

# MATTER

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## INTRODUCTION

Welcome to Matter! Matter's material management tools help AEC, Owners, and Project Teams build their collective material intelligence to make informed choices. Matter integrates directly with the [Origin Material Data Hub](#) to provide access to connected material information.

**Search:** Powerful search filters and comparison tools enable you to identify products and materials that best meet your specific project and sustainability goals and requirements.

**Library:** Create and curate personal and firm-wide material libraries to save time sourcing materials/products while creating consistency across your specifications.

**Projects:** Collaborate with colleagues to streamline project material management.

This User Guide explains how to use the key functionalities that are included in your Matter account. Welcome aboard, we look forward to seeing your projects get built across the globe!

### Advanced Account Features

Advanced Matter accounts include these powerful features:

- Material Intelligence Tools:
  - All users can view the Company Material Library
  - All users can create a Personal Material Library with unlimited materials
  - Capture company-wide material expertise
  - Material management tools (save, edit, create, delete)
  - Export materials to Excel
- Project Tools:
  - Project material management
  - Project dashboard
  - Internal and external Project collaboration tools
- Support: Standard email support

## ACCOUNT ADMINISTRATION

### User Roles

There are five User Roles available on Matter: Administrators, Librarian, Read-Write, Basic and Read-Only. Access to Matter features is based on your User-Role. Each feature includes details to help you understand which User Roles can access each feature. If you don't have access to a feature, contact your account Administrator(s) to request the appropriate User Role.

#### Read-Only users

- Search Matter connected libraries
- Compare materials
- Curate a Personal Material Library
- View Firm-wide Material Library

- View Projects to which they've been added

#### Basic users:

Have access to all Read-Only features, plus:

- Suggest materials for inclusion in your Company Material Library
- Use export tools

#### Read-Write users

Have access to all Basic features, plus:

- Create and manage Projects
- Create and edit Materials
- Create and manage Expertise (add Experts, tags and notes)

#### Librarians

Have access to all Read-Write features, plus:

- Curate your Company Material Library
- Create and manage Company Material Library folders

#### Administrators

Have access to all Librarian features plus:

- Manage company settings
- Create and manage users
- Delete company projects

## Logging in

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

To log in to your Matter, all users can follow these steps:

1. Go to: <https://matterbuild.com>
2. Click **LOG IN**, the Log In page will appear.
3. Enter your Username (email address) and the password you created when registering and click **Log In**.

## Password Reset

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

If you've forgotten your Matter password, all users can follow these steps:

1. Go to: <https://matterbuild.com>
2. Click **LOG IN**, the Login page will appear.
3. Click **Forgot Password?**
4. Enter the email address that is linked to your account and click **Submit**.
5. Check your email account - you should receive an email from [noreply@matterbuild.com](mailto:noreply@matterbuild.com)
  - You may need to check your Spam box.
  - If you do not receive our email, please contact [support@matterbuild.com](mailto:support@matterbuild.com)
6. Open the email, click the password reset link and follow the instructions provided in your browser.

## Managing Your User Account

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

You can use your user settings to manage your personal information (first and last name), email address, user avatar, and password. To manage your account, all users can follow these steps:

1. Log in to your Matter account.
2. Click your Avatar at the bottom left-hand corner of your browser a pop-up will appear.
3. If you have an Administrator account, click **Settings**. If you have a non-Administrator account, click **My Account**. Your Account management page will appear.
4. To edit your name and/or email address, click the **Edit Icon** (Hint: it looks like a pencil), change your information and click the **Blue Checkmark**.
5. To change your Avatar, click your **Avatar** and select an image file from your computer (Hint: images should be png or jpg files that are less than 5MB).
6. To change your password, click **Change Password** and enter your current password and your new password. Then click **Change Password**.

## Managing Your Company Account

Company Administrators can manage their company settings and account users.

