

Account Settings

🕒 Est. 12 minute reading time

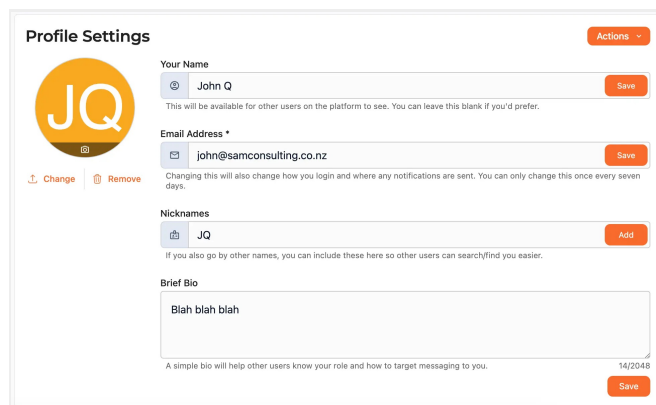
You can control how you appear to other users, how you sign in, and how *EDEN* will send you messages via your account settings:

- <https://eden.samconsulting.co.nz/profile>

Basic Profile Settings

You can edit your public facing profile settings (i.e. your name, email and how you otherwise appear on the platform). Please note: you can only view other users who are assigned to a job with you. We don't sell your data or run a social media platform, and you cannot discover other users (or vice versa) who aren't in a job with you. You can view our full data use and privacy policy here:

- <https://samconsulting.co.nz/privacy>

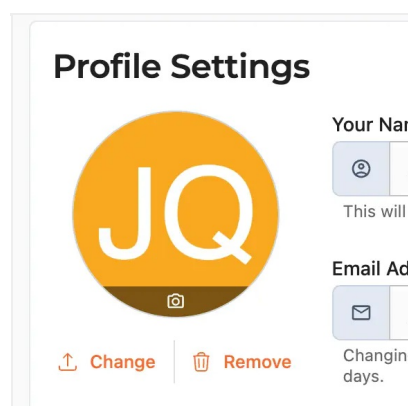


The screenshot shows the 'Profile Settings' interface. On the left is a circular profile picture with the letters 'JQ' in white on an orange background. Below it are 'Change' and 'Remove' buttons. The main form has several sections: 'Your Name' with a text input containing 'John Q' and a 'Save' button; a note about visibility; 'Email Address' with a text input containing 'john@samconsulting.co.nz' and a 'Save' button; a note about login and notifications; 'Nicknames' with a text input containing 'JQ' and an 'Add' button; a note about searchability; and 'Brief Bio' with a text area containing 'Blah blah blah' and a 'Save' button. A date '14/2048' is visible at the bottom right of the bio section.

Configure how you appear on the platform to other users.

Changing Your Profile Picture

You can upload a new profile picture by dragging and dropping (on desktop/where supported), or by clicking on your current profile image, or the ":material-inbox-arrow-up: Change" button. This will prompt you to upload a new photo or, if your browser supports it and your device has a camera, take a new one.



This is a close-up of the 'Profile Settings' form. It highlights the circular profile picture with 'JQ' and the 'Change' and 'Remove' buttons below it. To the right, the 'Your Name' field is visible with a text input containing 'John Q' and a 'Save' button. Below the name field, the start of the 'Email Address' field is visible.

EDEN supports all modern image types (prefer JPEG, PNG, WEBP, HEIF or AVIF) and all uploads are restricted to 100MB.


Removing Your Profile Picture

If you want to restore, or regenerate, the default account profile picture (which is generated using your initials and a random colour), you can click the ":octicons-trash-24: Remove" button at any time.

Setting a Display Name

Your display name is how the platform will communicate with you, and how other users will see you on the platform.

Your Name

 John

Save


This will be available for other users on the platform to see. You can leave this blank if you'd prefer.

You don't have to use your real world name, your full name, or even set a name at all - you can leave this field empty to retain privacy from other users if you prefer.

Setting an Email Address

If you'd prefer to use a different email address, or if your account was created without one set, you can set a new one in the email input field.

