

Leica Cyclone QG – HDS Frequently Used URL Links Quick Guide (Version 2021.02.02 Public Safety)

Leica Account Setup / Training / HDS Support

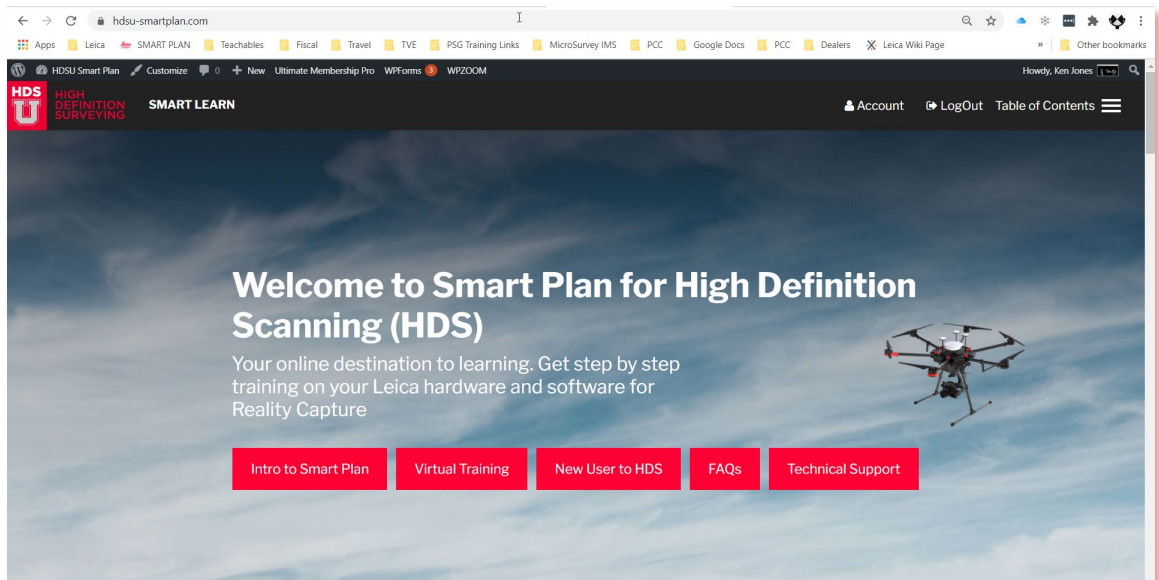
New Users to HDS will need to access a variety of URL (Websites) to operate their scanners and Cyclone HDS software. This Quick Guide document provides several embedded URL links to access frequently used Leica Geosystems internet sites.

1. Account Setup – Smart Plan, myWorld and Cyclone Cloud
2. Training – myLearning, Virtual Training and Teachables.com
3. HDS Support – myWorld, Email, Call, IMS Map360 Help Desk

1. Account Setup –Smart Plan, myWorld and Cyclone Cloud

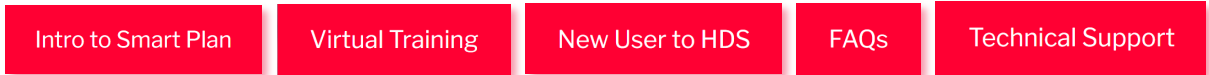
The **SMART Plan** is an annual training subscription that includes access to a website that contains HDS reference material on equipment and software.

The website is located at: [HDSU-Smartplan.com](https://hdsu-smartplan.com)



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 software and locate support and training resources.

The introductory material is organized in 5 tabs across front page of website.
N.B. Login is not required to view contents on the front page.



The **New Users to HDS** tab offers:

- [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
- [HDS Software Links](#)
- Unpacking and inventorying new equipment, basic scanner settings and how to check and update firmware (*N.B. Firmware is the program that runs your instrument*)
- Detailed videos on how to setup computer and necessary accounts

HDSU Smart Plan Registration

- Navigate to [HDSU-Smartplan.com](https://hdsu-smartplan.com) and click Register in top right corner
- Fill in details. For Purchase code use **Registration Code** provided to you in an email

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

A screenshot of a web registration form. At the top is a profile icon placeholder with a red "Upload" button below it. Below are input fields for "Email", "First Name", "Last Name", "Password", and "Confirm Password". At the bottom, there is a "Purchase Code" field with a red box around it containing the text "Smart Plan Registration Code" in red. A red "Register" button is at the very bottom.