### Company Settings

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Administrators can manage which icon appears with their company's Library by following these steps:

1. Log in to your Matter account.
2. Click your Avatar at the bottom left-hand corner of your browser a pop-up will appear.
3. Click **Settings**. Your Account management page will appear.
4. Click the **Company Settings** tab.
5. To add/edit your company name:
  - a. Click the **Edit Icon** (Hint: it looks like a pencil) next to the Company Name field, type your company name, and click the **Blue Checkmark**.
6. To add/edit the logo that appears at the top left of your Matter account:
  - a. Click the **Company Logo** image and select an image file from your computer (Hint: images should be png or jpg files that are less than 5MB).
7. To add/edit the background image for your Matter account:
  - a. Click the **Background Image** and select an image file from your computer (Hint: images should be png or jpg files that are less than 5MB).
8. To add/edit the icon that appears with your company logo (square image recommended):
  - a. Click the **Workspace Logo** and select an image file from your computer (Hint: images should be png or jpg files that are less than 5MB).

### User Management - Create Company Users

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Administrators can manage which Users can access their company's Matter account. To create company users, Administrators can follow these steps:

1. Log in to your Matter account.

2. Click your Avatar at the bottom left-hand corner of your browser a pop-up will appear.
3. Click **Settings**. Your Account management page will appear.
4. Click the **User Management** tab.
5. Click the **Create** button at the right-hand side of your browser. The Create User pop-up will appear.
6. Enter the new user's details, select his/her User Role and click **Save**. An email will be sent to the email address you enter.

### User Management - Edit Company Users

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Administrators can manage which Users can access their company's Matter account. To edit company users, Administrators can follow these steps:

1. Log in to your Matter account.
2. Click your Avatar at the bottom left-hand corner of your browser a pop-up will appear.
3. Click **Settings**. Your Account management page will appear.
4. Click the **User Management** tab.
5. Click the **Edit Icon** (Hint: it looks like a pencil) for the User whose information you'd like to edit.
6. Add or edit the User's information and click **Save**.

### User Management - Delete Company Users

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Administrators can manage which Users can access their company's Matter account. To delete company users, Administrators can follow the below steps. Please note that deleting a user is a permanent action and cannot be undone. User accounts may provide access to all GIGA-powered software (Origin, Matter, etc.) - deleting a user in Matter will also prevent his/her access to all other GIGA-powered software.

1. Log in to your Matter account.
2. Click **your Avatar** at the bottom left-hand corner of your browser a pop-up will appear.
3. Click **Settings**. Your Account management page will appear.
4. Click the **User Management** tab.
5. Click the **Delete Icon** (Hint: it looks like a garbage can) for the User you'd like to delete. A pop-up will appear.
6. Select another User to take ownership of any content that has been created by the User who will be deleted and click **Delete**.
  - a. Important Reminder: deleting users is a permanent action and cannot be undone.

### User Management - External Collaborators

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Collaborate with other Matter users that are external to your company. Add Collaborators to your Projects or to help curate your Company Library (Librarian user type). Note that external Collaborators must first have a Matter account before you will be able to work with them on Matter. If the folks you want to work with do not yet have a Matter account, you can invite them to register. To add External Collaborators follow these steps:

1. Log in to your Matter account.
2. Click your **Avatar** at the bottom left-hand corner of your browser a pop-up will appear.
3. Click **Settings**. Your Account management page will appear.
4. Click the **User Management** tab.

5. Toggle to the **External Collaborators** tab.
6. Click the **Invite** button.
7. Enter the full email address of the Collaborator you'd like to invite and click **Next**.
8. If the Collaborator has an account, select the role you'd like him/her to have and click **Next**. The Project pop-up will appear.
9. Select the **Project/s and Project Role/s** that this Collaborator can have access to and click **Invite**.
10. If the Collaborator does not exist this will be indicated in the Invite pop-up. You can click **OK** to send an invitation to the Collaborator.

