DataDelivery™ User Guide

Everything you need to turn drone photos into professional, client-ready map products — explained step by step, for total beginners.

NATIONAL DRONE SERVICES • 2026

Contents

PART 1 · GETTING SET UP

Getting Started with DataDelivery

Everything from “I just signed up” to your first project — plus the words you’ll see everywhere, all explained in plain English.

What DataDelivery is

DataDelivery is an online platform that turns the photos your drone takes into professional map products. It runs entirely in your web browser — there’s nothing to download or install. You sign in, upload the photos your drone captured of a site, and the platform stitches and processes them into maps and 3D models you can measure, mark up, and share with your clients.

Here’s what you can make from a single set of drone photos:

- **A stitched map** — an orthophoto (a single, flat, map-accurate photo of the whole site, stitched together from all your individual drone images).
- **3D point clouds and models** — a 3D version of the site you can spin around and fly through.
- **Contour lines** — the curved lines on a topographic map that connect points of equal elevation.
- **Measurements** — distance, height, and area measurements.
- **Stockpile Measurements** — for example, the volume of a stockpile (a pile of material like gravel or dirt).
- **Marked-up images** — photos with notes and shapes drawn on them to point out features or problems. Usually used in inspection workflows.
- **Shareable reports** — a clean web page you can send to a client to show off the results.

If you’ve never used drone data management software before, don’t worry — this guide walks you through every step, and the rest of this page gives you the mental model and vocabulary so everything else clicks into place.

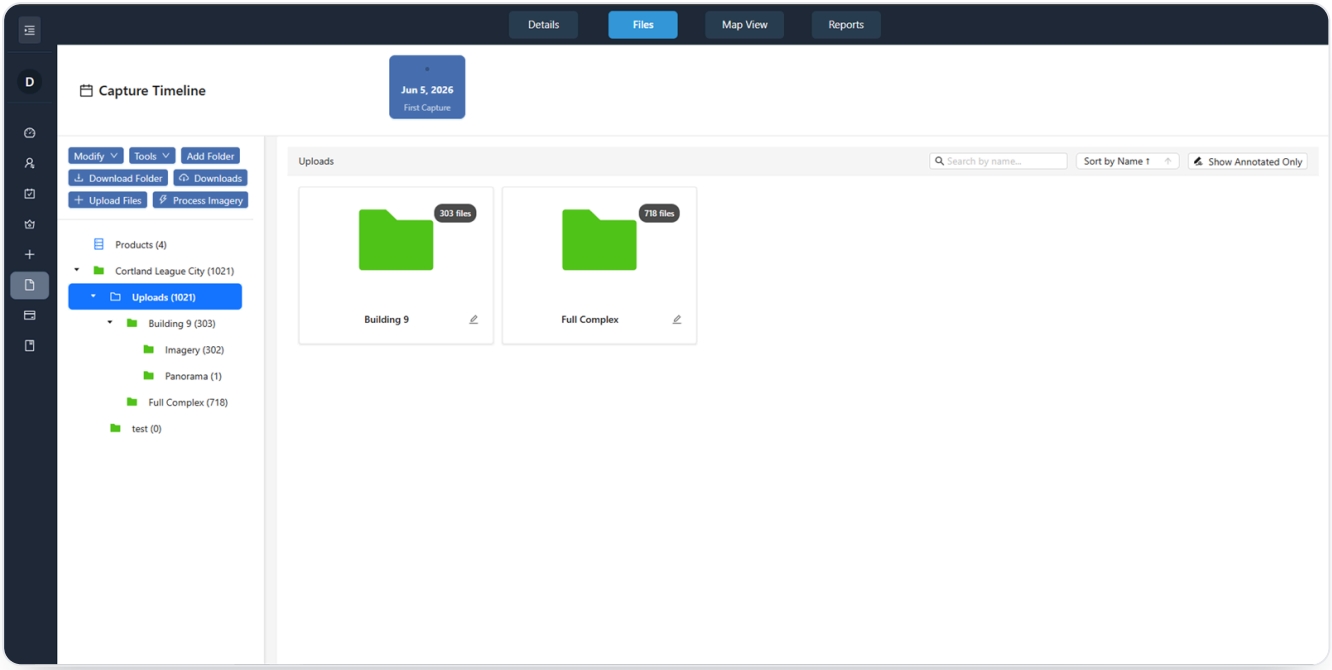
The big picture: how it all fits together

No matter what your end goal is, every project follows the same five steps. Once this sequence makes sense, the whole platform makes sense:

1. **Create a job** — set up a project for one site.
2. **Upload photos** — drag your drone images into that job.
3. **Process** — let the platform turn those photos into map products.
4. **View, measure & annotate** — explore the results, take measurements, and add notes.
5. **Share** — send your client a polished report.

A few words in that list have specific meanings in DataDelivery. Learn these five and you'll never feel lost:

- **Job** — a project for one site or property. Everything about that site lives inside its job.
- **Capture** — one dated visit to that site. If you fly the same property again next month, that's a second capture inside the same job — which lets you compare the site over time.
- **Files and folders** — your uploaded photos, organized in folders inside a capture, just like on your computer.
- **Products (or deliverables)** — the finished outputs the platform makes from your photos: the orthophoto, point cloud, and so on.
- **Report** — a shareable web page you can build to present results to your client.



The five-step workflow in one place: a job contains captures, captures contain files, processing makes products, and a report shares them.

Key words you'll see

You'll meet these terms all over the platform. Here's a one-line plain-English definition of each — you can come back to this list any time:

- **Job** — a project for one site; the container for everything about that location.
- **Capture** — one dated visit (flight) of a site; multiple captures let you track changes over time.
- **Orthophoto** — a single flat, map-accurate photo of the whole site, stitched from all your images.
- **Point cloud** — a 3D model made of millions of colored dots that recreate the site in three dimensions.
- **DSM** — a Digital Surface Model: an elevation map of the very top surface, including buildings, trees, and equipment.
- **DTM** — a Digital Terrain Model: an elevation map of the bare ground, with buildings and trees removed.
- **Contours** — lines on a map connecting points of equal elevation, like a topographic map.
- **Annotation** — a note, marker, or shape you draw on an image or map to point something out.
- **Report** — a shareable web page that presents your results to a client.

- **Storage** — the online disk space your uploaded files and products take up; your plan sets the limit.

Want the complete list? See the full glossary on the FAQ page.

