

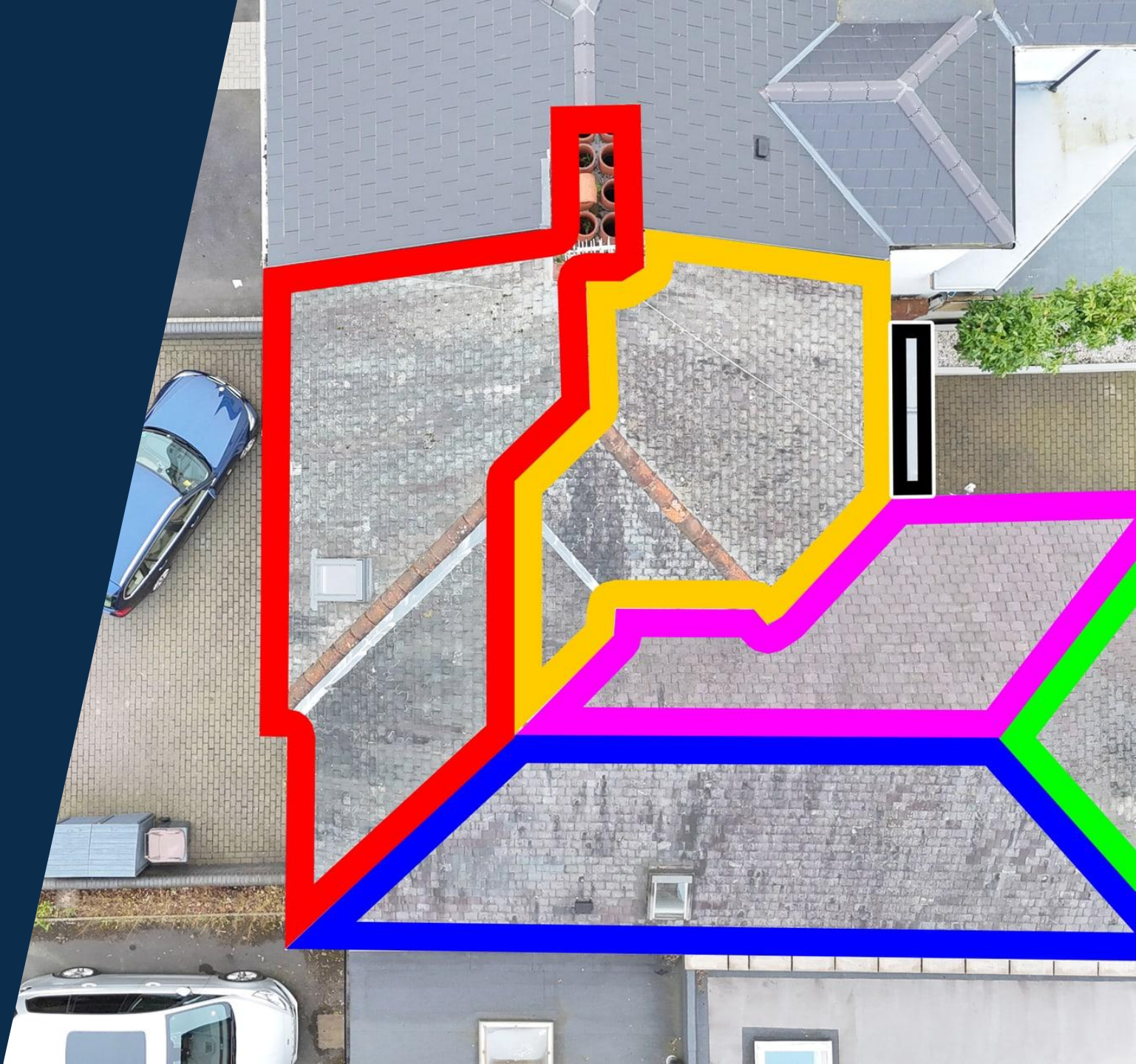


■ CLIENT GUIDE

# Your Survey Delivery

Open your files, view 3D models and tours, and download everything we delivered

Version 2.1 · October 2026



# What you can do



01

## Open your delivery

With the link and the page password in our email.



02

## See what we delivered

A card for each item: photos, reports, 3D models and tours.



03

## Download files

One file, a selection, or a whole folder as a ZIP.



04

## 3D models and tours

Move round the model, measure it, and walk through tours.



05

## Zoom into the overview

Click the site overview picture at the top of the page.



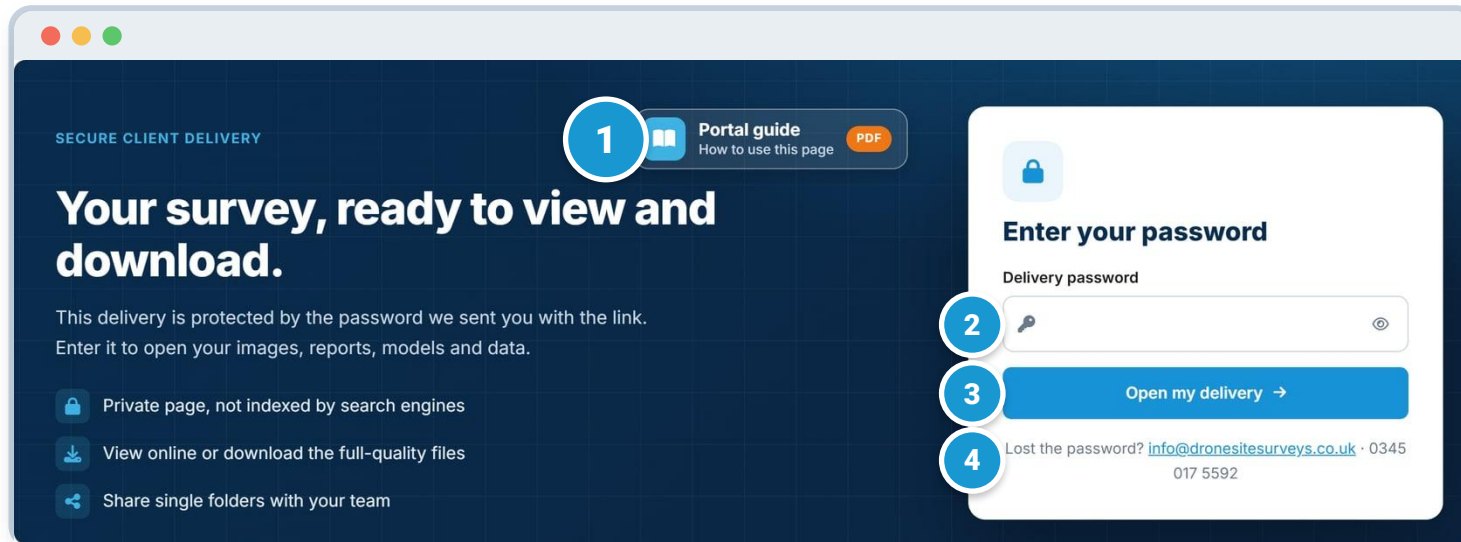
06

## This guide and help

The Portal guide button opens this guide; we're a call or email away.

# Opening your delivery

Open the link in our email. The first time, the page asks for its password.



1

## Portal guide

Opens this guide (PDF) in a new tab. It's at the top of every page.

2

## Delivery password

Type the page password from our email. The eye shows what you've typed.

3

## Open my delivery

Opens your page. Your browser remembers the password on that computer, so you won't be asked every time.