## Certification Management

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Manage the certifications that are created by users in your company. Curate certifications on materials in which manufacturer data is lacking. Update or improve upon manufacturer supplied certification data.

To add External Collaborators follow these steps:

1. Log in to your Matter account.
2. Click your **Avatar** at the bottom left-hand corner of your browser a pop-up will appear.
3. Click **Settings**. Your Account management page will appear.
4. Click the **Certifications** tab.
5. Click the **Create Certification** button.
6. Upload the certification information, remembering those fields marked as required with an asterisk.
7. Click the **Connected Material** section at the bottom
8. Click **Connect**. Type in the name of the material you wish to connect to the certification, click **Add** then click **Ok**.

## Tag Management

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Manage the tags that are created by users in your company.

To manage company (all user created) tags follow these steps:

1. Log in to your Matter account.
2. Click your **Avatar** at the bottom left-hand corner of your browser a pop-up will appear.
3. Click **Settings**. Your Account management page will appear.
4. Click the **Tags** tab.
5. Click the **Create Tag** button.
6. Create the tag name, color, description and icon.
7. Click **Save**.
8. Choose any tag from the list to edit (click the pencil icon to the right of each tag you would like to edit) then modify the tag information. When finished, click **Save**. Repeat this process for each tag you would like to edit.

## Upgrading Your Company Account

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

To upgrade to an Enhanced Plus, Advanced, or Enterprise account, please contact the Matter Support Team: [support@matterbuild.com](mailto:support@matterbuild.com)

## MATERIAL LIBRARY FEATURES

### Search Materials on the Origin Material Data Hub

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Matter is directly integrated with [Origin](#), the world's largest connected data hub. Material information from Origin is updated on-demand on Matter. This allows you and your colleagues to leave material management to manufacturers so you can spend more time designing and delivering projects. To search the Origin Material Data Hub, follow these steps:

1. Log in to your Matter account.
2. Click the **Origin Library** at the top left of your browser.
3. Use the search bar, search filters (recommended), or certification shortcuts (also recommended) to narrow your search.

### Search your Company Library

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

As you and your colleagues curate your Company Material Library, all saved materials can be searched. Filters allow you to quickly find materials that have been approved by your team for project use. To search your Company Material Library, follow these steps:

1. Log in to your Matter account.
2. Click your **Company Library** at the top left of your browser.
3. Use the search bar or search filters (recommended) to narrow your search.

### Save Materials to Your Personal Material Library

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Materials can be saved from Origin or your Company Material Library. To save materials, follow these steps:

1. Log in to your Matter account.
2. Select the Library you'd like to save materials from (Origin, your Company).
3. Narrow your material search, as desired.
4. Click the **select box** that appears to the left of the material/s you'd like to save.
5. Click the **Save to** button in your toolbar and select **Save to My Material Library**.
6. Click **OK** to confirm your selection.
7. Note that your materials will remain selected until they are deselected.

### Compare Materials by Data Points

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

To compare materials by individual data points, follow these steps:

1. Log in to your Matter account.
2. Select the Library you'd like to save materials from (Origin, your Company).
3. Narrow your material search, as desired.
4. Click the **select box** that appears to the left of the material/s you'd like to compare.
5. Click the **Compare** button in your toolbar and select **Compare Material Details**.

- Note that your materials will remain selected until they are deselected.

## Suggest Materials to Your Company Material Library

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Read-Write and Basic users can suggest materials to be added to their Company Material Library. Suggested materials can be reviewed and approved or rejected by company Librarians and Administrators. To suggest a material for inclusion in your Company Material Library, follow these steps:

- Log in to your Matter account.
- Select the Library you'd like to save materials from Origin.
- Narrow your material search, as desired.
- Click the **select box** that appears to the left of the material/s you'd like to suggest to be added to your Company Material Library.
- Click the **Save to** button in your toolbar and select **Submit to [YOUR COMPANY] Library**.
- Click **OK** to confirm your selection.
- Note that your materials will remain selected until they are deselected.