An honest note about accuracy

Before you go further, one important thing to understand — and it's worth saying up front:

> ⚠ **Warning:** While photogrammetry is incredibly accurate, DataDelivery's outputs are excellent for visualization, communication, rough measurements, and tracking progress over time — but they are **not survey-grade**. Do **not** use them for engineering, legal, or property-boundary decisions. Any accuracy figures you may see later (such as GPS error or CE90/LE90 values) are *informational estimates*, not guarantees. When precise survey data matters, hire a licensed surveyor.

With that out of the way, let's get you signed up.

Create your account

Creating your account is free and quick — you can sign in and start using the platform immediately. It only takes a minute, and there's no email verification step to wait on.

1. **Open the app.** Go to `app.nationaldroneservices.net` and click `Create Account`. (If you're on the main website instead, click the `Start Free` button — it opens the same sign-up form.)

2. **Fill in your details.** Type your `Email`, `First Name`, `Last Name`, and a `Password`. As you type the password, five live rules light up green — your password must have at least **8 characters**, one **uppercase** letter, one **lowercase** letter, one **number**, and one **special character** (like `!` or `#`). Then retype it in `Confirm Password`.

3. **Agree and register.** Check the box for `I agree to the Terms of Service and Privacy Policy`, then click the button to create your account.

> **You'll know it worked when...** you see `Registration successful! You can now log in.` — your account is ready and there's no email to confirm.

Log in

What this is: signing in to the account you just created.

1. **Enter your credentials.** On the login screen, type your `Email` and `Password`.
2. **Sign in.** Click `Submit`.

Forgot your password?

1. **Start the reset.** On the login screen, click `Forgot Password? Click here to reset`.
2. **Request a reset link.** Type the email on your account and click `Send Reset Link`, then check your inbox.

> **Note:** For your security, the screen always says a reset link was sent — even if no account uses that email. If nothing arrives, double-check you typed the exact address you signed up with.

> **Tip:** Too many wrong attempts in a row triggers a short, temporary lockout — the button shows `Wait (Ns)` and counts down. Just wait for the timer to finish, then try again.

> **You'll know it worked when...** the app loads and you're taken to your dashboard, with the sidebar visible on the left.

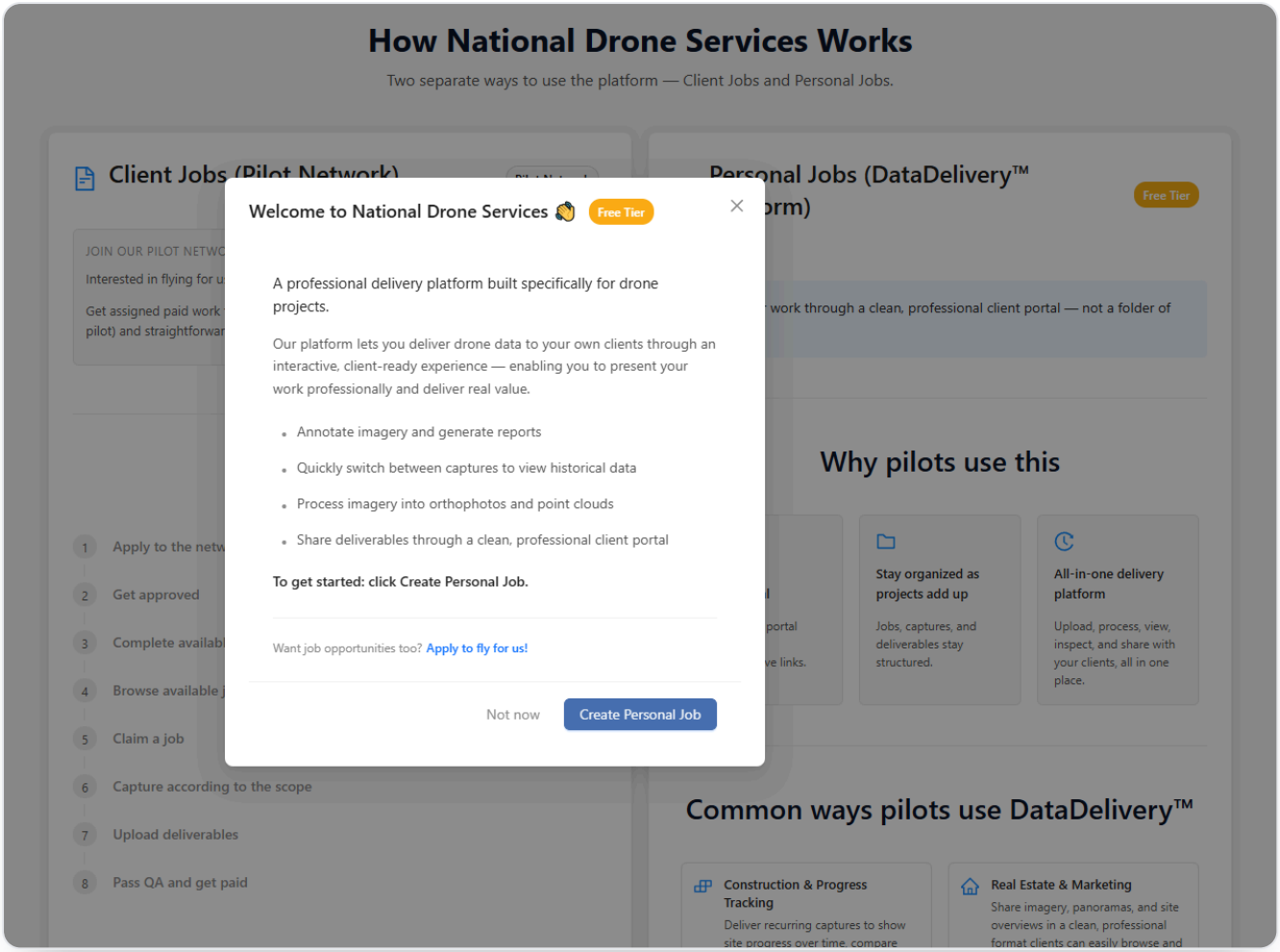
Your first few minutes

The first time you sign in, a welcome window pops up that says `Welcome to National Drone Services` 👋 with a `Create Personal Job` button. That button is the fastest way to start your very first project — but before you create a job, you'll want to pick a plan (covered next).

Look at the left sidebar. You'll see a `Personal Jobs` section — this is your home base. It contains:

- `Memberships` — choose or manage your plan.
- `Create Personal Job` — start a new project.
- `My Personal Jobs` — the list of all your projects.
- `Annotation Glossary` — your reusable library of mark-up labels (you'll use this later when annotating).

Everything in this guide happens inside `Personal Jobs`, so it's worth getting comfortable with where it lives.



The welcome window on first login, with a shortcut to create your first job.