Once logged in, check out most viewed Smart Plan Post:
RTC360/BLK360: Cyclone Field 360 & Register 360
(Equipment Inventory – Scanner Operation – Registration – Deliverable)
<https://hdsu-smartplan.com/reality-capture-field-to-finish-workflow/>

myWorld

What is myWorld?

The *myWorld* account will connect all your company 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 to have an internal company employee assigned as a *myWorld* Account Manager to manage employee *myWorld* user accounts.
- Leica Customer Number can facilitate creating your *myWorld* accounts.

How to Access myWorld?

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



Cyclone CLOUD

A Cyclone CLOUD Account allows users to:

1. Manage and deploy new services and subscription-based EID HDS Software
 2. Use **Cyclone Field 360** field registration software.
 3. Use **TruView Cloud / Enterprise** Leica cloud deliverable viewers.
- Only a single Cyclone CLOUD account is required for the customer account.
 - Cyclone CLOUD Login Credentials will be shared with HDS users to license mobile application software.

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

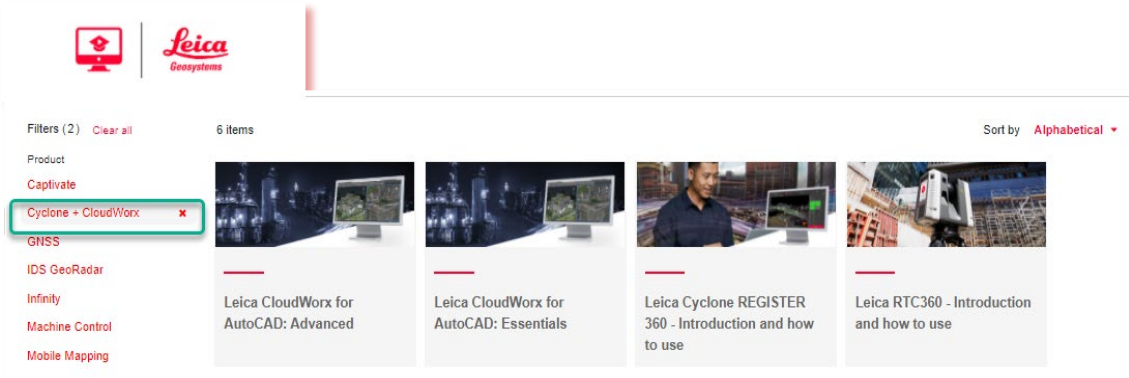


2. Training – myLearning, Virtual Training and Teachables

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. This site allows each user to step in and out of their courses learning at their own pace.



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

- RTC360 Operation
 - Cyclone Register 360
 - Cyclone CloudWorx (Basic & Advanced)
-
- The login credentials used to login into *myWorld* are used to access training courses at *myTraining*. 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

Virtual Training

Virtual training is offered through the *GoToTraining* online learning platform a couple of weeks each month. The instructor hosted classes are offered in 2-hour increments on a variety of HDS topics.