Email Address *

 john@samconsulting.co.nz

Save


Changing this will also change how you login and where any notifications are sent. You can only change this once every seven days.

Note: You can only set this once every seven days, if you make a mistake or need to change it earlier than this, please reach out to our support team directly: support@samconsulting.co.nz.

Setting Nicknames

Tradies love nicknames; if you have one too that you'd like to set in addition to your display name - or you have a more formal title to help disambiguate you from other people - you can set this here.

Nicknames

 e.g. Johnny

Add

JQ × Head of Support ×

Save

If you also go by other names, you can include these here so other users can search/find you easier.

Enter as many values as you like, pressing Enter or inserting a comma or semicolon after each nickname, will add it to the list. Press the Save button to save all values (or remove ones by click the :octicons-x-circle-16: next to ones you don't want to keep).

Setting a Bio

If you'd like to give other users a bit more information about yourself, or any special instructions on how they best communicate with you, you can set some extra details in your bio.

Brief Bio

Enter a simple bio here...

A simple bio will help other users know your role and how to target messaging to you.

0/2048

Save

This may be more useful if you are going to be regularly using the platform and/or if you are involved in complex and/or multiple jobs at the same time.

Phone Numbers

Having a phone number, or multiple phone numbers, set on your account will allow you to:

- Receive notifications from *EDEN* (mobiles only), and;
- Sign into the platform via this phone number(s) (mobiles only), and;
- Set your preferred daytime contact preferences to notify other users when is a better time to contact you.

You can configure/enabled/disable any of the above at anytime and/or remove your phone altogether if you choose.

You can access these values here at any time:

- <https://eden.samconsulting.co.nz/profile#phone>


Add a Phone Number

To add a new phone number: select your operator's country, enter your local area code/mobile prefix and configure a device type.

Phone Numbers

Add New Phone Number

Mobile ▾

 ▾ 021 123 4567

☒ Allow Calls

☒ Allow SMS

This may be visible to other users on the platform and for receiving system notifications.

☒ Preferred phone number

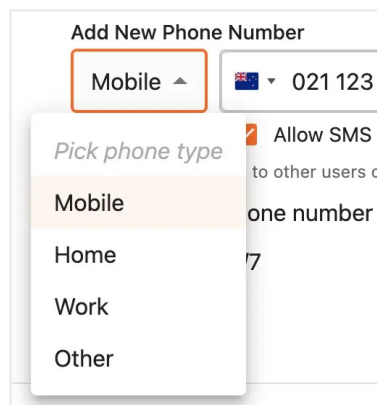
☒ Available 24/7

Submit

You can also enter the E.164 format (e.g. +64 21 123 4567) and have the system detect these values for you automatically.

Device Type

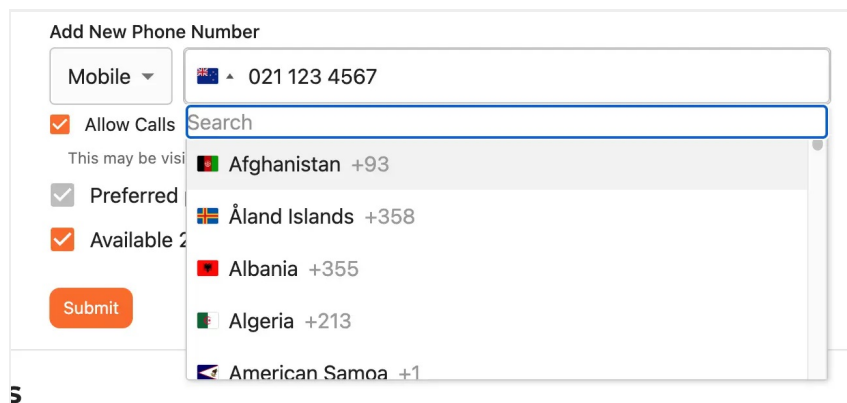
By selecting/overriding the device type, you will prompt other users and the system about the best way to contact you. For example, selecting Work will allow other users the tone of any calls to make to you.



The screenshot shows a form titled "Add New Phone Number". At the top, there is a dropdown menu labeled "Mobile" with an upward arrow. Below it, a list of options is displayed: "Mobile" (highlighted in orange), "Home", "Work", and "Other". To the right of the dropdown, there is a text input field containing "021 123 4567" and a small flag icon.

