



DISTRIBUTOR CENTRE USER GUIDE

Version 1.0
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INTRODUCTION

Thank you for your interest in becoming a BuildForce E-Learning Distributor. BuildForce Canada is committed to providing online training for new and seasoned workers in the construction industry.

Our E-Learning Distributor Guide provides you with the information needed to quickly and easily start using our E-Learning Distributor Centre. Whether you are a new distributor or are transferring from your account on our old distributor site, this guide will show you how to purchase PINs, manage your PIN purchases and keep track of your learners.

This guide is organized into four sections, with each section focusing on a specific topic. In section one we'll provide you with a brief overview of the BuildForce E-Learning program. In section two we'll introduce you to the BuildForce Distributor Centre and show you everything you need to know to access your account and use the features you will find there. In section three we'll show you how your learners enroll in and access our e-learning courses using the PINs you've provided to them. In the final section we'll tell you how to get help and support.

SECTION 1: E-LEARNING PROGRAM OVERVIEW

Launched in 2005 by the Construction Sector Council (changed to BuildForce in 2013), the BuildForce E-learning Program provides online courses to learners through our e-learning centre.

All of our e-learning courses are administered through local distributors, whose learners are provided with access to our courses by obtaining a course PIN from the distributor. A course PIN is a unique code that is directly associated with the distributor and a specific e-learning course. To enroll in the course on the E-Learning Centre, a learner must use a PIN.

Distributors carry out all of their PIN purchasing and learner administration from their individual accounts on the E-learning Distributor Centre, a secure website that is connected to the E-Learning Centre.

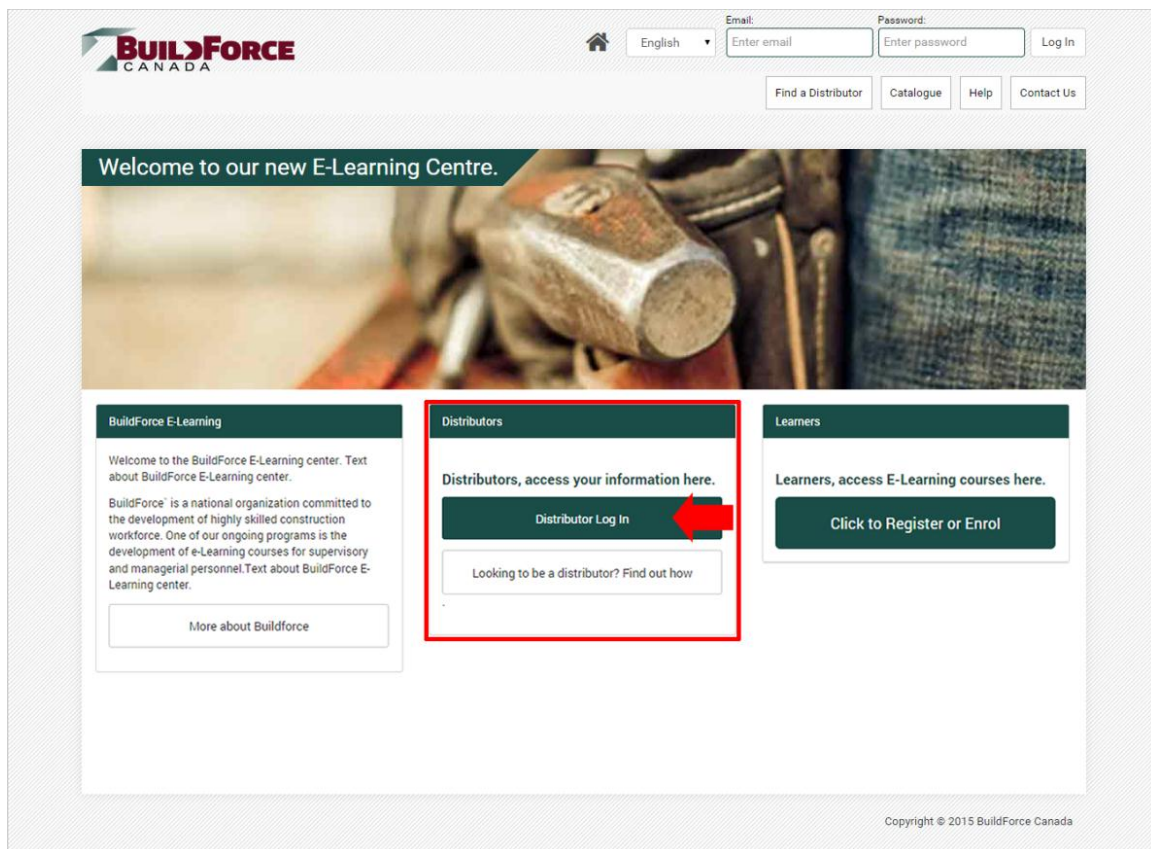
SECTION 2: DISTRIBUTOR CENTRE

In this section of the guide, we will show you how to access the Distributor Centre and introduce the range of user-friendly features available for you to purchase PINs, manage your PIN inventory, and track the progress of your learners once they've enrolled in courses. At the end of the section we've also provided instructions for updating your distributor account details.

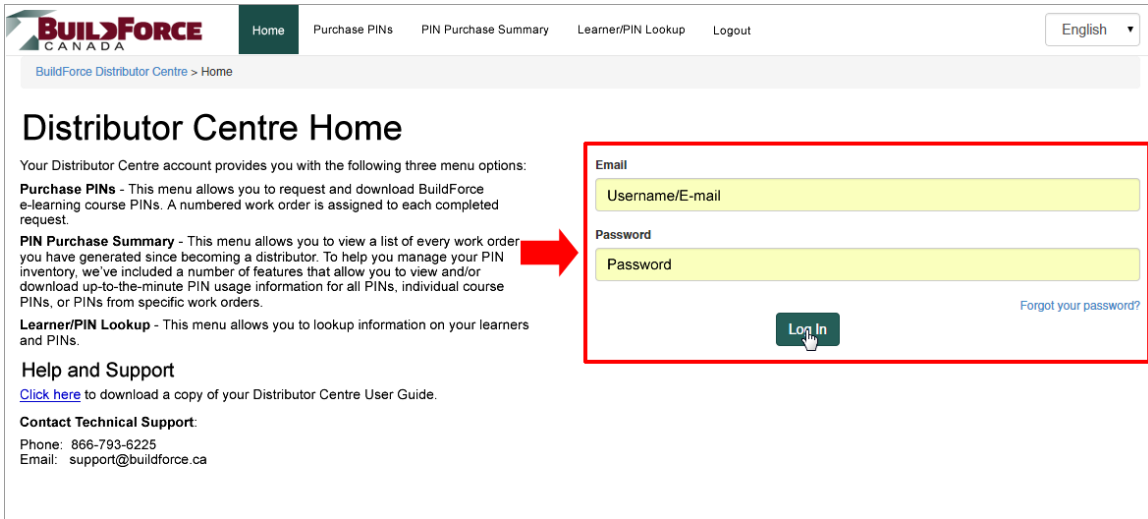
2.1 Accessing Your Distributor Centre Account

To access your account on the Distributor Centre, follow the steps below:

1. Go to the E-Learning Centre Home Page – <http://elearning.buildforce.ca>
2. Click >Distributor Log In on the **Distributors** tile.



3. From the Distributor Centre Home Page, enter your E-mail and Password and *click* **>Log In**



Distributor Centre Home

Your Distributor Centre account provides you with the following three menu options:

Purchase PINs - This menu allows you to request and download BuildForce e-learning course PINs. A numbered work order is assigned to each completed request.

PIN Purchase Summary - This menu allows you to view a list of every work order you have generated since becoming a distributor. To help you manage your PIN inventory, we've included a number of features that allow you to view and/or download up-to-the-minute PIN usage information for all PINs, individual course PINs, or PINs from specific work orders.

Learner/PIN Lookup - This menu allows you to lookup information on your learners and PINs.

Help and Support
[Click here](#) to download a copy of your Distributor Centre User Guide.

Contact Technical Support:
Phone: 866-793-6225
Email: support@buildforce.ca

Email
Username/E-mail

Password
Password

[Forgot your password?](#)

Log In

Note: If you had an account on the old Distributor Centre, your existing e-mail and password will work. Forgot your password? We've provided a password reminder feature which will e-mail it to you.

Once logged into your account, use the menu at the top of the page to access to the following options:

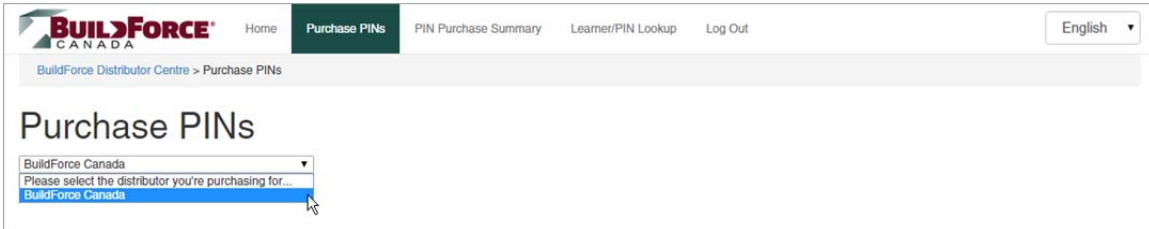
- **Purchase PINs** - Use this menu to quickly and easily purchase course PINs.
- **PIN Purchase Summary** - Use this menu to access your complete inventory of work orders and PINs. Choose from a selection of features that allow you to perform custom PIN searches and view/download PINs from individual search results.
- **Learner/PIN Lookup** - Use this menu to lookup information on your PINs and Learners.
- **Logout** - Use this menu to log out of your account.

In the remainder of this section, we've provided instructions showing you how to use the features provided on the above menus.

2.2 Purchase PINs

Click >Purchase PINs menu

Step 1: Select your distributor name from the dropdown menu.



BuildForce Canada

Please select the distributor you're purchasing for...

