Provost Home Design

Submitting and tracking work

A step by step guide for PHD clients. Send work, follow its place in the queue, request changes or book a meeting. Match the numbered circles to the steps below each screen.

Choose where to begin

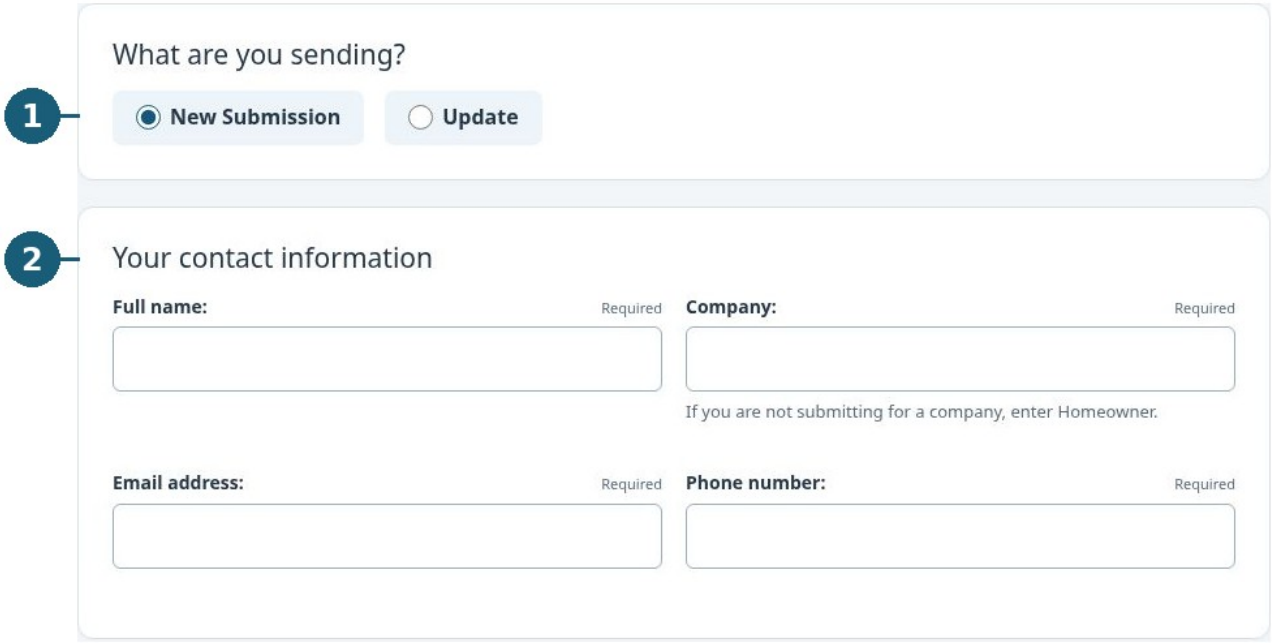
New work or an update: Submit work

Check work already sent: Track my project

Choose a meeting time: Book an appointment

Discuss a new idea first: Request an initial consultation

Start a new submission



The New Submission choice and the required contact fields.