## Save Materials to Your Company Material Library

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Administrators and Librarians users can save materials to be added to their Company Material Library. Saved materials are automatically approved. To save a material for inclusion in your Company Material Library, follow these steps:

- Log in to your Matter account.
- Select the Library you'd like to save materials from Origin.
- Narrow your material search, as desired.
- Click the **select box** that appears to the left of the material/s you'd like to suggest to be added to your Company Material Library.
- Click the **Save to** button in your toolbar and select **Save to [YOUR COMPANY] Library**.
- Click **OK** to confirm your selection.
- Note that your materials will remain selected until they are deselected.

## Review / Approve / Reject Materials Suggested to your Company Material Library

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

To review materials that are submitted for possible inclusion in your Company Material Library, or to remove materials from your Company Material Library, Administrators and Librarians can follow these steps:

- Log in to your Matter account.
- Click on your **Company Material Library**.
- Open the **Material Status** filter and select the desired status you'd like to review (Approved, In Review, New Request, Rejected).
- Click the **select box** that appears to the left of the material/s you'd like to manage.
- Click **Select Material Status** in your toolbar and choose the desired status for the selected materials.

6. Click **OK** to confirm your selection.
7. Note that your materials will remain selected until they are deselected.

## Capture and Grow Your Company Expertise

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Matter enables you and your colleagues to add their knowledge and expertise to any saved material within your Company Material Library. By capturing your collective expertise, invaluable material knowledge can be spread throughout your company.

### Add Notes (Expertise) to Materials

Notes can be added to materials to capture knowledge and expertise. Notes are ideal to identify information that will never appear in material literature such as: ideal applications for materials, pitfalls to avoid, important logistical details, recommended complementary materials, specific design details, etc. To add Notes to materials, follow these steps:

1. Log in to your Matter account.
2. Click on your **Company Material Library**.
3. Use search filters to narrow your search (if needed).
4. Click the **material** you'd like to add notes to.
5. Click the **Edit button** at the top right of your browser (Hint: it looks like a pencil).
6. Click open the **Expertise, Notes and Tags** section.
7. Within the Notes section, click the **Add button**.
8. Enter your note and click **OK**.

### Add Experts to Materials

Knowledgeable staff can be added as Experts to materials - Expert are indicated so you and your colleagues know who to ask about specific materials. To add Experts to materials, follow these steps:

1. Log in to your Matter account.
2. Click on your **Company Material Library**.
3. Use search filters to narrow your search (if needed).
4. Click the **select box** that appears to the left of the material/s you'd like to and an Expert to.
5. In your Toolbar, click **Expertise** and select **Add Expert**. A list of your colleagues (who have Matter accounts) will appear.
6. Click the **select box** that appears to the left of each colleague you'd like to add as an Expert.
  - a. Note: If you do not see a colleague you'd like to add as an Expert, you'll need to create an account for him/her.
7. Click **OK**.

### Add Tags to Materials

Tags can help organize materials that have been saved to your Company Material Library. To add Tags to materials, you can follow these steps:

1. Log in to your Matter account.
2. Click on your **Company Material Library**.
3. Use search filters to narrow your search (if needed).
4. Click the **material** you'd like to add notes to.
5. Click the **Edit button** at the top right of your browser (Hint: it looks like a pencil).

6. Click open the **Expertise, Notes and Tags** section.
7. Within the Tags section, click the **Add** button.
8. Enter your tag and click **OK**.

## View Your Company's Material Expertise

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

To view material experts or to read about your colleague's experience with materials, follow these steps:

1. Log in to your Matter account.
2. Click on your **Company Material Library**.
3. Use search filters to narrow your search (if needed).
4. Click the **material** you'd like to learn more about.
5. Click to open the **Expertise, Notes and Tags** section.