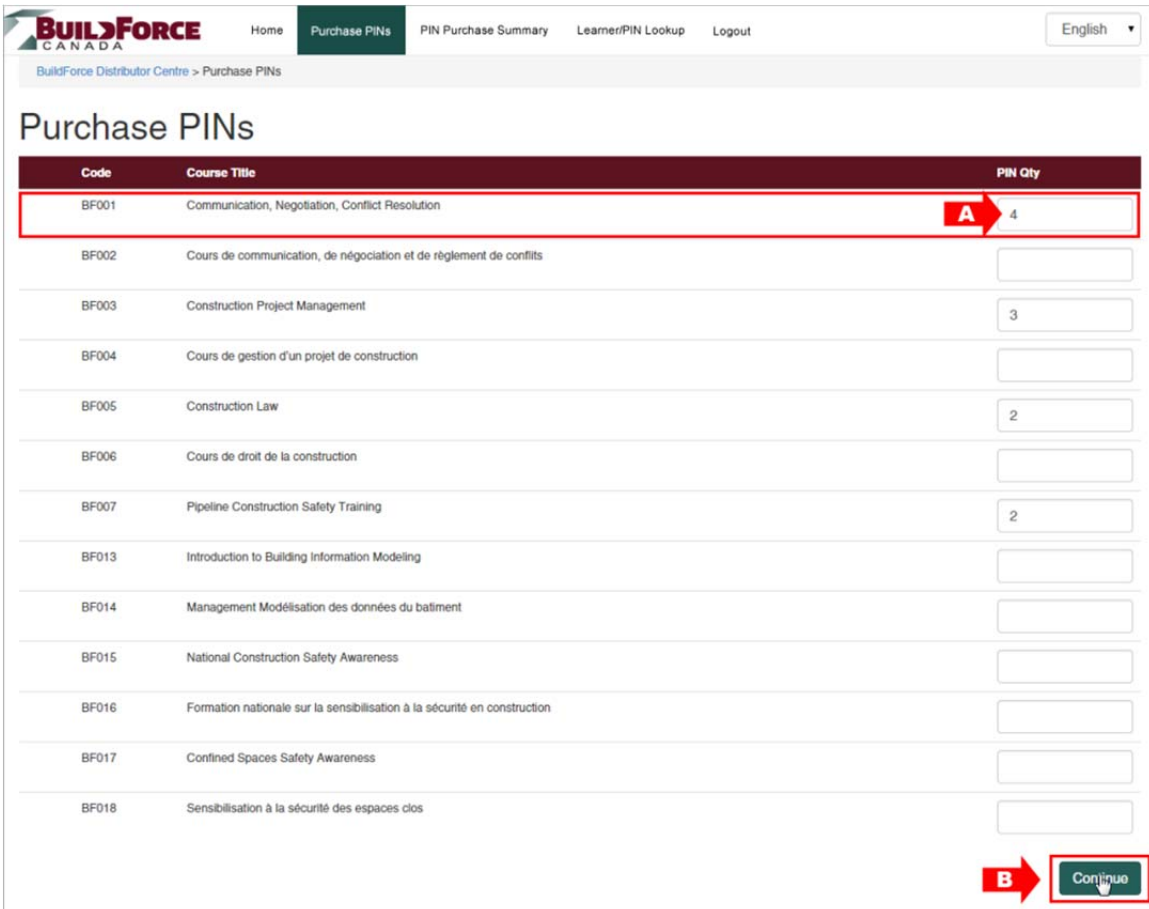
BuildForce Canada

Step 2: Input PIN Request

A. Enter PIN quantity beside requested course(s).

The PIN Qty field beside each course is set to allow a maximum of 999 PINs. Single purchases of 1000 or more PINs require prepayment before ordering. For more information, please contact the BuildForce Manager of Finance and Administration at (613) 569-5552 x 225.

B. Click >Continue.



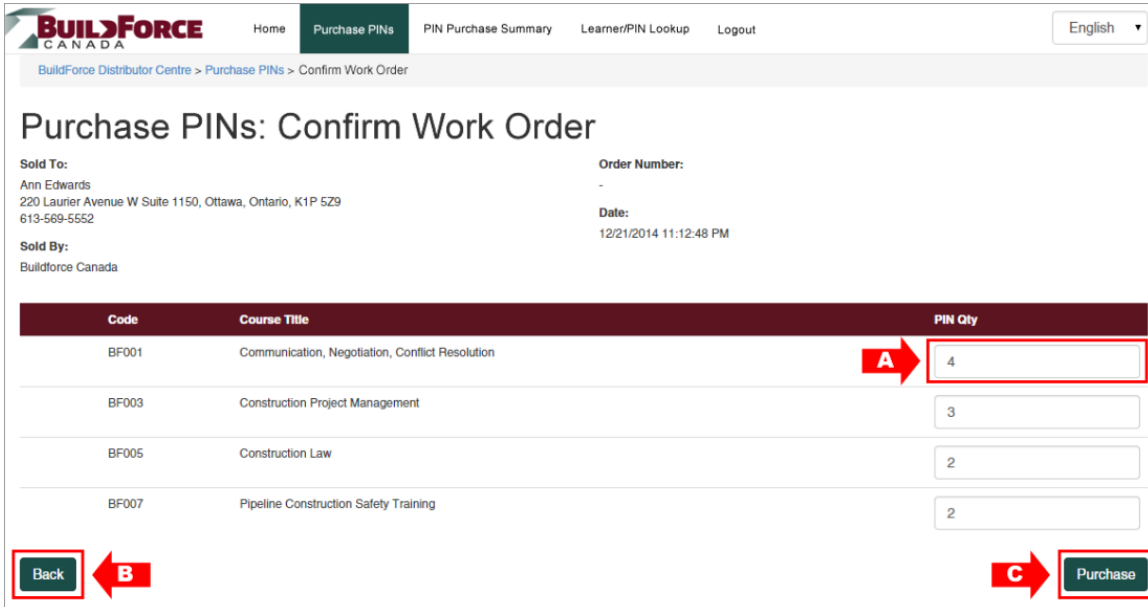
Code	Course Title	PIN Qty
BF001	Communication, Negotiation, Conflict Resolution	4
BF002	Cours de communication, de négociation et de règlement de conflits	
BF003	Construction Project Management	3
BF004	Cours de gestion d'un projet de construction	
BF005	Construction Law	2
BF006	Cours de droit de la construction	
BF007	Pipeline Construction Safety Training	2
BF013	Introduction to Building Information Modeling	
BF014	Management Modélisation des données du bâtiment	
BF015	National Construction Safety Awareness	
BF016	Formation nationale sur la sensibilisation à la sécurité en construction	
BF017	Confined Spaces Safety Awareness	
BF018	Sensibilisation à la sécurité des espaces clos	

Continue

Step 2: Confirm Work Order

This step allows you to review and make changes to your work order before submitting it. The following options are provided:

- A. Revise **PIN Qty** .
- B. **Back Button** - Click this button to return to step 1 and restart the order.
- C. **Purchase Button** - Click this button to complete your purchase. Note: *Once an order has been submitted, changes can only be made by BuildForce upon request.*



Purchase PINs: Confirm Work Order

Sold To:
Ann Edwards
220 Laurier Avenue W Suite 1150, Ottawa, Ontario, K1P 5Z9
613-569-5552

Order Number:
-

Sold By:
Buildforce Canada

Date:
12/21/2014 11:12:48 PM

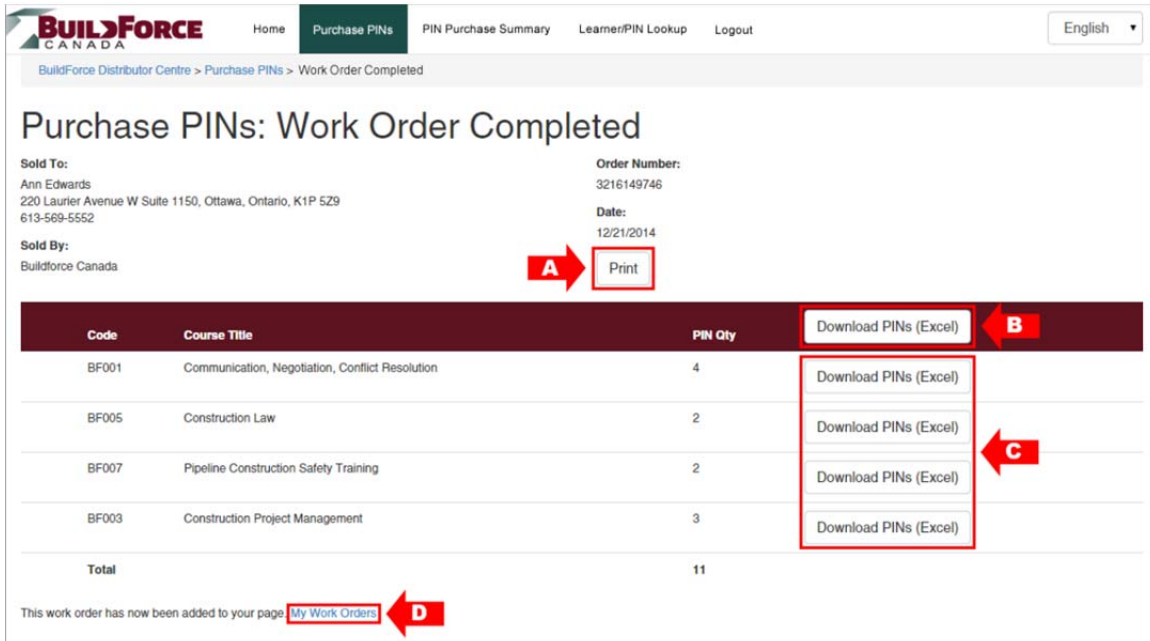
Code	Course Title	PIN Qty
BF001	Communication, Negotiation, Conflict Resolution	4
BF003	Construction Project Management	3
BF005	Construction Law	2
BF007	Pipeline Construction Safety Training	2

Back **Purchase**

Step 4: Work Order Completed

This step displays a copy of the completed work order for your purchase. The following options are provided:

- A. **Print** - Click this button to print a copy of the work order.
- B. **Download PINs** - Click this button to download an Excel file containing **all** PINs from the work order.
- C. **Download PINs** - Click these buttons to download PINs for a **specific course** on the work order.
- D. **My Work Orders** - Click this link to view the work order on your *PIN Purchase Summary* page.