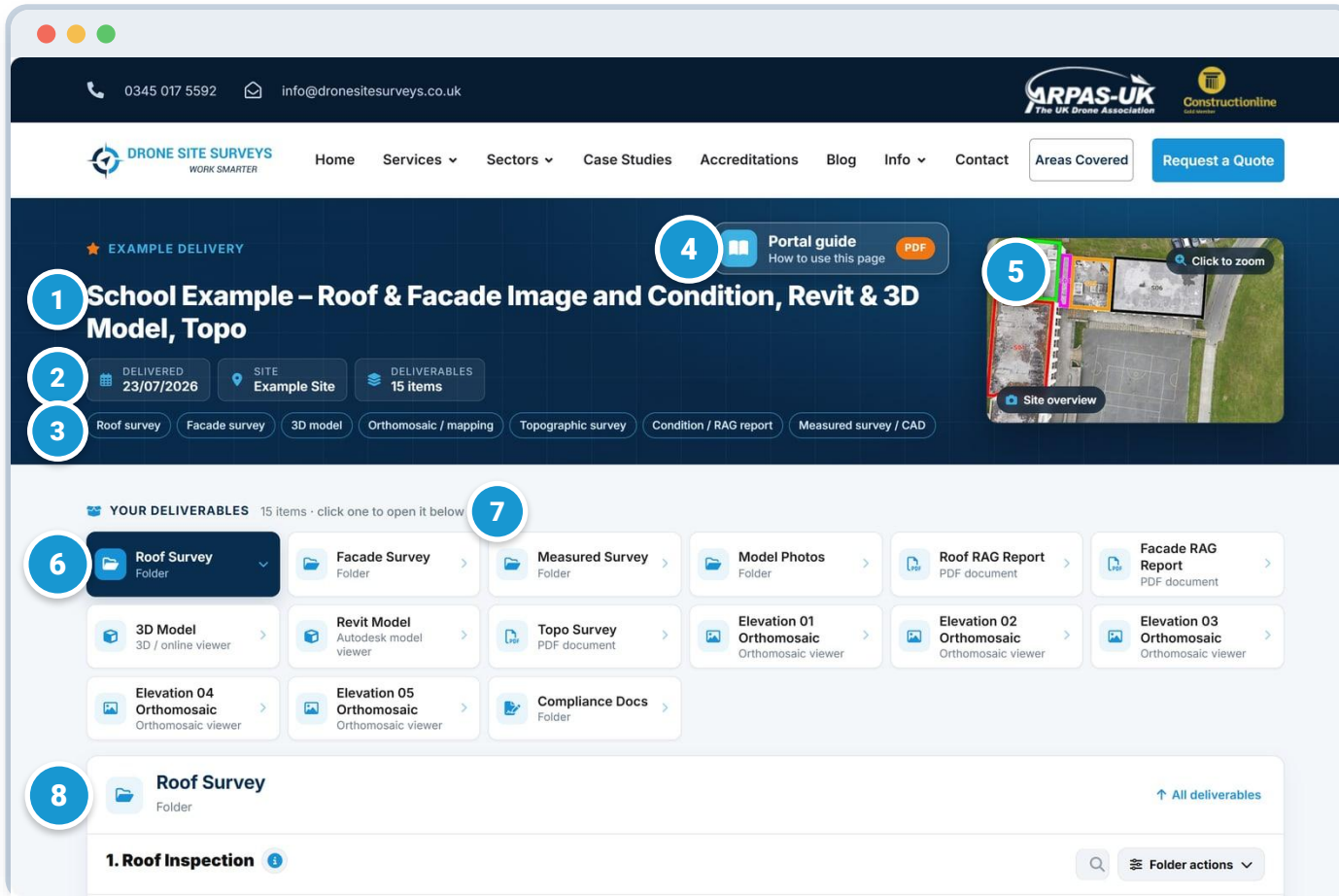
4

## Lost the password?

Email or call us and we'll send it again.

# Your delivery page

Everything we delivered for your survey, on one page.



1

## Survey name

The site and the type of survey.

2

## Date, site and items

When we surveyed it (or delivered it), where, and how many items there are.

3

## Services

What the survey covered.

4

## Portal guide

Opens this guide (PDF) in a new tab.

5

## Site overview

Click the picture to zoom right in on it.

6

## Your deliverables

A card for each thing we delivered. Click one to open it.

7

## Opens below

The card you click opens underneath the cards.

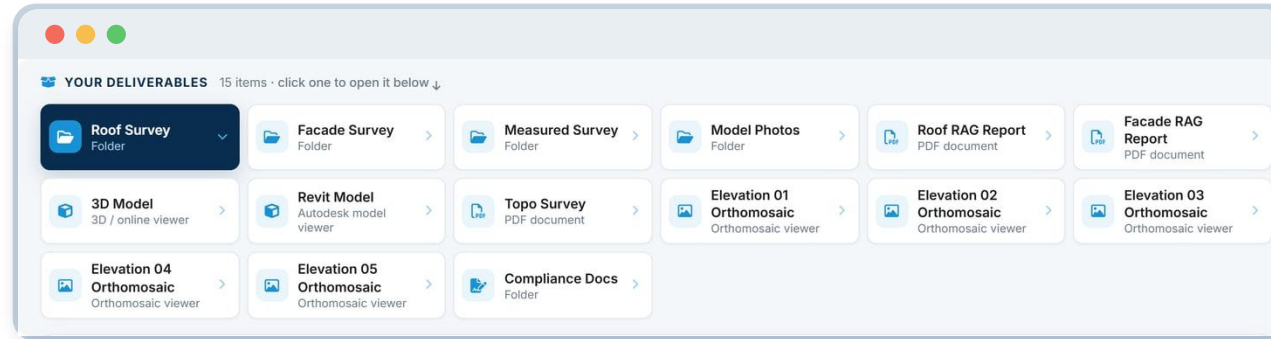
8

## The open item

Its name and type. Folders, reports and viewers open here.

# What the cards hold

Your page has a card for each thing we delivered. A larger survey might have all of these.



## Roof and façade

Drone photos, with a folder for each coloured section.



## Reports

Condition and RAG reports, as PDFs.



## Model photos and 3D files

Photos behind the model, point clouds, CAD.



## 3D model

The site as a 3D model, right in the page.



## Revit model

A building model (BIM / CAD) in the Autodesk viewer.



## Virtual tours

Walk through the inside of the building.



## Orthomosaics

Elevations and plans you can zoom right into.

