

Welcome to SAM Consulting Support

🕒 EST. 4 MINUTE READING TIME

This website details support documentation for [SAM Consulting's](#) products. If you need any extra help, or would like to discuss any of your account particulars (especially about [billing](#)), please reach out to our support team directly:

- support@samconsulting.co.nz

[EDEN](#), *Domino*, and *Genesis* are products built by SAM Consulting and we make these available to our customers and their contractors, subcontractors, and other partners. These are provided as-is-where-is and we do not offer any warranties or guarantees in relation to their use.

If you are looking for more information about SAM Consulting and the services we offer, or looking to become a customer, please see our [main website](#).

Privacy

Our privacy policy [is available here](#) and will be updated from time-to-time. We will endeavour to contact you directly (if we have a valid email address for you) when this does occur.

Most of our products require Javascript to be enabled (this is usually the default in your web browser). If you are having trouble with this, please let us know and we will do our best to help you out; most of the information we provide can also be emailed to you directly but we reserve the right to only provide the most relevant information and on a case-by-case basis.

This support site uses Google Analytics for *anonymised* data collection for the express purpose of improving this documentation. You can change your preferences by [clicking here](#) or in the footer at any time. Each of our products also uses Google Analytics for similar purposes and you can change your preferences for these in your profile settings on any platform once you are logged in.

You can read more about each of our platform's usage (including and how to disable it for your account) here:

- [EDEN's Analytics](#)

Glossary & Features

This site will make use of product names and abbreviations, it is worth taking a look at [the glossary](#) for a full list of these terms.

[This is an internal link](#) you can use to navigate around this support website.

All page titles will have a  next to them, you can click on this to copy it your clipboard automatically - and share this direct link with other users so they can jump to the most important/relevant bits of the docs.

Links with  next to them (e.g. [this link to open the EDEN platform](#)) are external websites and will open in a new tab/window.

Clicking on words with an underline will display a help prompt to clarify any term or provide additional context.

You can download a print-friendly version of most pages by clicking on the "Download article as PDF" buttons in the heading and footer of the article (or you can just print the page using your browser/system tools).

You can use the Search Box (🔍) to quickly jump to pages/keyboards most relevant to you.

You can toggle between light and dark colour modes on this website by clicking on the toggle button (🌞/🌙) in the navigation bar.

Projects

SAM Consulting publishes several projects. Please see the appropriate support item for each of them:

- [EDEN](#) - A general public platform for viewing active jobs, typically this will be used by property owners, insurers, loss adjusters, and other interested parties. *EDEN* is a great way to keep track of your property and ensure it is being maintained to a high standard.
- [Domino](#) - A mixed-visibility quoting and scoping platform used for our internal customers and their subcontractors to collaborate and build out detailed quotes and scopes of work. This is a pre-EDEN product that ensures we can produce accurate and consistent quotes. From time-to-time, third parties (such as loss adjusters) may have access to see these quotes in *Domino* before they become *EDEN* jobs.
- [Apollo](#) - A health and safety platform used by our works team to build a job's Site Specific Safety Plan (SSSP) and its pre-start Work Breakdown Structure, then publish the compliance documents a crew needs to start safely on site. Access is limited to our own team.