Country Selector

You can override the default country selector for your device's operator. By default, the system will try and pick the best/most likely selection but this may not always be accurate.

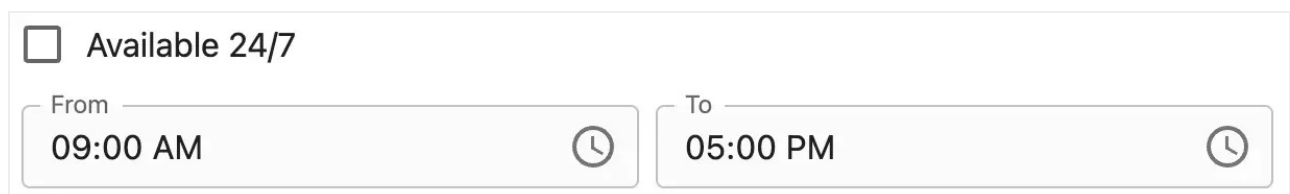


The screenshot shows the "Add New Phone Number" form with the "Mobile" dropdown selected. Below the dropdown, there is a search bar labeled "Search". A list of countries is displayed below the search bar, each with a flag and a country code: Afghanistan +93, Åland Islands +358, Albania +355, Algeria +213, and American Samoa +1. To the left of the search bar, there are several checkboxes: "Allow Calls" (checked), "Preferred" (checked), and "Available 24/7" (checked). A "Submit" button is located at the bottom left of the form.

Phone Preferences

You can toggle on/off your contact preference for other users (and any platform notifications sent via SMS) by toggling:

- :material-checkbox-outline:Allow Calls: can/should other users call you on this number
- :material-checkbox-outline:Allow SMS: can/should other users and the platform to send you text messages you on this number
- :material-checkbox-outline:Preferred Phone Number: only applicable when you have more than one phone number set in your account, toggle one of these on to signal that this is the primary phone number to contact you on
- :material-checkbox-outline:Available 24/7: Toggle this on/off if you have preferred contact times - such as during regular work hours. Toggling this off will allow you to set these preferred contact times.



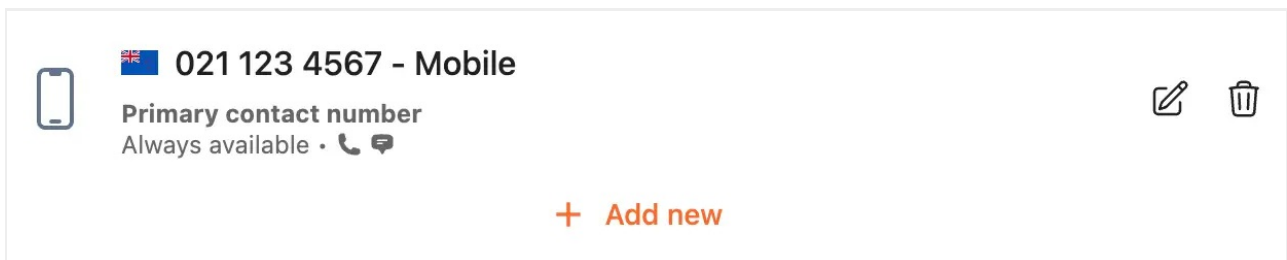
The screenshot shows a form with a checkbox labeled "Available 24/7". Below the checkbox, there are two time selection fields. The first field is labeled "From" and contains the text "09:00 AM" with a clock icon to its right. The second field is labeled "To" and contains the text "05:00 PM" with a clock icon to its right.

Please note, this preference may have to be ignored in the event of an emergency or if we need to use discretion to override this (such as an ongoing live conversation). These values are only relevant to *this* phone number, you can configure your global [notification settings](#).

Deleting and Editing a Phone Number

You can edit an existing phone number by clicking on the :material-note-edit-outline: button at any stage, you will be able to directly re-edit the above values.

You can also remove a number by clicking the :octicons-trash-24: button.

