



RPS Assist Application

User Guide

Learn how to register for and use the RPS application to submit routine service requests.

Last updated: June 2, 2025

Creating a connected, modern and competitive Ontario.



This guide covers the following topics:

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[About Single Sign-on](#)

[Register for the RPS Assist Application](#)

[Log in to the RPS Assist Application](#)

[Turn on Notifications](#)

[Emergency and Urgent Requests](#)

[Manage Your Locations with “My Locations”](#)

[Create a Service Request](#)

[Manage and Monitor Your Service Requests](#)

[About Archived Requests](#)

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[How to Complete the RPS Assist Survey](#)

ABOUT RPS ASSIST



What is RPS Assist?

- RPS Assist is BGIS's web-based application to submit routine service requests relating to your facility.
- It allows you to submit a request online, add a picture or document to your request, and track the progress of your request, to enable better service request management and quick response times.
- Optional geofencing technology allows you to easily locate target properties closest to your physical location.

How it Works

- When you submit a service request, the request is dispatched to a service provider (depending on the service, this may be BGIS staff, third-party vendors, or landlord).

Need Help? Call 1-877-590-5090

- Use the toll-free BGIS RPS Assist Line for all facilities requests and IT issues relating to RPS Assist. For example:
 - Trouble registering for RPS Assist
 - Trouble using RPS Assist
 - Urgent service requests
 - Routine service request but you can't log it online
- For emergencies, call 9-1-1. When it's safe to do so, call the above number as well.

For Small Works projects, you may be required to either submit a request through RPS Assist or to submit a PSIF form within the RPS Digital Workflow tool (see below). 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: PSIF

- Initiate this project by logging in 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 allow service request notifications to be routed to vendors for execution.

Small Moves and Adhoc under \$5K: RPS Assist

- Initiate these services by creating a service request through the RPS Assist Line (1-877-590-5090) or the RPS Assist web tool.
- A PSIF number/ billing cost code will be required. The vendor will invoice the client directly.

Move / MAC / Adhoc Services - \$5K-\$10K: RPS Assist

- Initiate these services by creating a service request through the RPS Assist Line or the RPS Assist web tool.
- A PSIF number/billing cost code will be required. BGIS invoices the client directly.

Note: For Province Clients who prefer to charge these services to “P-Cards,” please contact and engage the vendor directly for services, as BGIS cannot process P-card payments from Province Clients.

The type of work that may fall into these categories generally includes but is not limited to the items below.

Small Moves and Furniture Services

- Move or 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 and 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

ABOUT SINGLE SIGN-ON



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 and passwords maintain, and it enables increased security by ensuring that users are active before allowing them into BGIS systems.

RPS Assist requires that your domain is SSO-connected. Your domain falls 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 [registration instructions](#) in this document and the [RPS Assist website](#).
3. All other domains
 - To log your facilities service requests, please call 1-877-590-5090.
 - If your domain is not SSO-connected, you cannot access RPS Assist until your IT organization connects to ontario.ca.

To verify whether your domain is SSO-connected, see [Other SSO-Connected Domains](#).

If you're not an ontario.ca or infrastructureontario.ca user, use the following list to verify whether your domain is SSO connected and can access the RPS Assist web app.

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

Other SSO-connected Domains

- abilityforlife.ca
- agco.ca
- agricorp.com
- antifraudcentre.ca
- arts.on.ca
- Barriepolice.ca
- Brockvillepolice.com
- Buildingonfund.ca
- campuschildcare.org
- Canada.ca
- Ccjl.ca
- ccla-abcc.ca
- cmhapeel.ca
- commissionaires-cgl.ca
- drivetest.ca
- elections.on.ca
- eqao.com
- firesafetycouncil.com
- fsrao.ca
- Gsps.ca
- Hamiltonlaw.on.ca
- Hamiltonpolice.ca
- Hccontario.ca
- hdsb.ca
- heqco.ca
- hqontario.ca
- hrlsc.on.ca
- investontario.ca
- ip-ontario.ca
- jito-btisj.ca
- kawarthalakes.ca
- klps.ca
- lao.on.ca
- Laurentian.ca
- Lcbo.com
- lhins.on.ca
- Liberal.ola.org
- Londonpolice.ca
- loyalist.ca
- lumenus.ca
- Oahpp.onmicrosoft.com
- markham.ca
- Mcnicollchildcare.com
- metrolinx.com
- middlaw.on.ca
- msgov.gov.on.ca
- niagarapolice.ca
- norcat.org
- Northbaypolice.on.ca
- Ocaa.ca
- oca-cao.ca
- ocj-cjo.ca
- ocwa.com
- Oeb.ca
- ofina.on.ca
- ohrc.on.ca
- ola.org
- Olg.ca
- ornge.ca
- ontariocis.ca
- ontariocreates.ca
- ontariohealth.ca
- opp.ca
- osc.gov.on.ca
- Osc.on.ca
- Ottawa.police.ca
- patientombudsman.ca
- Parks.on.ca
- Pecounty.on.ca
- peelpolice.ca
- porcupinehu.on.ca
- providencecare.ca
- queensu.ca
- salvationarmy.ca
- scj-csj.ca
- scla.ca
- silvercreekpreschool.com
- skilledtradesontario.ca
- Supplyontario.ca
- Surreyplace.ca
- surreyplace.on.ca
- Tamir.ca
- Tanakiwin.com
- theroyal.ca
- timmins.ca
- Toronto.ca
- Tps.ca
- uoguelph.ca
- wchospital.ca
- wcwc.ca
- wsiat.ca
- wsib.on.ca
- Wst.gov.on.ca
- Ymcagta.org
- york.ca
- Yrp.ca
- Ysb.ca

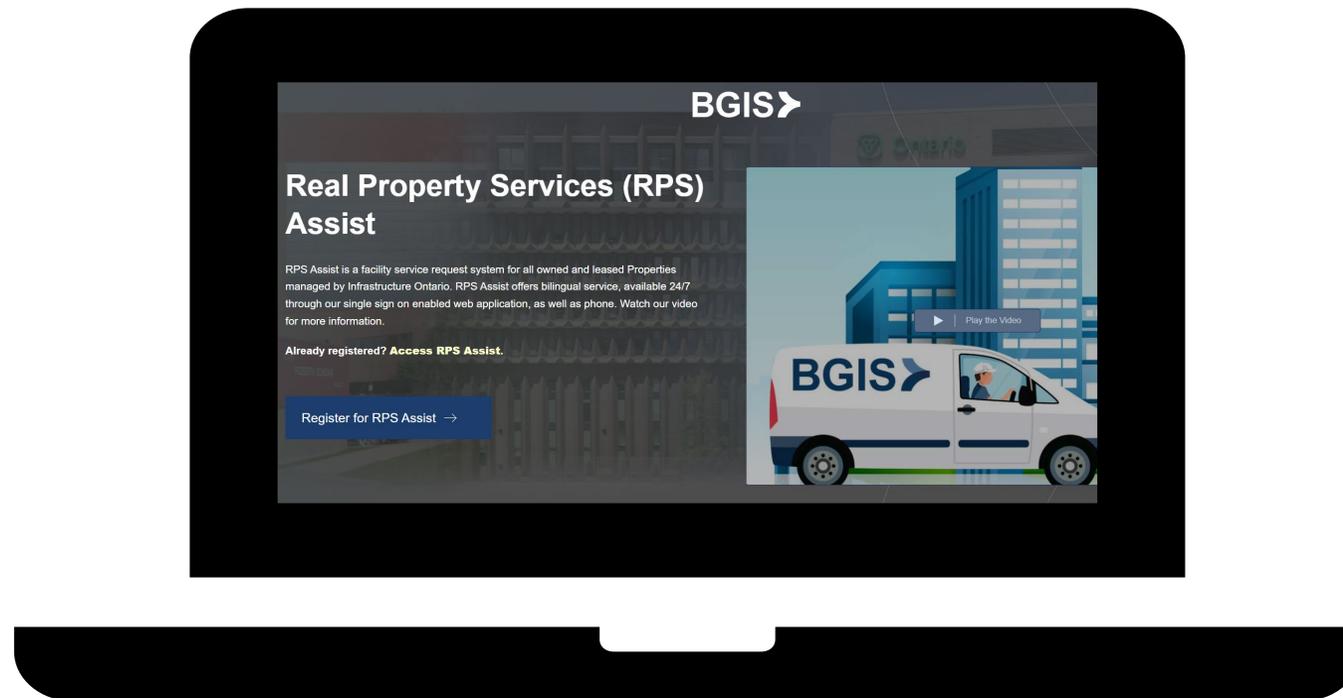
REGISTER FOR RPS ASSIST



Refer to our Website for More Information

In addition to the steps in this guide, please refer to [the RPS Assist website](#) for more registration resources, including instructional videos and user guides on how to register for and use RPS Assist.

Link to the RPS Assist website: www.bgis.com/rps-assist/



For Non-Ontario Users, First Request Guest Access

If you're an ontario.ca or infrastructureontario.ca user, proceed to [Step 1](#) in this guide.

If you're a non-Ontario user, you must first request guest access to the BGIS-PROD access package.

a. Follow the instructions in the [Guest Registration Guide](#).

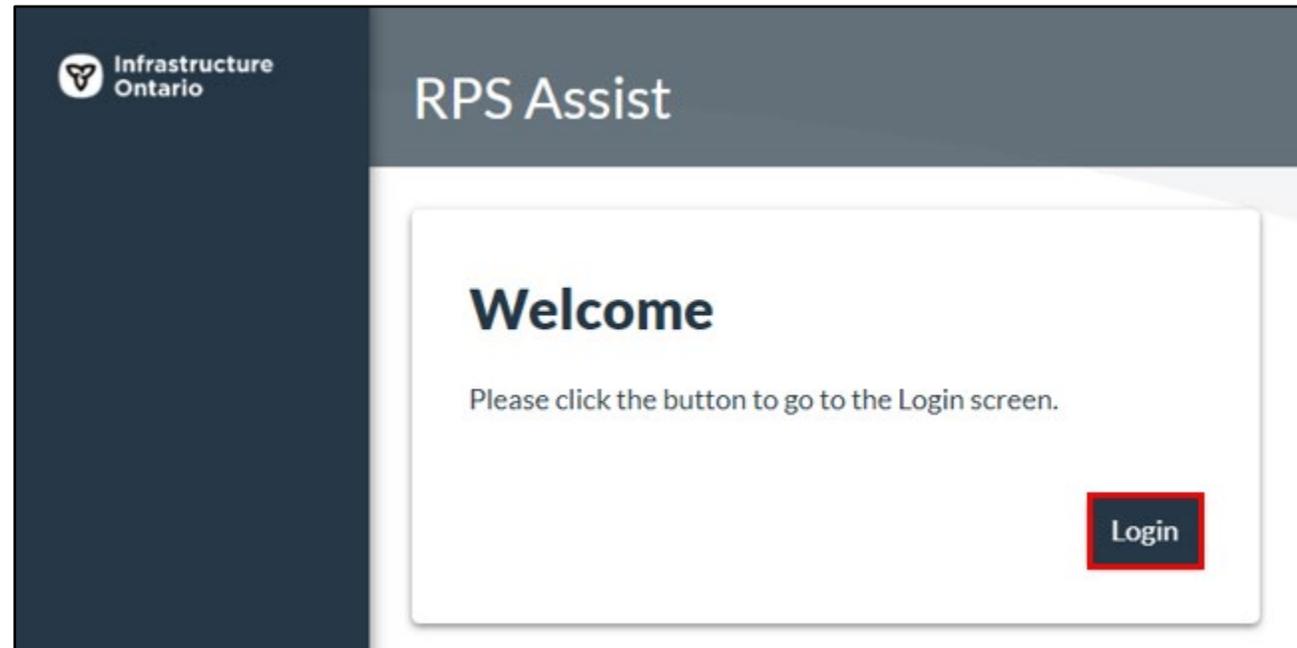
When your request is approved by our RPS Assist Support team, you will receive an email communication to complete your registration.

