



Member FAQ's

Helpful Hints...

Where's the Project I've just been Notified about?

I have been notified about a project by email but when I log on and go to Projects the system says "no projects found"?

All initial project notifications go to your "in box" which you will be able to find by clicking the link that says "**You have mail**". From here you are able to click on the project title to preview the project. You will need to accept the project to drop it into your "**My Projects**" screen. You *will not* be added to the project or have access to builders updates, filtering, multiple download or external printing facilities if you do not accept interest and access the information from your "My Projects" screen.

Downloading Documents....

When I click on preview I only get the option to save the document first?

BIO allows access to preview documents online prior to saving them on your system. We have found that some members using Internet Explorer 8 are having issues with their ability to preview documents. We recommend you adjust your security settings or download a free version of [Mozilla Fire Fox](#). We have found using the Fire Fox browser eliminates this issue.

When I "select all" and hit "download" the system displays an error?

BIO has a smart tool built in to allow for quick, multiple document download. To use this tool you do need to have a "zipping" tool on your computer. We recommend Winzip and a free trial version can be [downloaded](#). If you do not have a "zip" tool, an error message will display.

I have winzip and I am still getting an error when I try to do a multiple file download?

We have found that some members using Internet Explorer 8 are having issues with their ability to do a multiple file download. We recommend you adjust your security settings or click this link to [download](#) a free version of Mozilla Fire Fox. We have found using the Fire Fox browser eliminates this issue.

Building Industry Online works closely with our members to ensure the BIO System is the ultimate tender and project management tool...

**Thank you for your feedback,
it is an important aspect to our ongoing development**