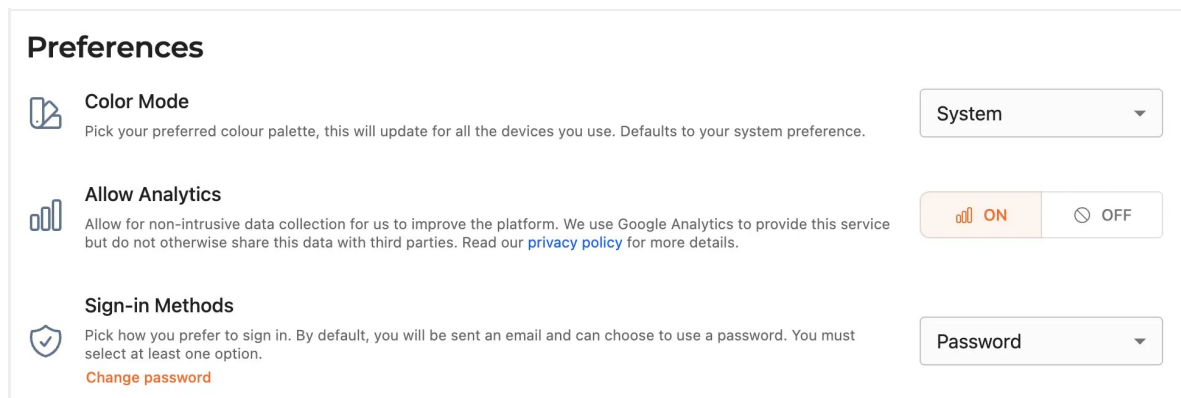


Note: You cannot delete a phone number if it is the only way you sign in to *EDEN* and there is no [email address set](#) on your account. You will need to have an email set, or leave the current phone number attached to your account to continue using the platform.

Platform Preferences

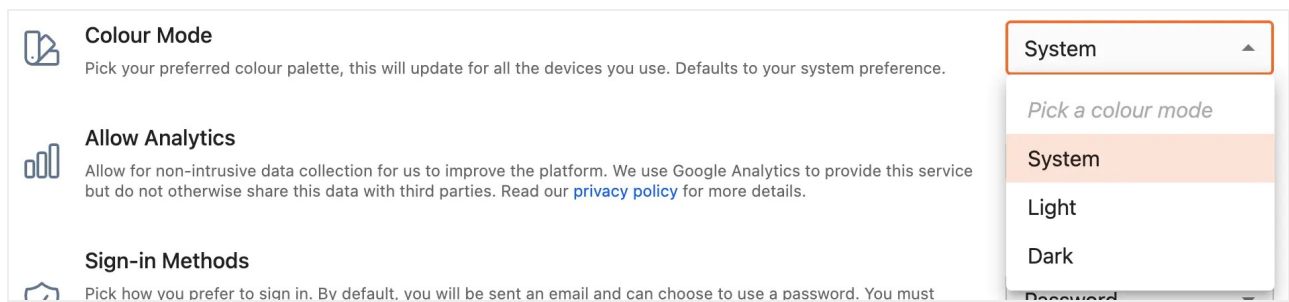
You can tweak the way *EDEN* appears and how you and your data interact with the platform via your account settings:

- <https://eden.samconsulting.co.nz/profile#preferences>



Colour Mode

By default, *EDEN* will use your preferred system colour mode. If you use Dark Mode on your device, *EDEN* will detect this and render the platform in dark mode colours.



Colour Mode
Pick your preferred colour palette, this will update for all the devices you use. Defaults to your system preference.

Allow Analytics
Allow for non-intrusive data collection for us to improve the platform. We use Google Analytics to provide this service but do not otherwise share this data with third parties. Read our [privacy policy](#) for more details.

Sign-in Methods
Pick how you prefer to sign in. By default, you will be sent an email and can choose to use a password. You must

System
Pick a colour mode
System
Light
Dark
Password

You can override this in your account settings - **note:** this changes this for **all of your devices** when they next log into *EDEN*.