Step 1: Log In to RPS Assist

Registration is a one-time process. After you register, you may begin submitting service requests.

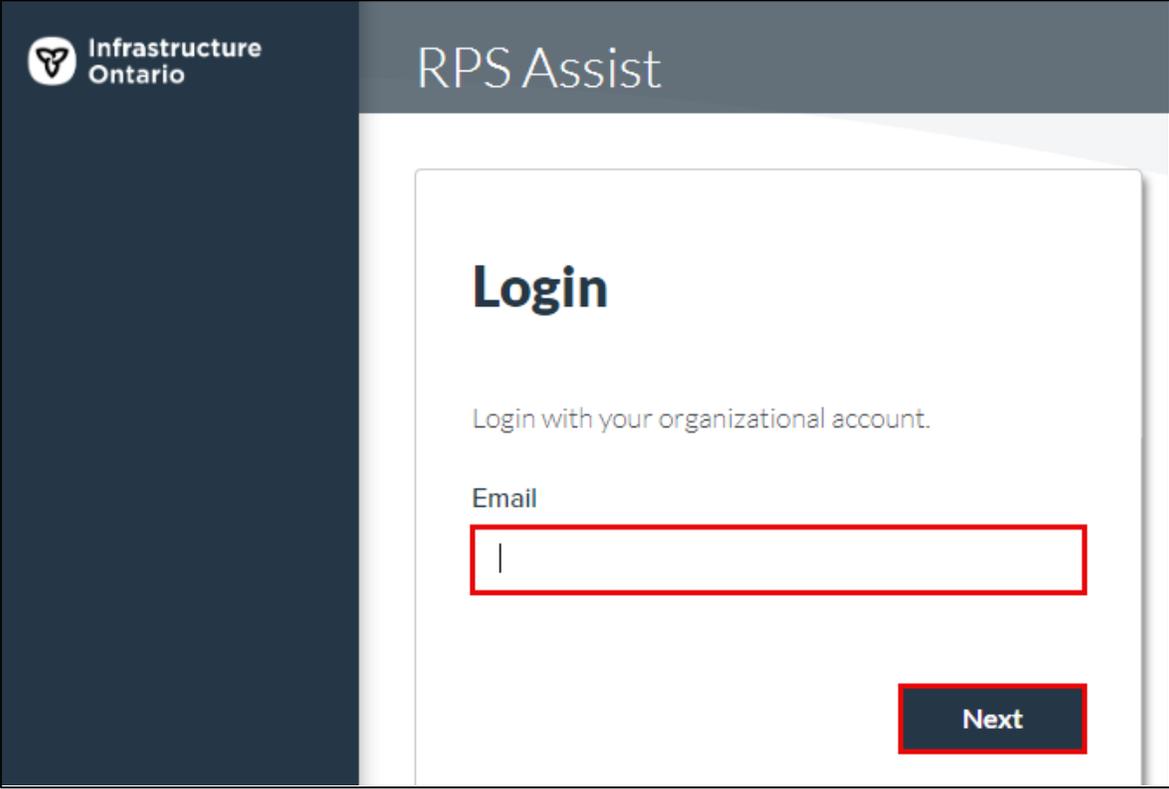
- a. Paste the following URL into your browser: <https://rpsassist.bljc.com/io>
- b. If you bookmark the URL, edit your bookmark to ensure that it reflects the above URL.
- c. On the RPS Assist Login page, click **Login**.

To use RPS Assist in French, change the browser language settings to French.



Step 2: Login with Your Organizational Account

- a. Enter your email address.
- b. Click **Next**.
- c. Follow your Organization's login process.



 Infrastructure
Ontario

RPS Assist

Login

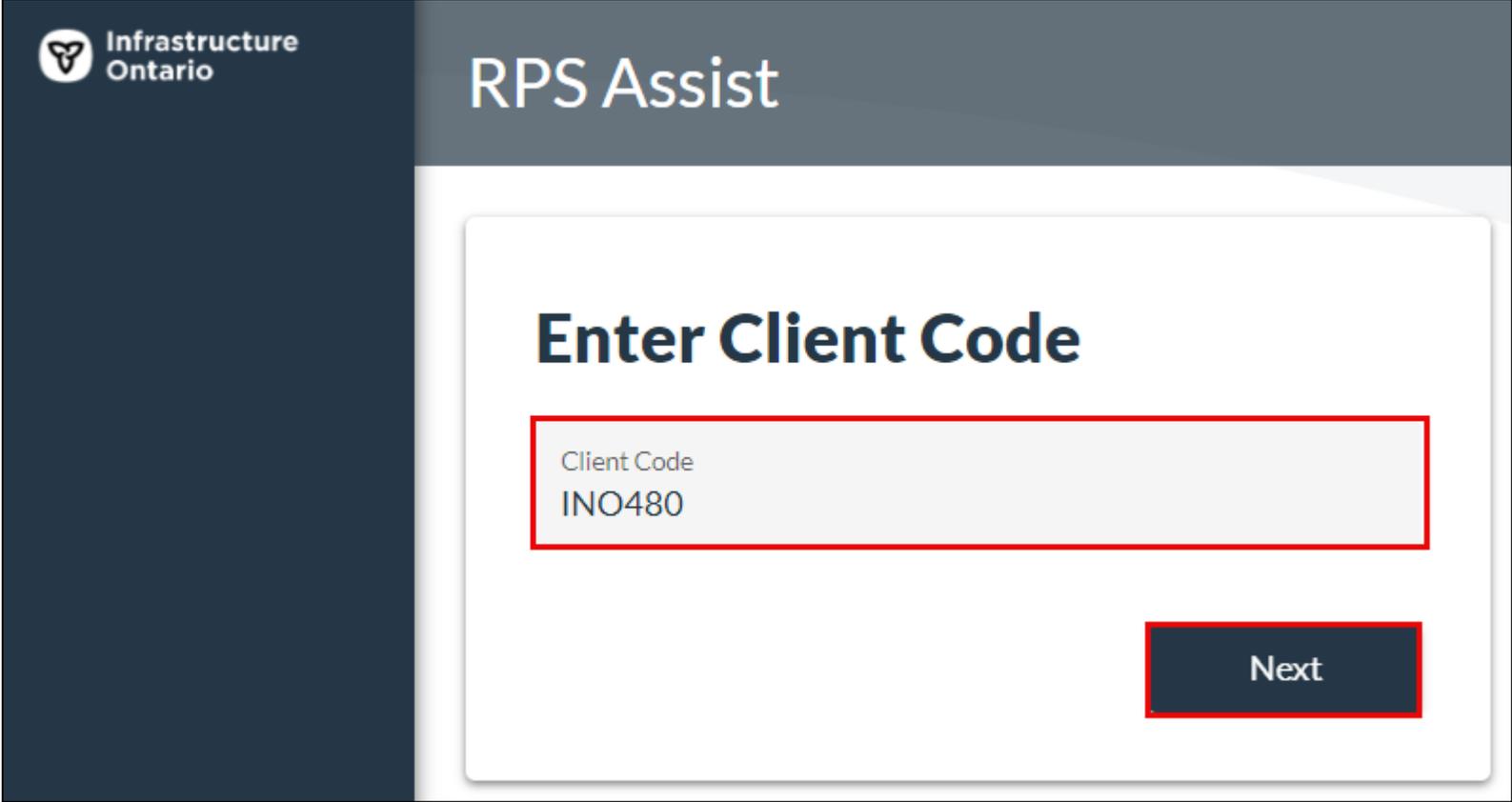
Login with your organizational account.

Email

Next

Step 4: Enter the Client Code

- a. In the **Client Code** field, enter the following client code: INO480
- b. Click **Next**.



Infrastructure Ontario

RPS Assist

Enter Client Code

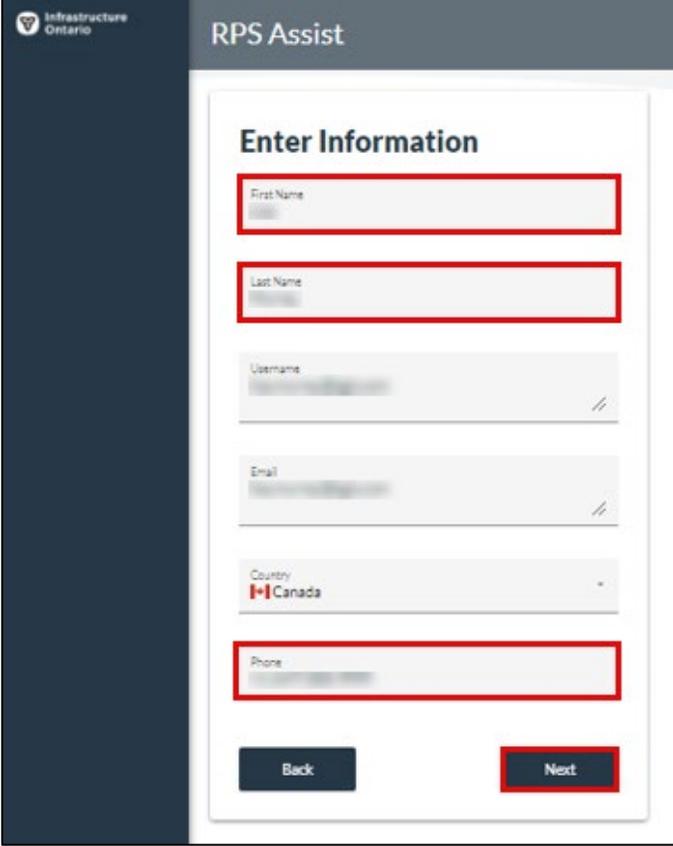
Client Code
INO480

Next

Step 5: Enter Your Contact Information

Note that your username is your email and is pre-populated. Your username cannot be changed.

- a. Enter the required information.
- b. Click **Next**.