Purchase PINs: Work Order Completed

Sold To:
Ann Edwards
220 Laurier Avenue W Suite 1150, Ottawa, Ontario, K1P 5Z9
613-569-5552

Order Number:
3216149746

Date:
12/21/2014

Sold By:
Buildforce Canada

Print

Code	Course Title	PIN Qty	Download PINs (Excel)
BF001	Communication, Negotiation, Conflict Resolution	4	Download PINs (Excel)
BF005	Construction Law	2	Download PINs (Excel)
BF007	Pipeline Construction Safety Training	2	Download PINs (Excel)
BF003	Construction Project Management	3	Download PINs (Excel)
Total		11	

This work order has now been added to your page **My Work Orders**

New PIN Format

PINs purchased from the new Distributor Centre have a slightly different format than those purchased from the old site. The new PINs now include the course code and the distributor code. Below is an example of the new format.

BF011_BLD_6368090791

Course Code Distributor Code Unique Identifier Code

Note: PINs from the old site will continue to work on the new site.

Billing

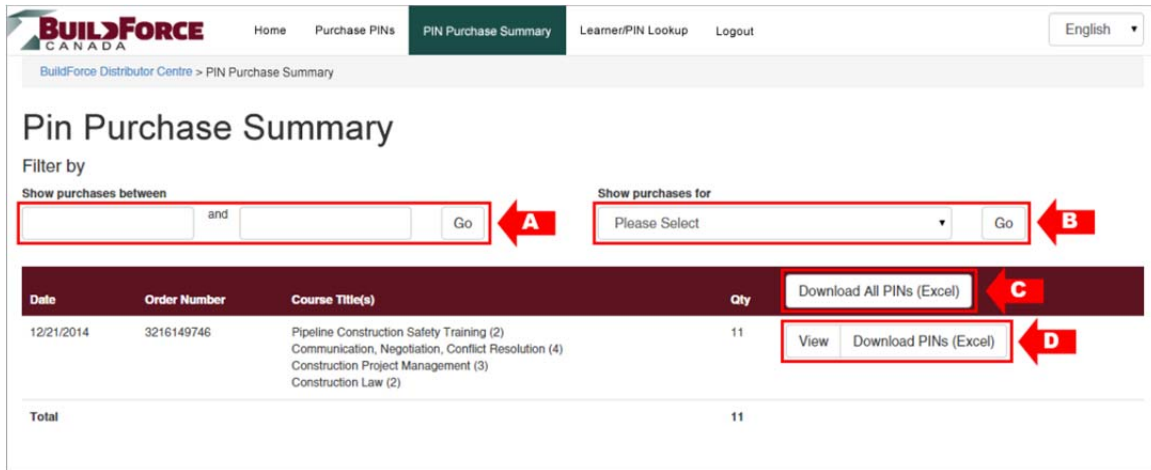
All distributors will be invoiced on a monthly basis, based on the number of course PINs purchased for any given month.

2.3 PIN Purchase Summary

2.3.1 Overview

Click>PIN Purchase Summary menu.

The PIN Purchase Summary Page (below) contains a range of features for managing PIN purchases. A brief description of each feature is provided below, followed by instructions.



BuildForce Canada

Home Purchase PINs PIN Purchase Summary Learner/PIN Lookup Logout English

BuildForce Distributor Centre > PIN Purchase Summary

Pin Purchase Summary

Filter by

Show purchases between and Go **A**

Show purchases for Please Select Go **B**

Date	Order Number	Course Title(s)	Qty	
12/21/2014	3216149746	Pipeline Construction Safety Training (2) Communication, Negotiation, Conflict Resolution (4) Construction Project Management (3) Construction Law (2)	11	Download All PINs (Excel) C View Download PINs (Excel) D
Total			11	

- A. **Date Filter** - Displays a list of all work orders created within a selected date range.
- B. **Course Filter** - Displays a list of all work orders that include PINs for the selected course.
- C. **Download All PINs** - Downloads an Excel file containing up-to-the-minute information on the status of every PIN in a distributors inventory. Generated using live data and sorted by PIN Number, the report contains the following additional PIN information:
- Work Order - The work order number associated with the PIN.
 - Work Order Date - The date the work order was created,
 - Course - The course title associated with the PIN
 - PIN Status - The usage status of the PIN. Options:
 - *Redeemed* - the PIN has been used by a learner to enroll in the course.
 - *Unredeemed* - the PIN has not yet been used to enroll in the course.
 - *Voided* - the PIN has been deleted without being redeemed.
 - Redeemed/Voiced Date - The date that the PIN was redeemed or voided. N/A if not applicable.
 - Name - The first and last name of the learner who used the PIN to enroll in the course. N/A if not applicable.
 - E-Mail - The e-mail address of the learner. N/A if not applicable.
 - Course Status - The current progress status of the learner in the course. Options:
 - *Not Started* - The learner has enrolled in the course but not yet started it.
 - *Active* - The learner has started the course but not yet completed it.
 - *Completed* - The learner has successfully completed the course.
 - Date Completed - The date that the learner completed the course. N/A if not applicable.
- D. **View/Download Work Order PINs** - Allows a distributor to view and/or download PINs from individual work orders.

D. View/Download Work Order PINs - Allows a distributor to view and/or download PINs from individual work orders.

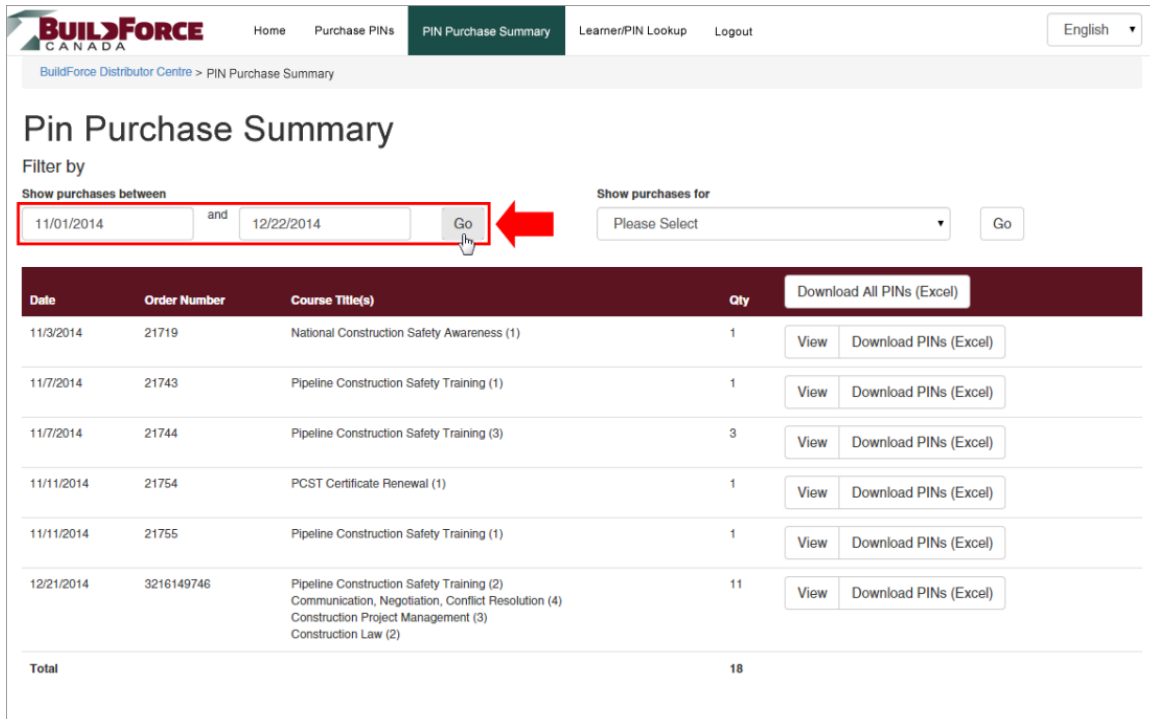
Note: If you do not see any work orders when you first arrive at the *PIN Purchase Summary* page, it is because only PINs purchased in the previous 30 days appear in the table. An empty list only indicates that you haven't made any purchases in the past month. All purchases older than 30 days can be accessed using the filtering tools at the top of the page.

2.3.2 Filtering Purchase History

The instructions below show you how to filter and customize your PIN purchase search results to find exactly what you want.

Filter by Date

- Choose **>Show purchases between** filter
- Select **>Start Date** and **>End Date**
- Click **>Go**
- All PIN purchases made between the above dates will appear in the search results list, sorted by Date (oldest to newest).