## Add Missing Information to Connected Materials

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Materials that have been saved from Connected Libraries can be edited to add any data which has not been provided by the Manufacturer. You can request that the Manufacturer add missing information (recommended), though, in the absence of their response, you can also edit materials to add information that hasn't yet been provided. To edit saved materials, follow these steps:

1. Log in to your Matter account.
2. Click on your desired **Material Library**.
3. Click on the **Material Name** that you would like to edit.
4. Click the **Edit Icon** at the top right of your browser (Hint: it looks like a pencil).
5. Open each material section, or click Open All to view all sections.
6. Add any missing information. Your additions will be saved automatically as you make them.
  - a. You cannot modify existing information.

## Create and Manage Non-Connected Materials

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

If you do not find the materials you're looking for, you can create them. You will have the option to add materials you create to your Personal Material Library and your Company Material Library. If you are a Librarian or Administrator you will be able to add created materials directly to your Company Material Library. Otherwise, you'll be able to suggest them for inclusion. To create a material, follow these steps:

1. Log in to your Matter account.
2. Click your **Personal Material Library** at the top left of your browser.
3. Click the **Manage** dropdown in your toolbar and select **Create Material**. The Create Materials form will appear.
4. Enter material information and click **Next**.
  - a. Required fields are marked with an asterisk (\*).
  - b. To add multiple materials (up to 25) click **Add Row**.
5. Select which **Libraries** you'd like your material/s to be added to.

6. If you'd like to directly add your material/s to a Project and/or Project Space, select the **checkbox** for each desired Project and/or Project Space.
7. When you are finished selecting Libraries and Projects/Project Spaces, click **Finish**.

To edit materials you have created to add additional details, you can follow these steps:

1. Log in to your Matter account.
2. Click your **Personal Material Library** at the top left of your browser.
3. Click the **name of the material** you'd like to edit.
4. Click the **Edit Icon** (Hint: it looks like a pencil) at the top right of your browser.
5. Click to open each section you'd like to edit (or click **Open All** to see all data fields) and enter the desired material information.
  - a. Your edits will be saved as you make them.

## Export Library Materials to Excel

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Select materials from any Library and export them to Excel by following these steps:

1. Log in to your Matter account.
2. Click on any of the Libraries that appear at the top left of your browser.
3. Click the **select box** that appears to the left of the material/s you'd like to export to Excel.
4. Export depending on your selected Library:
  - a. If you're using Origin, click **Export to Excel**.
  - b. If you're using your Company Material Library or Personal Material Library, click **Manage** and select **Export to Excel**.
5. Note that materials will remain selected until they are deselected.

## PROJECTS

### Create and Manage Projects

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

To create a new Project, follow these steps:

1. Log in to your Matter account.
2. Click **Create Project** at the top right of your browser. A pop-up will appear.
3. Enter your **Project Name** and click **Create Project**.
4. Enter any additional desired Project information - data will be saved as you work.

To create Project Spaces, follow these steps:

1. Log in to your Matter account.
2. **Click on your desired Project** from your Project Dashboard.
3. In the left side-bar, click the **“+” button** next to Spaces.
4. Enter the **Space Name** and click **OK**.
5. Repeat steps 3-4, as needed.

To Edit a Project Space, follow these steps:

1. Log in to your Matter account.
2. **Click on your desired Project** from your Project Dashboard.
3. Click the **Edit Icon** (Hint: it looks like a pencil) that appears next to the Space you'd like to edit.
4. Make the desired edits and click **OK**.

To Delete a Project Space, follow these steps:

1. Log in to your Matter account.
2. **Click on your desired Project** from your Project Dashboard.
3. Click the **Delete Icon** (Hint: it looks like a trashcan) that appears next to the Space you'd like to delete.
4. Click **OK** to confirm your selection.
5. Note: deleting a Project Space will not remove the materials from other Spaces they have been added to. Only the deleted Space will be removed.

