



Accessing Deliverables in SiteMap: FAQ

Why is this changing?

We're enhancing the way project deliverables are accessed to provide a more secure, streamlined experience. Deliverables are now accessed through SiteMap, allowing for authenticated access, improved collaboration, and better protection of your project data.

How do I access my project deliverables?

Click the link in your submittal letter. You'll be directed to SiteMap, where you'll sign in (or create an account if you're a new user). After logging in, you'll be taken directly to your project.

Do I need a SiteMap account?

Yes. A SiteMap account is required to securely access project information and deliverables.

I'm an existing user. Why am I being asked to reset my password?

As part of this update, existing users will need to reset their password the first time they log in. This is a one-time step to ensure your account remains secure.

I'm a new user. How do I create an account?

Click the link in your submittal letter and select Create an Account. Follow the prompts to complete your registration.

Can I still forward my submittal letter to someone else?

Yes, but forwarding the email alone does not grant access to the project. The recipient must first be given access through SiteMap.

How do I share a project with someone else?

Open the project in SiteMap, navigate to the Collaborators tab, click the + button, enter the recipient's email address, and save your changes.



Will my old submittal letter links still work?

No. After your organization transitions to the new SiteMap experience, links in previously issued submittal letters will no longer work. To access your projects and download deliverables, simply log in to your SiteMap account and open the job from your Jobs list.

What does the "Include Job Files" option do?

When sharing a project, the Include Job Files checkbox determines whether the recipient can access and download the project's files.

Will the person I shared the project with receive an email?

No. SiteMap does not automatically notify users when a project is shared. After sharing the project, you'll need to notify the recipient yourself.

Where can shared users access the project?

Shared users can log into their SiteMap account and access the project from their Jobs list.

Can I download PDFs, KMZ files, and other deliverables?

Yes. Once you have access to a project, all available deliverables can be downloaded from the Content tab within SiteMap.

When will I transition to the new SiteMap experience?

Customers will be transitioned to the new SiteMap-only experience in phases beginning in late July and continuing through September. Your access will automatically update when your organization is enrolled.

Why doesn't someone I shared the project with have access to the files?

Verify that the Include Job Files checkbox was selected when you shared the project. If it wasn't, update the sharing settings to include job files.

Who should I contact if I need help?

If you're experiencing issues accessing your project or sharing content, please contact the SiteMap Support team for assistance at support@sitemap.com.