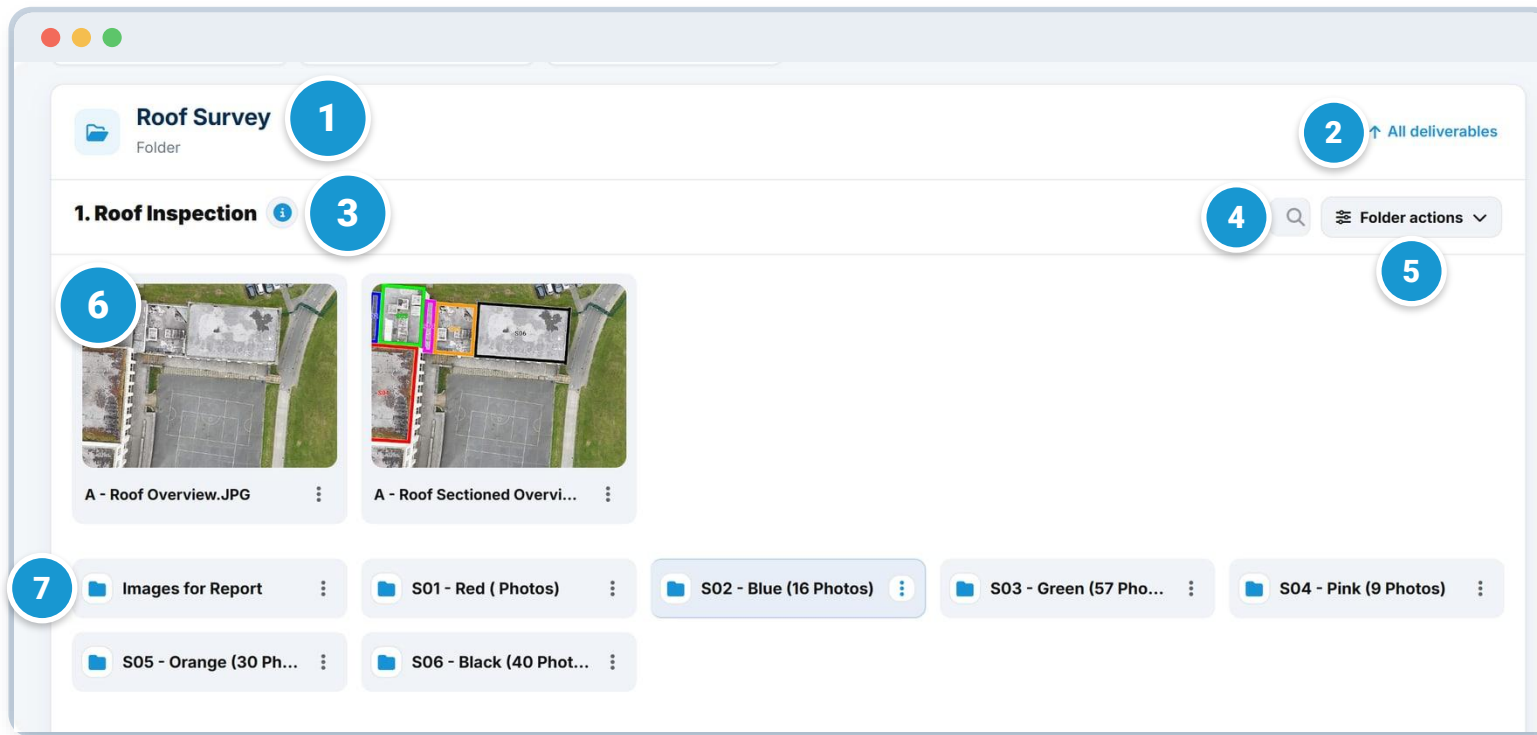


## Compliance Docs

Our job paperwork, such as the risk assessment.

# The file browser

Folders and files open right on the page. It works like a folder on your computer.



## 1 The open item

Which deliverable you're looking at.

## 2 All deliverables

Back up to the cards (on pages with lots of them).

## 3 Folder name

Where you are. The ⓘ shows a quick guide.

## 4 Search

Finds files in the current folder.

## 5 Folder actions

Download folder, Select (to download several files) and Share.

## 6 Files

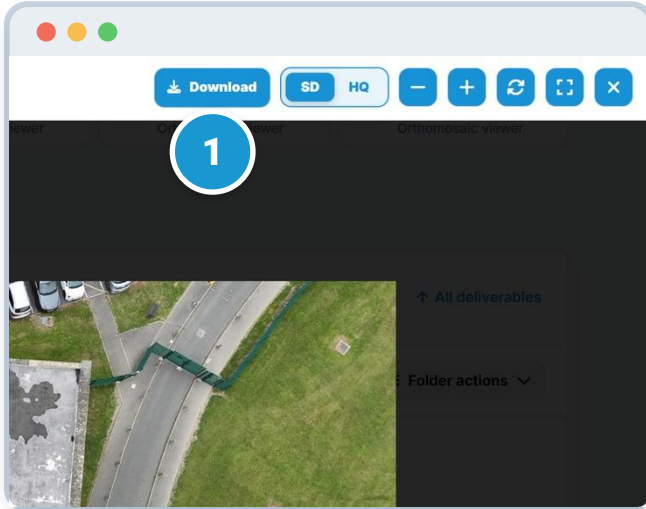
Click a photo to preview it; ⋮ has more options.

## 7 Folders

One per coloured section of the overview, with the photo count.

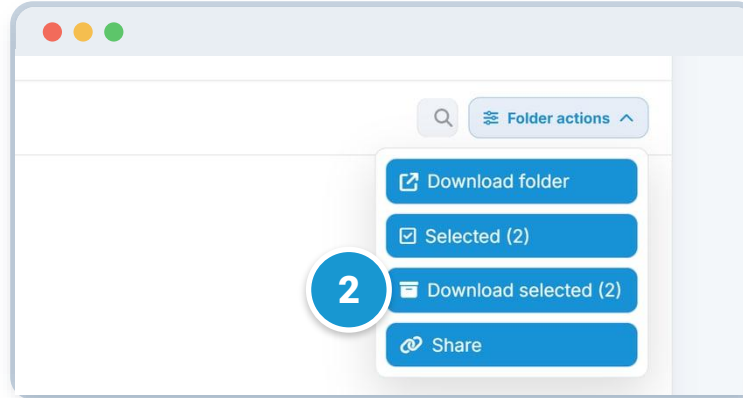
# Downloading files

Three ways, depending on what you need.



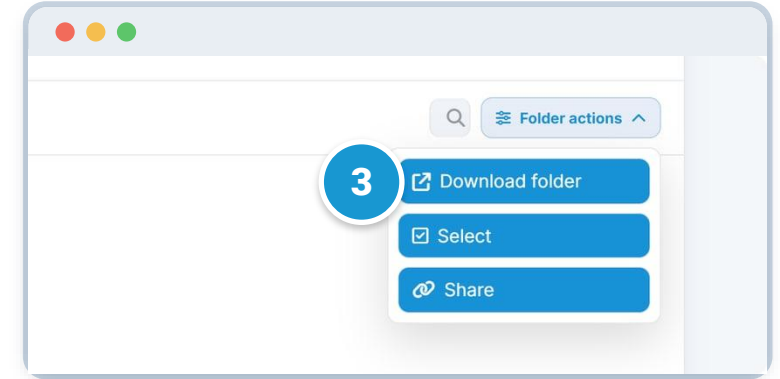
## One file

Click the file to preview it, then click Download at the top. Or use the file's : menu.



## Several files

Folder actions → Select, tick the files, then Download selected. They arrive as one ZIP.



## A whole folder

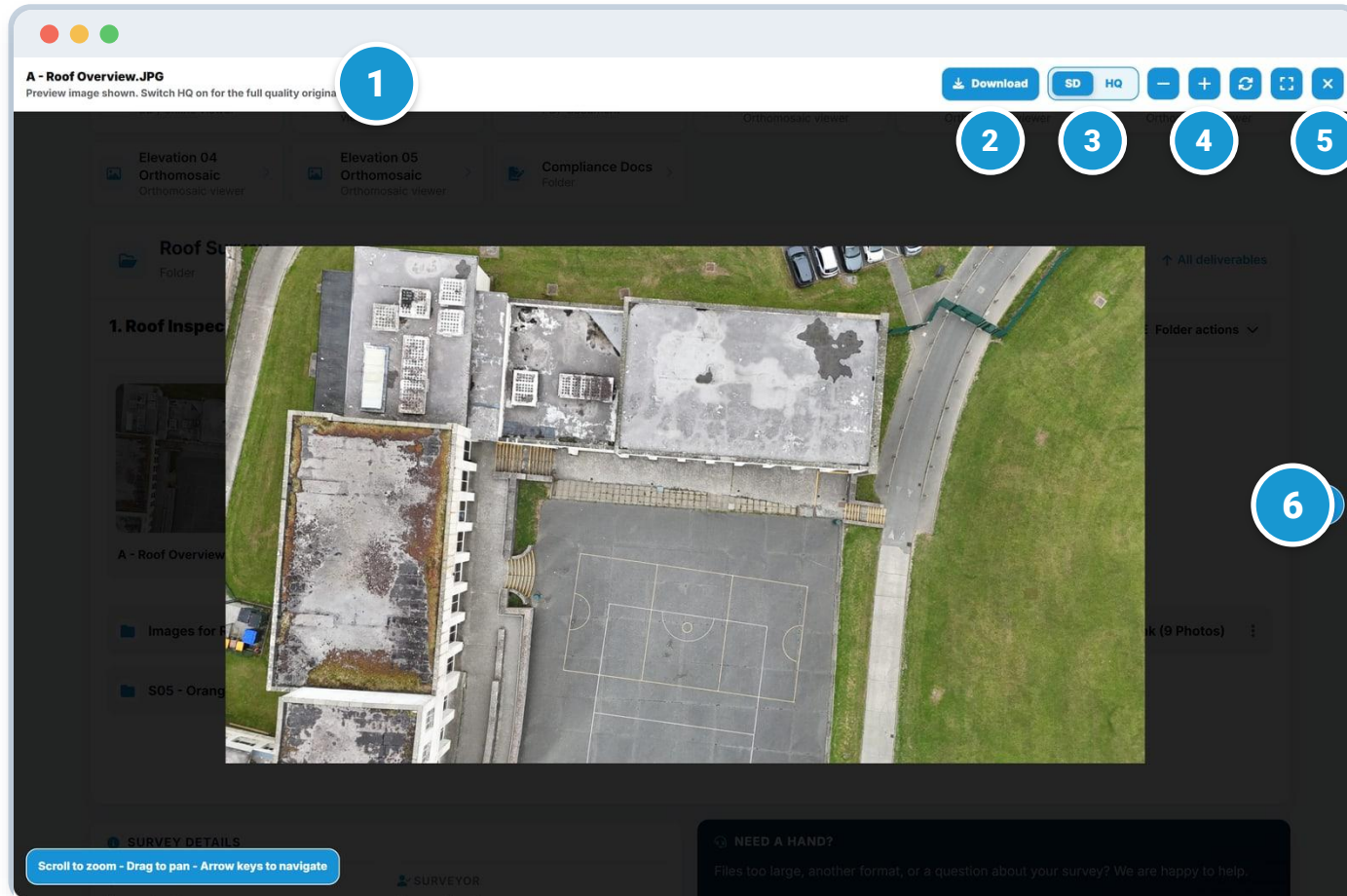
Folder actions → Download folder zips everything in the folder you're in.