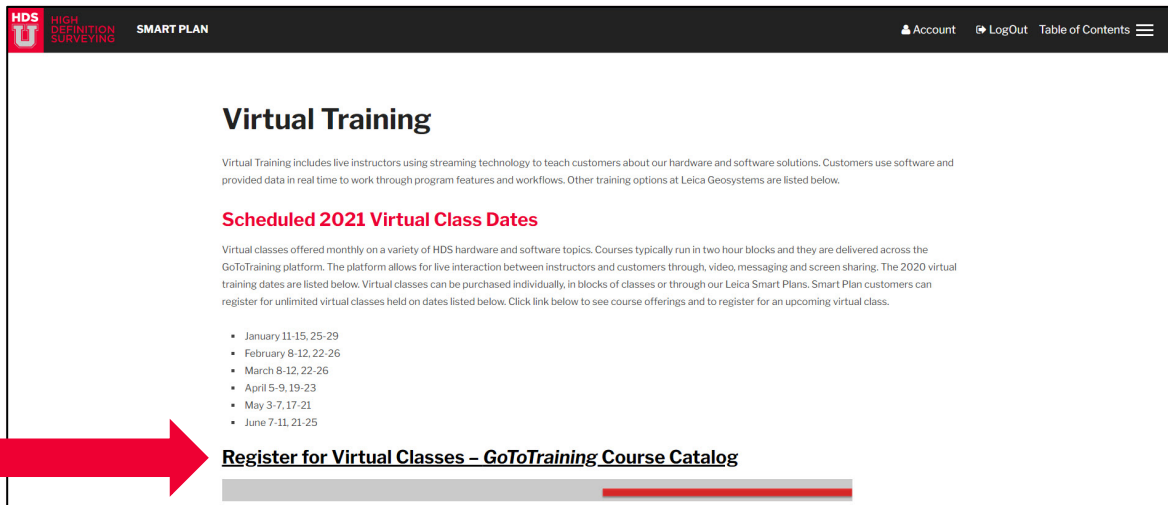
- Virtual classes are included in the purchase of a Smart Plan subscription.
- Courses may be purchased individually or in bundles in lieu of a Smart Plan subscription

To view offered training dates and register for virtual classes, go to <https://hdsu-smartplan.com/> and click on the Virtual Training Tab on front page

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

Virtual Training

Click on [Register for Virtual Classes – GoToTraining Course Catalog](#).



The screenshot shows the HDS SMART PLAN website interface. At the top left is the HDS logo with 'HIGH DEFINITION SURVEYING' and 'SMART PLAN' text. At the top right are links for 'Account', 'LogOut', and 'Table of Contents'. The main heading is 'Virtual Training'. Below it is a paragraph describing the training. A section titled 'Scheduled 2021 Virtual Class Dates' lists several dates. At the bottom, a red arrow points to the link 'Register for Virtual Classes – GoToTraining Course Catalog'.

Virtual Training

Virtual Training includes live instructors using streaming technology to teach customers about our hardware and software solutions. Customers use software and provided data in real time to work through program features and workflows. Other training options at Leica Geosystems are listed below.

Scheduled 2021 Virtual Class Dates

Virtual classes offered monthly on a variety of HDS hardware and software topics. Courses typically run in two hour blocks and they are delivered across the GoToTraining platform. The platform allows for live interaction between instructors and customers through video, messaging and screen sharing. The 2020 virtual training dates are listed below. Virtual classes can be purchased individually, in blocks of classes or through our Leica Smart Plans. Smart Plan customers can register for unlimited virtual classes held on dates listed below. Click link below to see course offerings and to register for an upcoming virtual class.

- January 11-15, 25-29
- February 8-12, 22-26
- March 8-12, 22-26
- April 5-9, 19-23
- May 3-7, 17-21
- June 7-11, 21-25

[Register for Virtual Classes – GoToTraining Course Catalog](#)

Scroll through Catalog and click Register if interested in a class. Dates and times are listed.

- Register 24 hours prior to course
- If possible, have your Leica Customer number or Purchase Order number available.

[https://attendee.gototraining.com/07kk6/catalog/3954464343357918976?tz=America/Los Angeles](https://attendee.gototraining.com/07kk6/catalog/3954464343357918976?tz=America/Los+Angeles)

SMART Plan Basic subscriptions offer:

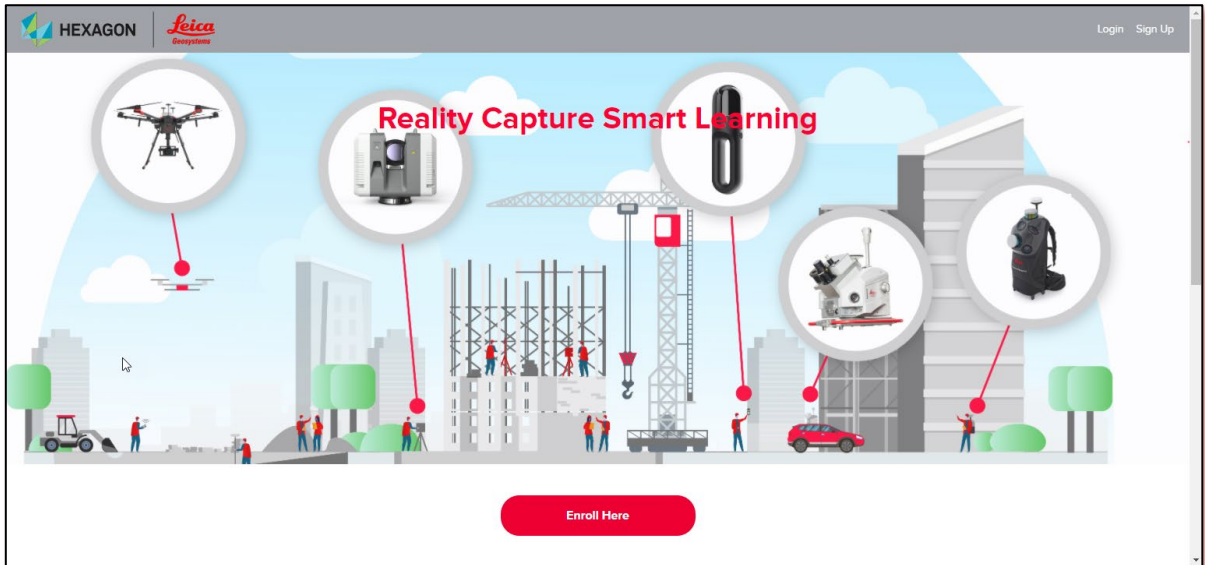
- 6 Hours of software and licensing installation support
- 24/7/365 access to the Smart Plan site with recorded training content
- Unlimited Virtual Classroom Sessions with restrictions on number of users accessing courses per subscription

The screenshot shows the 'HDS Virtual Training' website. At the top, there are logos for 'HEXAGON' and 'Leica'. The page title is 'HDS Virtual Training'. Below the title, there are sections for 'HDS Courses' and 'Upcoming Trainings'. The first course listed is 'Cyclone 3DR Survey Module (2 hrs)' with a cost of \$370.00 and a 'REGISTER' button. The second course is 'Cyclone Basics (2 Hours)' with a cost of \$370.00 and a 'REGISTER' button. The third course is 'Laser Scanning Field Operations - P-Series (2 Hours)' with a cost of \$370.00 and a 'REGISTER' button. The fourth course is 'Registering RTC Data in Cyclone Register 360' with a cost of \$370.00 and a 'REGISTER' button. The fifth course is 'Cloudworx for AutoCAD (2 Hours)' with a cost of \$370.00 and a 'REGISTER' button. Each course listing includes the date and time: 'MON, JAN 11, 2021 7:00 AM - 8:00 AMPST' for the first three, and 'MON, JAN 11, 2021 10:00 AM - 12:00 PMPST' for the last two.

Teachables

The Reality Capture Smart Learning Teachables School provides independent structured learning. The online school of classes for HDS is located at:


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



- Teachables platform allows stepping in and out of course content, tracking of what material is remaining in your course, testing and certificates of completion.
- Individual courses can be purchased, included with Smart Plan subscription or maybe offered at no cost.
- Users must register for a free Teachables account
- Courses will augment reference content in the HDSU-Smartplan.com site or other Leica training resources like *myLearning*.


Sample Teachable Offerings

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



Welcome to BLK360

Everything you need to know about
Unpacking Gear, Registering Equipment,
Licensing Software, Online Resources and...

 **KAREN HUGHES** **FREE**

Example Curriculum

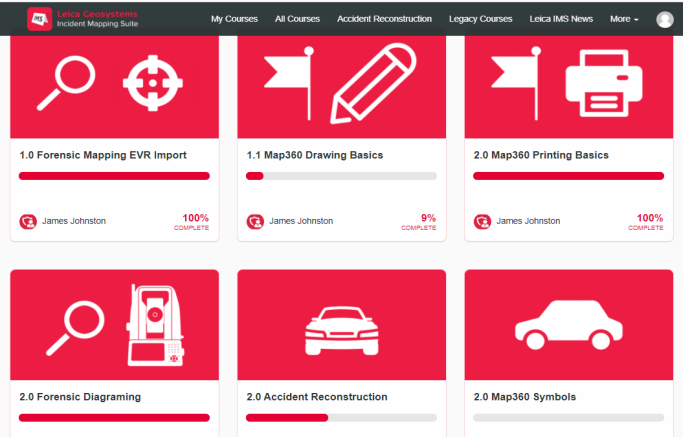
Begin Here!

