

Maintenance Connection (BGS Maintenance Service Request System)

Please make sure pop-up blocker is turned off in Internet Explorer.

- Click on “Tools” from the top menu bar.
 - Click “Pop-Up Blocker” and “Pop-Up Blocker Settings”.
 - Add <http://www.maintenanceconnection.com> to the list of websites to allow.
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Creating Logons for New Users

1. In your web browser, navigate to <http://www.maintenanceconnection.com/>
2. Click on the Log-In button at the top of the page.
3. On the welcome screen please click on "Want to Sign up?"
4. Specify "I am NOT a member of the Maintenance Connection" and then click the “OK” button.
5. When prompted for a Connection Key, enter: **VERMONT**
6. Fill out the member account information page, and click the “OK” button.
(Please see note on how to format your MemberID)

***NOTE: MemberID: JSMITH**

Use first initial of first name and last name. For example: if a person’s name is John Robert Smith, the MemberID would be JSMITH. If this user id already exists, use middle initial; such as JRSMITH).

If it is not done in this format, the account will not be approved.

7. Once the signup process has been completed, you will receive an email stating that approval is needed.
8. Once the approval process has started, you will receive another email asking for your information. You will be asked to provide the name of the Agency/Department you work for, your work address, and your work phone number.
9. We will reply when the request is complete.

**If you have any questions please contact
BGS.MaintenanceConnection@vermont.gov**