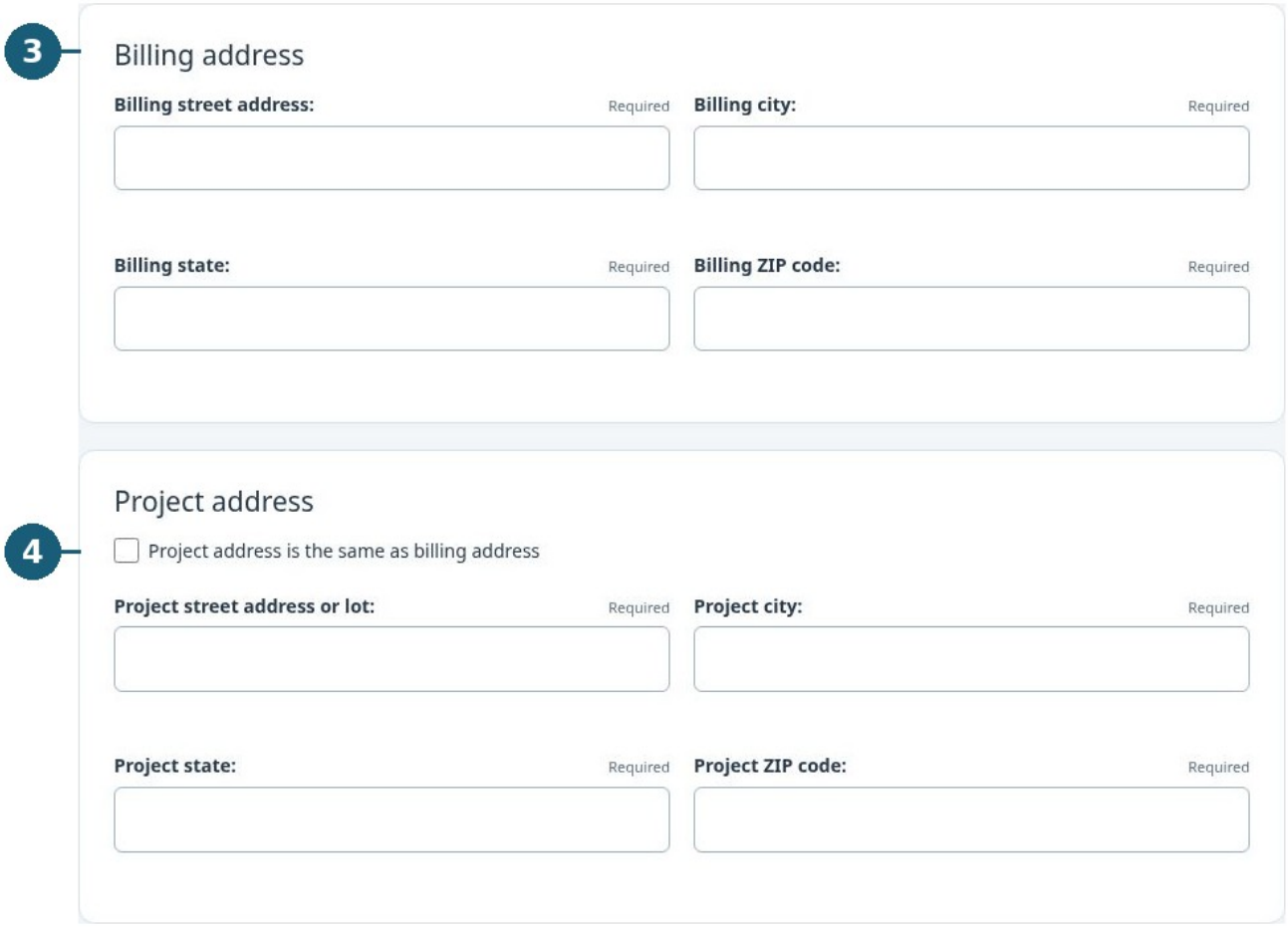
1 Choose New Submission. Use this for a new project. For changes to an existing or completed project, use Update instead (page 7).

2 Enter your contact details. Full name, company, email address and phone number are required. If you are not submitting for a company, enter Homeowner.

Use an email address you can open. It is also how you will securely access your work later.

Add the billing and project addresses

Complete the address sections before describing the work. The project address tells PHD which property the request belongs to.



Billing and project addresses on the New Submission form.

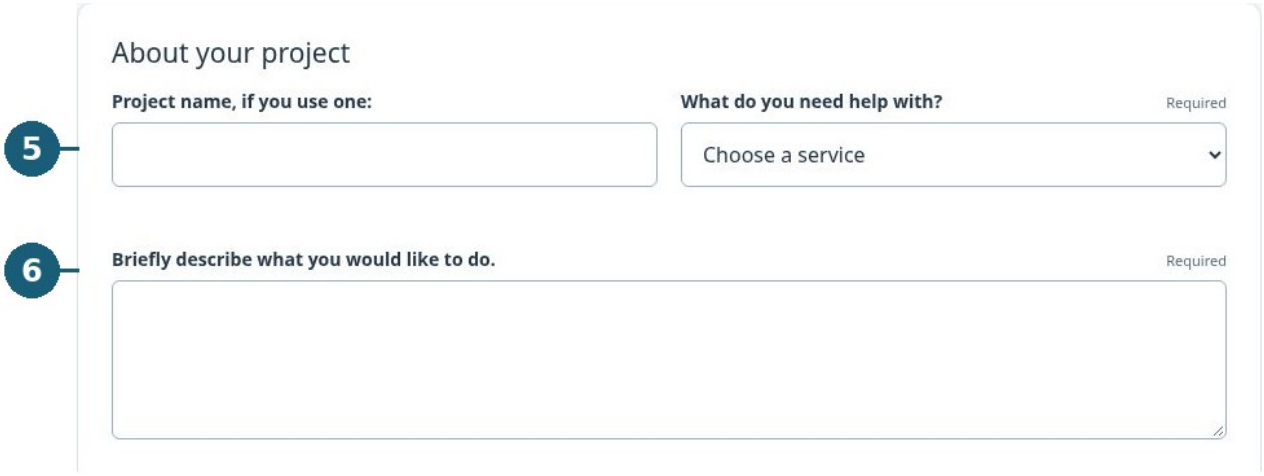
3 Enter the billing address. Add the street address, city, state and ZIP code.

4 Enter the project address. If it matches the billing address, select Project address is the same as billing address. Otherwise enter the project street address or lot, city, state and ZIP code.

Before you continue

Check the property details carefully, especially the town and any lot or unit number. A project name can help you recognize the work later, but does not replace the address.