- 🔗 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

Teachables - IMS Map360

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 are at the learn.leicaims online school.

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

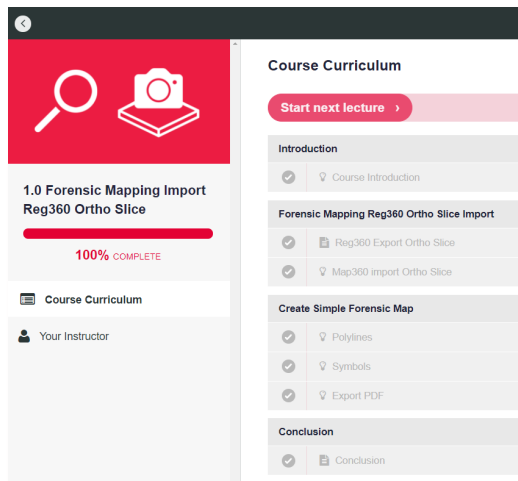


Leica Geosystems
Incident Mapping Suite

My Courses All Courses Accident Reconstruction Legacy Courses Leica IMS News More

- 1.0 Forensic Mapping EVR Import 100% COMPLETE
- 1.1 Map360 Drawing Basics 9% COMPLETE
- 2.0 Map360 Printing Basics 100% COMPLETE
- 2.0 Forensic Diagramming
- 2.0 Accident Reconstruction
- 2.0 Map360 Symbols

- Teachables.com free account required.
- Public Safety Smart Plan subscriptions include access to the subscription content at the learn.leica-geosystems.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, Email, Call / IMS Help Desk

myWorld

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

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



Login and navigate to *mySupport*.

Generating support tickets from *mySupport* has many advantages over emailing or calling HDS Support because users can provide attachments such as screen captures, scanner logs and provide detailed information about cases that can potentially lead to faster resolution times. Users can also monitor and access support history on cases.

Email

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

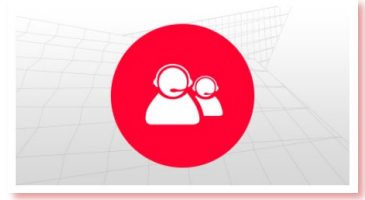
BLK Support: (BLK360 / BLK2GO)
blk360.us-support@leica-geosystems.com

Call

3. Call HDS Support:

HDS Support: (ScanStation / RTC360 / C10 / Pxx Scanners)
(770) 326-9500 x1440 (8:00 am – 5:00 pm cst)

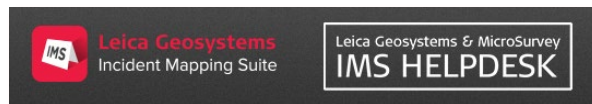
BLK Support: (BLK360 / BLK2GO)
(770) 326-9500 x1655 (8:00 am – 5:00 pm cst)



IMS Map360 Technical Support

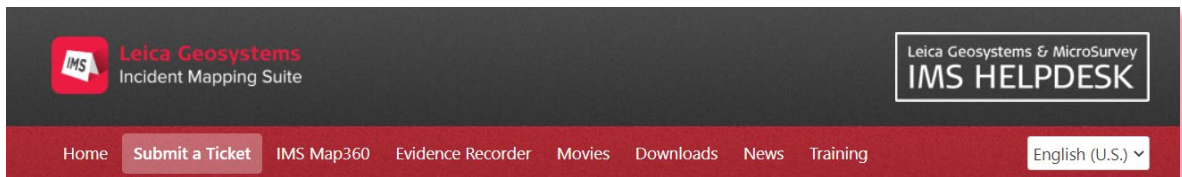
1. Recommended Method: Create a support ticket using the IMS Map360 HELPDESK

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



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

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



psg.leica-geosystems



hdsu-smartplan



learn.leicaimg



help.leicaimg



reality-capture-smart-learning.teachable



portal.cyclone-cloud



myworld.leica-geosystems



learning.leica-geosystems