**Big folders** take a little while to zip. Keep the page open until the download starts; it goes to your Downloads folder.

# Previewing photos

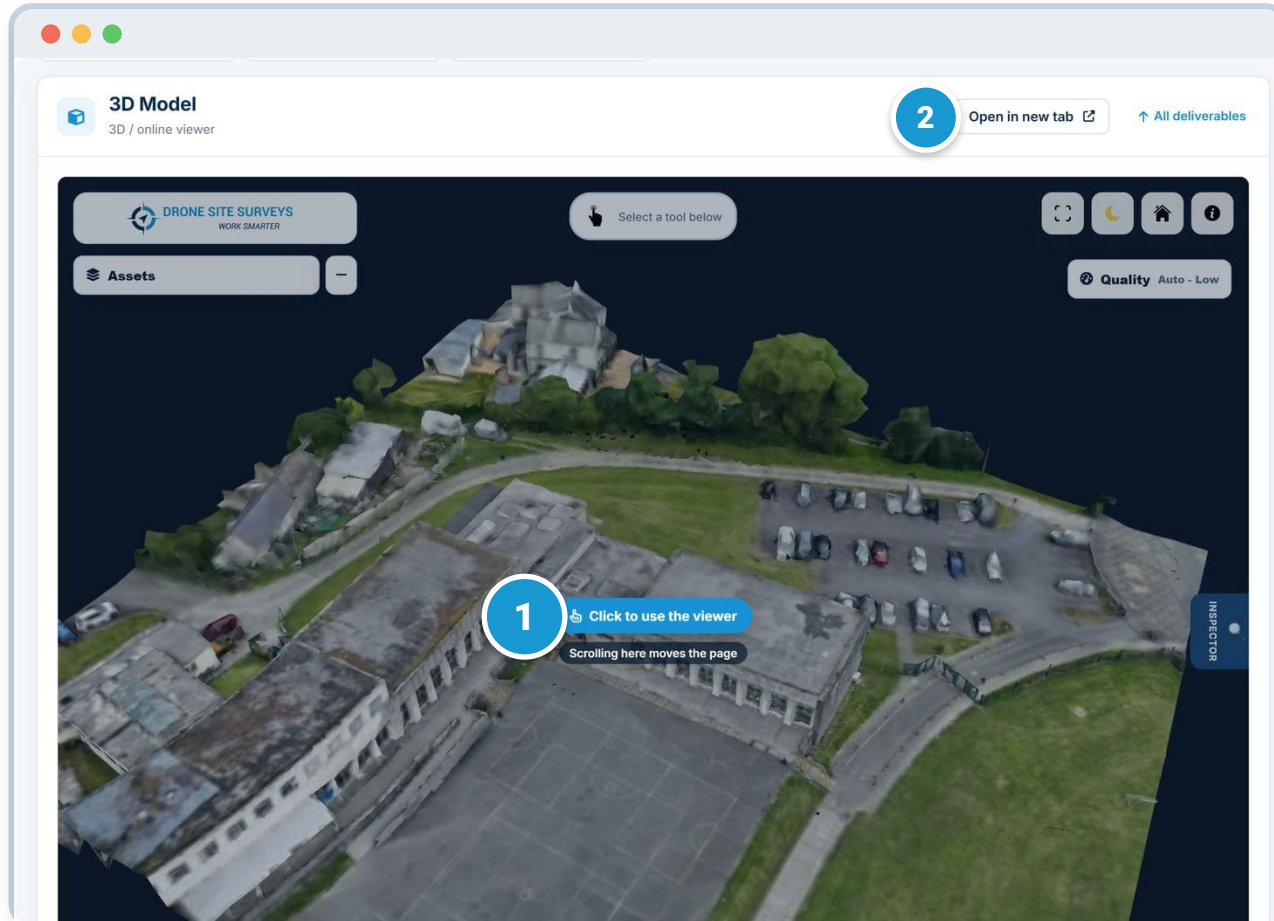
Click any photo to open it full size. Scroll to zoom, drag to move round it.



- 1 File name**  
The photo you're looking at.
- 2 Download**  
Saves the full-quality original.
- 3 SD / HQ**  
A quick preview (SD) or the full-quality original (HQ) for close inspection.
- 4 Zoom, rotate, full screen**  
Or scroll to zoom and drag to move around the photo.
- 5 Close**  
Back to the folder (or press Esc).
- 6 Next and previous**  
Step through the folder (the arrow keys work too).

# Viewers on the page

3D models, tours and orthomosaics open inside the page, with nothing to install.



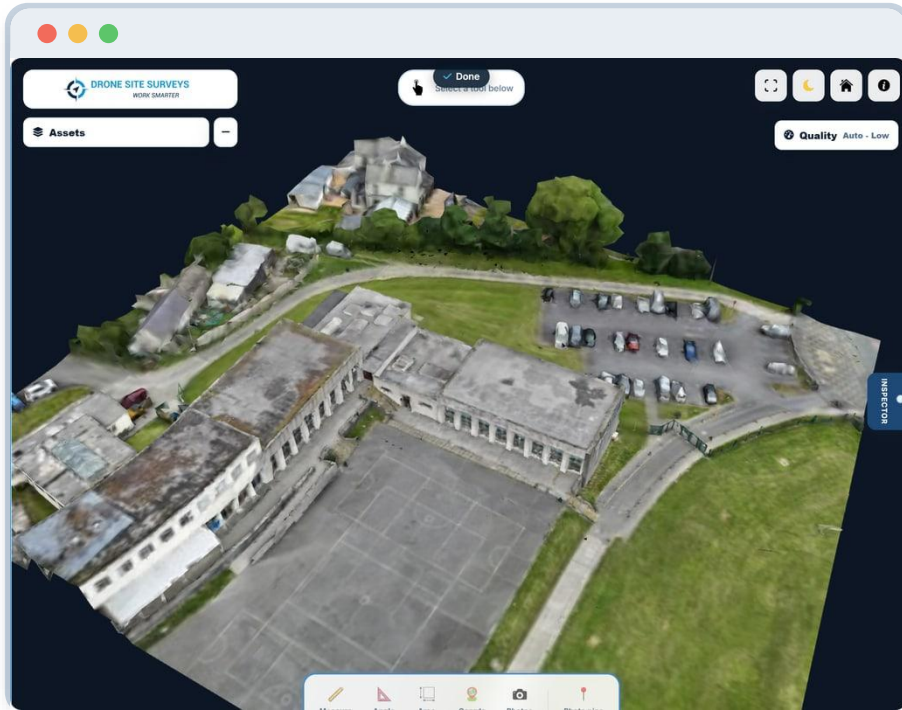
- 1 **Click to use the viewer**  
Until you click, scrolling over a viewer moves the page, not the model, so you never get stuck (handy on phones and trackpads).
- 2 **Open in new tab**  
Opens the viewer on its own, using the whole window.