What's next? First, pick a plan that fits how much you'll use the platform — see Plans, Storage & Billing. Then create your first project in Creating & Organizing Jobs.

Next: Plans, Storage & Billing

Pick the right membership and understand your monthly limits and storage before you build your first job.

Read guide →

PART 1 · GETTING SET UP

Plans, Storage & Billing

Pick the right membership, understand your monthly limits and storage, and manage payment — all from one page.

Why you need a plan

An active membership is what unlocks the work you came here to do. With a plan, you can create jobs, add captures (dated site visits), process imagery into products, and store your files online. Without an active plan, those buttons simply send you to the Memberships page to choose one first.

The good news: there's a free tier, so you can start without paying anything. The paid tiers raise your limits as your needs grow.

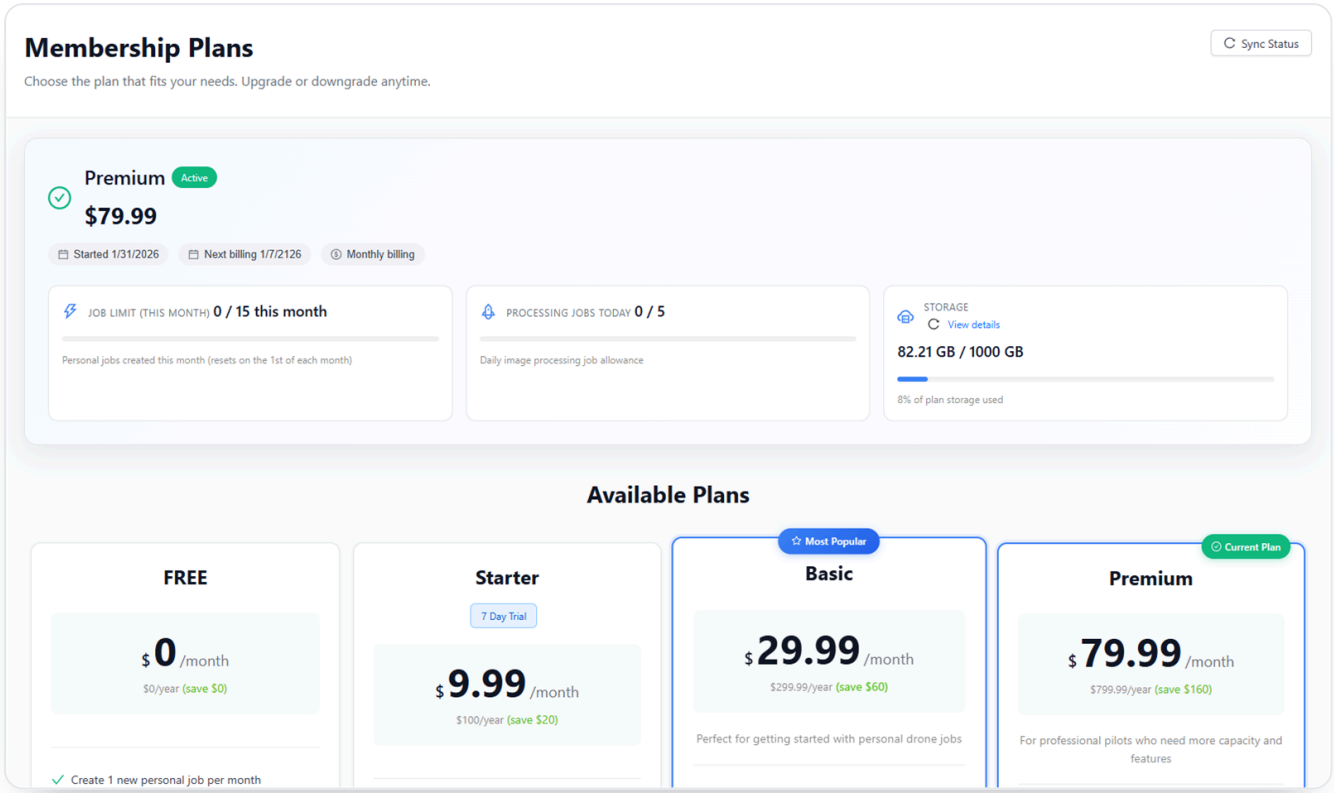
> **Note:** To find your plan settings, look in the left sidebar under **Personal Jobs** and click **Memberships**.

The Memberships page at a glance

Open **Memberships** and you'll land on a page headed **Membership Plans**. A banner near the top tells you which plan you're on right now and its status. The status can read any of these:

- **Free Tier** — you're on the no-cost plan.
- **Trial** — you're inside a free trial period of a paid plan.
- **Active** — your paid plan is current and working normally.
- **Active (Cancelling)** — still active, but set to end at your next billing date.
- **Cancelled** — the plan has ended.
- **suspended** — there's a payment problem to fix (see the last section of this page).

If the banner ever looks out of date — for example, right after you've paid — click **Sync Status**. That rechecks your subscription with the payment system and refreshes what's shown.

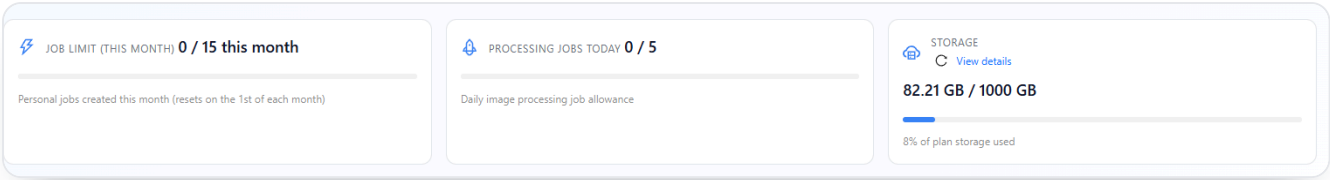


The Membership Plans page: your current plan, its status, and the Sync Status button.

Reading your usage cards

Below the banner are three cards that show, at a glance, how much of your plan you've used. Here's what each one means:

- **Job limit (this month)** — how many *new* jobs you can create this calendar month. This allowance resets on the 1st of each month.
- **Processing Jobs Today** — how many image-processing runs you have left today. This is a *daily* allowance that refreshes each day.
- **Storage** — how much online disk space your files and products are using versus your plan's limit. The bar fills as you use space — it turns **orange at 75%** and **red at 90%** so you get a warning before you run out. A **Recalculate storage** icon re-tallies your usage, and **View details** opens a **Storage Breakdown by Job** so you can see which jobs are taking up the most room.



Your three usage cards: monthly jobs, daily processing, and storage.

