

Leica Cyclone QG – HDS Frequently Used URL Links Quick Guide (Version 2021.01.04 PSG)

Leica Account Setup / Training / HDS Support

New Users to HDS will need to access a variety of URL (Websites) to operate their scanners and Cyclone HDS software. This Quick Guide document provides several embedded URL links to access frequently used Leica Geosystems internet sites.

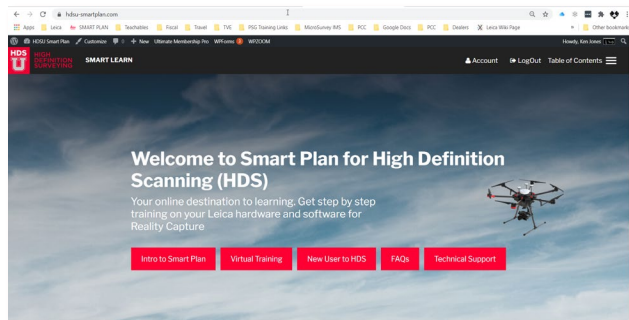
1. Account Setup - *Leica Geosystems HDS Segment*
2. Training
3. HDS Support

1. Account Setup - HDSU-Smartplan.com (NEW USERS TO HDS)

[HDSU-Smartplan.com](https://hdsu-smartplan.com)

(Front Page - Login Not Required)

- [Intro to Smart Plan](#)
- [Virtual Training](#)
- [New Users to HDS](#)
- [FAQs](#)
- [Technical Support](#)



The **SMART Plan** is an annual training subscription.

New Users to HDS are directed to the Smart Plan site to access online instructions to guide setting up online accounts, download software, configure HDS computer for Cyclone and locate offered training resources.

The **New Users to HDS** tab offers a series detailed videos and a [Customer Information Sheet](#) PDF document to record equipment serial numbers, software EID codes, and account passwords needed when creating and managing your HDS equipment and software.

1. Account Setup (Continued) HDSU-Smartplan.com (Registration)

Note: Subscribers to the HDSU-Smartplan.com site share the login credentials of the user activating the Smart Plan using a provided **Registration Code**.

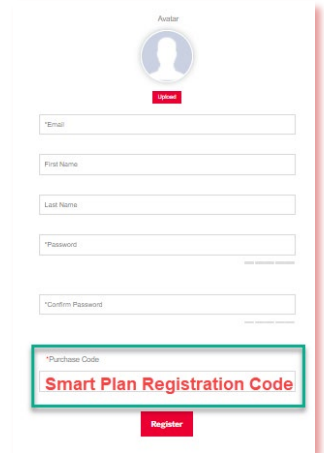
If you have purchased a SMART Plan and have not received your Registration Code contact: rc.training.geo@leica-geosystems.com

Most Viewed Smart Plan Post: (Login Required)

RTC360 / BLK360: Cyclone Field 360 & Register 360

(Equipment Inventory – Scanner Operation – Registration – Deliverable)

<https://hdsu-smartplan.com/reality-capture-field-to-finish-workflow/>



1. Account Setup (Continued) - MyWorld

<https://myworld.leica-geosystems.com/>



What is MyWorld?: The *MyWorld* account will connect all your users to a primary customer account with Leica Geosystems to register equipment, download software, access online training hosted at *MyTraining* and create and track HDS support tickets at *MySupport*.

- All Leica Geosystem equipment and software users can have their own *MyWorld* login credentials.
- Clients with a significant number of employees can request an internal company employee be designated *MyWorld* Account Manager to manage employee *MyWorld* user accounts.
- Leica Customer Number can facilitate creating your *MyWorld* accounts.

1. Account Setup (Continued) Cyclone CLOUD

<https://portal.cyclone-cloud.com/>



- Evaluate if you need a Cyclone CLOUD account.
- Only a single Cyclone CLOUD account is required for the customer account.
- Cyclone CLOUD Login Credentials will be shared with HDSU users to license mobile application software.

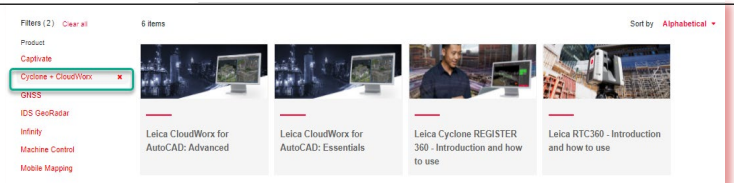
Create a Cyclone CLOUD Account in order to:

1. Manage and deploy new services and subscription-based EID Cyclone Software
2. Use **Cyclone Field 360** field registration software.
3. Use **TruView Cloud / Enterprise** Leica cloud deliverable viewers.

2. Training – MyLearning



<https://learning.leica-geosystems.com/>



Depending on your scanner equipment, software and Customer Care Package (CCP) your *MyWorld* account offers access to a library of online courses delivered in an LMS training site allowing each users to step in and out of their courses.