You can learn more about dark mode here: https://en.wikipedia.org/wiki/Light-on-dark_color_scheme

And you can toggle this for your device by following the instructions for your system (note, this will change it for **all** websites you visit):

- [iOS \(iPhone/iPad\)](#)
- [Android](#)
- [Windows](#)
- [macOS](#)
- [Chrome](#)
- [Firefox](#)

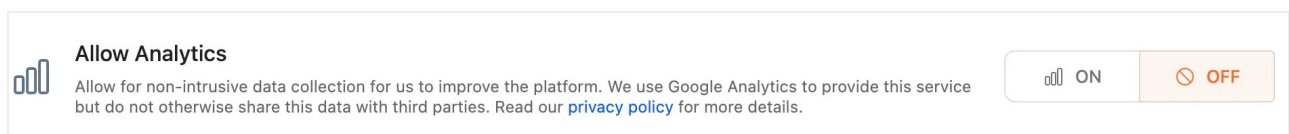
Analytics

We use [Google Analytics](#) to collect **anonymised** data about how you (and other users) use the platform. We use this information to make improvements to the platform and do not share this information with third parties (or our customers).

You can view our full privacy policy that police this here:

- <https://samconsulting.co.nz/privacy>

If you would like to continue to use the platform, but do not wish to have these heuristics sent to *Google Analytics*, you can disable this at any time by toggling the :material-google-analytics:Allow Analytics option to off.



Allow Analytics
Allow for non-intrusive data collection for us to improve the platform. We use Google Analytics to provide this service but do not otherwise share this data with third parties. Read our [privacy policy](#) for more details.


ON OFF

This is enabled by default so you will need to manually disable it. There is no penalty/service downgrade (or upgrade) for doing so and we will not ask you about this decision.

Sign In Methods

EDEN allows you three ways to sign into the platform. If you have an [email address tied to your account](#), you can use a traditional password to sign in and/or choose for *EDEN* to send you a [magic sign in link](#).

If you have a [phone number tied to your account](#), you can also elect to receive a [one-time SMS code](#) to sign in without the need for an email address or password.




Sign-in Methods

Pick how you prefer to sign in. By default, you will be sent an email and can choose to use a password. You must select at least one option.

[Change password](#)

Available 24/7



Allow Email Notifications

Enable sending job, task and other system updates to your email address.

Password

▲

Pick sign in methods

Email link

Password ✓

Phone

You can choose whichever preference you want to use/not use. **Note:** you must have at least one method for signing in, you cannot disable *all* of these options at the same time.

Change Password

If you have a password set on your account, are already signed in, and wish to change it you can click the "Change Password" button below the "Sign In Methods" selector.

Password Change

Current password

👁

[Forgotten password?](#)

New password

👁

Cancel

Submit

You will need to enter your current password and your preferred new password. If you do not know your current password, you can click the "Forgotten Password" button in the dialog box. A reset password email will be sent to your email address, please follow the link in that email to continue.

Note: if you do not have an [email address tied to your account](#), none of this will be available/visible to you.

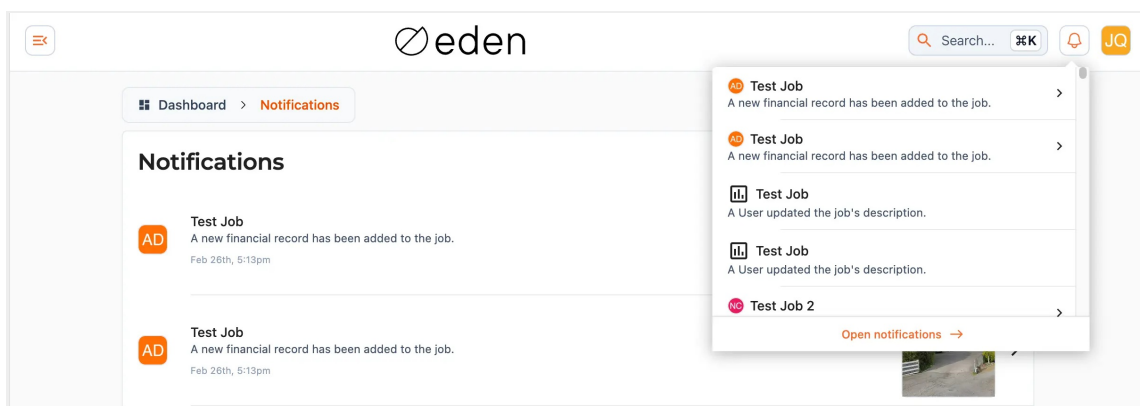
Notification Preferences

You can set your preference on what type of notifications *EDEN* sends you, how often, and what types via your notification preferences in your account settings:

- <https://eden.samconsulting.co.nz/profile#notifications>

You can view all notifications the platform has sent you in the notification drawer and in the notification page here:

- <https://eden.samconsulting.co.nz/notifications>



This notification list will always passively update in the background, regardless of whether or not you are signed into the platform, or if you have a schedule set.

Schedule


By default, *EDEN* will send you push and email notifications 24/7. If you prefer to only receive notifications between certain hours (e.g. work hours only), click the "octicons-clock-24: Set schedule" button, uncheck the "material-checkbox-outline: Available 24/7" checkbox and then configure your preferred contact times in the dialog box.


EDEN will consolidate all emails and push notifications received outside of these hours and combine them into a single notification when the quiet time ends (rather than spamming you with all of them all at once).


If you sign into the platform during quiet hours, notifications will still be visible to you in the notification drawer and list in the [notification page](#).

Emails

You can toggle whether or not *EDEN* can send your [assigned email address](#) notifications. We will send you emails from "eden@emails.samconsulting.co.nz", please check your spam folders, or configure your email filtering settings, to allow for messages from this address.

 **Allow Email Notifications**
Enable sending job, task and other system updates to your email address.

 ON


 OFF

Note: Things like sign in emails/forgotten password emails - or anytime you manually trigger/override this - will ignore this setting.


Consolidation

We try our hardest to consolidate emails together rather than spamming a bunch of emails anytime any little thing changes on the platform.

Email Settings ⓘ
Configure how often you wish to be emailed about events/updates from the system.

 **All Email Traffic Cooldown**
Configure if you want the system to group multiple emails together and just send one summary.
[Restore Default](#)

ⓘ No cooldown ▼


 **Job Email Defaults**
Configure how long the system should wait to send you notifications about job updates.
[Restore Default](#)


ⓘ 15 mins ▼

Platform-wide Cooldown

The cooldown setting is used to toggle how long *EDEN* should wait - or "backoff" - between something happening on the platform that would trigger an email notification, and when it actually sends that email.

Email Settings ⓘ
Configure how often you wish to be emailed about events/updates from the system.

 **All Email Traffic Cooldown**
Configure if you want the system to group multiple emails together and just send one summary.
[Restore Default](#)

 **Job Email Defaults**
Configure how long the system should wait to send you notifications about job updates.
[Restore Default](#)

You will receive notifications from "eden@emails.samconsulting.co.nz" - please add this to your allow-list where possible or mark these emails as "Not Spam" to ensure consistent delivery.

Delete Account

Deleting your account is a permanent action, you may be re-invited to the platform or create a new account at a later date but your existing data cannot be recovered. Any group memberships will be removed and any jobs you are a part of will have your contributions anonymised.

Never
Don't batch emails, send them immediately.

1 minute

5 minutes

10 minutes

15 minutes

30 minutes

1 hour

3 hours

6 hours

12 hours

24 hours

For example, if someone uploads a file on a job, and you have a 15 minute timer/cooldown set, you will not receive an email until that 15 minutes elapses. If another notification is raised during this cooldown, both of them will be consolidated together and you will only receive **one** email instead of the expected **two**: saving you from being "spammed" by the system.

This setting is particularly useful if you are using multiple products from us, or if you are on multiple jobs at the same time.