> **Tip:** Deleting a file doesn't free up space right away — recycled files still count toward your storage until you permanently remove them. To reclaim space, empty the recycle bin. See Storage, Recycle Bin & Tools for how.

Choosing a plan

Scroll to the **Available Plans** grid. Each plan is shown as a card with its name, an optional trial tag, and both a monthly and yearly price. The card also lists what that tier controls:

- How many **new personal jobs** you can create per month.
- How many **captures** (dated visits) you can add per job.
- How many **image-processing jobs** you can run per day.
- How much **storage** you get.
- Extras such as **priority support**, **custom branding**, and a **custom domain** (using your own web address).

You may also notice small badges on the cards: **Most Popular** highlights a recommended plan, **Current Plan** marks the one you're already on, and **Free Tier** marks the no-cost option.

> **Note:** Prices and exact limits vary by plan and can change, so we don't list specific numbers here — always check the live figures shown on each plan card before you subscribe.

Subscribing

What this is: turning on a plan so you can start creating jobs. Paid plans are handled through a secure checkout; the free tier turns on instantly.

1. **Pick a plan.** On the plan card you want, click `Subscribe Now`.
2. **Choose how often you pay.** A `Complete Subscription` window opens. Choose your `Billing Period` — `Monthly` or `Yearly`.
3. **Confirm.** Click `Subscribe Now` in that window.
4. **Enter payment.** You're taken to a secure checkout page (handled by Stripe, a trusted payment provider) to enter your card details. After paying, you're returned to the app automatically. *(If you chose the free tier, it activates immediately with no checkout step.)*

> **You'll know it worked when...** the banner at the top of the Memberships page shows your plan as `Active`. If it still looks old, click `Sync Status` to refresh.

Upgrading or downgrading

Already on a plan and want to move to a different one? How the change takes effect depends on the direction.

Upgrade (move to a higher plan)

Click `Upgrade Now` on the plan you want. The upgrade takes effect **immediately**, and the cost is prorated — meaning you only pay the difference for the time left in your current billing period.

Downgrade (move to a lower plan)

Click `Downgrade` on the lower plan, then `Schedule Downgrade`. A downgrade is **scheduled** to start at your next billing period, so you keep your current plan's benefits until then.

Note: Upgrades are instant; downgrades wait until your next billing date. So if you downgrade, don't be surprised that your current limits stay in place for the rest of this period.

Managing billing & canceling

What this is: updating your card, viewing past invoices, or canceling — all handled in a secure billing portal.

1. **Open the billing portal.** On the Memberships page, click `Manage subscription`. The secure billing portal opens in a new browser tab.
2. **Do what you need.** From the portal you can update your payment card, see and download your invoices, and cancel your subscription.

Tip: If you cancel, your plan keeps working until the end of the period you've already paid for — the banner will read `Active (Cancelling)` until then.

If your account gets suspended

Sometimes a payment fails — for example, if your card expires. When that happens, your membership can be suspended, and your personal-job features pause until it's sorted out.

Warning: A failed payment can suspend your membership — you'll see `Membership Suspended`. While suspended, you can't create or edit personal jobs. To fix it, click `Manage subscription` to update your card, or use `Retry Payment` if it's offered. Once the payment goes through, your features come right back.

What's next? With a plan in place, you're ready to build your first project. Head to Creating & Organizing Jobs.

Next: Creating & Organizing Jobs

Create your first job, organize your projects, and understand captures (visits to a site over time).

Read guide →

PART 2 · YOUR PROJECTS

Creating & Organizing Jobs

A "job" is simply your project for one site. Here's how to create one, keep your jobs tidy, and understand "captures" — the way you revisit the same site over time.

What a job is

In DataDelivery, a **job** is a project folder for a single site. Think of it the way you'd think of a folder on your computer for one client property — everything related to that location lives inside it.

A single job holds:

- **Your photos** — the raw drone images you fly and upload.
- **Processed products** — things the platform builds from those photos, like an orthophoto (a single, flat, map-accurate photo stitched from all your drone images) or a 3D point cloud (a dense cloud of measured 3D points that recreates your site).
- **Measurements** — distances, areas, and stockpile volumes you take.
- **Annotations** — notes and markers you pin onto your imagery.
- **Reports** — the shareable summaries you build to send to a client.

Every job contains one or more **captures**. A capture is a single dated visit to the site — we'll cover captures in detail further down this page. For now, just know that a brand-new job starts with one capture, ready for your first set of photos.

Your dashboard: My Personal Jobs

All of your jobs live in one place. In the sidebar on the left, open `Personal Jobs` and choose `My Personal Jobs`. This is your home base — you'll come back here constantly.

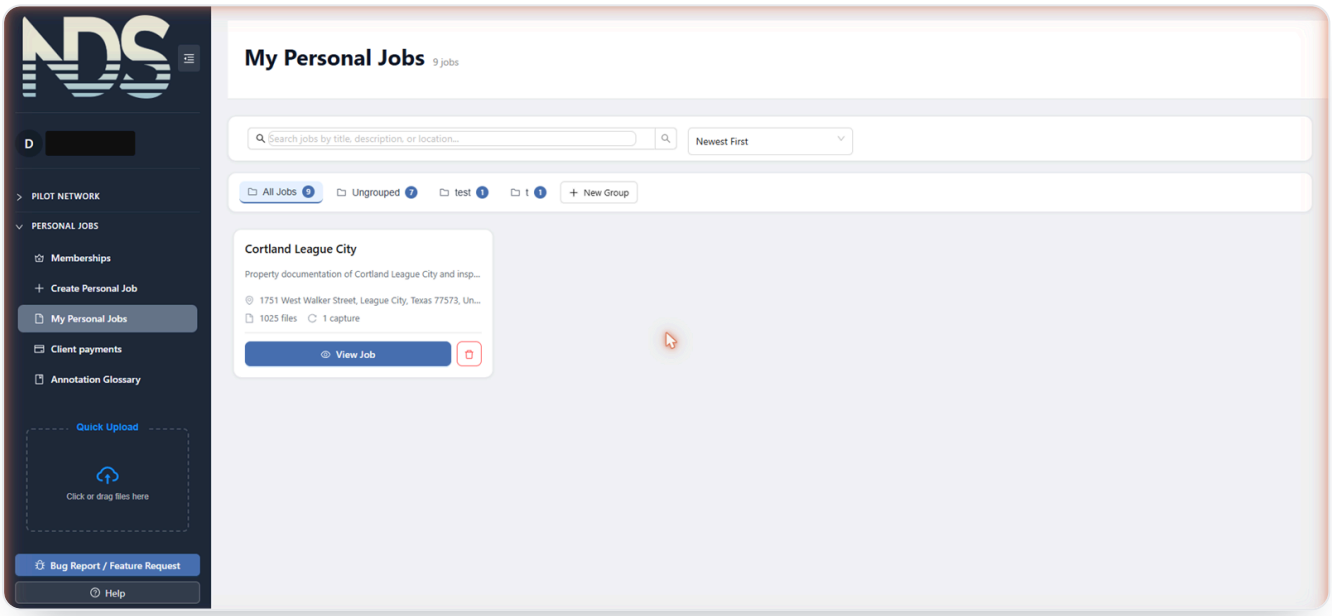
At the top you'll see the heading `My Personal Jobs` with a count of how many jobs you have. Just below that are two handy controls:

- A **search box** — type any part of a job's title to filter the list.
- A `Sort by` menu — switch between `Newest First` and `Title A-Z`.