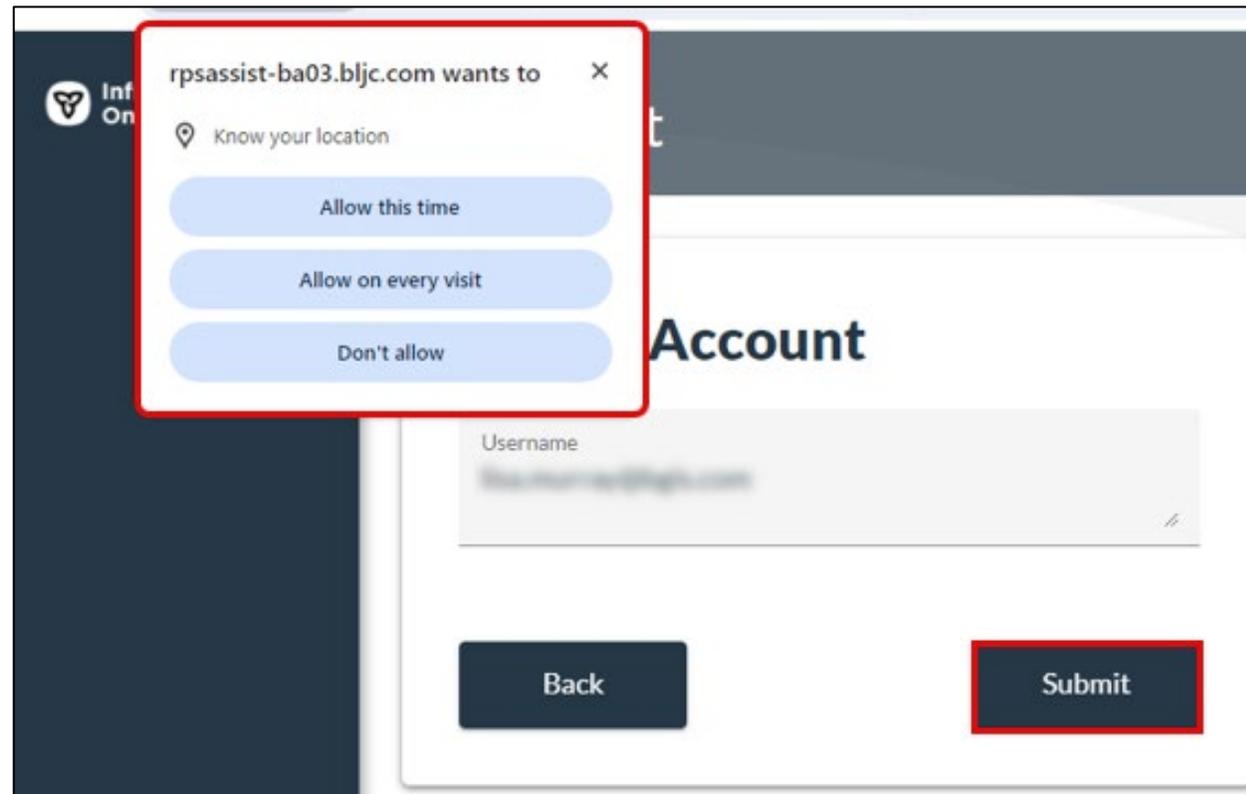
The screenshot shows the 'RPS Assist' interface with a dark sidebar on the left containing the 'Infrastructure Ontario' logo. The main content area is titled 'Enter Information' and contains the following fields:

- First Name**: A text input field with a red border.
- Last Name**: A text input field with a red border.
- Username**: A text input field with a pre-populated email address and a double-slash icon on the right.
- Email**: A text input field with a pre-populated email address and a double-slash icon on the right.
- Country**: A dropdown menu currently showing 'Canada' with a Canadian flag icon.
- Phone**: A text input field with a red border.

At the bottom of the form are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a red border.

Step 6: Submit Your Registration

- a. Optionally, turn on geofencing. This allows you to easily locate target properties closest to your location.
 - i. If your browser prompts to know your location, select an “**Allow...**” option.
- b. Click **Submit** to complete your registration.



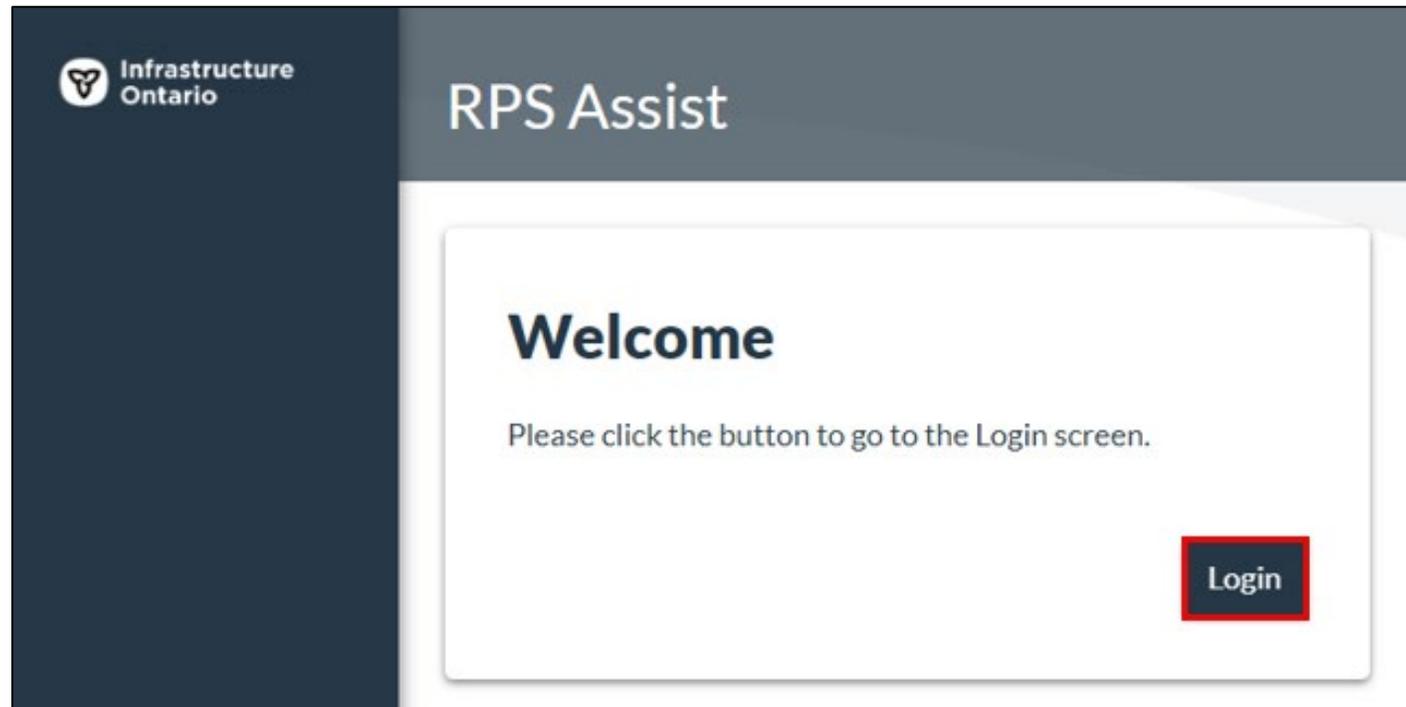
LOG IN TO RPS ASSIST



Step 1: Click Login

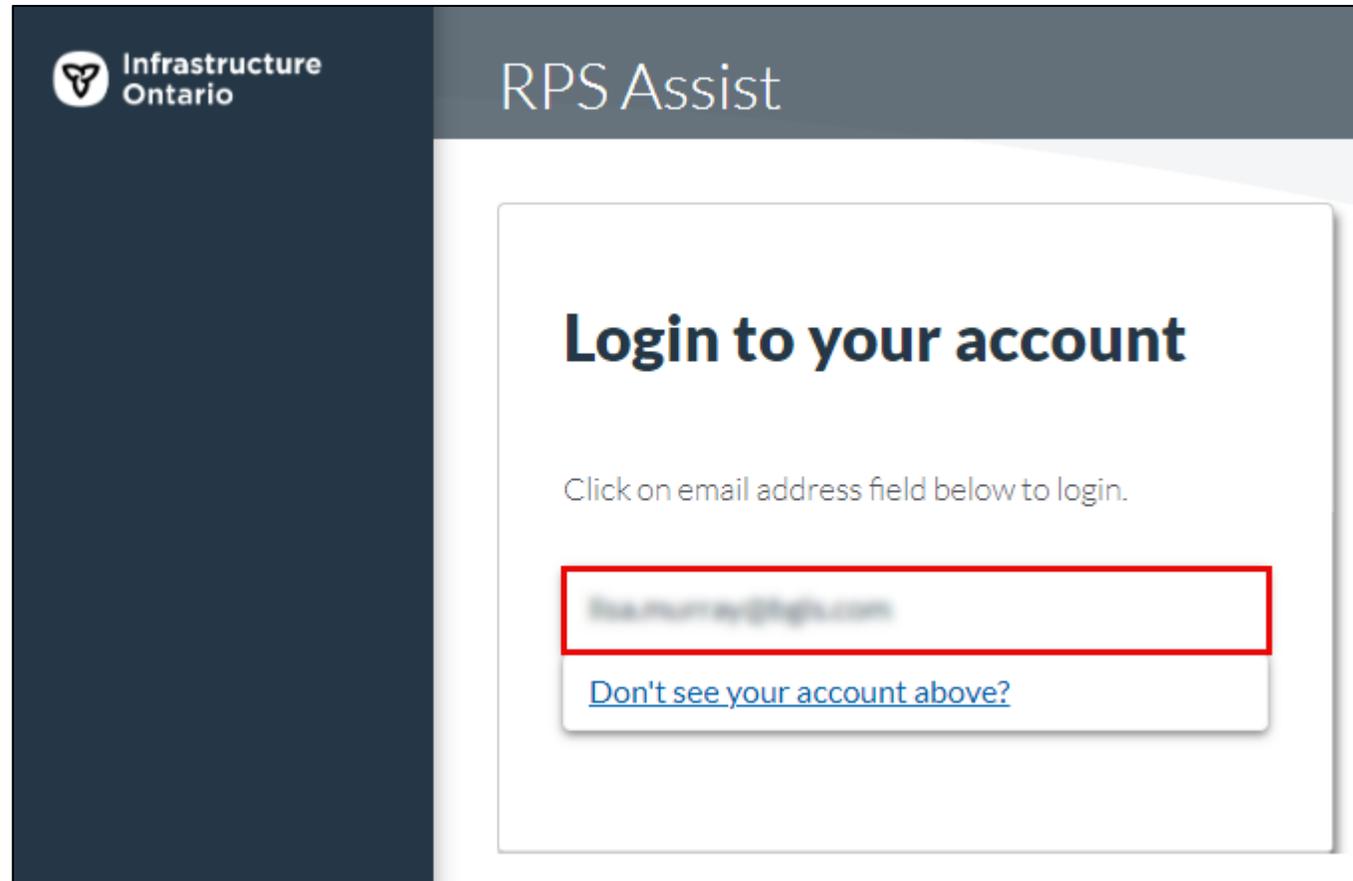
To submit a service request through the RPS Assist app, you must first log in.

- a. Go to the RPS Assist login page: <https://rpsassist.bljc.com/io>
- b. Click **Login**.



Step 2: Enter Your Email Address

- a. In the **Email Address** field, enter your organizational email address.



 Infrastructure
Ontario

RPS Assist

Login to your account

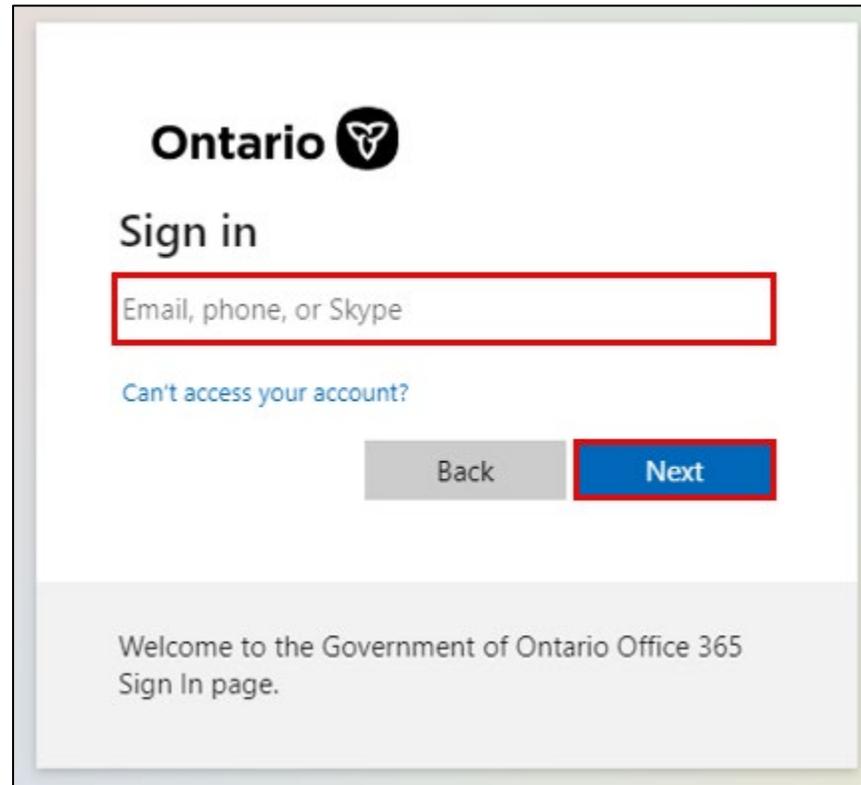
Click on email address field below to login.