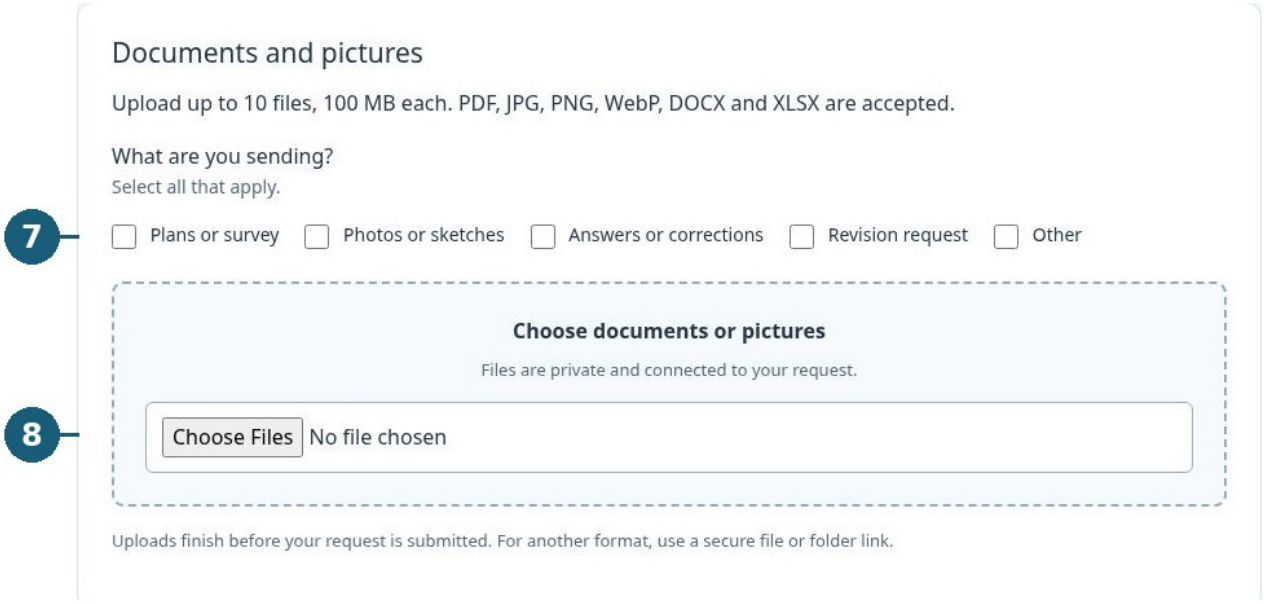
Describe the work and add your files



Required service choice and project description.

5 Choose a service. Open What do you need help with? and select the option that fits your request. Add a project name if you use one.

6 Describe what you would like to do. Explain the work clearly. Add the approximate size, preferred timeframe and extra project details below this area if you know them.



The Documents and pictures section.

7 Select the file types. Check all that apply, such as plans, photos, answers, corrections or a revision request.

8 Choose your documents or pictures. Upload up to 10 files, no more than 100 MB each. PDF, JPG, PNG, WebP, DOCX and XLSX are accepted. Let uploads finish before submitting.

For another format or a larger set, use the File or folder link field in Anything else?

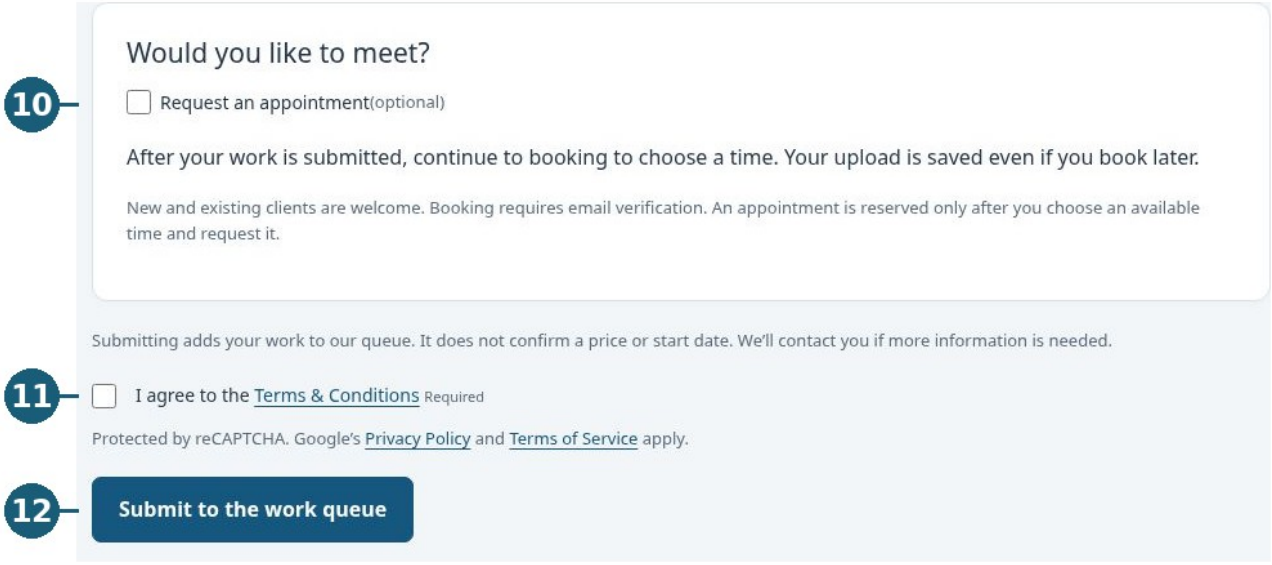
Review and send to the work queue



Optional file link and requested date in Anything else?