Each job appears as a **card** showing its title, description, and address, plus:

- a **"N files"** count (how many files the job holds),
- a **"N captures"** count (how many visits it has),
- a `View Job` button to open it,
- a **trash icon** to delete the job, and
- a ⋮ **(three-dot) menu** for more actions, like moving the job to a group.

If you haven't created any jobs yet, the page shows a friendly empty state with a `Create Your First Personal Job` button.



Your dashboard lists every personal job as a card.

Creating a job (step by step)

What this is: a short, three-step wizard that sets up a new project for one site.

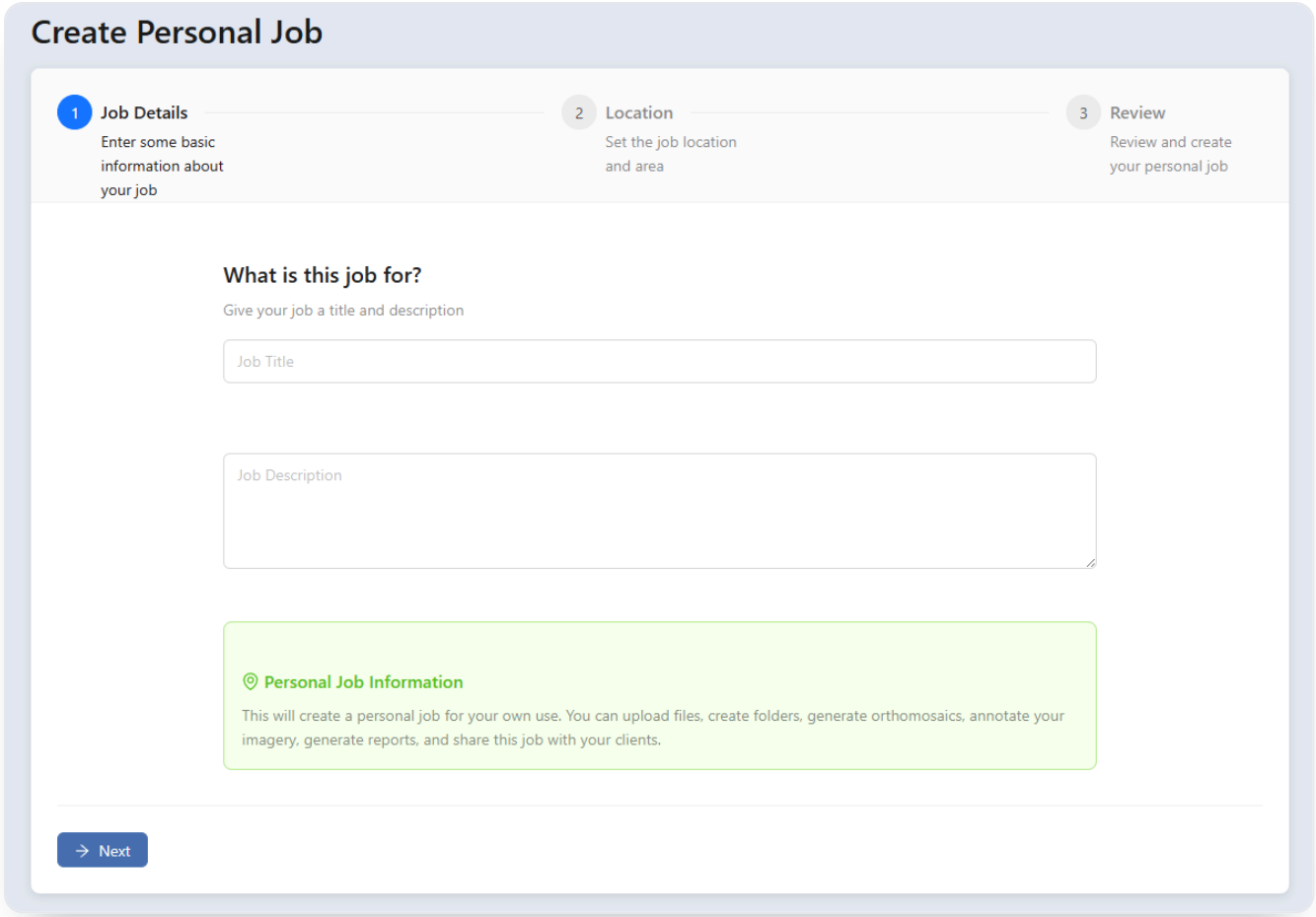
What you'll need first: an active membership. If you don't have one yet, clicking the button below sends you to the Memberships page to choose a plan first.

1. **Click** `Create Personal Job` **.** You'll find this button on your `My Personal Jobs` dashboard (or the `Create Your First Personal Job` button if your list is empty). This opens a wizard with three steps: `Job Details` , `Location` , and `Review` .