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

Step 3: Sign in to Your Organization

If prompted, sign in to your organization.

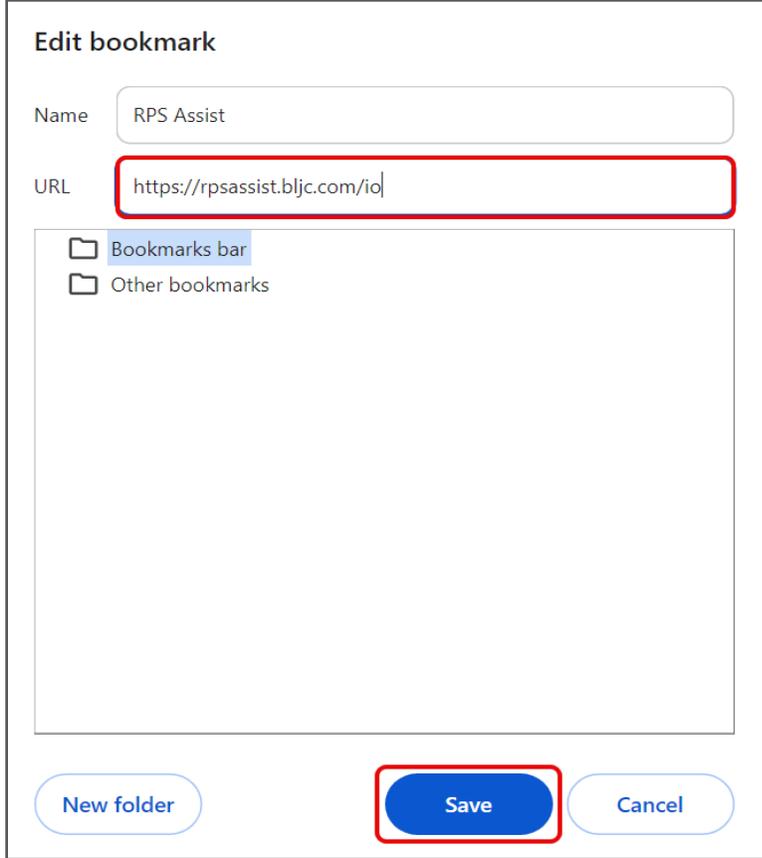
- a. Follow your organization's sign in process.
- b. Click **Next**.



The screenshot shows the Ontario Sign in page. At the top, it features the Ontario logo and the text "Ontario". Below this is the heading "Sign in". A text input field is present with the placeholder text "Email, phone, or Skype", which is highlighted with a red border. Underneath the input field is a link that says "Can't access your account?". At the bottom of the sign-in section, there are two buttons: a grey "Back" button and a blue "Next" button, with the "Next" button also highlighted with a red border. At the very bottom of the page, there is a footer message: "Welcome to the Government of Ontario Office 365 Sign In page."

When you bookmark the RPS Assist login page, verify that the URL points to <https://rpsassist.bljc.com/io> and *not* the URL of the landing page itself.

- a. Right-click the bookmark.
- b. click **Edit**.
- c. Check the URL. If needed, update the URL.
- d. To save your changes, click **Save**.



Edit bookmark

Name

URL

Bookmarks bar
 Other bookmarks

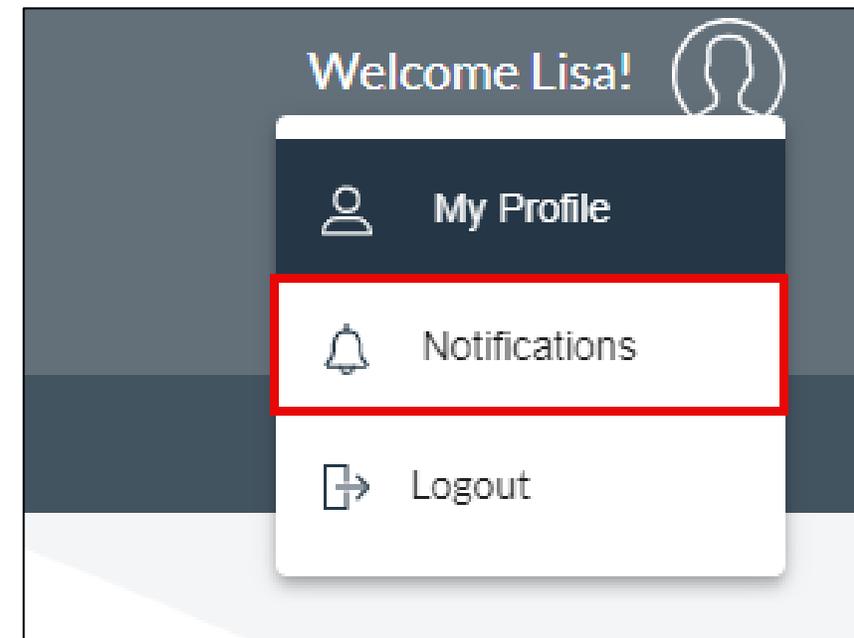
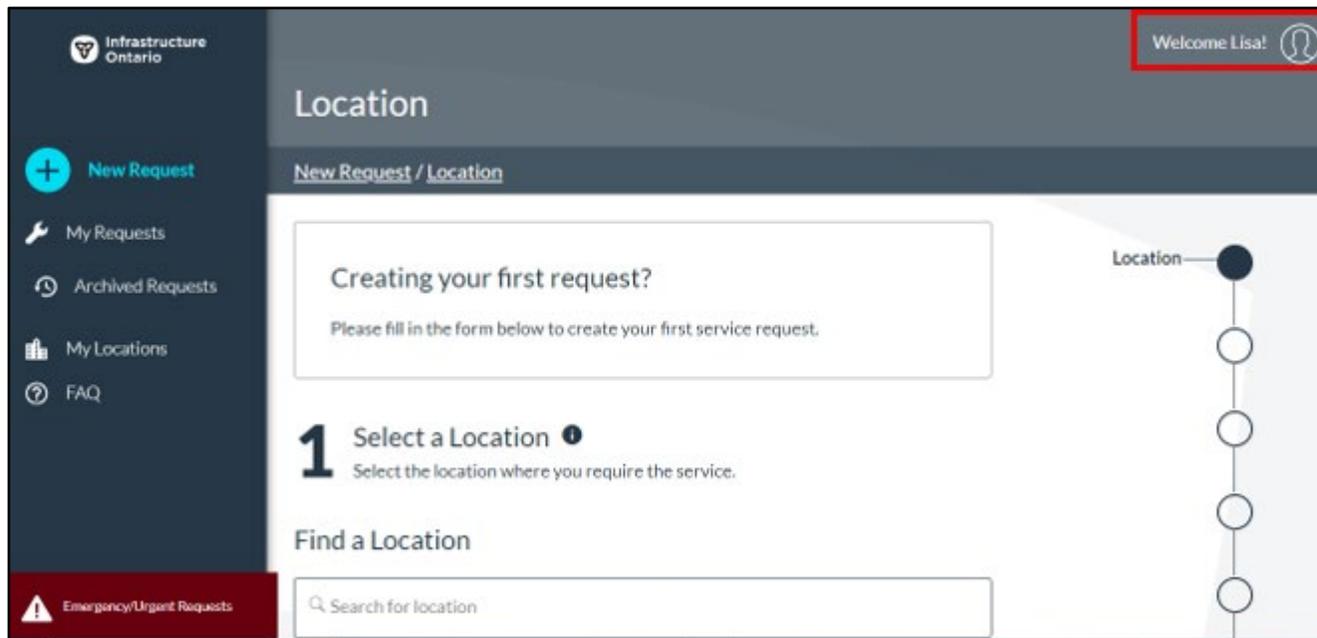
TURN ON
NOTIFICATIONS



Step 1: Go to Your Notifications

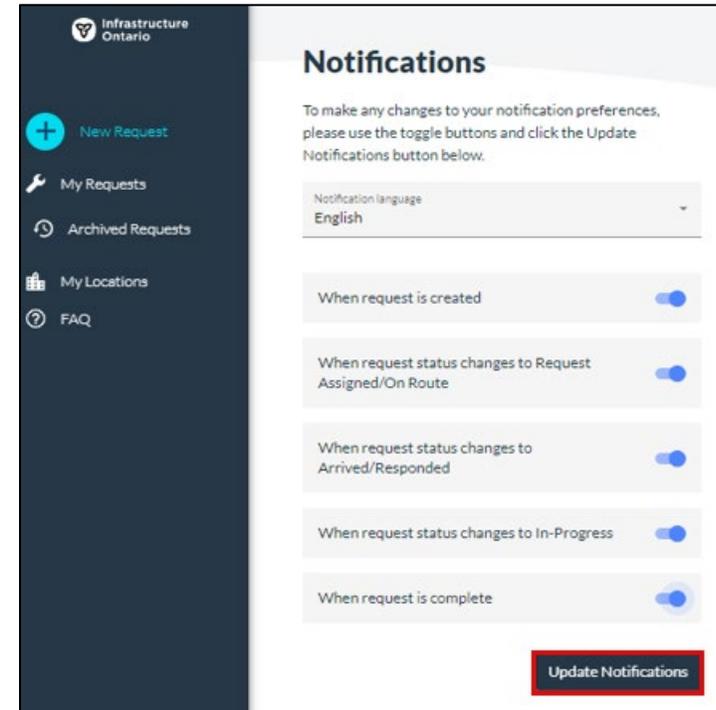
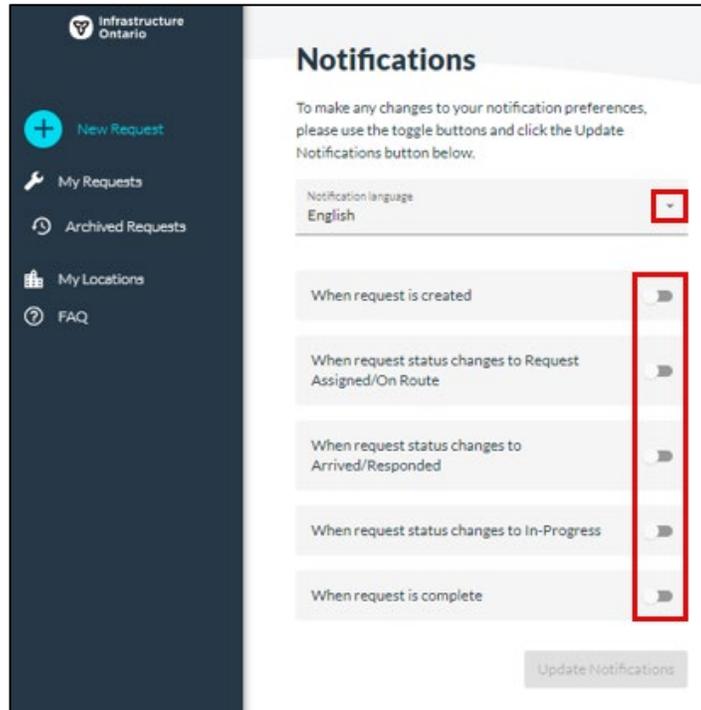
By default, all email notifications are turned off. To receive updates about the status of your service requests, you must turn on your notifications. Note that this is a one-time process.