**Done** appears at the top of a viewer once you've clicked in. Click it (or anywhere outside the viewer) to scroll the page again.

# Two kinds of 3D viewer

Both work in your web browser, on a computer, tablet or phone.



1

## 3D Model viewer

Our own viewer, for 3D models of the site built from the drone photos. Move round it, measure it and see the photos (next pages).



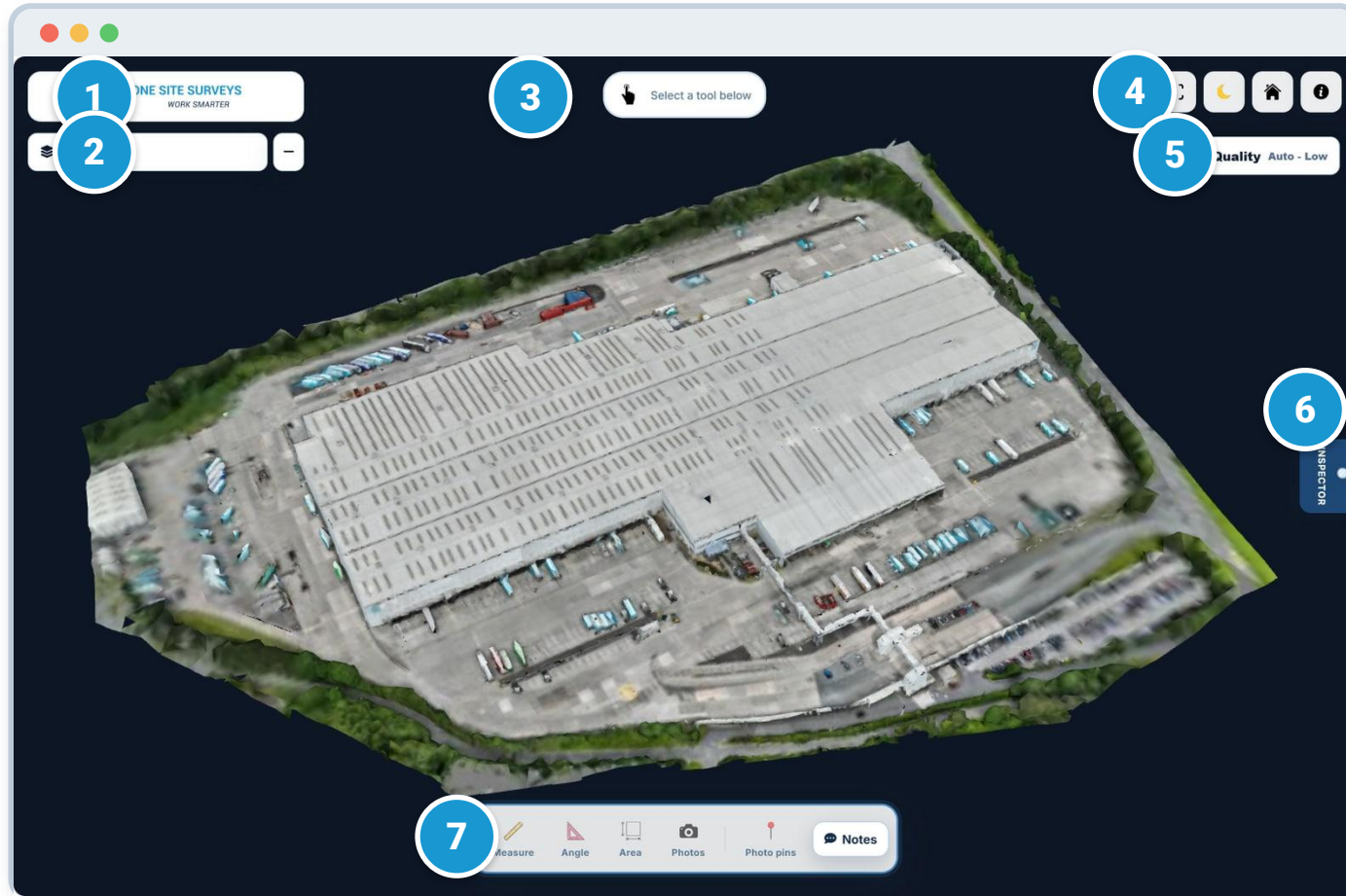
2

## Revit Model viewer

The Autodesk viewer, for building models (Revit, BIM and CAD). Its toolbar is along the bottom (see the page after next).

# Viewing a 3D model

The model opens in your web browser. There's nothing to install, and it works on a computer, tablet or phone.



- 1 **Logo**  
Whose model it is.
- 2 **Assets**  
The parts of this model: the 3D mesh, and any maps or drawings. Pick one to view it; Layer settings changes how it looks.
- 3 **Tool hint**  
Tells you what to click next for the tool you picked.
- 4 **Full screen, dark mode, home, help**  
The house returns to the starting view. ⓘ shows every control.
- 5 **Quality**  
Sharpness of the model. "Auto" suits most computers.
- 6 **Inspector**  
Settings and results for the tool in use: units, decimals, readings.
- 7 **Tools**  
Measure, Angle, Area, Photos, Photo pins and Notes.

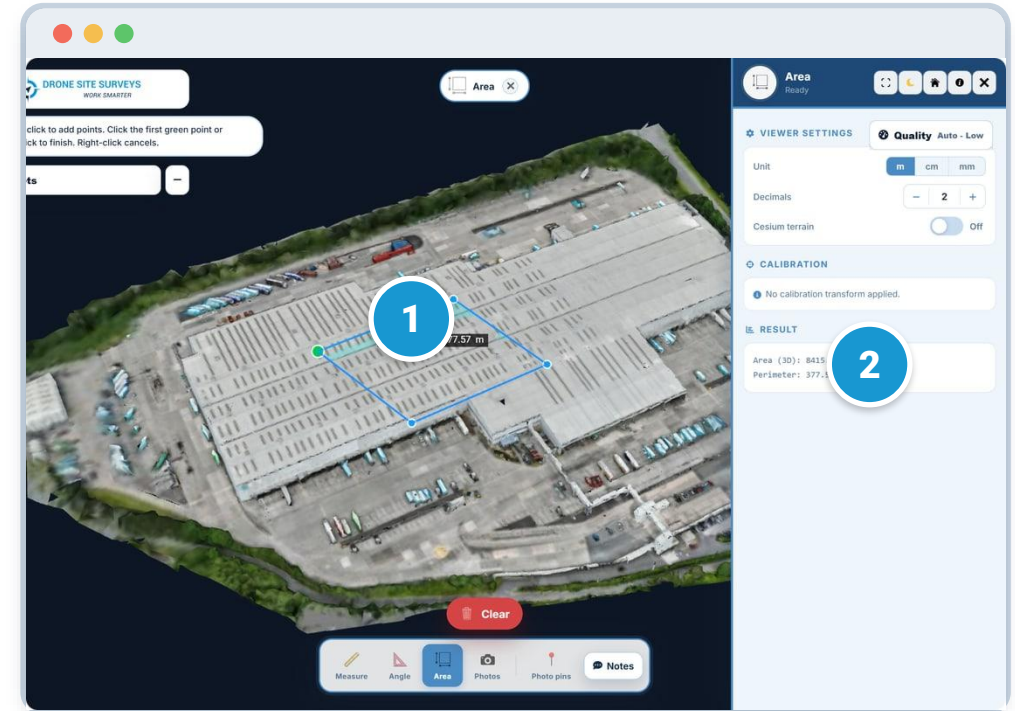
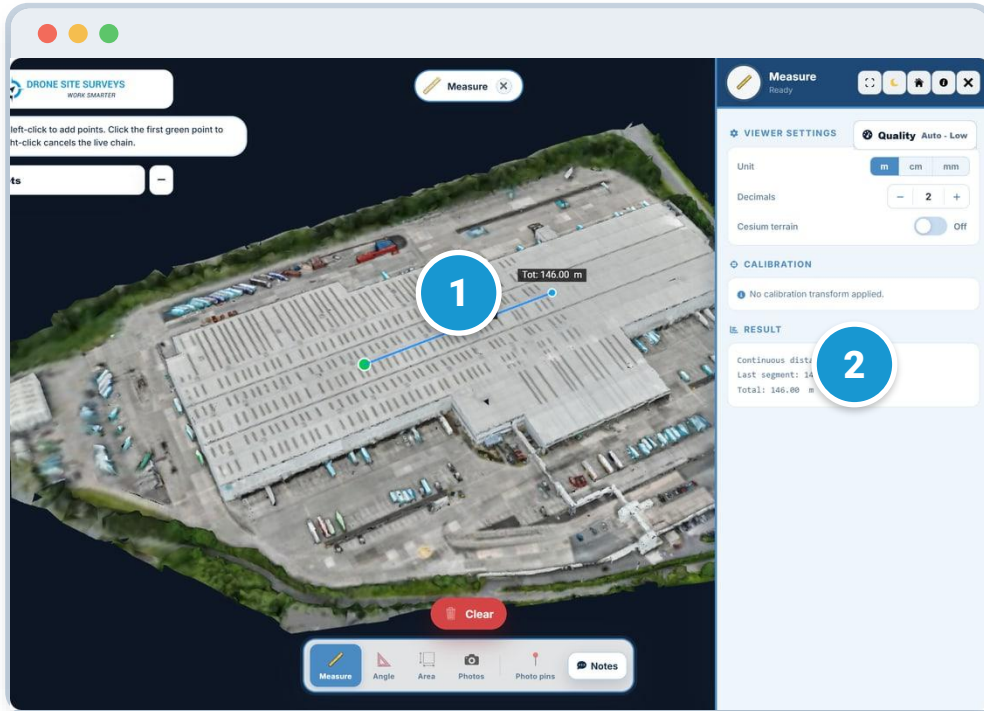
# Moving around the model