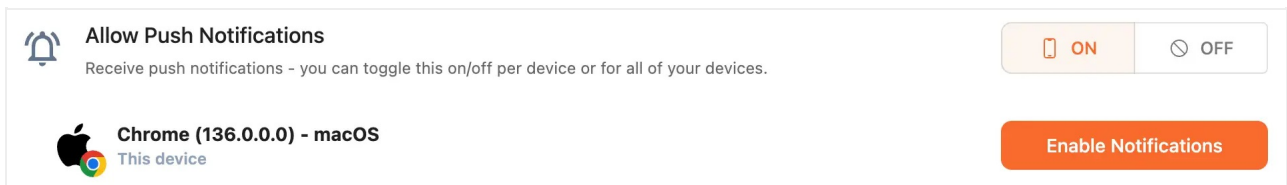
Job Default Cooldown


The "Job Email Defaults" version of this is the specificity of the above universal cooldown but just targeted at single jobs. If you do wish to receive email updates as soon as they are available, but want a cooldown from jobs, set this value instead.

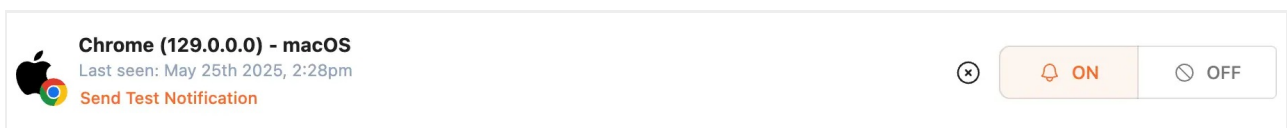
This value controls the default preference applied to each job, you can also override this on a per-job basis.

Push Notifications

If your device supports push notifications from websites, you can enrol for push notifications by clicking on the "Enable Notifications" button next to the name of your device.

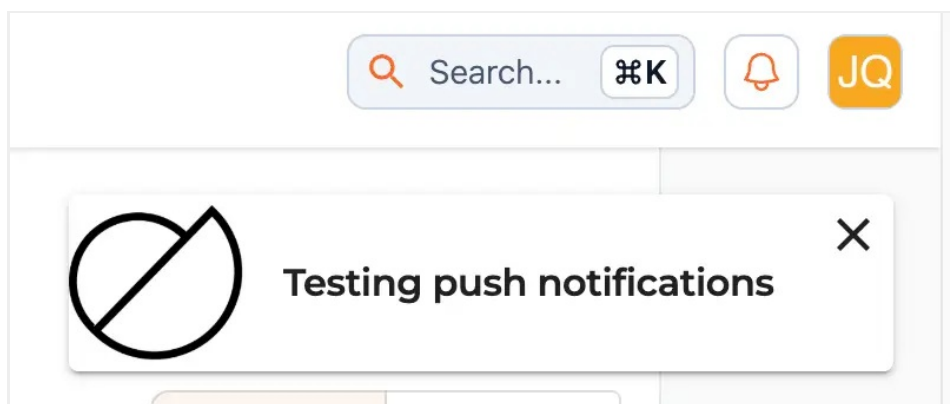


You can then toggle this on/off or click the  to remove a device from receiving push notifications from *EDEN* altogether. You will need to re-enrol it later following the above steps if you change your mind.



Test Push Notification

To confirm your device is able to receive notifications, click the "Send Test Notification" button. You should immediately receive a notification.



If you do not receive a notification, please remove the device and re-enrol it following the steps above.

iOS & iPad Configuration

You will first need to save *EDEN* to your home screen by following the steps here:

- [Saving to Home Screen](#)

You can then open *EDEN* like any other app on your device, navigate back to your settings and follow the above flow to enable notifications.

Account Deletion

You can delete your account from your account settings:

- <https://eden.samconsulting.co.nz/profile#delete-account>

Delete Account

Deleting your account is a permanent action, you may be re-invited to the platform or create a new account at a later date but your existing data cannot be recovered. Any group memberships will be removed and any jobs you are a part of will have your contributions anonymised.

Delete Account

Deleting your account is a permanent, irreversible decision. All your personal identifying information (email, phone numbers, name etc.) in your account settings will be removed from our systems.

In jobs you have been assigned to, your information will be swapped to that of a randomised, anonymised, uncontactable user that is in no way attributable or assignable to you. We do this to ensure jobs are able to continue for the remaining participants but to acknowledge too your right to be removed from the platform.

Note: there is every chance you may be re-invited to the platform in the future, please feel free to ignore/acknowledge these.