- a. In the top-right corner, beside the Welcome message, click on the avatar.
- b. From the drop-down menu, click **Notifications**.



Step 2: Customize Your Notifications Settings

- a. Click on the toggle button beside each type of status email notification that you want to receive.
 - Gray (left-position) = this notification type is off.
 - Blue (right-position) = this notification type is on.
- b. To change the language of your notifications, in the **Notification Language** drop-down, select a language.
- c. To save your changes, click **Update Notifications**.



EMERGENCY AND URGENT REQUESTS

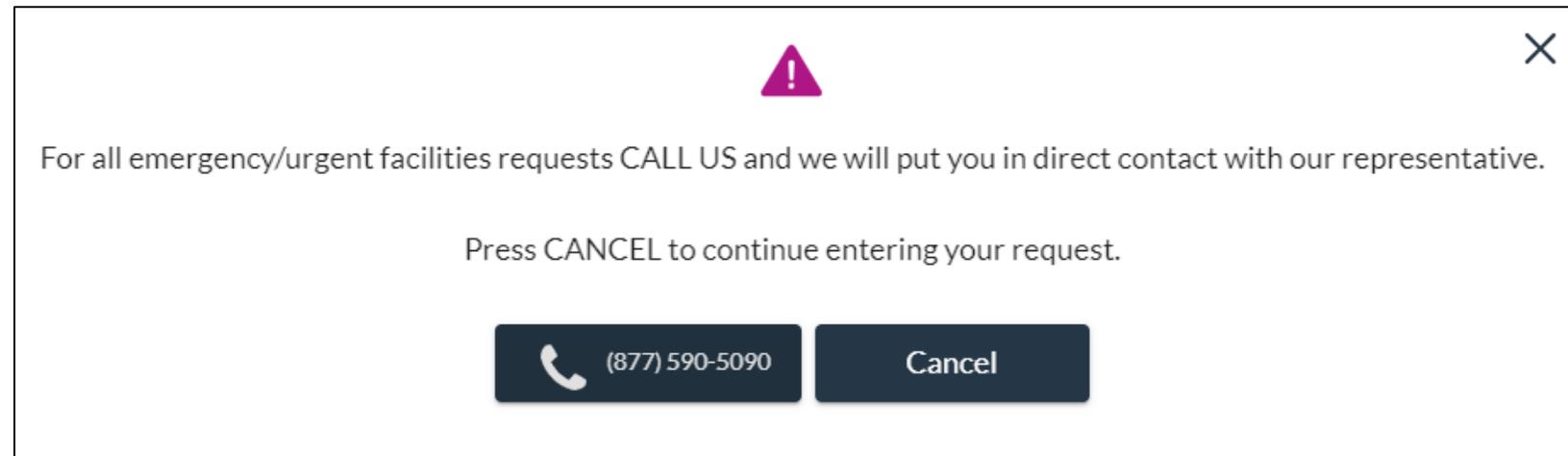
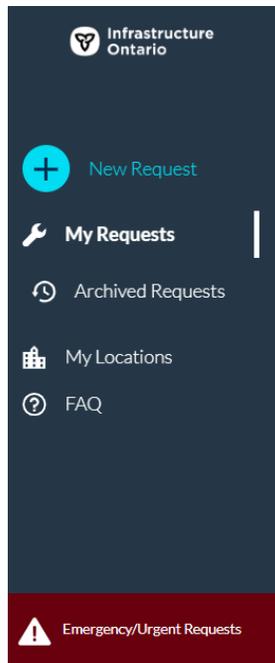


About Emergency and Urgent Requests

Use RPS Assist to create routine service requests only.

- For urgent requests, call the RPS Assist Line (1-877-590-5090).
- For emergency requests, call 9-1-1. When it's safe to do so, also call 1-877-590-5090.

The **Emergency/ Urgent Requests** button on the RPS Assist menu bar provides instructions and lists the phone number for urgent facilities requests.



MANAGE YOUR LOCATIONS WITH “MY LOCATIONS”

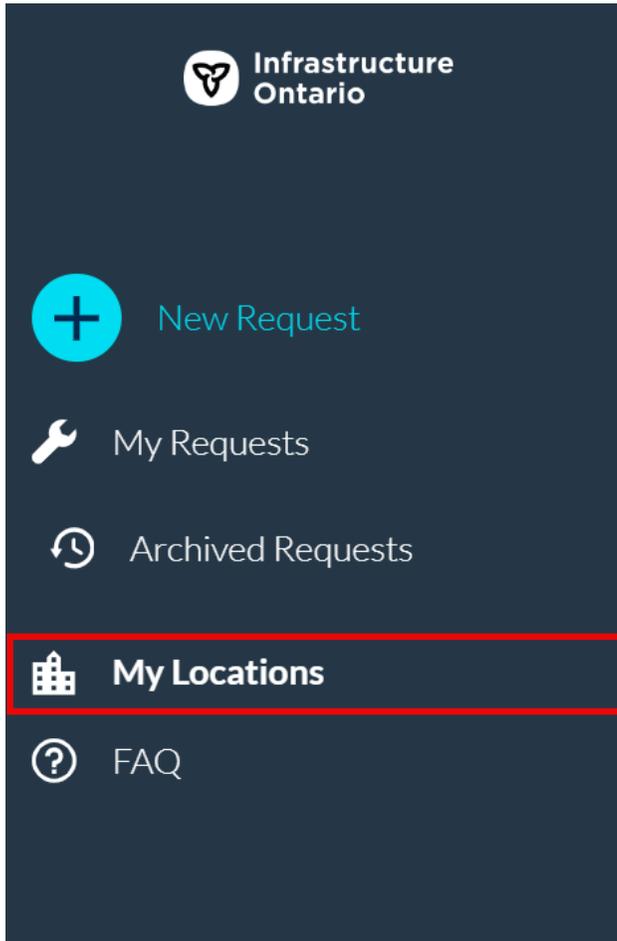


Use the **My Locations** page to set up your default, favourite, and nearby location. Nearby Locations shows 3 locations close to where the user is actively located.

- **Default Location:** the main location where you would most frequently create a service request for.
- **Favourite Location:** if you're responsible for other locations, you can add these as favourite locations. This streamline the building search process when you create a service request.
- **Nearby Locations:** if geofencing is allowed on your computer, the application displays three nearby locations from where you're sitting.

Step 1: Go to My Locations

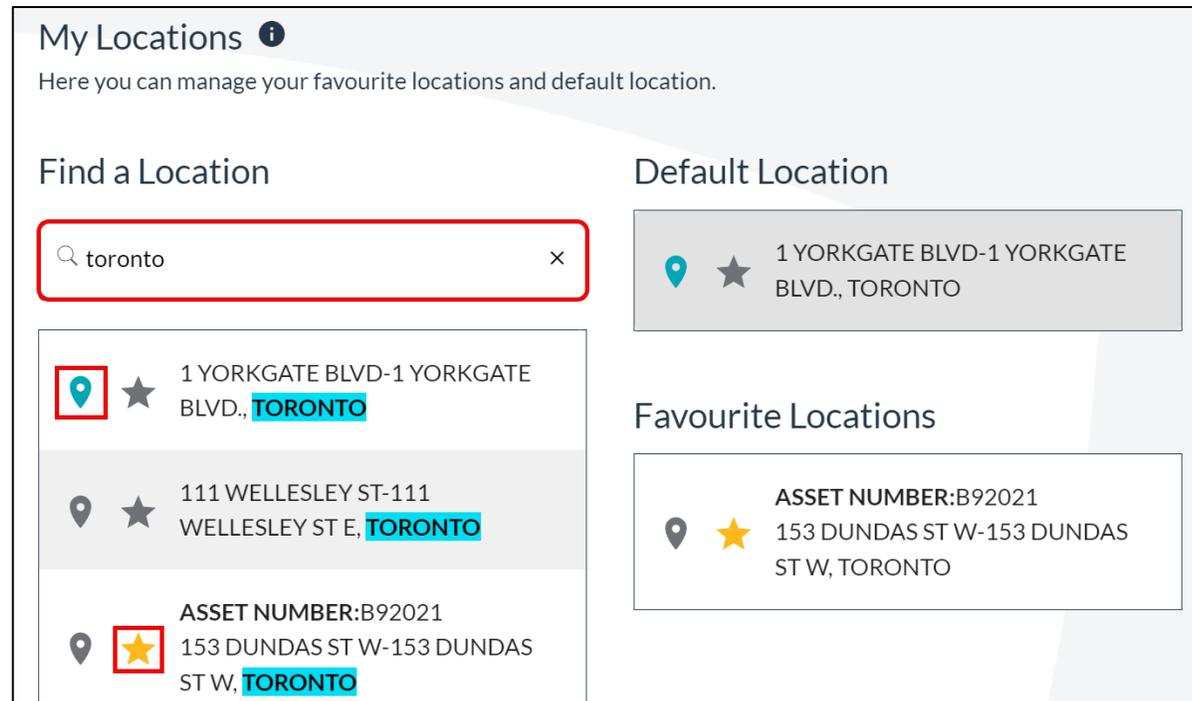
- a. From the left menu bar, click **My Locations**.



Step 2: Select Your Locations

- a. Use the search bar to find a location. You can search by asset number, asset name, asset address, or asset city.
 - o Matches to the search criteria are highlighted.
- b. To set a location as a default location, click the location icon (📍).
- c. To set a location as a favourite, click the star icon.

As you select your locations, they appear in their respective categories on the right side of the screen.