Click and drag to move. Lost? Click the house button to go back to the start.

| To...                                                                                                                                                                                                                               | Mouse                              | Keyboard                    | Touch screen                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------|-------------------------------|
|  <b>Pan (slide sideways)</b>                                                                                                                       | Left-drag, or middle-drag          | W A S D or the arrow keys   | Drag with one finger          |
|  <b>Zoom in and out</b>                                                                                                                            | Scroll wheel, or right-drag        | + to zoom in, – to zoom out | Pinch in or out               |
|  <b>Orbit (tilt and turn)</b>                                                                                                                      | Hold Ctrl (⌘ on a Mac) and drag    | Ctrl (⌘) + W A S D          | Drag two fingers side by side |
|  <b>Back to the start</b>                                                                                                                         | Click the house button (top right) | H, or the Home key          | Tap the house button          |
|  <b>Tips:</b> hold Shift with the keys to move 3× faster. Click ⓘ (top right of the model) to see all the controls, including the trackpad ones. |                                    |                             |                               |

# Measuring on the model

Pick Measure, Angle or Area from the toolbar, then click points on the model.



## 1 Measure (distance)

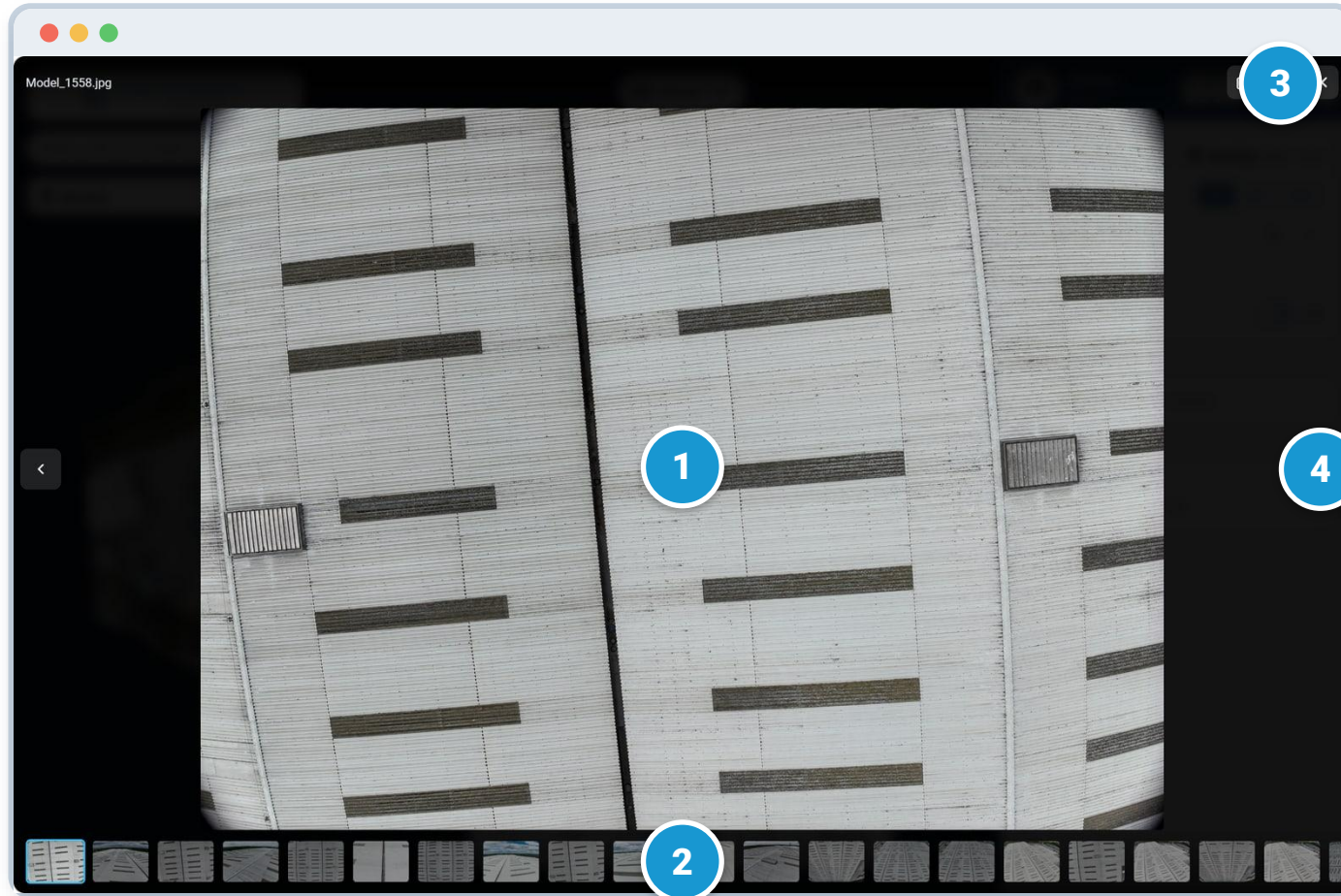
Click a start point, then each next point. The length shows on the line and in the panel on the right. Click the first (green) point to finish; right-click cancels.

## 2 Area

Click round the shape and finish on the first point. You get the area ( $m^2$ ) and the perimeter. Units (m, cm, mm) and decimals are in the panel; the red Clear button removes your drawings.

# See the drone photos behind the model

Click Photos, then click any part of the model. The original drone photos of that spot open, sharper than the model itself.