9 Add any useful extra details. You can provide a secure file or folder link, a requested response or drawing date, a plan number, your preferred contact method and other notes.

A requested date is a preference. Submitting does not confirm a price or a start date.



The appointment option, terms agreement and final submission button.

10 Want to meet? Select Request an appointment if you would like to continue to booking after submission. This checkbox does not reserve a time. Finish the booking steps on pages 8 and 9.

11 Read and agree to the terms. Select the required Terms & Conditions checkbox when you are ready to proceed.

12 Select Submit to the work queue. Keep the receipt and request ID for tracking. Each request or update has its own place in the queue.

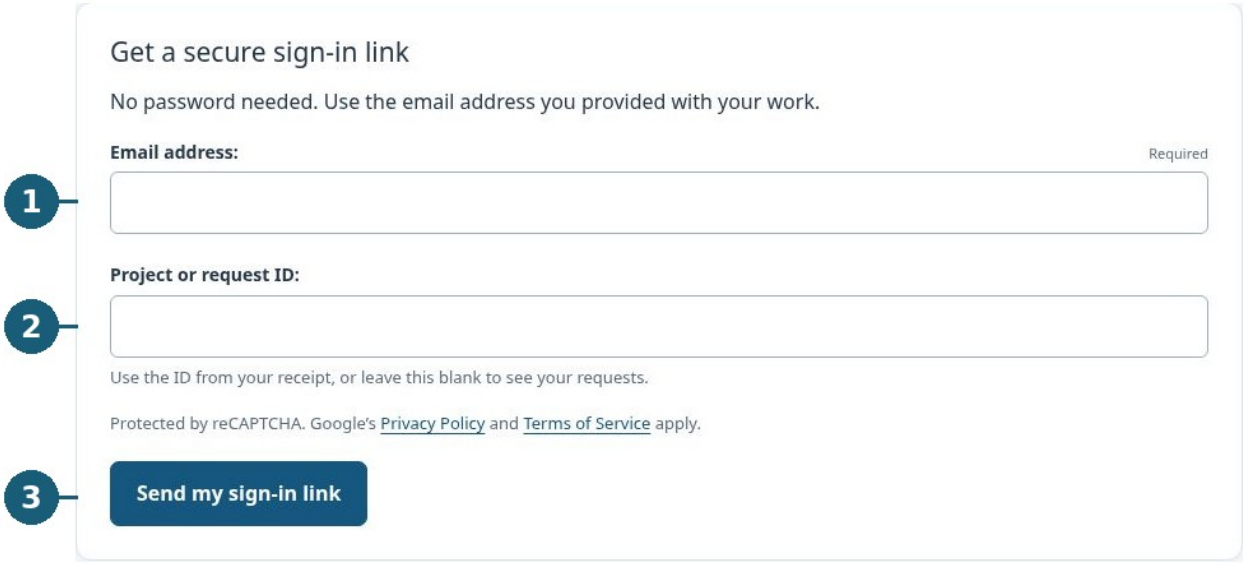
A saved draft has not been sent

Your answers autosave in this browser for seven days. Unsubmitted uploads expire after 24 hours. You must use Submit to the work queue to send the request. On a shared device, leave the remember-details option unchecked and discard an unfinished saved form when done.

Sign in to track your work

Open Track my project

Use the same email address you supplied with your work. You do not need a password.

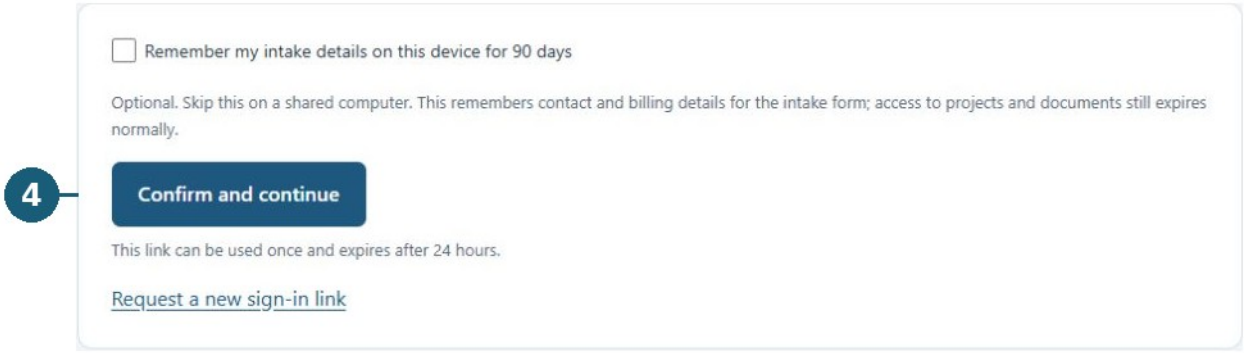


Request a secure link using the email address associated with your work.