## Delete Projects

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Deleted Projects can not be recovered, please be absolutely sure you want to delete a Project before doing so. To delete a Project, follow these steps:

1. Log in to your Matter account.
2. **Click on your desired Project** from your Project Dashboard.
3. Click **Information** in the left side-bar. Your Project Information will appear.
4. At the bottom right of the Project Information section, click **Delete this Project**.
5. Click **OK** to confirm your selection.

## Add Materials to Projects and Project Spaces

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Unlimited Materials can be added to Projects. A Project must be created before materials can be added to it (see "Create and Manage Projects", above to learn how to create a Project). Pending Project Permissions as assigned by the Project Manager, Administrators, Librarians, and Read-Write users can follow these steps to add Materials to Projects and Project Spaces:

1. Log in to your Matter account.
2. Click on any of the Libraries that appear at the top left of your browser.
3. Click the **select box** that appears to the left of the material/s you'd like to add to a Project.
4. In your toolbar, click **Save to...** and select **Save to Project**. A pop-up will appear.
5. Click **Show Spaces** to view the Spaces within each Project (optional).
6. Click the **select box** that appears to the left of the Project/s and/or Space/s you'd like to add your selected material/s to.
7. Click **OK**.
8. Note that materials will remain selected until they are de-selected.

## Remove Materials from Project Spaces

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Pending Project Permissions as assigned by the Project Manager, Administrators, Librarians, and Read-Write users can remove Materials from Project Spaces by following these steps:

1. Log in to your Matter account.
2. **Click on your desired Project** from your Project Dashboard.
3. **Click on the desired Space** you would like to remove Materials from.
  - a. Note: If you haven't added a Material to a Space, the Material will appear under "Materials without a Space".
4. Click the **Trash Can** icon that appears to the left of the material/s you'd like to remove from the Space.

## Request Additional Projects

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

To add additional projects, please contact the Matter Support Team: [support@matterbuild.com](mailto:support@matterbuild.com)

## The RESET Score

### Understanding the RESET Material Standard

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

The RESET Embodied Standard is a part of Gigabase Inc. The RESET Embodied Standard is a set of assessment tools and services focused around data quality and data transparency with the purpose of helping built environments become healthier and more sustainable. RESET Scores are available in Origin and Matter for paying users to browse. Each RESET score associated with a product listing is calculated in Origin and Matter based on the quality and quantity of data provided by the source. The goal is as always to provide users a faster and simpler way to evaluate materials and their sustainability characteristics.

To see which products score with the RESET Standard, apply one of the RESET Filter options from the left-side toolbar when viewing product lists in the Origin library, your company library, or your individual user library.

### The RESET Embodied Score: Carbon, Circularity & Health

The RESET Embodied Score is available for users to view under the Scoring section of a material detail page. The Carbon score details the GWP data and outputs a score for both transparency of data and quality. The Circularity score details the sub-parts of the circularity score such as source-of-life and end-of-life data. The Health score details toxicity, ingredient information and VOC-related data. For more information on how to use the score, please visit [resetbuild.com](https://resetbuild.com), and for a better understanding of the standard please refer to [reset.build](https://reset.build). When manufacturers upload product data to the Origin, the system computes the appropriate score(s) based on the version of the standard published at that time. When data changes, the score is updated automatically. If a user in Matter chooses to edit a material listing with additional data, applicable data will influence the score and an updated result will appear.

## Matter Support

### Contacting Matter Support

This feature is available for: ★Administrators ★Librarians ★Read-Write ★Basic ★Read-Only

Email support is available directly through the Matter application. To report problems, suggest new features, or ask for help, please click the **Contact Matter Support** button that appears at the bottom right of your browser. Matter features are prioritized and built based on user feedback - we take your feedback seriously. Get in touch to help guide improvements, integrations, and new feature development.

Dedicated Support Managers are available with Advanced accounts. If you and your team need additional assistance, please request an Advanced account from our Support Team: [support@matterbuild.com](mailto:support@matterbuild.com)