The screenshot displays the 'My Locations' interface. At the top, it says 'My Locations' with an information icon and a subtitle: 'Here you can manage your favourite locations and default location.' Below this is a search bar containing 'toronto'. The search results are listed in a table-like format:

		1 YORKGATE BLVD-1 YORKGATE BLVD., TORONTO
		111 WELLESLEY ST-111 WELLESLEY ST E, TORONTO
		ASSET NUMBER:B92021 153 DUNDAS ST W-153 DUNDAS ST W, TORONTO

On the right side, there are two categories:

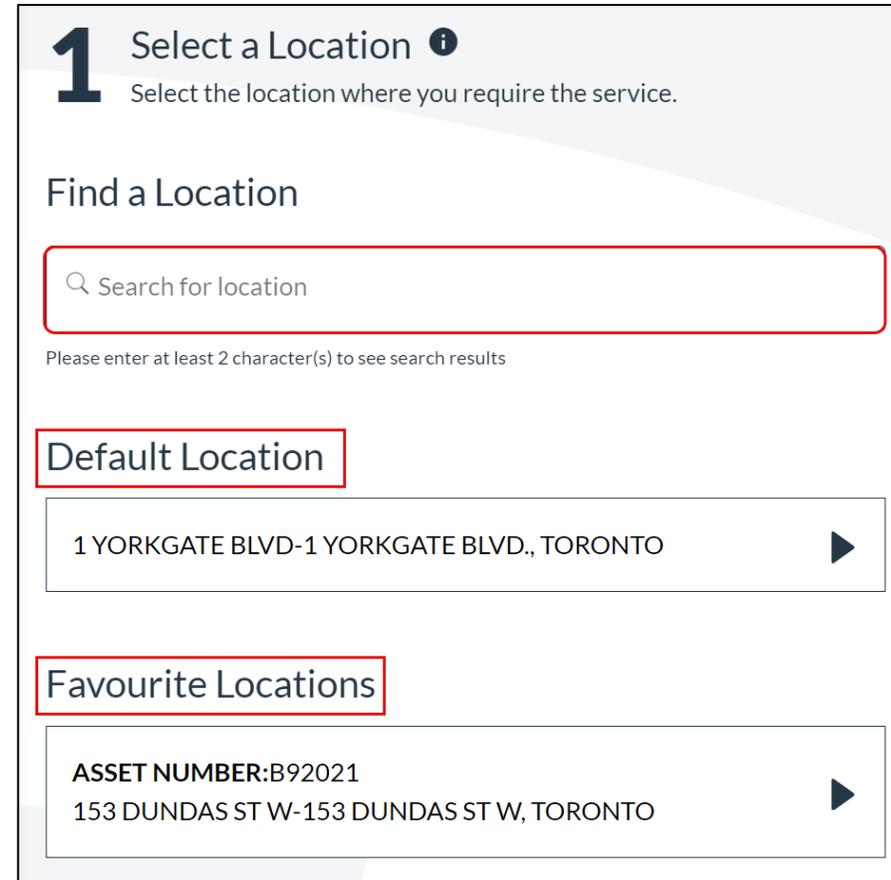
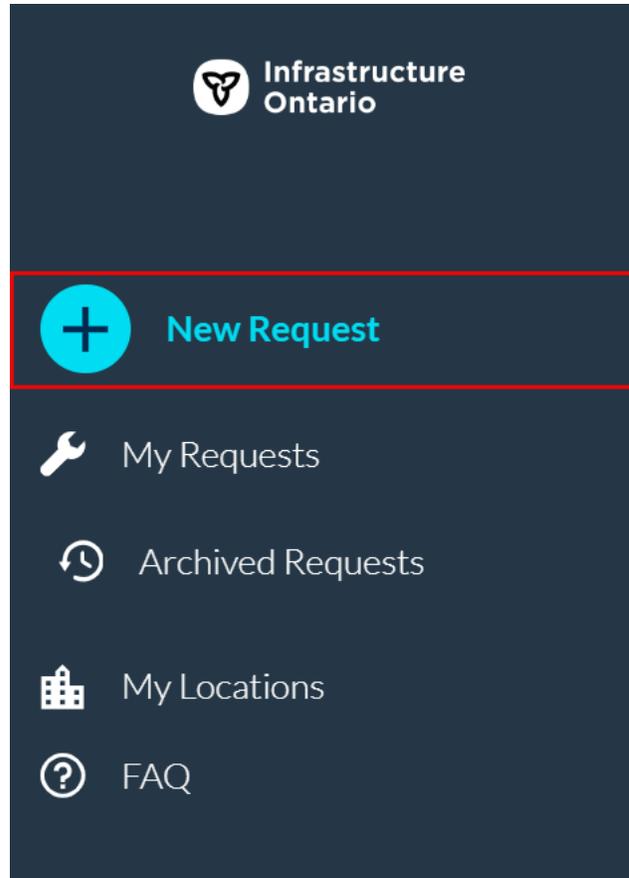
- Default Location:** 1 YORKGATE BLVD-1 YORKGATE BLVD., TORONTO (with a location pin icon and a star icon).
- Favourite Locations:** ASSET NUMBER:B92021 153 DUNDAS ST W-153 DUNDAS ST W, TORONTO (with a location pin icon and a star icon).

CREATE A SERVICE REQUEST



Step 1: Select a Location to Begin a New Request

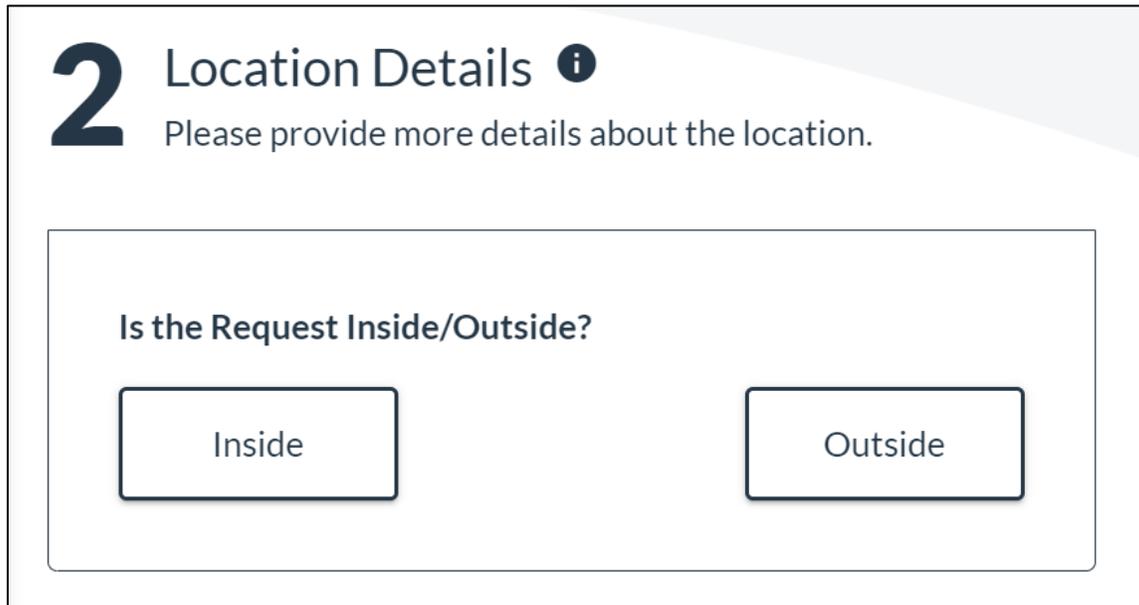
- From the menu bar, click **New Request**.
- Select a location from the default, favourite, or nearby locations. You can also search for a new location.



Step 2: Complete the Location Details Section

In the Location details section, specify where the service needs to be done.

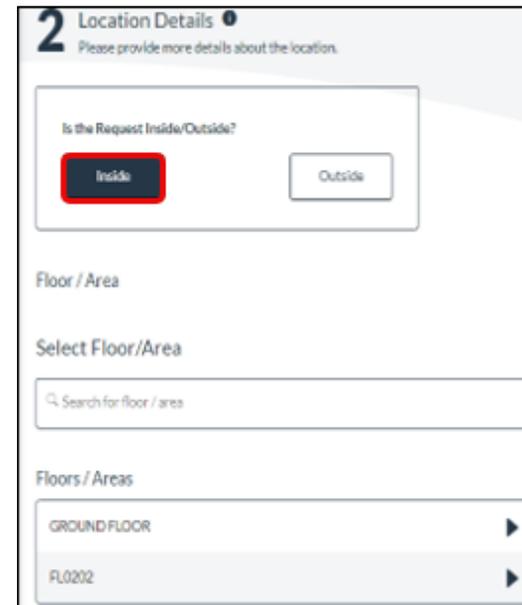
- a. Select one of the following:
 - **Inside:** one of the floors within a building
 - **Outside:** the building exterior, grounds, or roof
- b. If you select **Inside**, select the floors or areas where the service needs to be done.
- c. If you select **Outside**, select whether the service needs to be done on the building exterior, grounds, or roof.



2 Location Details ⓘ
Please provide more details about the location.

Is the Request Inside/Outside?

Inside Outside



2 Location Details ⓘ
Please provide more details about the location.

Is the Request Inside/Outside?

Inside Outside

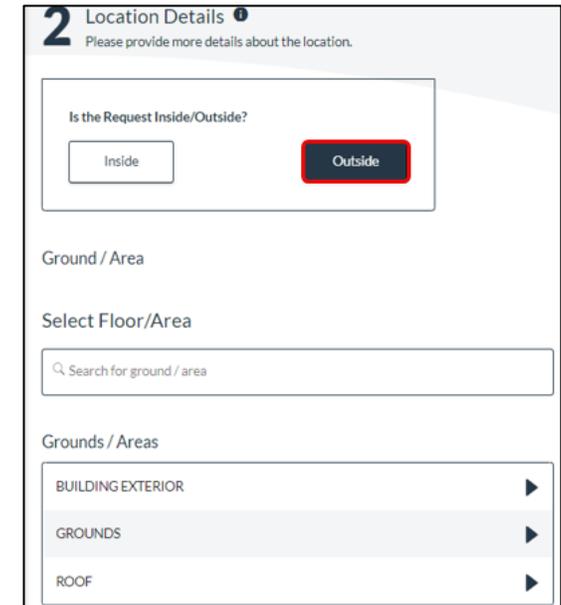
Floor / Area

Select Floor/Area

Search for floor / area

Floors / Areas

- GROUND FLOOR ▶
- FL0202 ▶



2 Location Details ⓘ
Please provide more details about the location.

Is the Request Inside/Outside?

Inside Outside

Ground / Area

Select Floor/Area

Search for ground / area

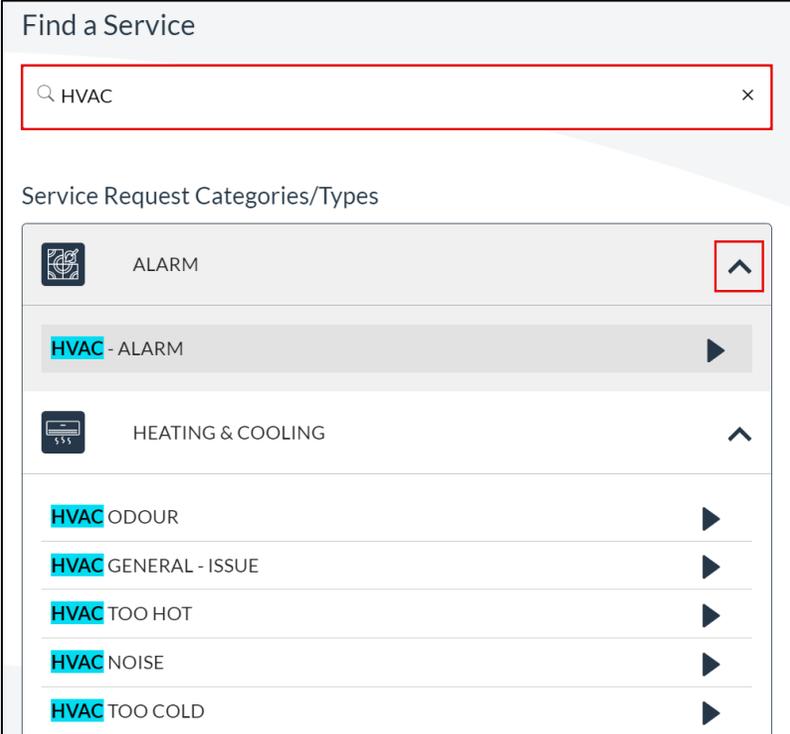
Grounds / Areas

- BUILDING EXTERIOR ▶
- GROUNDS ▶
- ROOF ▶

Step 3: Select a Service Request

The Select Service Request section is where you specify what you need help with.

