Extranet Upgrade | FAQs

Why is the Extranet portal changing?

The Extranet is being updated to improve your experience, providing improved technical visibility, comprehensive access to documents, improved compatibility across devices and a more seamless communication with our team.

It will now be easier to view planned site inspections, track your inspection records, and respond to outstanding items, plot-by-plot, in real-time.

The fast nature of our industry requires tools to match which is why our Extranet has been updated; to help you get the job done more efficiently.

When will this be happening?

The updated Extranet will be live on Monday 16th June.

The update will require the system to be offline from 5pm on June 13th to 8:30am on June 16th. We anticipate this planned outage to have minimal impact on you.

I'm midway through a project, how will this affect me?

As of 16th June 2025 you will see a change to the interface of the Extranet. The changes have been designed to be intuitive and easy to follow, however we do have a guide should you need any assistance.

Is it compulsory?

Yes, we recommend all customers make use of the Extranet portal as it is the most secure, efficient and reliable means of communication with our teams and all technical information should be provided this way. You can also provide information in order to rectify any defects identified on your site as well as providing information relating to risks identified.

Why should I use the Extranet?

The Extranet upload functionality minimises the risk of lost paperwork and centralises all your documentation, including inspection reports and provides a status overview of anything submitted.

Readily available access to up-to-date records will improve your audit readiness and allow you to see exactly where your project is up to and what needs to be done to support a success sign off and issuance of Certificates of Insurance.

Sometimes you need to access a document quickly. The Extranet is by far the quickest way for you to access any of the vital information you may need on any given day.

No more wasting time chasing important reports. They're now just a few clicks away. Once your plots have been signed off and all your administrative conditions have been met, you can access your Certificate of Insurance instantly and easily.

How will this help me and my staff?

Simply put: speed, efficiency and security.

The last thing your projects need are needless delays. The Extranet allows you to access and download key documentation as and when you need them.

Who can I contact if I need assistance on the Extranet?

As ever, our customer service team are on hand between 9am and 5pm from Monday to Friday to assist you if you have any questions.

Alternatively, you can ask your surveyor or dedicated account manager.