1 Enter your email address. Use the address associated with the project or request.

2 Add an ID if you have one. Use the project or request ID from your receipt, or leave this blank to see your requests.

3 Select Send my sign-in link. Open the email and follow the secure link.



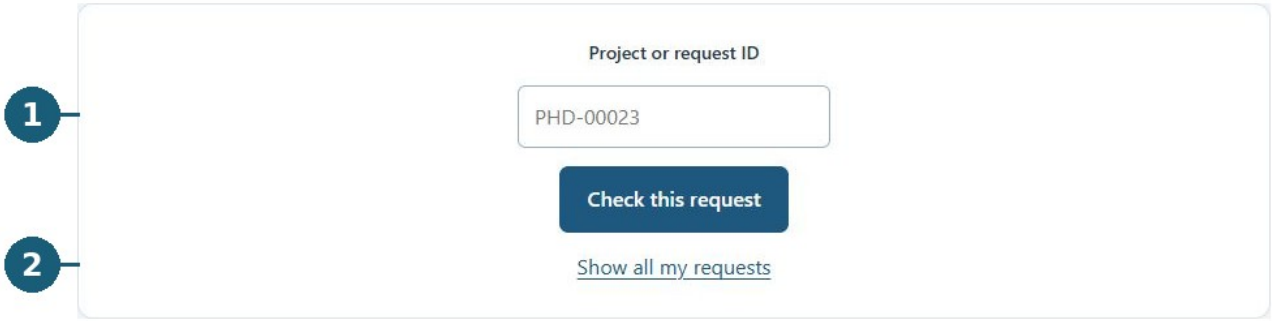
The email confirmation page. Remembering intake details is optional.

4 Select Confirm and continue. Leave Remember my intake details on this device for 90 days unchecked on a shared computer. This option remembers contact and billing details for the intake form.

Each sign-in link can be used once and expires after 24 hours. If it has expired or was already used, request a new sign-in link.

Read your tracker

After signing in, use the tracker to check a particular request or see all the requests associated with your email.



The signed-in tracker. PHD-00023 is the site's example ID placeholder.

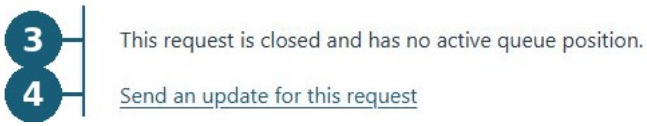
Find the request you need

1 Check one request. Enter a Project or request ID and select Check this request.

2 See the full list. Select Show all my requests.

Review the request status, type, received date and history. Each request or update has its own queue position, even when several requests belong to the same project.

When a request is completed



A completed request remains in the tracker, but has no active queue position.

3 Check the closed message. This request is closed and has no active queue position means this request is no longer in the active work queue. Its history remains available.

4 Need more work on the same project? Select Send an update for this request to start a linked update. You can also open Submit work, choose Update and select the original project from the dropdown (page 7).

Your project and your requests

The project is the ongoing record for the property. A new submission or update is a separate request for work. Finishing one request does not mean you must create a new project to ask for revisions.

Every new update receives its own place in line. Submitting an update does not restore the completed request to its old queue position.

