User guide

Practical steps for your account and workspace

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Use the latest information shown in the application. Prices, package entitlements and company status can change through configuration or review.

Protect personal information

Never share passwords, OTPs, recovery codes or private documents with unrelated people. This guide does not indicate that an agent is online or promise a response time.

01 Set up your account

One account opens your user workspace and the companies whose teams you belong to.

1. Register with a username, name, phone and country, birth date, gender, email and password, or complete the required information after signing up with an external account.

2. Usernames use 5-30 English letters and digits, include at least one letter and must be unique. Uppercase and lowercase are treated alike.

3. Open My Account to edit personal information and choose language, theme, time zone and date format. Save each section you change.

Good to know: Personal account details are separate from a public company profile. Changing the display time zone does not change the actual expiration time.

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02 Find companies and products

Explore providers and products before starting a project.

1. Use keywords, business categories and provinces to narrow results. Open a profile to read its services, projects and verification status.

2. Sign in to view permitted contact information and save companies. Confirm details and terms directly with a provider before deciding.

3. Open Saved to search and sort the companies, projects or quotations you have bookmarked.

Good to know: Placement reflects packages and platform settings. It is not a guarantee of a company's performance or financial return.

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03 Create and track a project

A quote request explains your requirements to eligible partners.

1. Open the request form and enter the job type, size, location, contact details and requirements. Review them before submitting.

2. Open My Projects to inspect requests, status and proposals. Add a cover and details relevant to your project.

3. Use the available status controls when pausing consideration or closing a project. Check the saved result; retry from the same page if it fails.

Good to know: Never put passwords or confidential financial details in a request. Submission does not guarantee a number of proposals or a response time.

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04 Read and compare proposals

Proposals can arrive through a project or a company conversation.

1. Open Quotations and filter by source or status. Review the amount, scope and attached documents for the selected proposal.

2. Compare scope, equipment, schedule, payment terms and warranty directly with the sender before accepting.

3. Accept or decline when ready, check the current result and retain the documents you need for reference.

Good to know: Acceptance on the platform is not proof of payment or a tax invoice. Do not treat an estimate as a payment receipt.

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05 Messages and attachments

Keep questions and supporting files in the relevant project or company conversation.

1. Open Messages or a company contact action. Check the company or project in the conversation header before sending.

2. Write a message or attach a supported image, PDF, ZIP or video. Each file is limited to 30 MB. Wait for confirmation before leaving.

3. Open attachments only from conversations you can access. If your session or access changes, sign in with the original account and reopen the conversation.

Good to know: Attachments are private conversation data. Avoid untrusted files and share only the information necessary for the discussion.

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06 Security and notifications

Review account access and notification settings regularly.

1. Sign in with an email address, phone number or username and password. Use the login page recovery flow if you forget your password.

2. Open Security to set up 2FA and review signed-in devices. Store recovery codes privately and sign out devices you do not recognise.

3. Choose notification channels in My Account. Device notifications also require permission from your browser.

Good to know: Background session checks preserve your draft. If an account change or loss of access is confirmed, reopen the page as instructed.

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