

Frequently Asked Questions (FAQ)

Q1: How can I register to become an agent?

A1: Visit www.project.com and select “Register” to register as an agent.

Q2: How to reset my password if I have forgotten it?

A2: Go to www.project.com, enter your email address at login page, and then click “Forgot Password”; a temporary password will be sent to your registered email address.

Q3: How do I buy credits for posting properties?

A3: Go to www.project.com, login with your user account, choose a credit package, and then pay via a payment gateway.

Q4: Do the purchased credits have an expiration date?

A4: The credit has a 12-month expiration date from the date of purchase.

Q5: Are there any refund or transfer options for agent packages?

A5: All credits and agency packages are strictly non-transferable or non-refundable.

Q6: How can I post a listing for a property?

A6: Go to www.project.com, login with your user account, click on “+Listing” in the top right, then select “My Listing” and “Add new property”. Enter all the details, then click “Submit” to confirm your property posting.

Q7: How many credits will be deducted for each property posting?

A7: For more information, please refer the agent credit package.

Q8: Can set the posting period in the system?

A8: No.

Q9: Can I create the property listing in advance as draughts and confirm posting later?

A9: Yes.

Q10: How many photographs can I post?

A10: 30 images.

Q11: What size image should I upload for my posting?

A11: 2500 x 2000 pixels (JPG format).