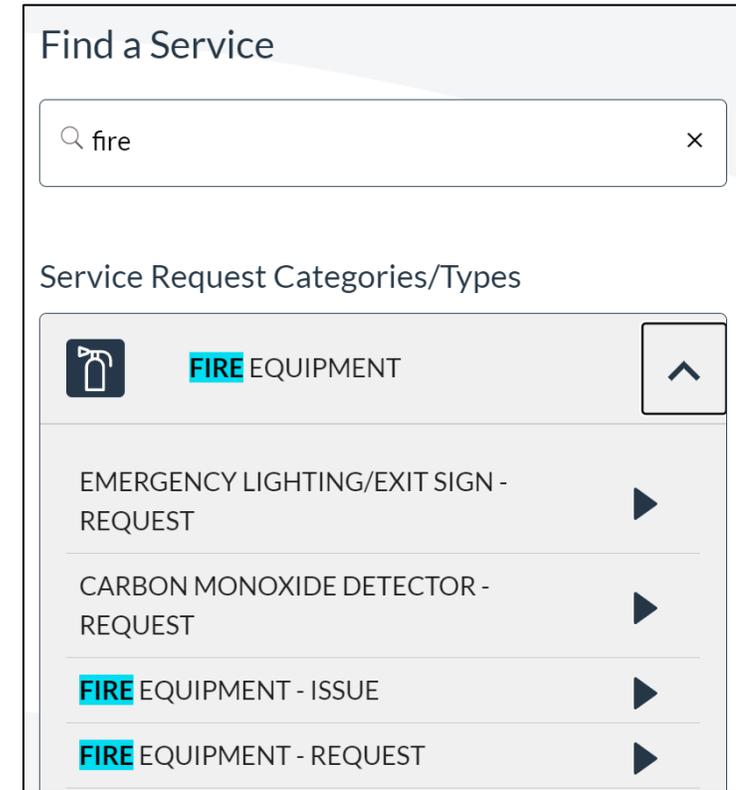
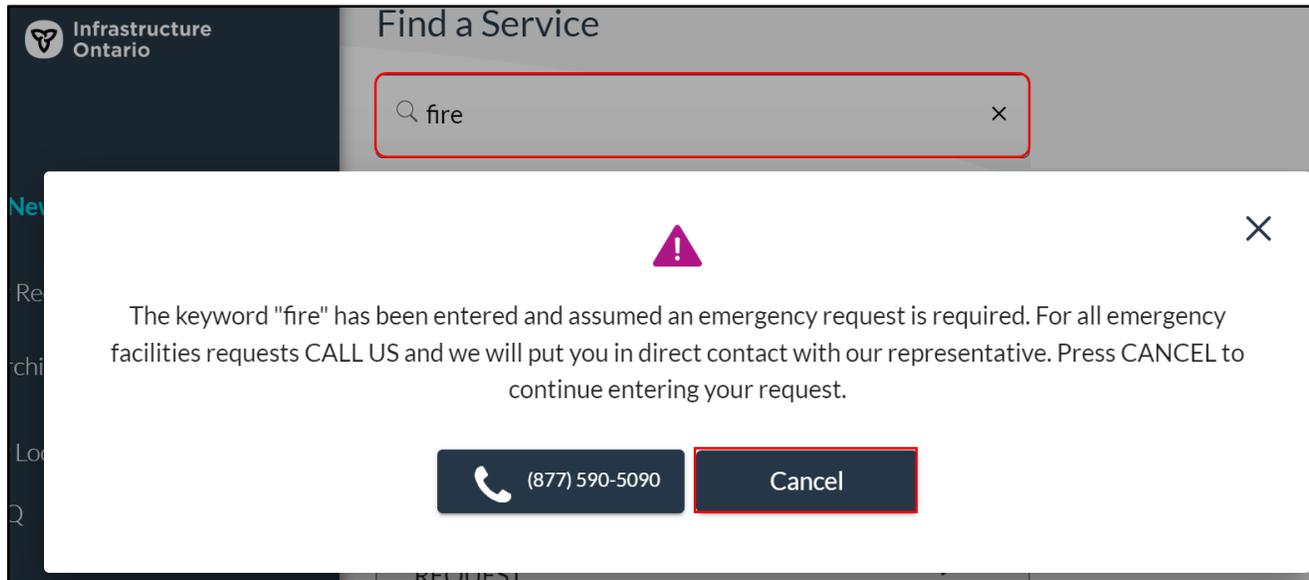
- a. Select a service request by doing one of the following:
 - i. Use the search bar to search for the service. Approximate matches are highlighted.
 - ii. View the available service options by browsing through the categories under **Service Request Categories/Types**. Click the down arrow to expand each category.



The screenshot shows a web interface titled "Find a Service". At the top is a search bar containing the text "HVAC". Below the search bar is a section titled "Service Request Categories/Types". This section contains a list of categories, each with an icon and a right-pointing arrow. The "ALARM" category is expanded, showing a sub-item "HVAC - ALARM" which is highlighted in blue. Below "ALARM" are the categories "HEATING & COOLING", "HVAC ODOUR", "HVAC GENERAL - ISSUE", "HVAC TOO HOT", "HVAC NOISE", and "HVAC TOO COLD".

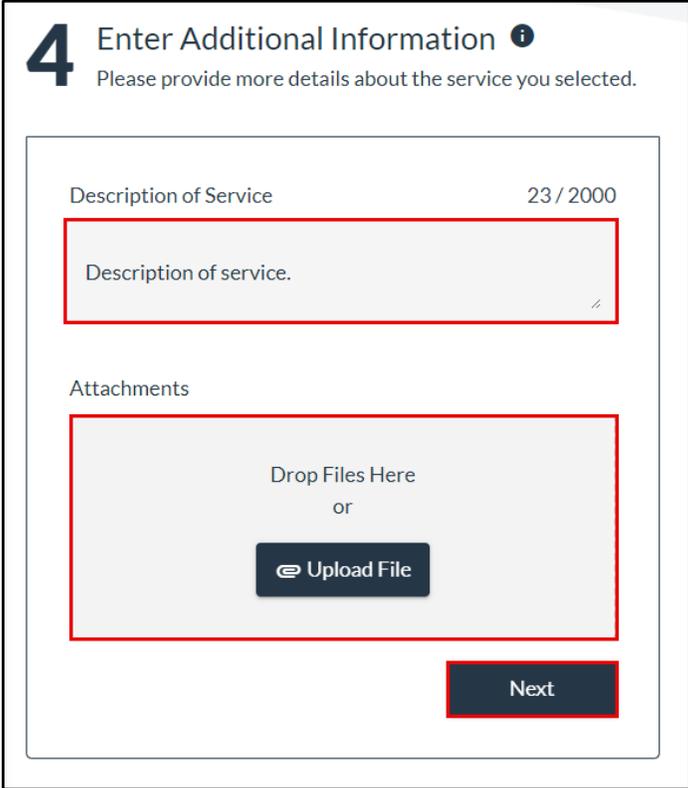
Selecting a Service Request: Emergency Keywords

- a. If you type an emergency keyword (e.g. fire, biohazard, flood), an emergency pop-up window displays to remind you to call the RPS Assist Line. To close the window, click **Cancel**.
 - o Do not continue creating the service request unless the request is for a non-emergency service, such as a fire equipment issue.



Step 4: Enter Additional Information

- a. Click the down arrow to select whether this request is a PSIF (select **Yes** or **No**).
- b. In the **Description of Service** field, type a description of what needs to be done. Be as specific as possible.
 - If this request is a PSIF, first enter the PSIF number and the budget amount before you add the description.
- c. To help explain the situation, in the **Attachments** box, you can add a photograph or document.
- d. To proceed, click **Next**.



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

Description of Service 23 / 2000

Description of service.

Attachments

Drop Files Here
or

Upload File

Next

Step 5: Select a Ministry/ Agency

- a. Use the search bar to find your Ministry or Agency. Approximate matches to your search are highlighted in blue.
- b. Select the correct Ministry/ Agency. If there is an option for ORM (Office Realty Model) but this doesn't apply to you, select the non-ORM value.

5 Select Ministry / Agency

Please select the Ministry / Agency.

Find Ministry / Agency

Ministry / Agency

- MIN **CHILDREN**.COMMUNITY & SOCIAL SERVICES 
- ORM-MIN **CHILDREN**. COMMUNITY &SOCIAL SERV 

Step 6: Review and Confirm the Request

- Review the service request.
- To edit the **Location**, **Area**, or **Service Request** field, click the edit icon (✎).
- To edit the **Description of Service** field, click the field and type a description.
- To add an attachment, click **Upload File** and locate the file.
- To delete an attachment, click the delete icon (🗑).
- To remove the Ministry/ Agency that you selected, click **X**. In the **Province Client** field, search for a new Ministry/ Agency.
- To submit the request, at the bottom of the screen, click **Submit Request**.

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 23 / 2000
Description of service. ✎

Attachments

Drop Files Here
or
📎 Upload File

Ministry / Agency

🔍 MIN CHILDREN,COMMUNITY & SOCIAL SERVI ✕

Submit Request

MANAGE AND MONITOR YOUR REQUESTS



The My Requests page is where you can view all your submitted requests and monitor their statuses.

- a. From the left menu bar, click **My Requests**.
- b. To quickly view the status of a service request, see the bottom of a service request block.