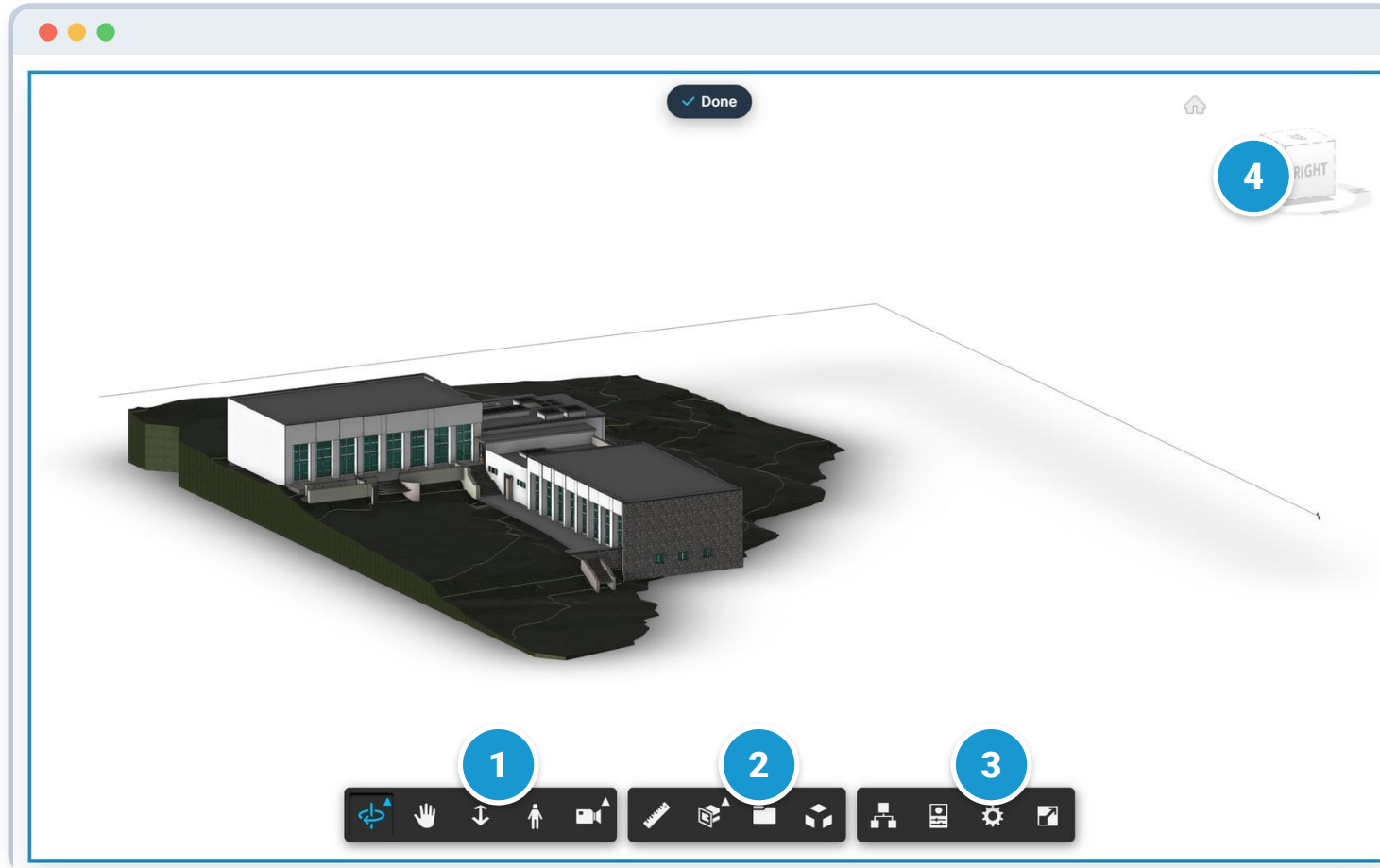
- 1 The photo**  
A full-quality drone photo of the place you clicked.
- 2 Nearby photos**  
Every other photo of that spot. Click one to open it.
- 3 Open or download**  
Open the photo in a new tab, or download it.
- 4 Next and previous**  
Step through the photos (the arrow keys work too).



**Photo pins** show where each photo was taken, as pins on the model.

# The Revit (Autodesk) viewer

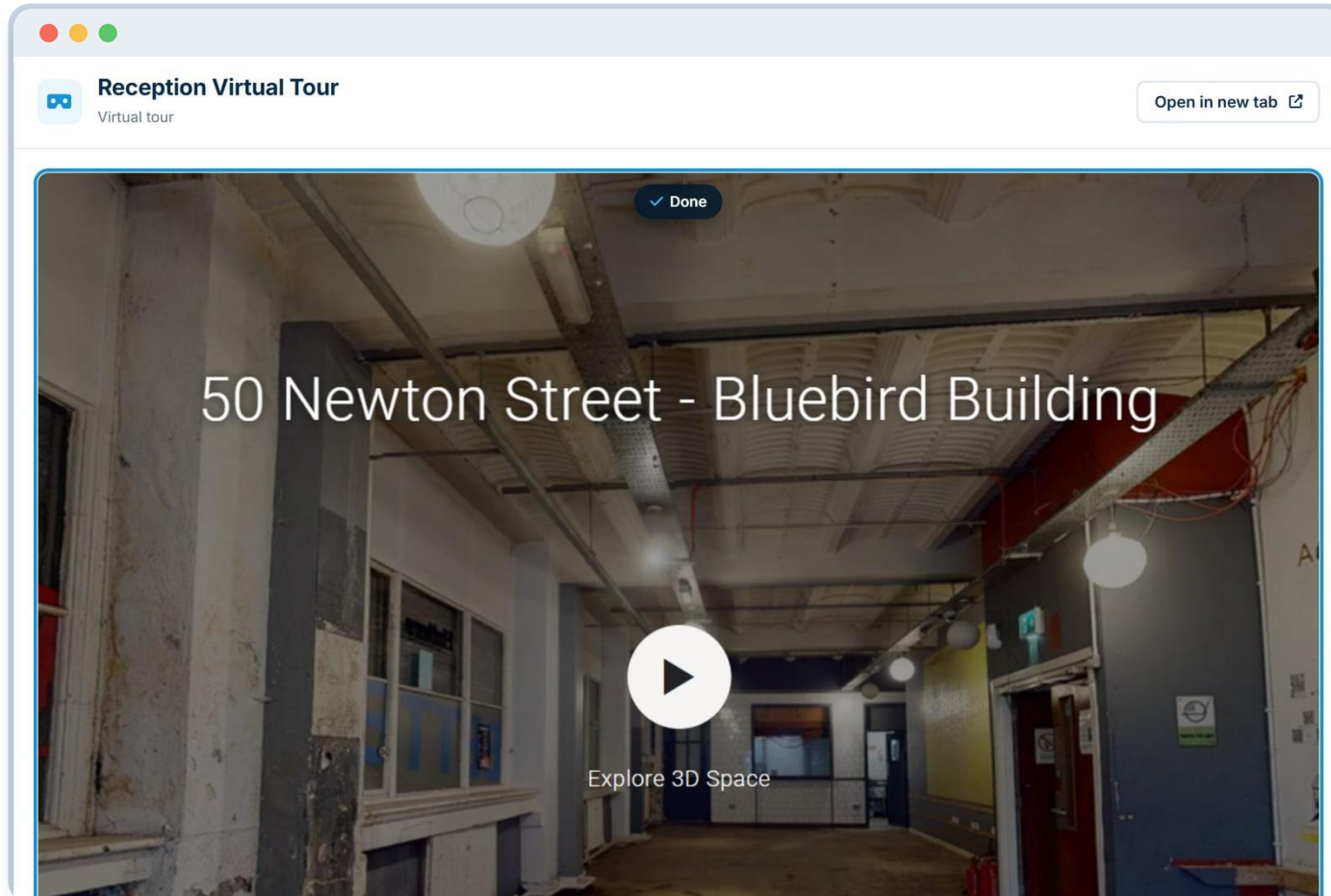
Left-drag to orbit, right-drag to pan and scroll to zoom. Double-click a part to centre on it.



- 1 Move**  
Orbit, Pan, Zoom and First Person. Camera → Fit to View (or press F) shows the whole model.
- 2 Measure and cut**  
Measure, Section Analysis (slice through the building) and Explode Model.
- 3 Explore**  
Model Browser (every part of the model), Properties (details of a part), Settings and Full Screen.
- 4 ViewCube**  
Click a face or corner to turn the model to that view; the house beside it resets the view.

# Virtual tours

Walk through the inside of the building as if you were there.



## Click to use the viewer

Then press play to start the tour.