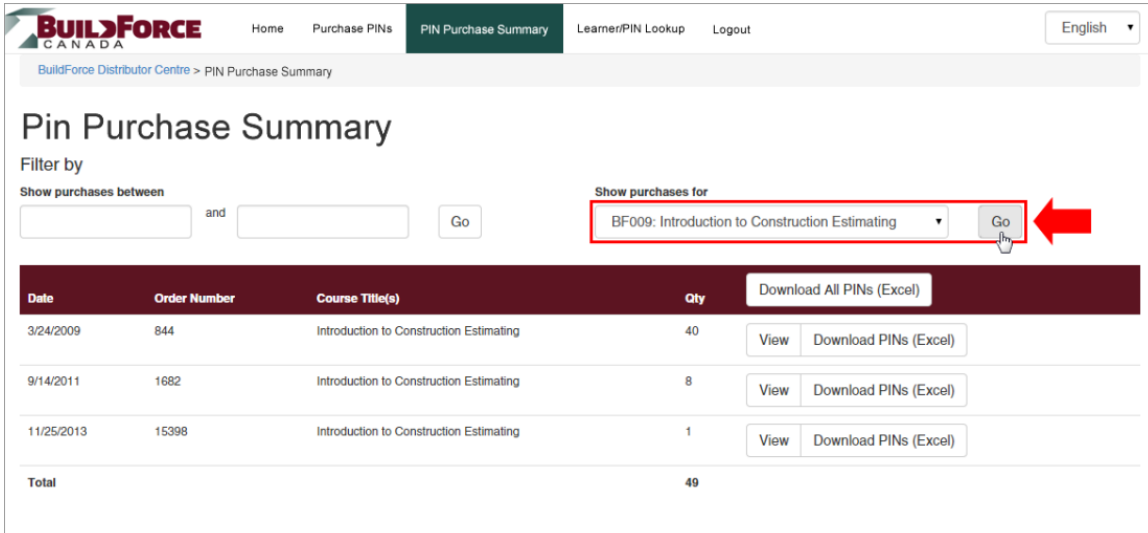


The screenshot shows the 'PIN Purchase Summary' page. Under the 'Filter by' section, the 'Show purchases between' filter is selected. The start date is '11/01/2014' and the end date is '12/22/2014'. A red box highlights these date fields and the 'Go' button, with a red arrow pointing to the 'Go' button. To the right, the 'Show purchases for' dropdown is set to 'Please Select'.

Date	Order Number	Course Title(s)	Qty	Download All PINs (Excel)	
11/3/2014	21719	National Construction Safety Awareness (1)	1	View	Download PINs (Excel)
11/7/2014	21743	Pipeline Construction Safety Training (1)	1	View	Download PINs (Excel)
11/7/2014	21744	Pipeline Construction Safety Training (3)	3	View	Download PINs (Excel)
11/11/2014	21754	PCST Certificate Renewal (1)	1	View	Download PINs (Excel)
11/11/2014	21755	Pipeline Construction Safety Training (1)	1	View	Download PINs (Excel)
12/21/2014	3216149746	Pipeline Construction Safety Training (2) Communication, Negotiation, Conflict Resolution (4) Construction Project Management (3) Construction Law (2)	11	View	Download PINs (Excel)
Total			18		

Filter by Course

- Choose >Show purchases for filter
- Select >Course
- Click >Go
- All PIN purchases made for the selected course will appear in the search results list sorted by Date (oldest to newest).



Pin Purchase Summary

Filter by

Show purchases between and

Show purchases for **BF009: Introduction to Construction Estimating**

Date	Order Number	Course Title(s)	Qty	Download All PINs (Excel)
3/24/2009	844	Introduction to Construction Estimating	40	<input type="button" value="View"/> <input type="button" value="Download PINs (Excel)"/>
9/14/2011	1682	Introduction to Construction Estimating	8	<input type="button" value="View"/> <input type="button" value="Download PINs (Excel)"/>
11/25/2013	15398	Introduction to Construction Estimating	1	<input type="button" value="View"/> <input type="button" value="Download PINs (Excel)"/>
Total			49	

2.3.3. Downloading and Viewing Instructions

Search results contain a selection of features for downloading and viewing PIN purchases. The instructions below show you how to use these features.

Download ALL PINs

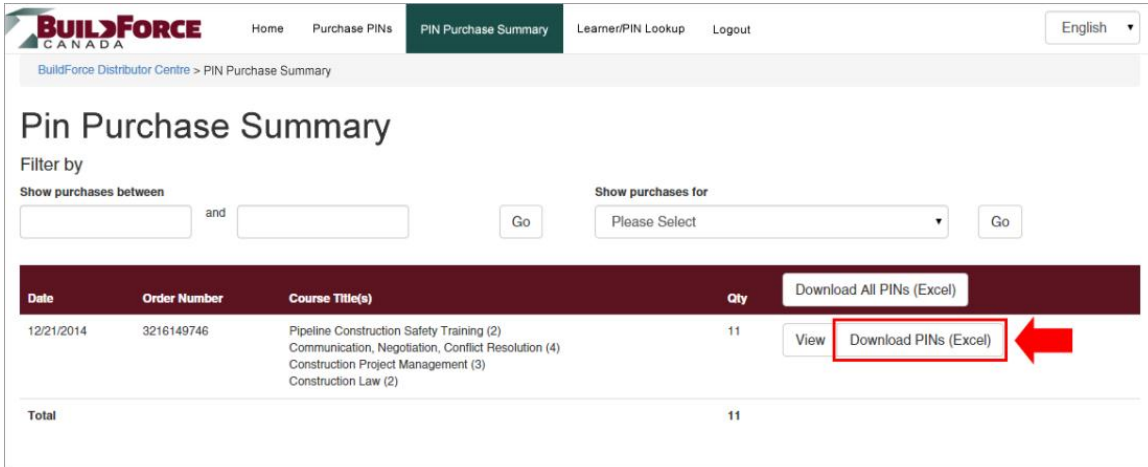
- Click >Download All PINs (Excel).
- An Excel file called AllPinReport.xls will be generated. This report contains a complete list of your PIN inventory, with up-to-the-minute information on the status of each PIN.



Date	Order Number	Course Title(s)	Qty	Download All PINs (Excel)
------	--------------	-----------------	-----	---------------------------

Download Individual Work Order PINs

- Choose a work order in your search results.
- Click >Download PINs (Excel).
- An Excel file called PinReport.xls will be generated. This report contains a list of PINs purchased on a specific workorder, with up-to-the-minute information on the status of each PIN.



BUILDFORCE CANADA Home Purchase PINs **PIN Purchase Summary** Learner/PIN Lookup Logout English ▼

BuildForce Distributor Centre > PIN Purchase Summary

Pin Purchase Summary

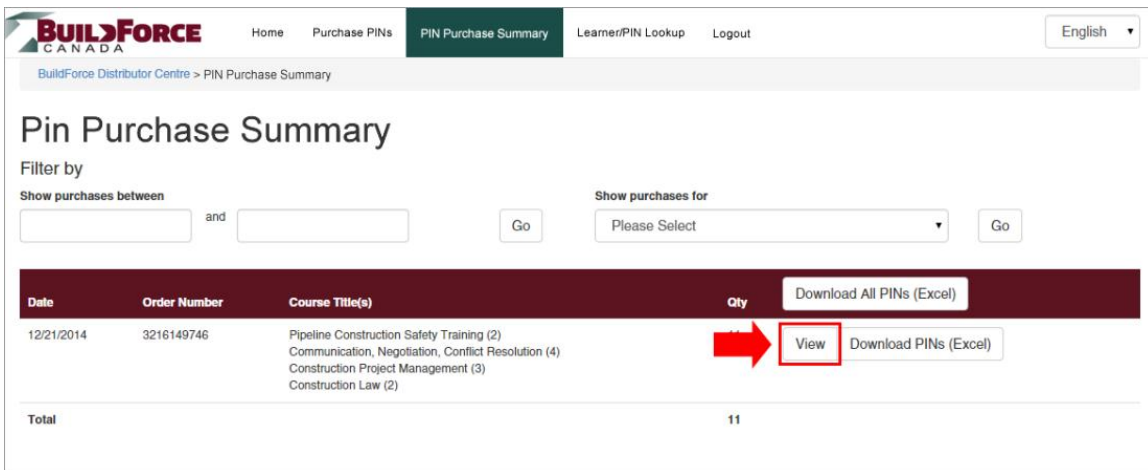
Filter by

Show purchases between and Go Show purchases for Please Select Go

Date	Order Number	Course Title(s)	Qty	Download All PINs (Excel)
12/21/2014	3216149746	Pipeline Construction Safety Training (2) Communication, Negotiation, Conflict Resolution (4) Construction Project Management (3) Construction Law (2)	11	View Download PINs (Excel)
Total			11	

View Work Order Details

- Choose a work order in your search results.
- **Click >View**



BUILDFORCE CANADA Home Purchase PINs **PIN Purchase Summary** Learner/PIN Lookup Logout English ▼

BuildForce Distributor Centre > PIN Purchase Summary

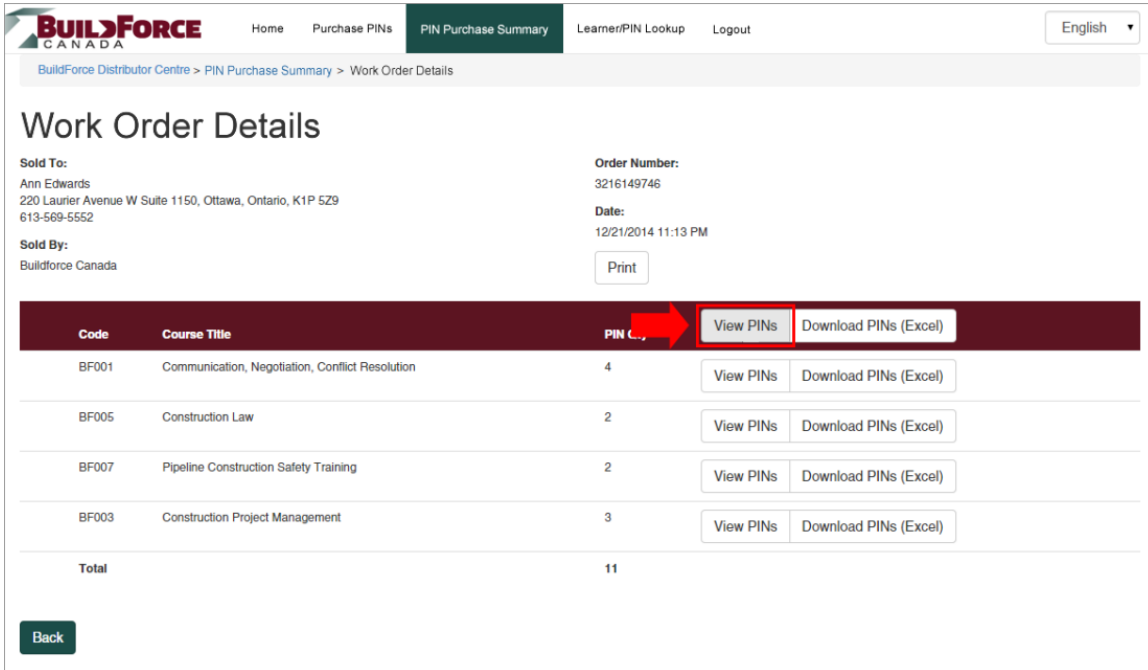
Pin Purchase Summary

Filter by

Show purchases between and Go Show purchases for Please Select Go

Date	Order Number	Course Title(s)	Qty	Download All PINs (Excel)
12/21/2014	3216149746	Pipeline Construction Safety Training (2) Communication, Negotiation, Conflict Resolution (4) Construction Project Management (3) Construction Law (2)	11	View Download PINs (Excel)
Total			11	

- The Work Order Details page displays all of the original workorder information as well as a button for viewing and downloading PIN information. To view information on all work order PINs:
- **Click >View PINs** on the table header. **Note:** You can also view or download PINs by individual course.