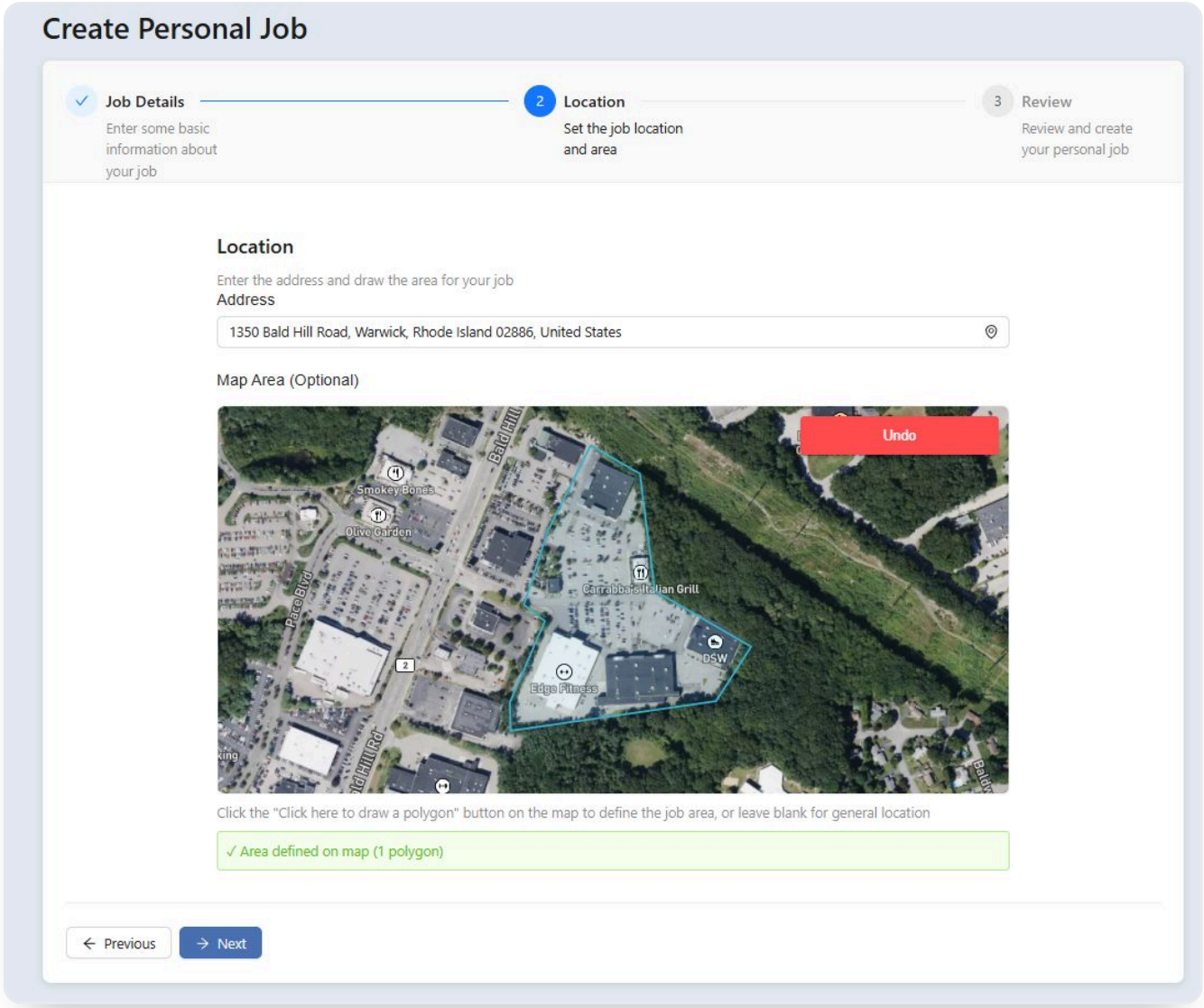
2. **Step 1 —** `Job Details` **.** Type a `Job Title` (for example, the property name or address) and a `Job Description` . Both are required. When they're filled in, click `Next` .

3. **Step 2 —** `Location` **.** Start typing the site `Address` , then pick the matching suggestion from the list that drops down (a valid address is required). Optionally, you can outline the site under `Map Area` : use the draw button on the map to trace the boundary of your site, or just leave it blank — you can always add it later. Click `Next` when you're done.

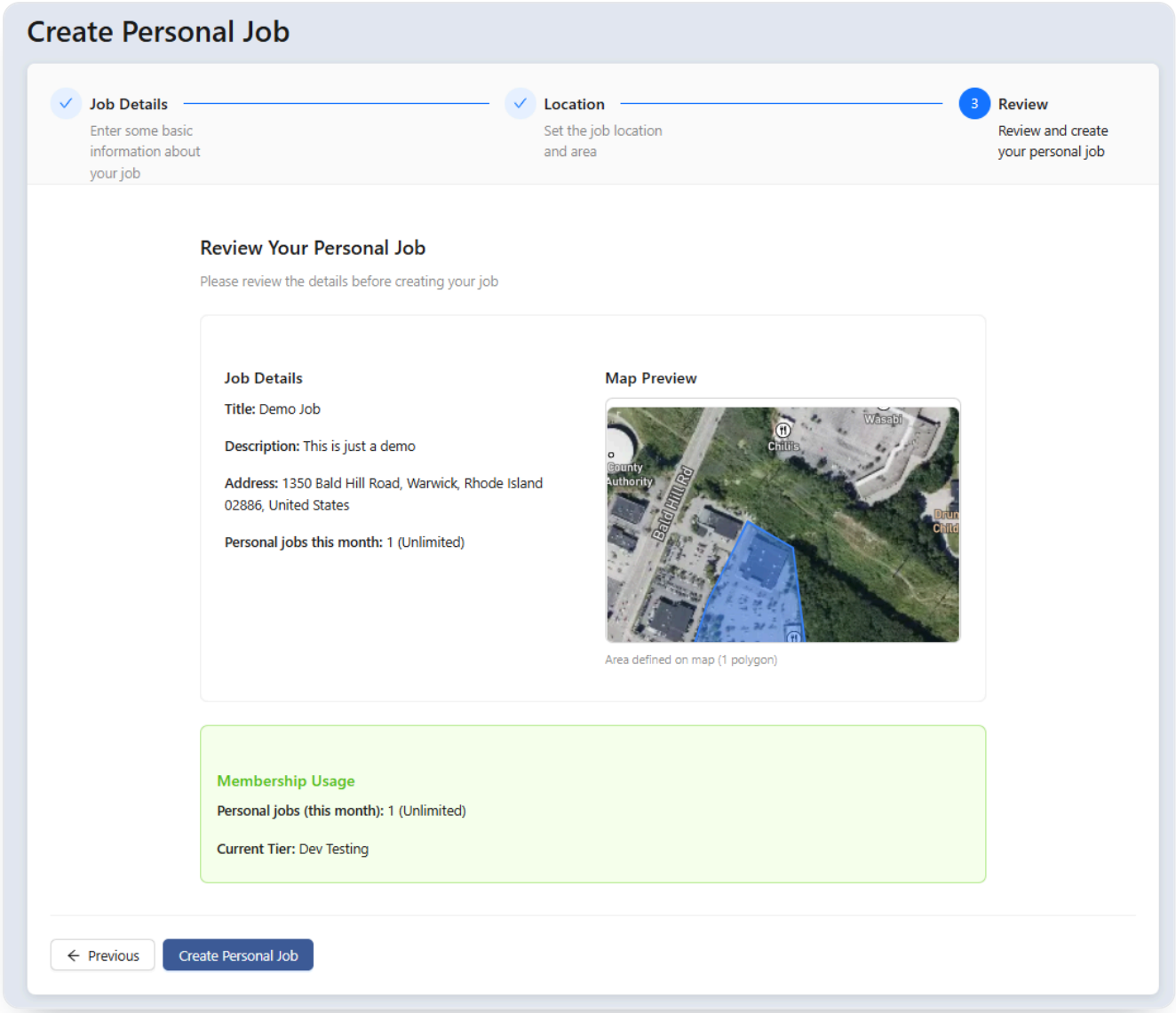
4. **Step 3 —** `Review` **.** Double-check your title, description, and address. If everything looks right, click `Create Personal Job` . The platform builds the job and drops you right into it, ready for photos.