Request changes to a completed project

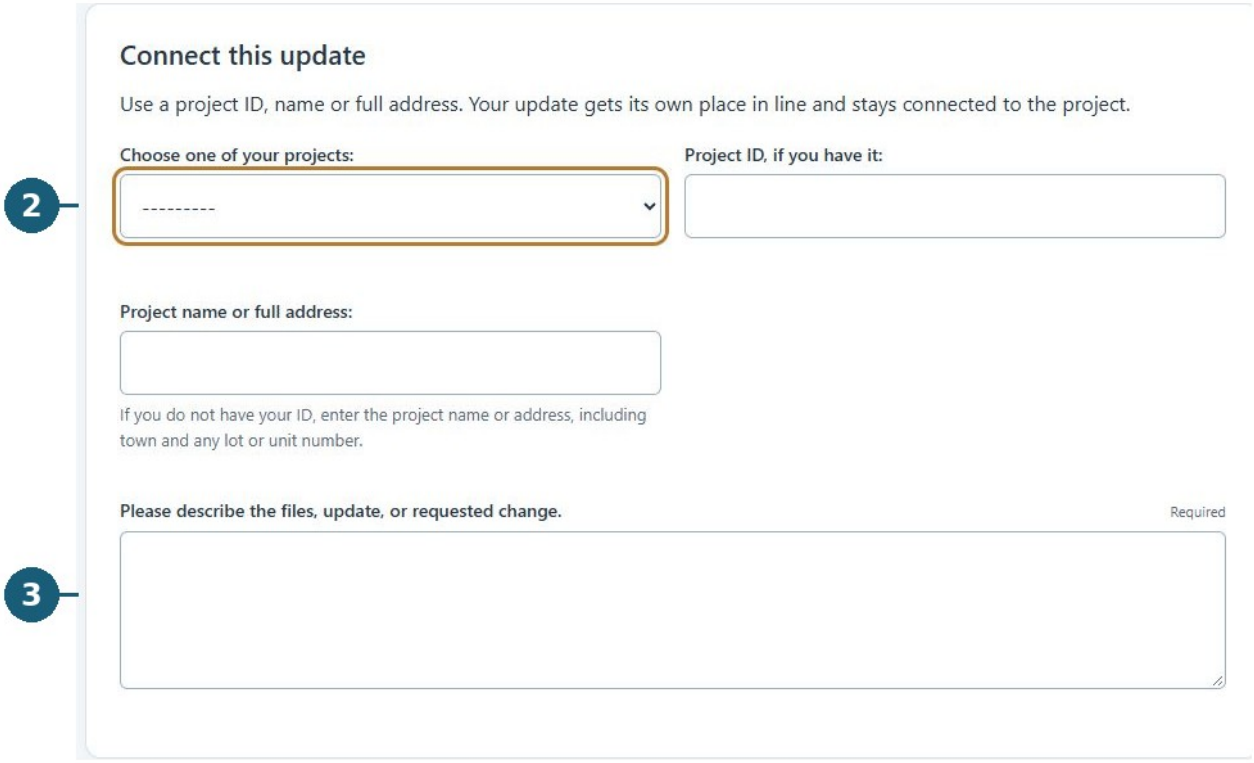
Open Submit work

For revisions, corrections or additional work on an existing project, send a new Update. Link it to the original project so the history stays together.



Choose Update rather than New Submission.

1 Choose Update and verify your email. Use the email associated with the original project. Follow verify your email, open the emailed link and select Confirm and continue. Fill in your contact details.



The saved-project dropdown after email verification.

2 Choose the original project. Open Choose one of your projects and select the project that needs the update. Check the property carefully.

3 Describe the change and submit. Explain the revision, correction or extra work. Add files or a secure link, review the form, agree to the terms and select Submit to the work queue.

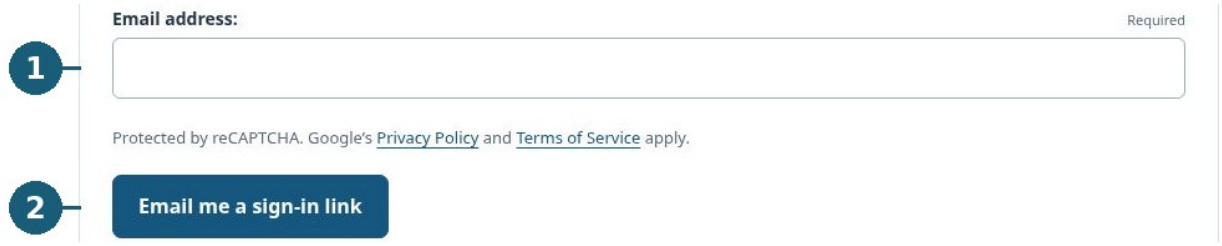
If you cannot sign in, the form also accepts a Project ID or the project name or full address, including the town and any lot or unit number.

A completed request has no active queue position. Your new update is linked to the project and receives its own place in line. Keep the new update receipt.

Start booking and choose a day

Open Book an appointment

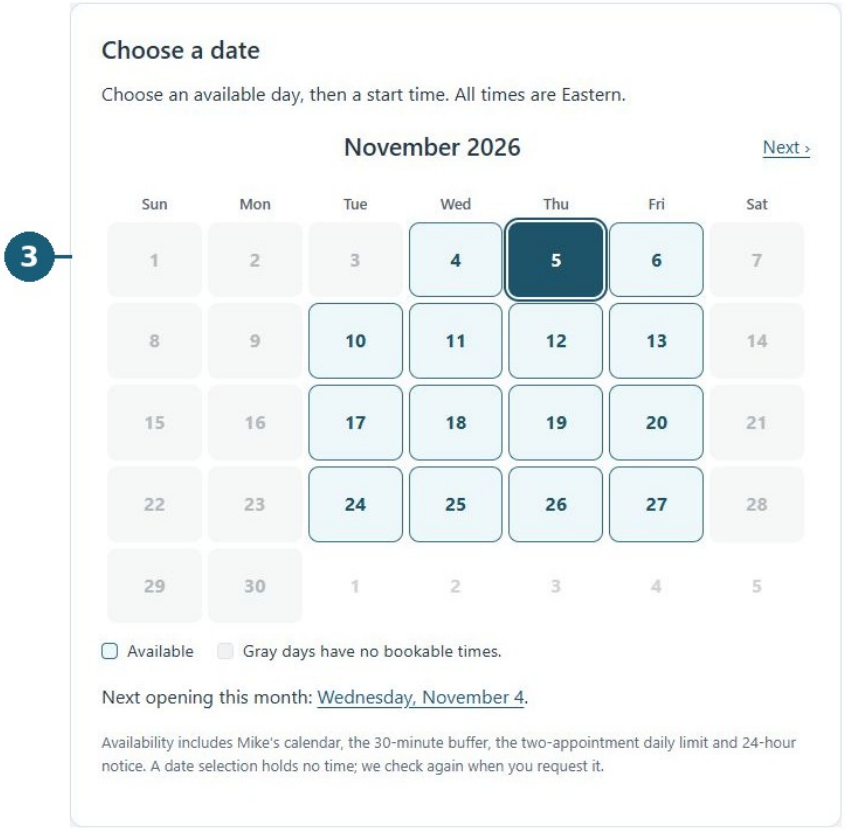
Anyone can book after verifying their email. An existing project or client record is not required. Meetings are 30 minutes, Tuesday through Friday, 10 AM to 2 PM Eastern, at least 24 hours ahead. Use the live calendar for availability.