Work Order Details

Sold To:
Ann Edwards
220 Laurier Avenue W Suite 1150, Ottawa, Ontario, K1P 5Z9
613-569-5552

Sold By:
Buildforce Canada

Order Number:
3216149746

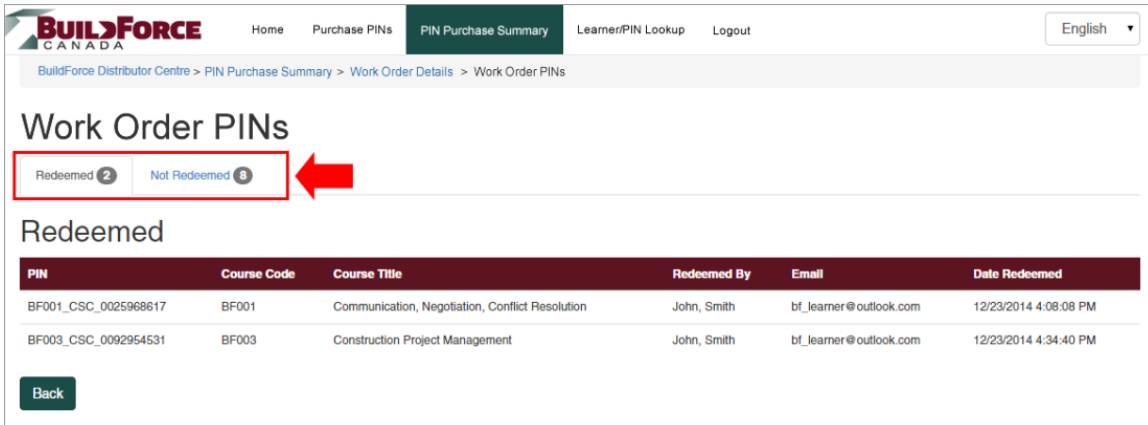
Date:
12/21/2014 11:13 PM

[Print](#)

Code	Course Title	PIN Count	View PINs	Download PINs (Excel)
BF001	Communication, Negotiation, Conflict Resolution	4	View PINs	Download PINs (Excel)
BF005	Construction Law	2	View PINs	Download PINs (Excel)
BF007	Pipeline Construction Safety Training	2	View PINs	Download PINs (Excel)
BF003	Construction Project Management	3	View PINs	Download PINs (Excel)
Total		11		

[Back](#)

- The Work Order PINs page displays separate tabs to indicate which PINs on the work order have been used by a learner (**Redeemed**), and which have not (**Not Redeemed**).



Work Order PINs

[Redeemed \(2\)](#) [Not Redeemed \(3\)](#)

Redeemed

PIN	Course Code	Course Title	Redeemed By	Email	Date Redeemed
BF001_CSC_0025968617	BF001	Communication, Negotiation, Conflict Resolution	John, Smith	bf_learner@outlook.com	12/23/2014 4:08:08 PM
BF003_CSC_0092954531	BF003	Construction Project Management	John, Smith	bf_learner@outlook.com	12/23/2014 4:34:40 PM

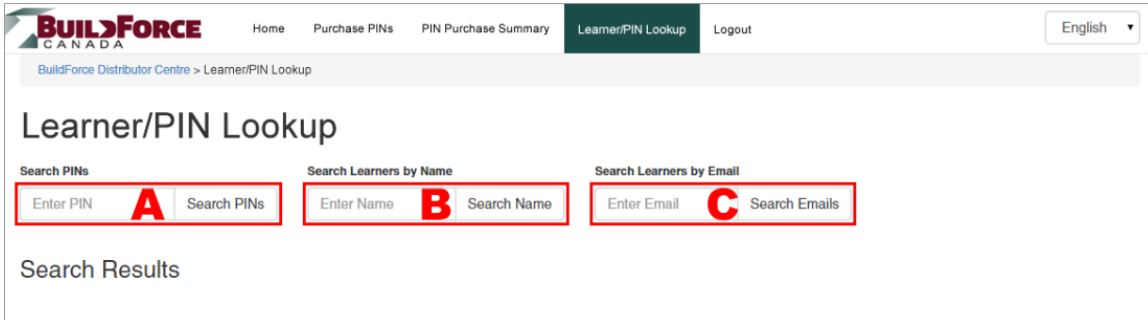
[Back](#)

2.4 Learner/PIN Lookup

2.4.1 Overview

Click >Learner/PIN Lookup menu

The Learner/PIN Lookup main page provides options to search by PIN, Learner Name or Learner Email. The instructions below show you how to use each option.



Learner/PIN Lookup

Search PINs: Enter PIN **A** Search PINs

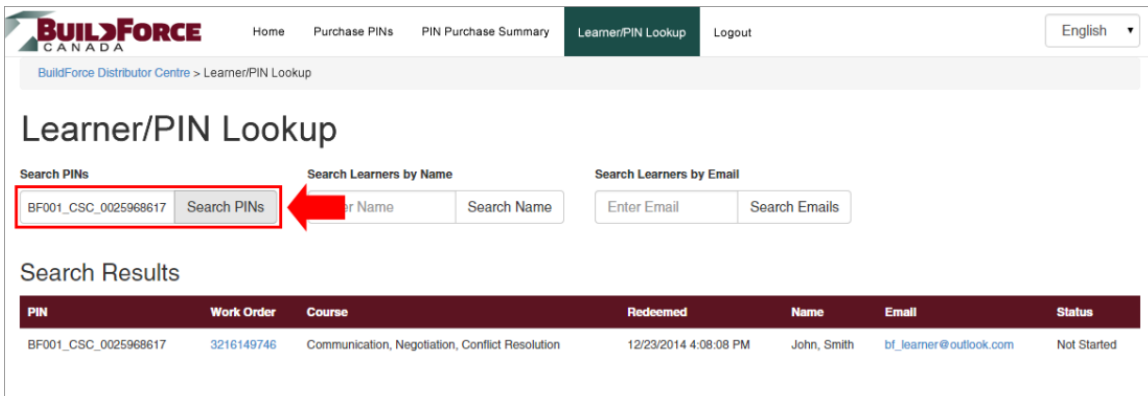
Search Learners by Name: Enter Name **B** Search Name

Search Learners by Email: Enter Email **C** Search Emails

Search Results

2.4.2 Search by PIN

- Enter PIN in search box
- Click >Search PINs
 - If the PIN is valid, search results will be displayed in the table.
 - If the PIN is not valid, the following message will appear above the table header: *Unfortunately, there are no learners or PINs matching your search. Please try again.*



Learner/PIN Lookup

Search PINs: BF001_CSC_0025968617 Search PINs

Search Learners by Name: Enter Name Search Name

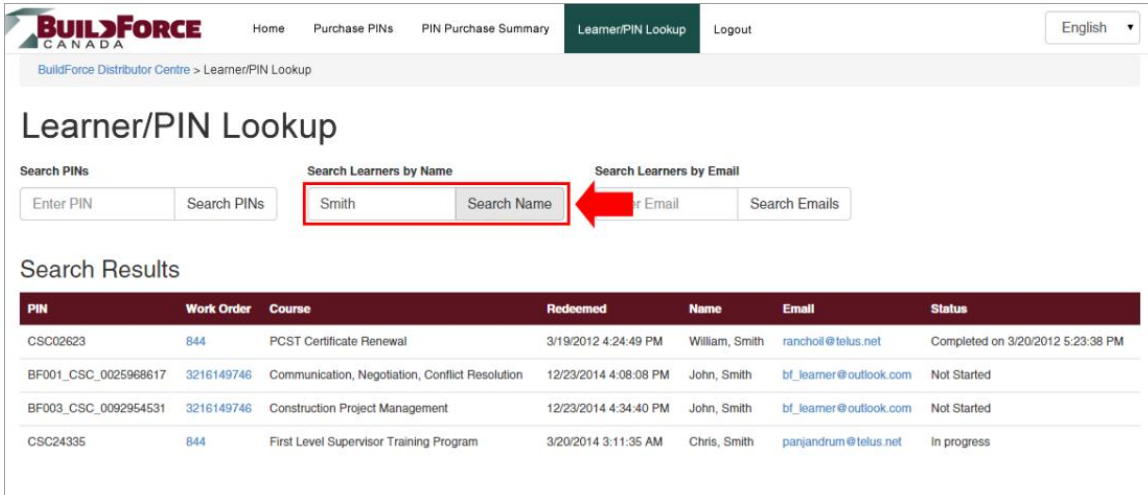
Search Learners by Email: Enter Email Search Emails

Search Results

PIN	Work Order	Course	Redeemed	Name	Email	Status
BF001_CSC_0025968617	3216149746	Communication, Negotiation, Conflict Resolution	12/23/2014 4:08:08 PM	John, Smith	bf_learner@outlook.com	Not Started