Step 1: give your job a title and description.



Step 2: set the address and optionally outline the site.



Step 3: review, then create the job.

You'll know it worked when... the wizard closes and you land on your new job's page, with its title at the top and an empty `Files` tab waiting for your first upload.

Note: your plan includes a set number of jobs per month. If you've hit that limit, the platform will let you know and offer a `View Membership Plans` link so you can upgrade. See Plans, Storage & Billing for how each tier's limits work.

Organizing jobs into groups

Once you have more than a handful of jobs, **groups** keep them tidy — like labeled drawers. Groups are entirely optional, but they make a long job list much easier to scan.

Across the top of your dashboard is the **groups bar**. It always includes `All Jobs` and `Ungrouped`, followed by any custom groups you've made, and a `New Group` button on the end.

Create a group

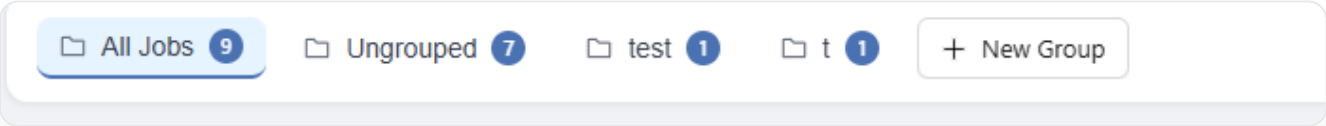
1. **Click** `New Group`**.** It's at the end of the groups bar.
2. **Name the group and confirm.** Type a name (for example, a client or region), then click `Create Group`. Your new group appears in the bar.

Move a job into a group

There are two easy ways:

- **Drag and drop** — grab a job card and drag it onto a group name in the bar.
- **Use the menu** — on the job card, click the ⋮ **(three-dot) menu** and choose `Move to Group`.

To see only the jobs in a group, click that group in the bar. Click `All Jobs` to go back to the full list, or `Ungrouped` to see jobs that aren't in any group yet.



Use the groups bar to sort jobs into labeled buckets.

Inside a job: the tabs

When you open a job (by clicking `View Job`), the page is organized into **tabs**. Here's what each one is for:

- **Details** — the job's title, description, and address; its captures; sharing options; and a weather widget with a location map.
- **Files** — where you upload and manage your files, run processing, and reach the extra tools.
- **Map View** — an interactive satellite map where you can overlay your orthophotos and imagery, take measurements, and inspect imagery.
- **Reports** — build a polished, shareable report from your data.

> **Note:** the file-viewer tabs — **GeoTIFF**, **Point Cloud**, **Image**, and **Video** — don't appear until you actually open a file of that type from the **Files** tab. If you don't see them yet, that's normal: open a file first and the matching viewer tab appears.

Every job is organized into these tabs.

Related: Uploading Files & Folders

Once your job exists, the next step is getting your drone photos in.

Read guide →

Related: Map View

See how the Map View tab overlays your orthophotos on an interactive map.

Read guide →

Related: Reports & Sharing

Build a client-ready report from the Reports tab and share it with a link.

Read guide →

Captures: one site, multiple visits

A **capture** is one dated visit to your site — a single flight on a particular day, with its own folders and its own processed products. This is the key idea that makes DataDelivery great for tracking a place as it changes.

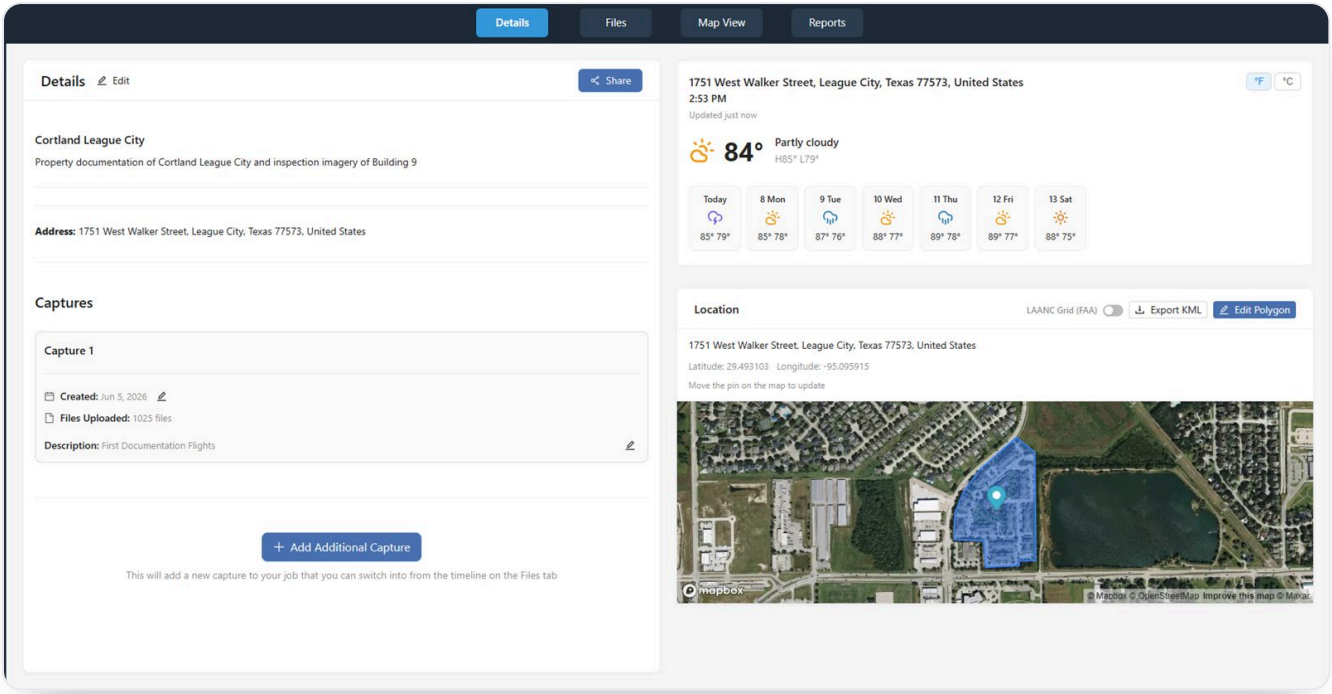
Every job automatically starts with one capture (`Capture 1`). You can stop there if you only visit once. But if you fly the same site again next month — to track construction progress, a growing stockpile, or seasonal change — you add another capture. Each capture keeps its own photos and products separate, so you can compare visits cleanly.