Statuses

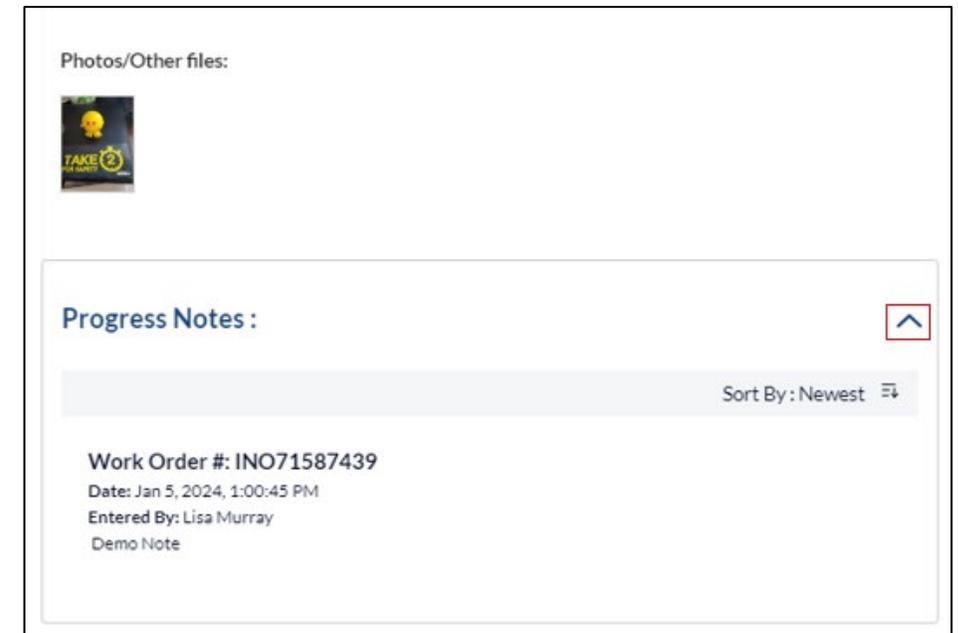
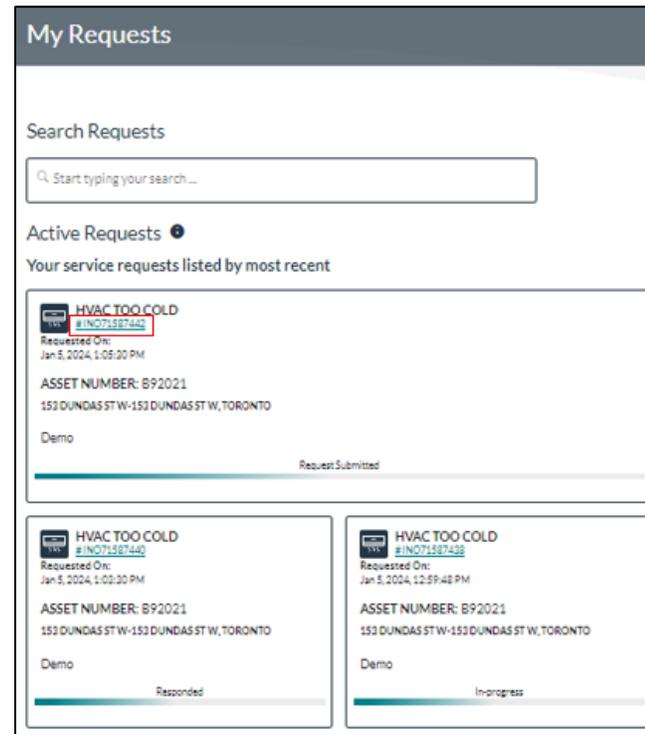
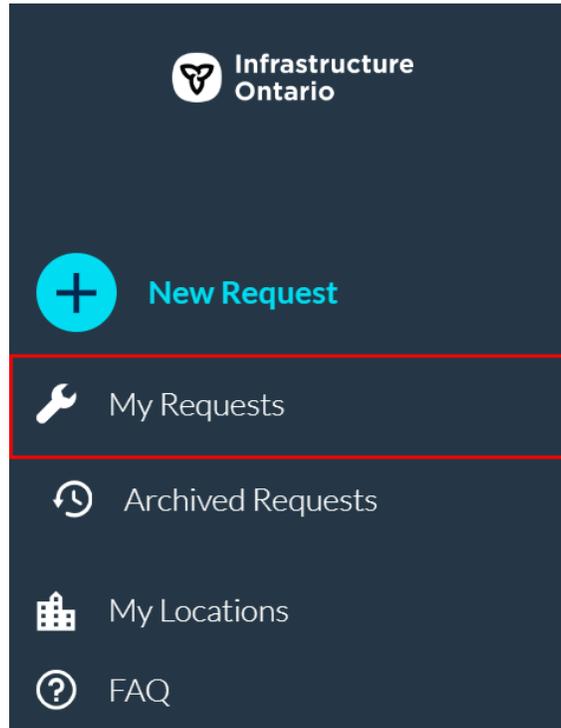
- **Request Submitted:** a service request has been submitted.
- **Request Assigned:** the Work Order associated to the service request has been dispatched to the Service Provider.
- **Responded:** the Service Provider accepted the Work Order and committed to doing the work.
- **In-Progress:** the Service Provider arrived on the 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.

NOTE: the Building Occupant receives a service request number in RPS Assist. The Service Provider receives a Work Order number associated to that service request.

View the Details of a Submitted Service Request

You cannot make any changes to a submitted service request.

- a. From **My Requests**, click the hyperlinked service request number.
- b. To view the progress notes, click the down arrow to expand the **Progress Notes** section.
 - o The Service Provider's Work Order number is associated to the respective service request number.



Follow Up with a Service Request

You can request progress updates on a service request.

- a. In the **Reason for Follow-up** field, specify a reason for your follow-up.
- b. Click **Submit Follow up**.

You can view the follow-up notes and responses in the Progress Notes section of the service request.



Demo

Submit Follow up



Progress Notes :

Sort By : Newest

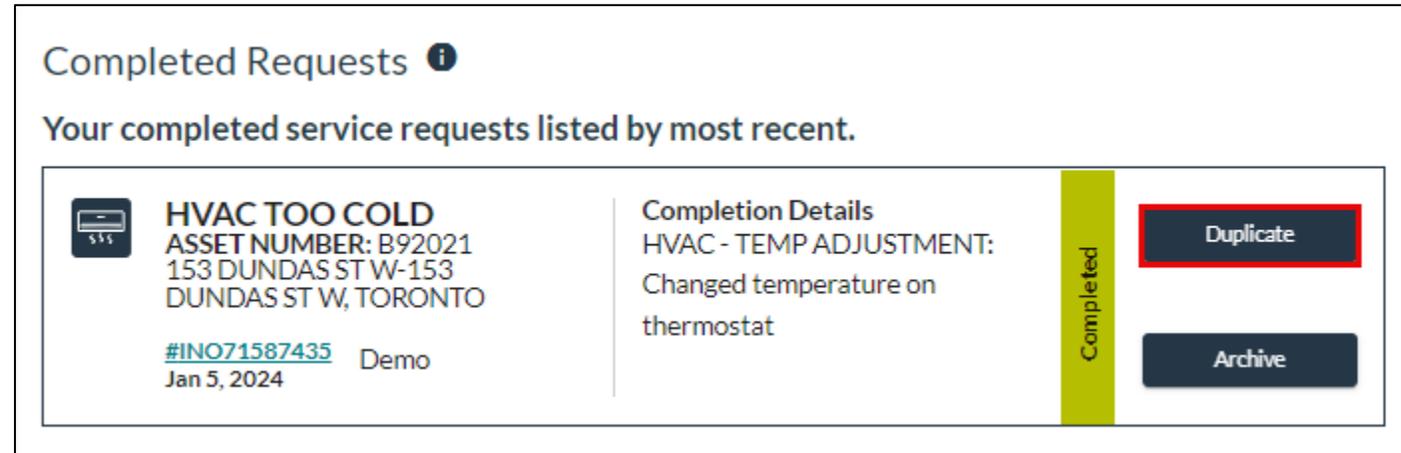
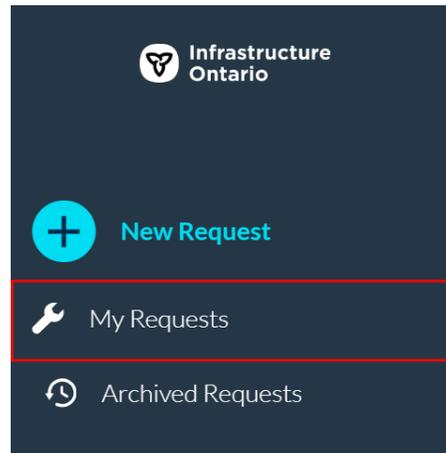
Service Request #: INO71587820
Date: Feb 12, 2024, 4:18:29 PM
Entered By: Lisa Murray
Demo

Duplicate a Service Request

If a service issue reoccurs in the same building as a previously submitted service request, you can duplicate that request to shorten the process of submitting a new service request.

The duplicated service request pre-populates the Location, Area, and Service Request fields from the original service request.

- a. On the My Requests page, go to the **Completed Requests** section.
- b. Beside the service request you want to duplicate, click **Duplicate**.
- c. Follow [step 4](#) and [step 5](#) from the Create a Service Request section of this guide.
 - o You must enter a new description of service, add optional attachments, and specify a Ministry/ Agency.
- d. A new service request is created. You can view its details and monitor its status in **My Requests**.



ABOUT ARCHIVED REQUESTS



After 30 days, the system moves completed service requests from My Requests to the Archived Requests folder.

Before that, to manually move a completed request to the Archived Requests folder, do the following:

- a. In the My Requests folder, go to the **Completed Requests** section.
- b. Beside the request that you want to archive, click **Archive**.

Archived requests remain in **Archived Requests** folder for 30 days. You can still [duplicate a service request](#) from the Archived Requests folder.

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	<button>Duplicate</button> <button>Archive</button>
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 Infrastructure Ontario

 **New Request**

 My Requests

 **Archived Requests**

 My Locations

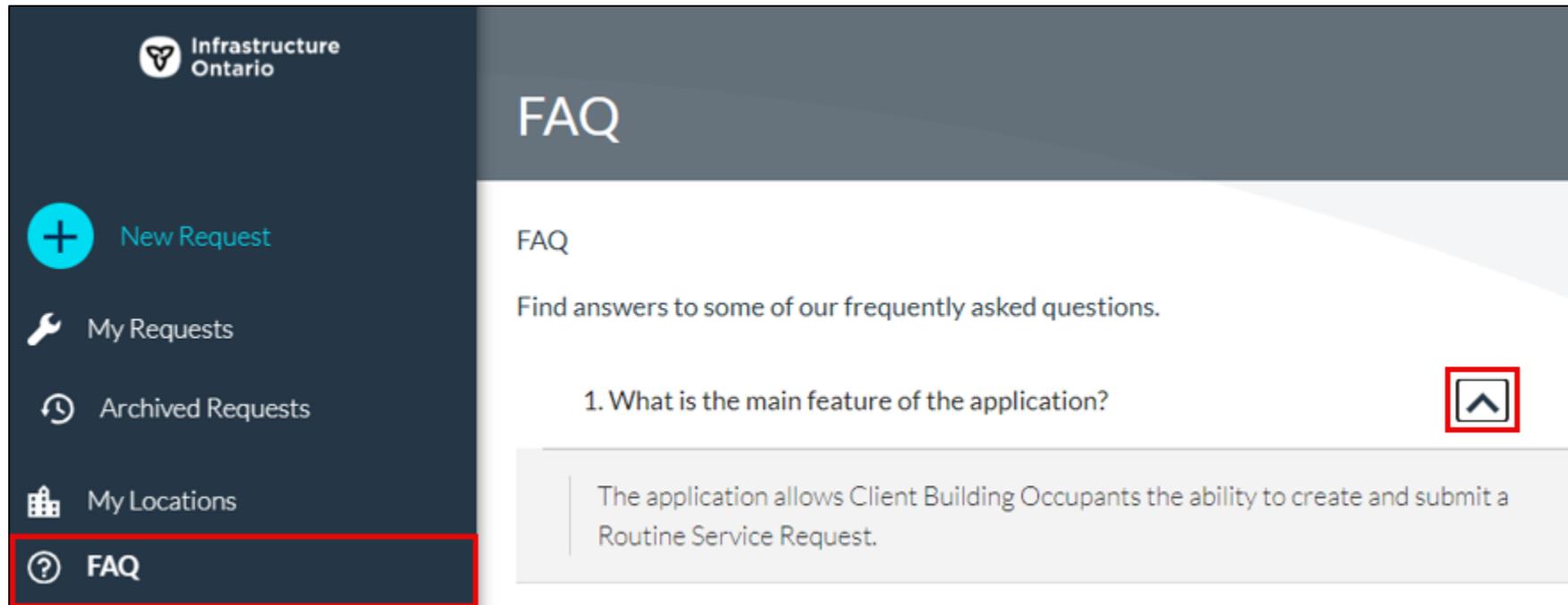
FREQUENTLY ASKED QUESTIONS (FAQ)



Where to Find the FAQ

To find answers to some of our frequently asked questions, do the following:

- a. From the left menu bar, click **FAQ**.
- b. Beside a question, click the down arrow to expand the answer to that question.



HOW TO COMPLETE THE RPS ASSIST SURVEY



Complete the RPS Assist Survey

Your feedback is important—it allows us to continuously monitor and improve our quality of service

If you've [enabled email notifications](#) for Complete status, you will receive a completion status email that includes a quick survey.

- From the email, click on the icon that best indicates your level of satisfaction.
- Optionally, type additional feedback.
- To submit your response, click **Next**.

