

Signing up for Maintenance Connection (BGS Facilities Maintenance Ticketing System)

Creating Logons for New Users

**** PLEASE MAKE SURE YOUR POP-UP BLOCKER IS TURNED OFF IN INTERNET EXPLORER. To do this in Internet Explorer,**

- click on Tools from the top menu,
- Click Pop-up blocker, pop-up blocker settings,
- add <http://www.maintenanceconnection.com> to the list of websites to accept pop-ups from.

After you have added the site in the pop-up blocker settings:

- 1) In your web browser, navigate to <http://www.maintenanceconnection.com/>
- 2) Click on the "Sign Up for the First Time" or "Want to Sign Up?" link at the bottom of the page.
- 3) Specify "I am not a member of Maintenance Connection." and then click the OK button.
- 4) When prompted for a connection key, you should enter: VERMONT
- 5) Fill out the member profile information page, and click the OK button. (see note on how to create your memberid)

*****NOTE: MemberID: JSMITH (use first initial of first name and last name – so if a person's name is John Robert Smith, userid would be JSMITH. If user id already exists, use middle initial with it, such as JRSMITH) ** If it is not done in this format, the account will not be approved.*******

- 6) Once you finish the signup process, you will receive an email stating that you need approval. The BGS helpdesk gets an Email that an approval is needed

The DII support group gets an Email that an approval is needed, once we start the process, you will get another email saying you have been approved but you will receive another email from us asking for info to complete the process. We will need your phone number, physical location, the location you will be submitting requests for which needs to be as complete as possible to include building name/floor and even room number if applicable.

We will reply when the request is complete.