Start by verifying an email address you can open.

1 Enter your email address. Use an address you can open now.

2 Select Email me a sign-in link. Open the email, follow the link and select Confirm and continue, as shown on page 5.

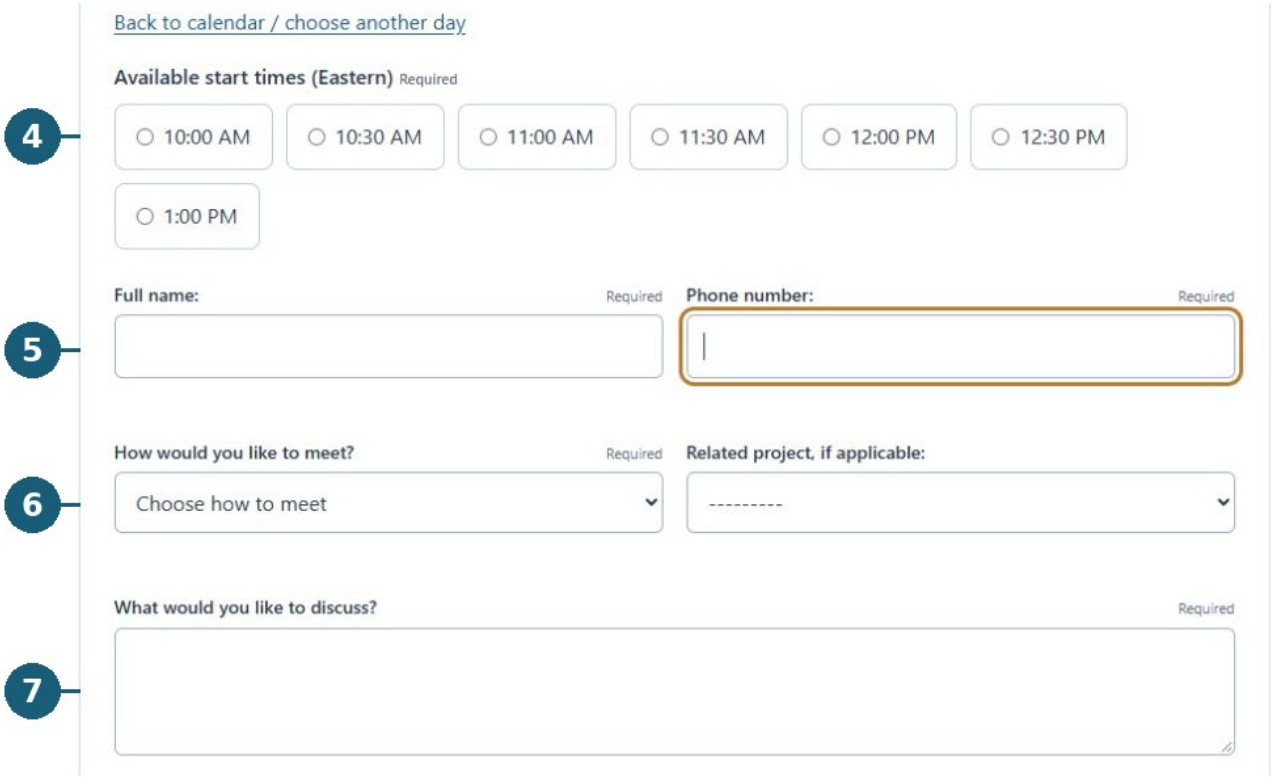


The booking calendar. Live availability may differ from this screenshot.

3 Select an available day. Under Choose a date, pick a day with availability. Gray days have no bookable times. Use Next to see the following month. All times are Eastern.

Selecting a date does not hold a time. Continue to choose a start time and request the appointment on the next page.

Choose a time and request the appointment



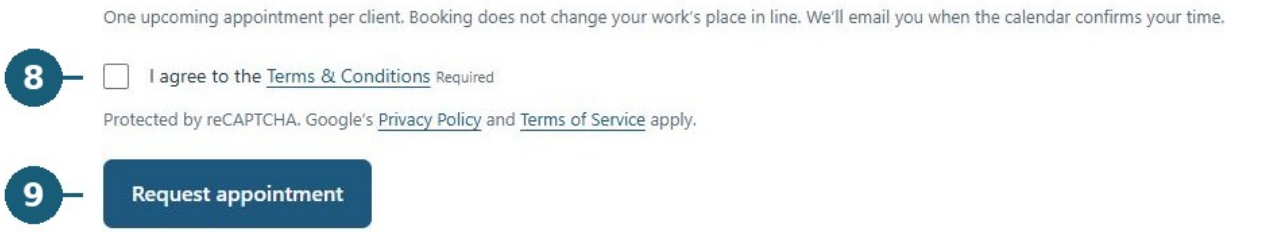
Available start times and meeting details after choosing a date.