2.4.3 Search by Name

- Enter Name (First or Last) in search box.
- Click >Search Name
 - If the name is valid, search results will be displayed in the table.
 - If the name is not valid, the following message will appear above the table header: *Unfortunately, there are no learners or PINs matching your search. Please try again.*



BuildForce CANADA Home Purchase PINs PIN Purchase Summary **Learner/PIN Lookup** Logout English

BuildForce Distributor Centre > Learner/PIN Lookup

Learner/PIN Lookup

Search PINs Search Learners by Name Search Learners by Email

Enter PIN Search PINs **Smith** Search Name Enter Email Search Emails

Search Results

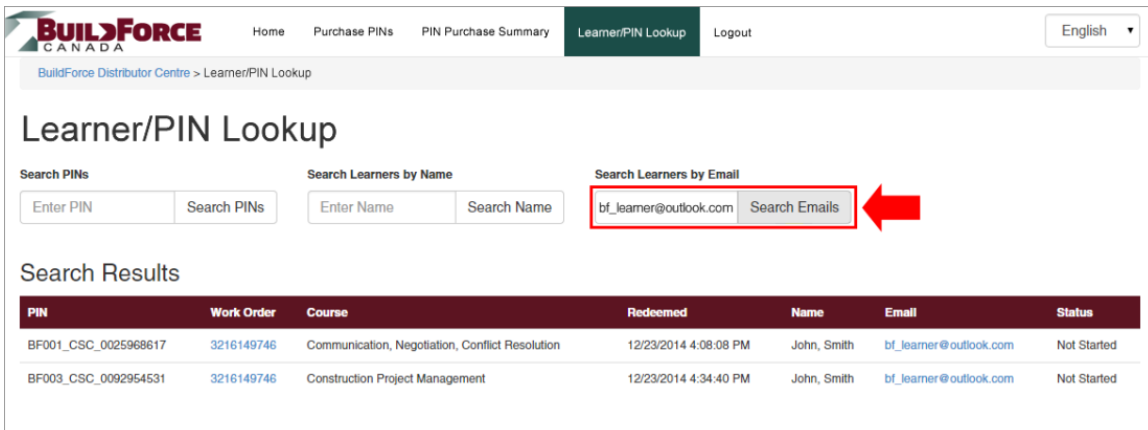
PIN	Work Order	Course	Redeemed	Name	Email	Status
CSC02623	844	PCST Certificate Renewal	3/19/2012 4:24:49 PM	William, Smith	ranchoi@telus.net	Completed on 3/20/2012 5:23:38 PM
BF001_CSC_0025968617	3216149746	Communication, Negotiation, Conflict Resolution	12/23/2014 4:08:08 PM	John, Smith	bf_learner@outlook.com	Not Started
BF003_CSC_0092954531	3216149746	Construction Project Management	12/23/2014 4:34:40 PM	John, Smith	bf_learner@outlook.com	Not Started
CSC24335	844	First Level Supervisor Training Program	3/20/2014 3:11:35 AM	Chris, Smith	panjandrum@telus.net	In progress

Note: When you submit a name search, the search engine scans every learner name record **by letter**, and will return **all** matches in your search results. For example, if you submitted a search using **Phil** as your name, your search results might include the following:

Phil Smith, Phillip Jones, John Phillips, Mary Philbert

2.4.4 Search by Email

- Enter e-mail address in search box.
- Click >Search Emails
 - If the e-mail is valid, search results will be displayed in the table.
 - If the e-mail is not valid, the following message will appear above the table header: *Unfortunately, there are no learners or PINs matching your search. Please try again.*



BuildForce CANADA Home Purchase PINs PIN Purchase Summary **Learner/PIN Lookup** Logout English

BuildForce Distributor Centre > Learner/PIN Lookup

Learner/PIN Lookup

Search PINs Search Learners by Name Search Learners by Email

Enter PIN Search PINs Enter Name Search Name **bf_learner@outlook.com** Search Emails

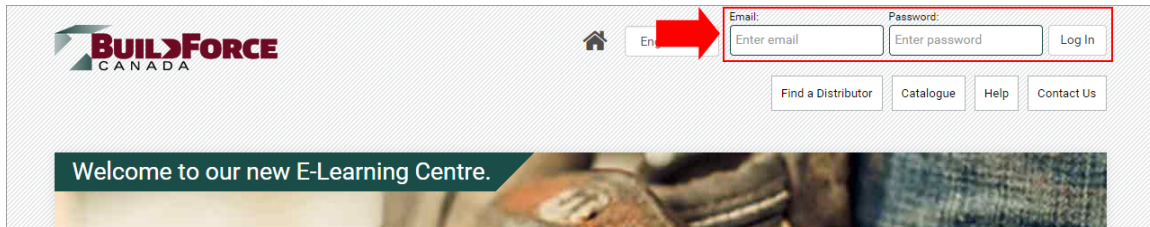
Search Results

PIN	Work Order	Course	Redeemed	Name	Email	Status
BF001_CSC_0025968617	3216149746	Communication, Negotiation, Conflict Resolution	12/23/2014 4:08:08 PM	John, Smith	bf_learner@outlook.com	Not Started
BF003_CSC_0092954531	3216149746	Construction Project Management	12/23/2014 4:34:40 PM	John, Smith	bf_learner@outlook.com	Not Started

2.5 Updating Your Distributor Account Information

To update your distributor account information, follow the steps below:

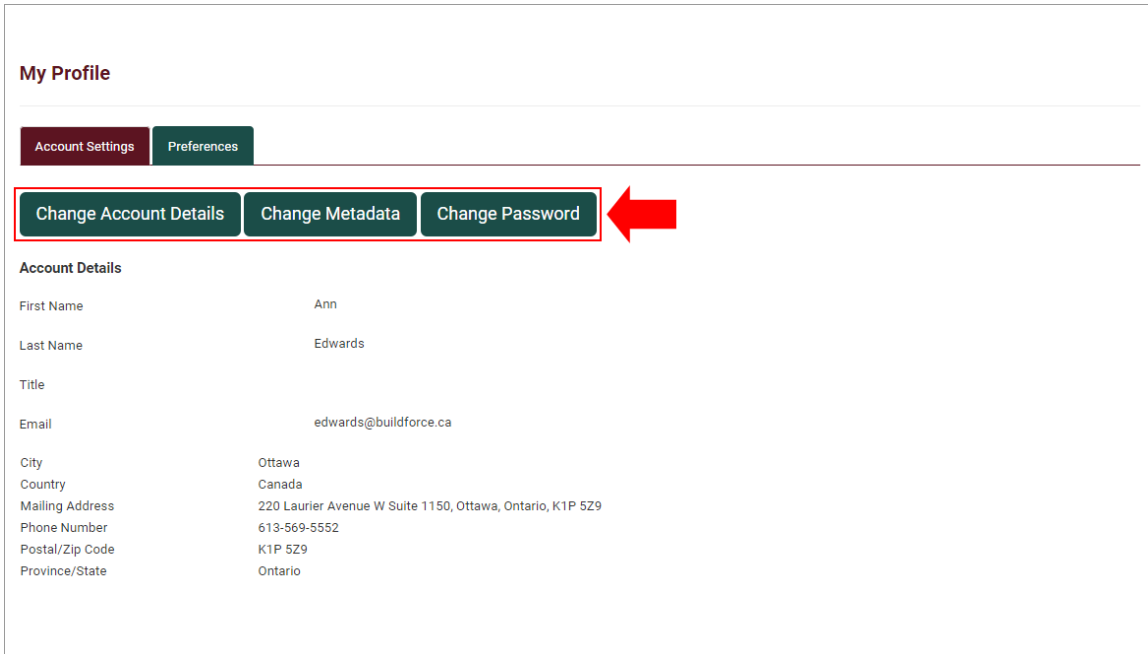
1. Go to the E-Learning Centre Home Page – <http://elearning.buildforce.ca>
2. Using the Login fields at the top of the page, *enter* your distributor e-mail and password and *click* >Log In



3. Click the *Gear Widget* now visible at the top of the page.
4. Click >**My Profile** on the menu below.



5. Your **My Profile** Page provides a range of options for updating your *Account Settings* and *Preferences*.



My Profile

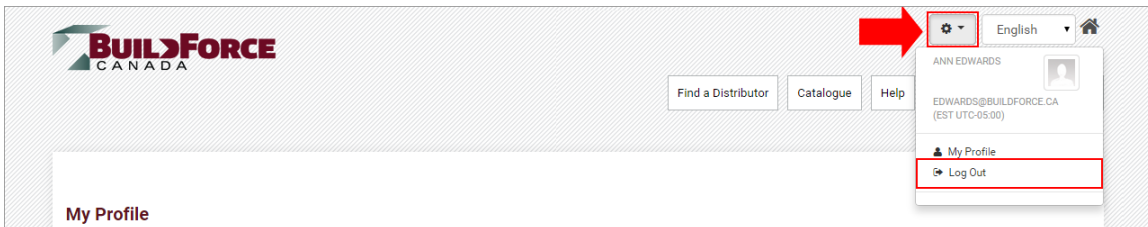
Account Settings Preferences

Change Account Details Change Metadata Change Password

Account Details

First Name	Ann
Last Name	Edwards
Title	
Email	edwards@buildforce.ca
City	Ottawa
Country	Canada
Mailing Address	220 Laurier Avenue W Suite 1150, Ottawa, Ontario, K1P 5Z9
Phone Number	613-569-5552
Postal/Zip Code	K1P 5Z9
Province/State	Ontario

When you have completed your updates, *click* on the Gear Widget and *click >Log Out*.