- The login credentials used for *MyWorld* are used to access training courses at *MyTraining* so it is recommended all users of the Leica Geosystem equipment and software have personal *MyWorld* login credentials.
- Be aware that server connections can delay access to the learning site immediately after creation of a *MyWorld* account.
- Trouble Shooting Access:
 - Do you have a *MyWorld* Account?
 - Ensure you are using an approved internet browser.
 - Does your *MyWorld* Account have an *approved product registered / linked to it?
 - The registered product has valid non expired CCP.

**Approved Product – RTC360 / ScanStation / GS / TS / Infinity / Cyclone Register 360*

Above image shows the four most popular HDS segment courses offered at *MyTraining*.

- RTC360 Operation
- Cyclone Register 360
- Cyclone CloudWorx (Basic & Advanced)

2. Training (Continued) - SMART Plan – Virtual Training Courses

<https://hdsu-smartplan.com/>

SMART Plan Basic subscriptions offer:

- 6 Hours of software and licensing installation support.
- 24/7/365 access to the Smart Plan site with recorded training content.
- Unlimited Virtual Classroom Sessions with a restrictions on number of users accessing courses per subscription.

Virtual Training

<https://hdsu-smartplan.com/virtual-training/>

- Virtual training are instructor hosted online 2 hours courses offered through *GoToTraining* online learning platform.
- Virtual Classes are offered on a variety of weeks each month and the calendar for training weeks is posted on the SMART Plan site at the **Virtual Training** Tab.
- Individual Virtual Classroom courses can be purchased in lieu of a SMART Plan subscription.

[GoToTraining.com Course Catalog](#)

Registration for HDS Virtual Training Classes

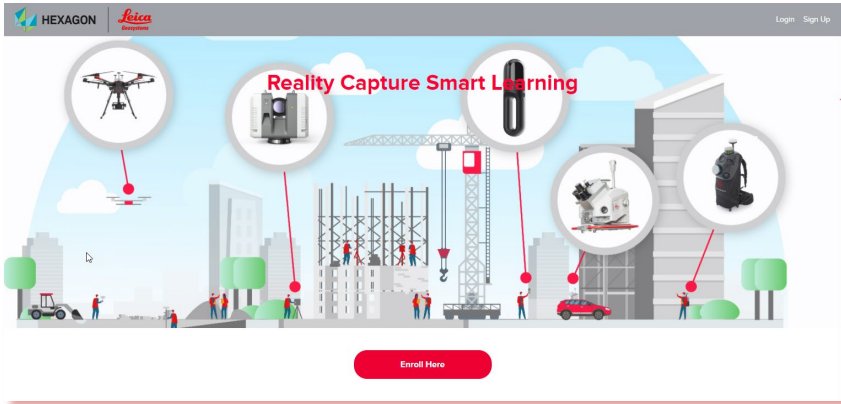
- Register 24 hours prior to course.
- Work with downloaded data or simply view course.
- Register using your SMART Plan number (Leica Customer Number) or Purchase Order Number.

The screenshot shows the 'HDS Virtual Training' website. At the top, there are logos for 'HEXAGON' and 'Leica', and the text 'HDS Virtual Training'. Below this, the page is titled 'HDS Courses' and 'Upcoming Trainings'. There are five course listings, each with a title, cost information, a 'read more...' link, a date and time, and a purple 'REGISTER' button. The courses listed are: 'Cyclone 3DR Survey Module (2 hrs)', 'Cyclone Basics (2 Hours)', 'Laser Scanning Field Operations - P-Series (2 Hours)', 'Registering RTC Data in Cyclone Register 360', and 'Cloudworx for AutoCAD (2 Hours)'.

https://attendee.gototraining.com/07kk6/catalog/3954464343357918976?tz=America/Los_Angeles

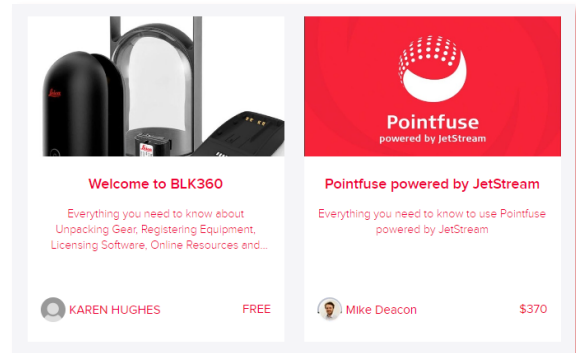
2. Training (Continued) - Reality-Capture-Smart-Learning.teachable.com

<https://reality-capture-smart-learning.teachable.com/>



The Reality Capture Teachables School provides structured course outlines delivering training material in a specific order.

- **Teachables.com** LMS platform allows stepping in and out of online content testing and tracking what material is remaining in your course.
- Individual courses can be purchased, included with Smart Plan subscription or maybe offered at no cost.
- Courses will either integrate all content integrated or reference content in the HDSU-Smartplan.com site or other Leica training resources like *MyLearning*.



