks me to create a service ticket in their own system?

Please submit the service request to BGIS through RPS Assist or the phoneline at 1-877-590-5090. BGIS notifies the landlord on your behalf if a service request requires the landlord's engagement.

2.7 My service request requires a Project Services Initiation Form (PSIF). What do I do next?

Contact your Facility Management Branch (FMB) or Office Realty Implementation Branch (ORIB) and reference the associated #INO work order number to submit the PSIF on your behalf by the date specified in the email.

3. Viewing and Managing Service Requests

3.1 How can I monitor the progress of my service request?

You can view the status and progress notes of your service request in **My Requests**, and enable notifications to receive emails about key status changes.

3.2 My service request is no longer in 'My Requests'. Where did it go?

For 30 days, you can view completed/ closed/ cancelled service requests in **My Requests**. After that, they are moved to **Archived Requests** for an additional 30 days. After a total of 60 days, the service request automatically deletes. Open service requests will remain visible in My Requests.

3.3 Can I view service requests submitted by another user?

Due to security restrictions, you can view only your own submitted service requests.

3.4 How do I inform BGIS that the environment or circumstances of my service request have changed?

You can view the status and progress notes of your request, go to **My Requests**. If a progress update is required, you can use the **Follow Up** section of the service request to submit a reason for follow up.

If there have been changes to the environment or circumstances of your service request (e.g. health, safety, or security concerns), please call the RPS Assist phone line at 1-877-590-5090 and reference the service request number. The service request will be evaluated for re-prioritization.

3.5 Can I edit my service request after I submit it?

When you submit a service request, you can no longer edit the existing information or scope of the request.

If you made an error in your request (e.g. selected the incorrect location or Ministry), please call the toll-free phone line at 1-877-590-5090 and reference the service request number as soon as possible.

To add to the scope of the request, please submit a new service request for the additional items.

3.6 How do I provide feedback about a completed service request?

You are encouraged to provide feedback in the customer satisfaction survey embedded in the Complete status email notification. To receive this survey, you must turn on email notifications for the Complete status.

3.7 I was informed that my service request requires a PSIF, but the service request is now closed. Why was it closed?

Some service requests require client funding through a Project Services Initiation Form (PSIF). Requesters are notified via email to contact their Facility Management Branch (FMB) or Office Realty Implementation Branch (ORIB) to submit a PSIF by the date specified in the email.

If a PSIF isn't submitted by the date specified in the email, the service request is automatically closed. A new service request must be created.

3.8 Who can I contact if my service request was closed without the work being completed?

For additional context about the lifecycle of a particular service request, in My Requests, you can view the **Progress Notes** section the request. To receive emails about status updates, you can enable notifications in RPS Assist.

If you believe that the service request was mistakenly closed or the work was not completed to your satisfaction, please call the RPS Assist phone line (1-877-590-5090) and reference your service request number.

Version Table

Version	Description of Change
1	New document.