My Profile

ANN EDWARDS

EDWARDS@BUILDFORCE.CA
(EST UTC-05:00)

My Profile

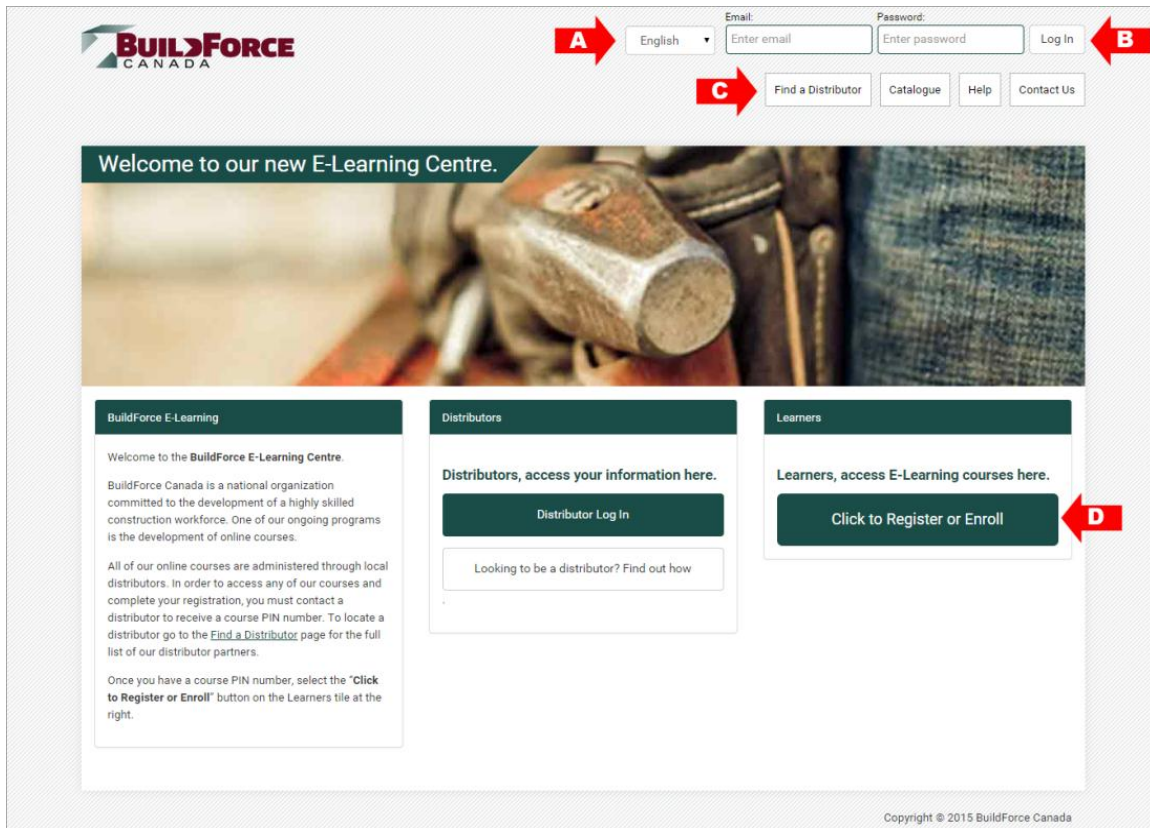
Log Out

In the final section we'll introduce you to the BuildForce E-Learning Centre and show you how Learners use PINs to register and enroll in courses.

SECTION 3: E-LEARNING CENTRE LEARNER OVERVIEW

The [BuildForce E-Learning Centre](#) is where Learners register, set up accounts and enroll in our e-learning courses. In this section, we'll introduce you to the E-Learning Centre site, show you how new learners set up accounts and use PINs to enroll in courses.

3.1 Home Page



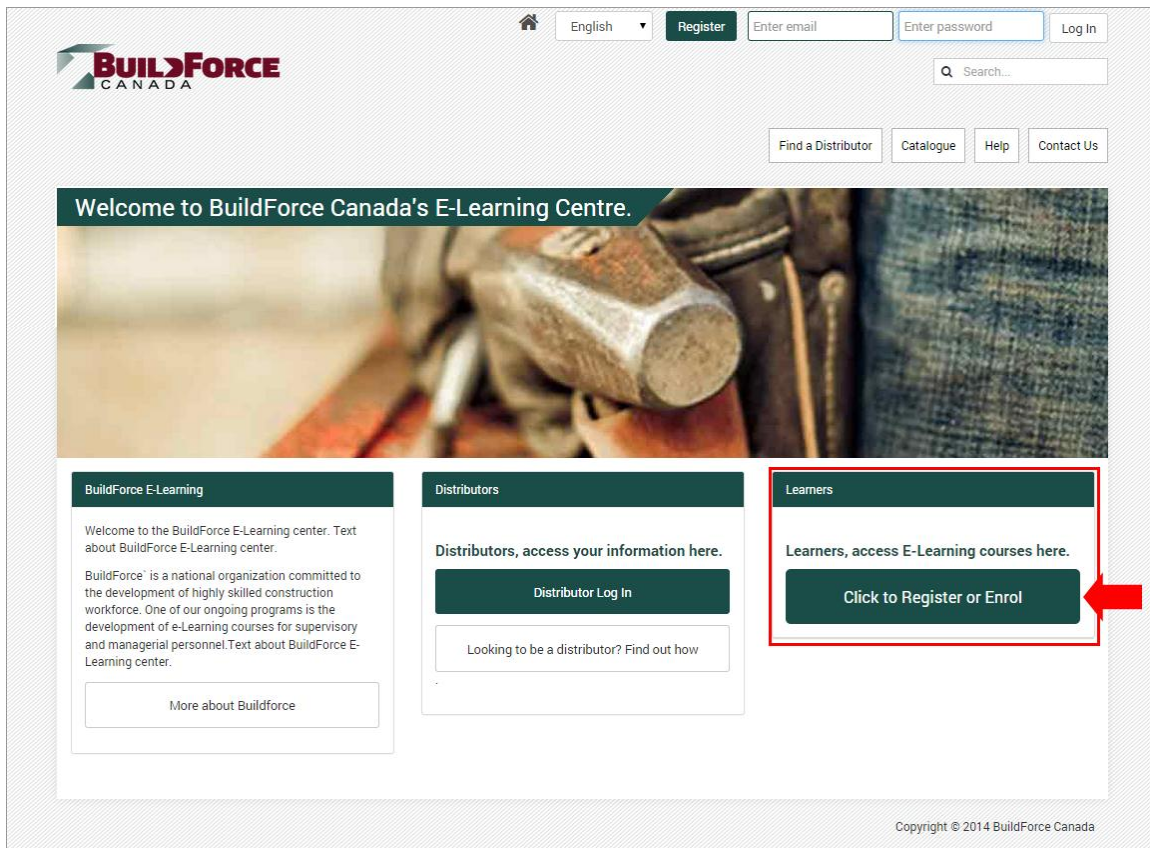
The following features are available to learners from the E-Learning Centre Home Page (above):

- A. **Language** - Change language selection.
- B. **Login** - Login area for existing learners.
- C. **Site Menu**
 - **Find a Distributor** - Find a distributor by region or course.
 - **Catalogue** - A list of BuildForce E-Learning courses.
 - **Help** - A list of frequently asked support-related questions.
 - **Contact Us** - E-Learning technical support hours and contact information.
- D. **Register/Enroll Button** - Where learners with a course PIN begin the registration/enrollment process.

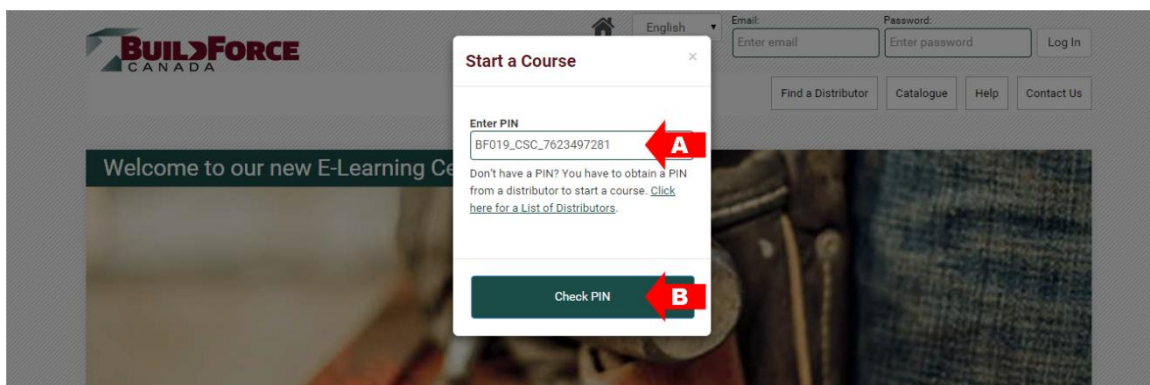
3.2 Learner Registration and Enrollment

Once a Learner has obtained a course PIN, they can get started in the course by following the steps below.

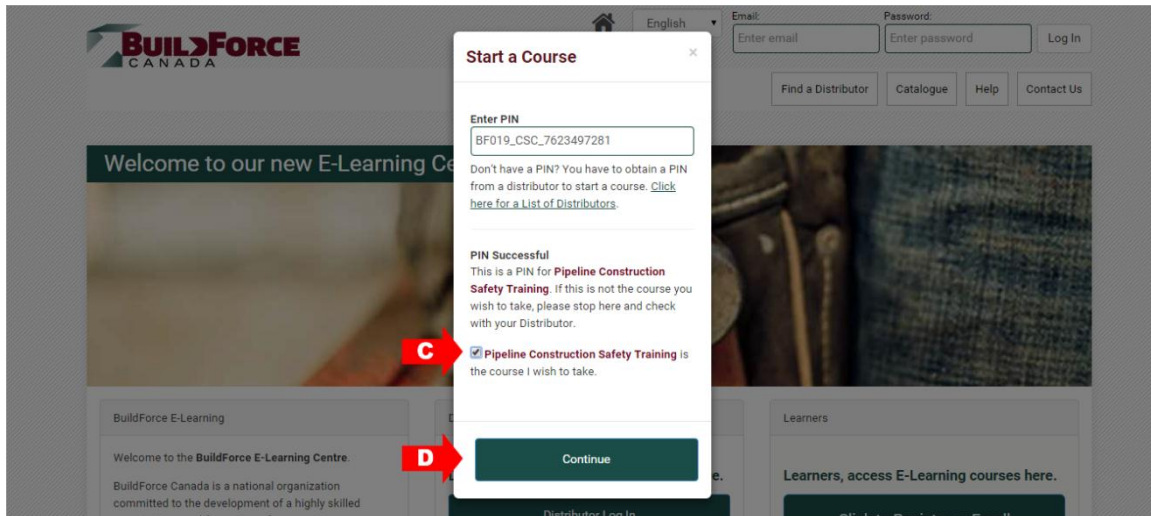
1. Go to the E-Learning Centre Home Page – <http://elearning.buildforce.ca>
2. From the Learners Tile on the right side of the screen, *Click >Click to Register or Enroll*.