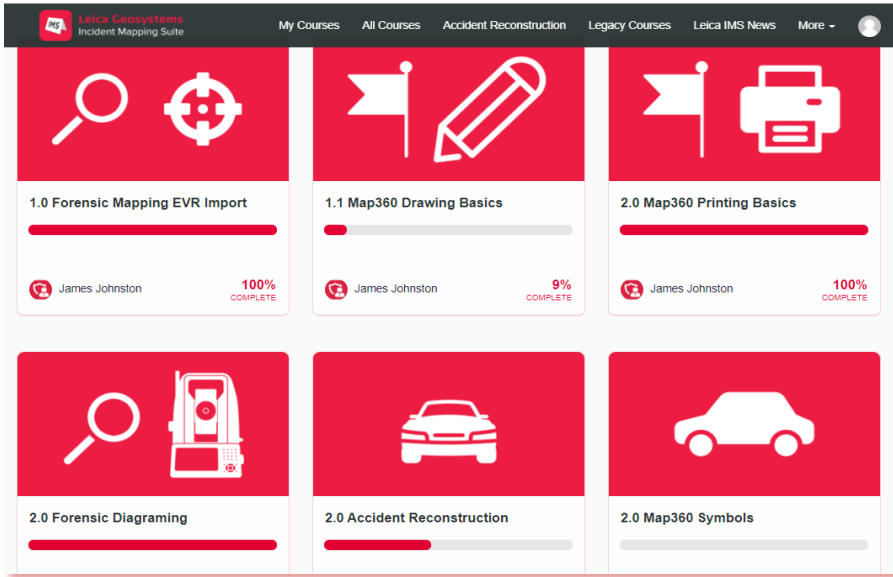
Example Curriculum

Begin Here!	
Chapter 1 - Welcome to the BLK360!	START
Chapter 2 - Customer Information Sheet	START
Chapter 3 - Inventory Check and Recording Essential Numbers(6:15)	START
Chapter 4 - Setup MyWorld Account(3:11)	START
Chapter 5 - Software Installation and Licensing(6:02)	START
Chapter 6 - Setup Cyclone Cloud Account(1:49)	START
Chapter 7 - Launching a TruView Cloud Account	START
Chapter 8 - Smart Plan Access	START
Chapter 9 - BLK360 Resources	START

The **Welcome to BLK360!** Curriculum course outline shown demonstrates how lessons are broken down into chapters.

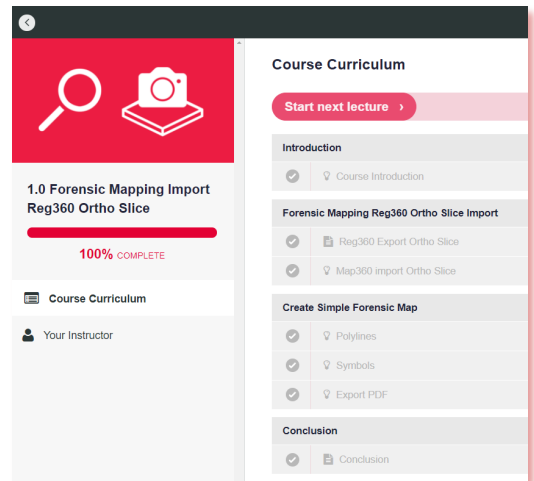
2. Training (Continued) - Public Safety Segment – Learn.leicaims.com

<https://learn.leicaims.com/>



IMS Map360 has offered courses using the Teachables.com platform for several years. Free basic IMS Map360 training courses are offered along with Map360 subscription options for advanced training courses.

- Teachables.com free account required.
- Public Safety Smart Plan subscriptions include access to the subscription content at the learn.leicaims.com site.
- 1.X Courses are offered free.
- Courses 2.x or higher require a subscription to access.
- **1.0 Forensic Mapping Import Reg360 Ortho Slice** course outline shown as a sample.



3. HDS Support – MyWorld / MySupport

HDS Technical Support tickets can be generated in three ways.

1. Recommended Method: Create a support ticket using your MyWorld account.

Login and navigate to – *MySupport*

<https://myworld.leica-geosystems.com/>



MySupport: Generating support tickets and provide applicable information has many advantages over emailing or calling HDS Support: Including attachments and providing detailed information can potentially allow your issue to be resolved more quickly.

- Screen captures
- Logs from scanner
- Detailed description of support needed
- Monitor and access your support history

2. Email HDS Support: Select the applicable email address based on the HDS Scanner and provide a detailed description and please include the serial number to your HDS Scanner.

HDS Support: (ScanStation / RTC360 / C10 / Pxx Scanners)

hds.support@leicaus.com

BLK Support: (BLK360 / BLK2GO)

blk360.us-support@leica-geosystems.com

3. Call Support:

HDS Support: (ScanStation / RTC360 / C10 / Pxx Scanners)

(770) 326-9500 x1440 (8:00 am – 5:00 pm cst)

BLK Support: (BLK360 / BLK2GO)

(770) 326-9500 x1655 (8:00 am – 5:00 pm cst)

3. HDS Support – Public Safety Segment - IMS Map360

IMS Map360 Technical Support tickets can be generated in two ways.

1. Recommended Method: Create a support ticket using the IMS Map360 HELPDESK

<http://help.leicaims.com/>



IMS HELPDESK Generate a support ticket online or search the *Knowledgebase* and *Movie* library to resolve common issues.

2. Call Support: (888) 632-8285 (8:00 am – 4:30 pm PST)