

Foundation Depth Calculator App

Frequently asked questions

ACCESS –

Q1. Where do I download the app?

A1. The app is available to download in three formats, iOS via the Apple app store, Android via the Google Play store and Windows version via the NHBC Extranet. To complete the installation, you will need a onetime installation username and password which is available free of charge to registered builders/developers or professional subscribers via the NHBC Extranet. For further information refer to - <http://www.nhbc.co.uk/apps>.

Q2. Where do I get the onetime installation username and password?

A2. To gain the onetime installation username and password you need to be a registered builder/developer or professional subscriber and have access to the NHBC Extranet Technical Standards section.

Q3. I work for a registered builder/developer. Can I gain access to the Extranet to download the Windows app and or get the onetime username and password?

A3. Yes. Providing the registered builder/developer is happy to setup an additional user on their account for yourself, you can then access the Technical Standards area via your individual login, please contact the registered builder developer directly to arrange setup.

Q4. I am a professional subscriber and have proof of purchase of the NHBC Standards. Can I gain access to the Extranet to download the windows app and or get the onetime installation username and password

A4. Yes. To gain access please email foundationdepthcalc@nhbc.co.uk with your business name, address, email, contact details, proof of purchase and we will set up your access.

Q5. I have access to the Extranet but cannot view the app download page.

A5. To view the app download page, you need to click on 'Technical Standards' located in the main menu of NHBC Extranet. If this is not visible, it will be due to either;

- You are a registered builder/developer or professional subscriber but the feature has not been switched on – please email foundationdepthcalc@nhbc.co.uk and we will be happy to resolve this for you. Or;
- You are not registered as a **registered builder/developer or professional subscriber** as above. Therefore, to view the app download page or other benefits such as Standards Plus you will need to purchase the latest version of NHBC Standards available from the [NHBC Shop](#).

DOWNLOAD –

Q6. What devices can I download the foundation depth calculator on?

A6. The app is currently available on Android, iOS and Windows OS, covering the majority of device types - desktop PC, laptop, tablet and phone.

Q7. I have tried to download the windows OS version but have problems due to administration privileges?

A7. This is an IT security issue, please consult with your IT department or amend administration download rights.

OTHER –

Q8. How much does it cost?

A8. Nothing, it's free to registered builders and professional subscribers.

Q9. Who should I contact if I have a question regarding the foundation depth calculator?

A9. You can email the NHBC Technical Helpline technical@nhbc.co.uk, or call 01908 747384. If your question is IT related, please email foundationdepthcalc@nhbc.co.uk