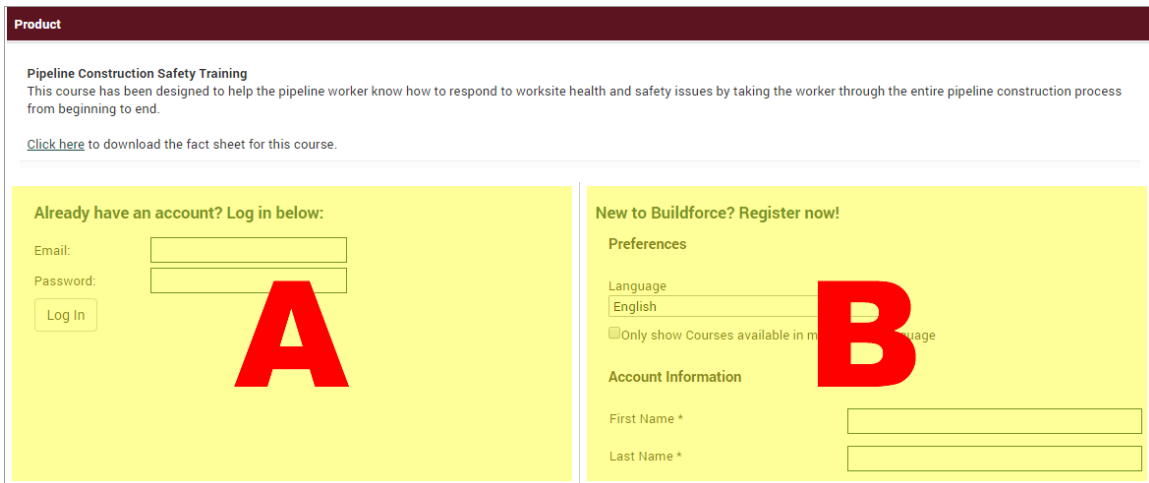
3. Using the *Start a Course* window, do the following:
 - A. Enter the course PIN.
 - B. Click >Check PIN



- C. When “PIN Successful” message appears, **confirm** the course by *checking* the box beside the course title.
- D. *Click* **>Continue** to proceed to the Registration page.



4. When the Registration page appears, choose one of the following options:
 - A. **Login** - Choose this option you are an **Existing User**.
 - B. **Register** - Choose this option if you are a **New User**.



Existing User Login

Existing Users are learners who have previously enrolled in one or more of our e-learning courses, so will already have created an account on the E-Learning Centre.

New User Registration

New Users are learners who are taking their first course on the E-Learning Centre, so they must complete a one-time registration before they can start the course. Should they wish to enroll in other courses later on, they would do so using the Existing User Login (Option A).

5. Once you have logged in or registered, an order confirmation page will load.

6. **Click >Enter**

Your order has been successfully processed.


Your order number: 9 Print this page

Purchased item(s) enrollment result:

Enrolled Learner(s)

You are registering for:

1. Pipeline Construction Safety Training

Enter 

7. The Course Details page will load.


8. **Click >Enter** on the Overview tile.


Pipeline Construction Safety Training

Overview

This course has been designed to help the pipeline worker know how to respond to worksite health and safety issues by taking the worker through the entire pipeline construction process from beginning to end.

[Click here](#) to download the fact sheet for this course.



Enter 

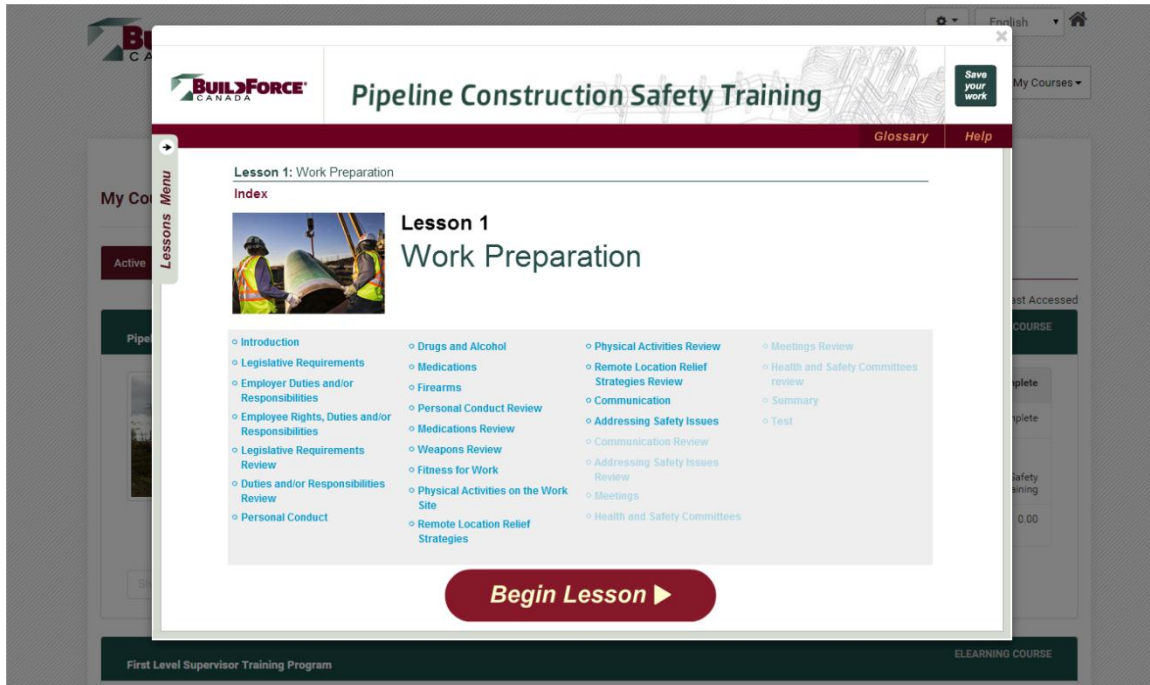
Your Progress unknown

0% Complete (0 of 1) - 100% In Progress (1 of 1)

Certificate Transcript

Lesson	Status	Success	Time Spent (hh:mm:ss)	Score
Pipeline Construction Safety Training	unknown	-	00:00:00	N/A

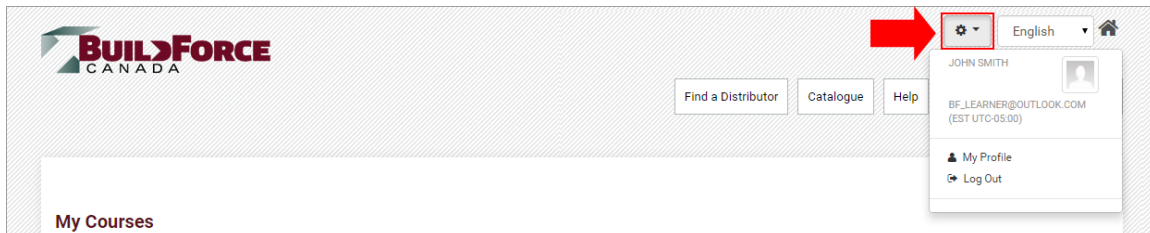
9. The course will open in a new window.



3.3 Updating Learner Account Information

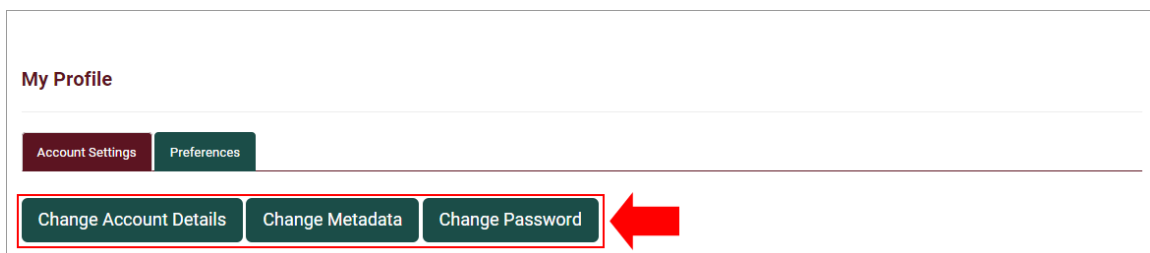
To update your contact information and log out of your account, follow the steps below.

1. From the top right corner of the page, *click* on the Gear Widget.



2. To update your contact information:

- Click **>My Profile** on the *Gear Widget* menu.
- Your My Profile Page provides a range of options for updating your *Account Settings* and *Preferences*.



3. To log out of your account:
 - Click **>Log Out** on the *Gear Widget* menu.

SECTION 4: HELP AND SUPPORT

Contact Information:

Phone: 1-866-793-6225

Email: support@buildforce.ca

Hours of Operation:

8:00 am - 8:00 pm EST Monday - Sunday

A message can be left on our Technical Support voice-mail if you are calling after hours. All messages will be returned the next day.

On behalf of BuildForce Canada thank you once again for becoming a distributor.