4 Select a start time. Choose a radio button under Available start times (Eastern). Use Back to calendar / choose another day if you need a different date.

5 Enter your full name and phone number. Both fields are required.

6 Choose how to meet. Select In person, Phone or Google Meet. If relevant, choose the related project.

7 Describe what you want to discuss. Add a brief explanation so Mike can prepare for the meeting.



The required terms agreement and final appointment request button.

8 Read and agree to the terms. Select the required Terms & Conditions checkbox.

9 Select Request appointment. Watch for the email sent when the calendar confirms your time.

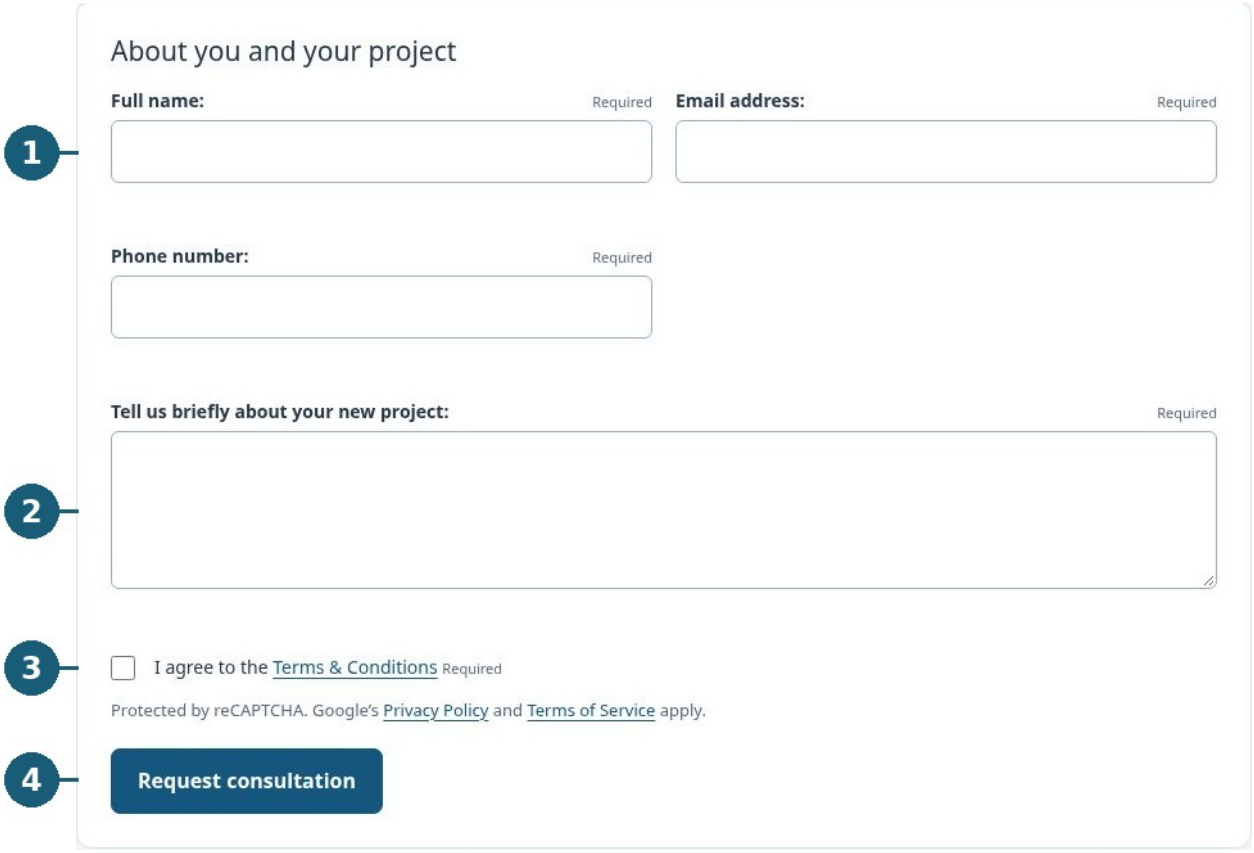
You can have one upcoming appointment at a time. Availability is checked again when you request it.

Booking does not change your place in the work queue. Ticking Request an appointment on the work form alone does not book a meeting.

Ask for an initial consultation

Open Request an initial consultation

Use this when you would like to discuss a new project before you are ready to submit work.



The initial consultation request form.

1 Add your name, email and phone number. All three are required.

2 Briefly describe your new project. Give enough detail to explain what you have in mind.

3 Read and agree to the terms. Select the required Terms & Conditions checkbox.

4 Select Request consultation. Verify your email, then choose an available meeting day and time using the booking steps on pages 8 and 9.

This request does not add work to the project queue or reserve a meeting time by itself.

Ready to send the work? Use Submit work. Need more work on a completed project? Choose Update and connect the original project.