## Walk

Click the circles on the floor to move. Drag to look around.



## Dollhouse and floor plan

The buttons at the bottom show the whole building in 3D, or as a plan.



## Full screen

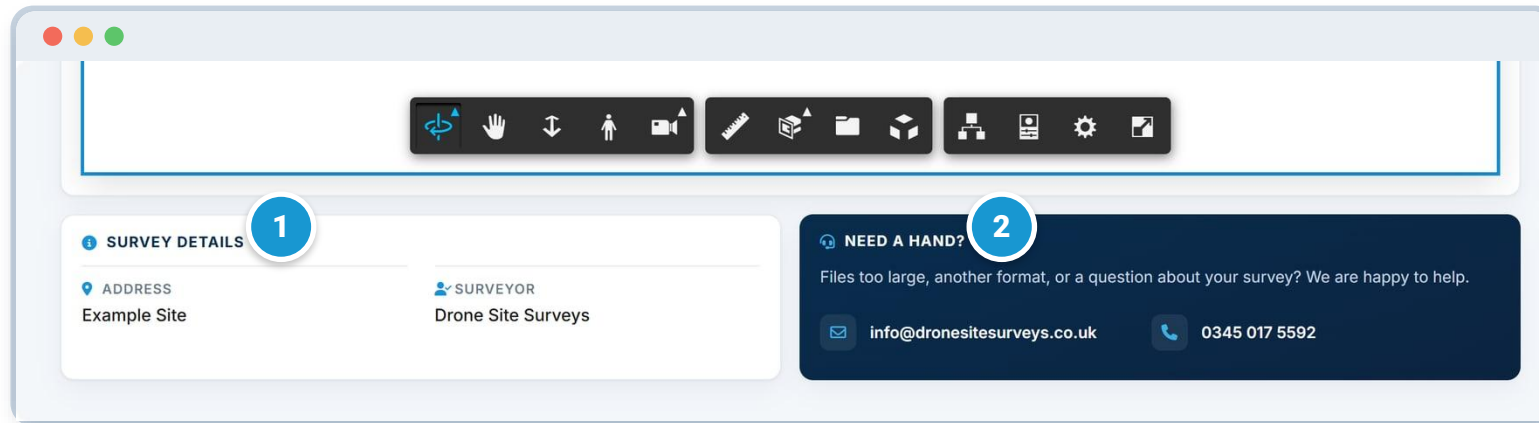
Use Open in new tab or the tour's full-screen button; press Esc to come back.



**360° panoramas** work the same way: drag to look, click a pin to jump.

# Survey details and help

Under the open item, on every delivery page.



## 1 Survey details

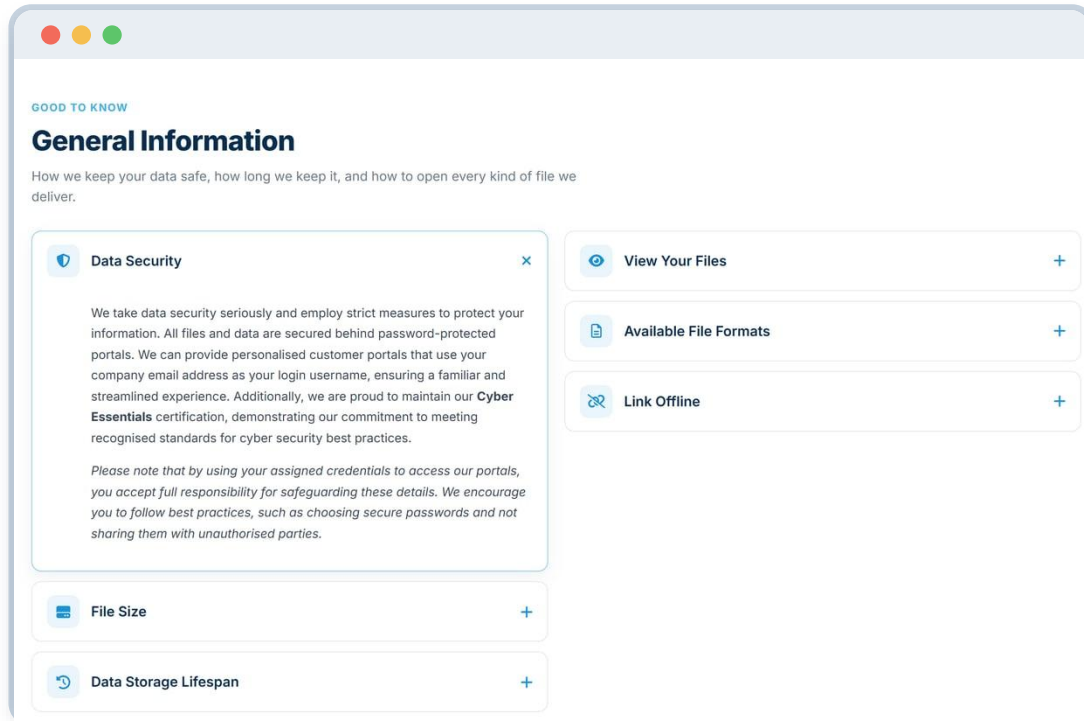
The address and who carried out the survey. A page with several visits or sites shows the details of the one you're looking at.

## 2 Need a hand?

Email or call us straight from the page: files too large, another format, or any question about your survey.

# General Information

At the bottom of every delivery page. Click a topic to open it.



## Data Security

Password-protected pages; Cyber Essentials certified.



## File Size

Smaller copies of large files, free of charge.



## Data Storage Lifespan

We keep your files for one year by default.



## Alternative Delivery Options

OneDrive, Dropbox, WeTransfer, USB drive, SFTP...



## View Your Files

Free programs for every type of file we send.



## Link Offline

Tell us and we'll put it right quickly.

# Frequently asked questions



## Where do I find the password?

In the email we sent with the link. Type it once: your browser remembers it on that computer.



## The password doesn't work.

Check there's no space before or after it, and that Caps Lock is off. After several wrong tries the page pauses for a while; call or email us and we'll help.



## My download isn't starting.

Large folders are zipped first, which can take a minute or two. Keep the page open, or download one section folder at a time.



## The files are too big to open.

Ask us for smaller copies: it's free. They're lower resolution, but much quicker to download and open.



## How long do you keep my files?

One year by default, and longer if you need it. We can also host models, panoramas and tours for you.



## I can't open one of the files.

General Information → View Your Files lists free programs for each type: photos, videos, PDFs, 3D models, point clouds, CAD.

# More questions



## The model won't move when I scroll.

Click Click to use the viewer first; until then, scrolling moves the page. Click Done (or anywhere outside the viewer) to scroll the page again.



## The 3D model is slow or blurry.

Models sharpen as you zoom in and as they finish loading. A computer with Chrome or Edge works best, with a good connection.



## Which browser should I use?

Any up-to-date browser: Chrome, Edge, Safari or Firefox. Phones and tablets are fine for viewing; downloads are easiest on a computer.



## Are measurements on the model exact?

They're a good guide for planning. If you need survey-grade figures, ask us about a measured survey.



## A link or image isn't working.

Email [info@dronesitesurveys.co.uk](mailto:info@dronesitesurveys.co.uk) or call 0345 017 5592 and we'll put it right quickly.



## Is my data secure?

Your files sit behind a password-protected page and we hold Cyber Essentials. Please keep the password to yourself.

# Quick reference

- ☐ Open the link from our email and type the page password
- ☐ Click a card under Your deliverables to open it below
- ☐ Click the site overview at the top to zoom in on it
- ☐ Folders match the coloured sections on the overview
- ☐ Folder actions: Download folder, Select, Share
- ☐ Viewers: Click to use the viewer, then Done to scroll the page again
- ☐ In a model: ⓘ shows the controls, the house resets the view
- ☐ The Portal guide button at the top of every page opens this guide

# Any questions?

Can't find a file, or something doesn't look right? Get in touch and we'll sort it out. We're happy to walk you through your portal too.



[info@dronesitesurveys.co.uk](mailto:info@dronesitesurveys.co.uk)



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