On the `Details` tab, each capture appears as a **card** showing its date, file count, and description.

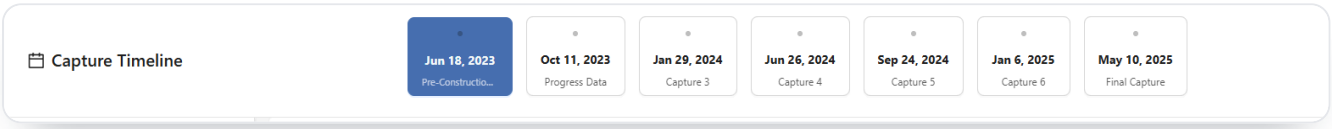
Add another capture

1. **Click** `Add Additional Capture` **.** You'll find it with the capture cards on the `Details` tab.
2. **Choose how many to add.** The `Add Additional Captures` window opens, showing your plan's capture allowance and a number field. Captures are included in your subscription up to that limit; beyond it, you can purchase more. Confirm to add them.

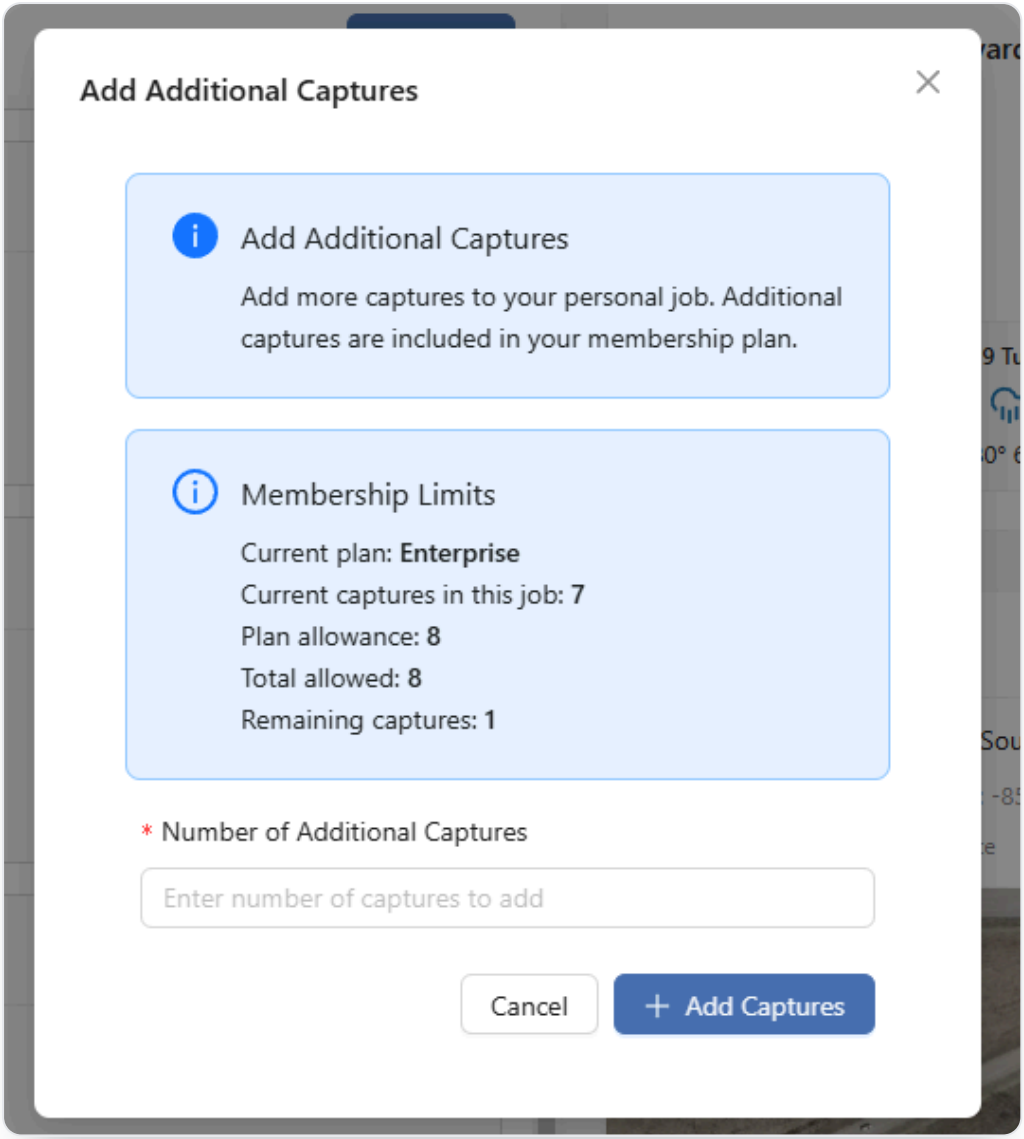
To work in a particular capture on the `Files` or `Map View` tabs, use the `Capture Timeline` bar to switch between captures. Whatever capture is selected there is the one you're actively viewing.



Each capture is a dated visit, shown as its own card.



Switch captures with the Capture Timeline on Files and Map View.



Add captures up to your plan's included allowance.

> **Tip:** use one job per site, and add a new capture each time you revisit it. That keeps a clean timeline for the same location instead of scattering visits across separate jobs.

Deleting a job

If you no longer need a job, you can delete it from your dashboard. Because this is permanent, the platform asks you to confirm twice.

1. **Click the trash icon on the job card.** You'll find it on the job's card in your `My Personal Jobs` list.

2. **Confirm in the `Final Confirmation Required` window.** Read the warning carefully, then click `Yes, I'm Absolutely Sure` to delete the job.

> ⚠ **Warning:** deleting a job is **permanent** and removes *all* of that job's data — every capture, every uploaded photo, every processed product, every measurement, annotation, and report. This cannot be undone, so make sure you've downloaded anything you want to keep first.

PART 2 · YOUR PROJECTS

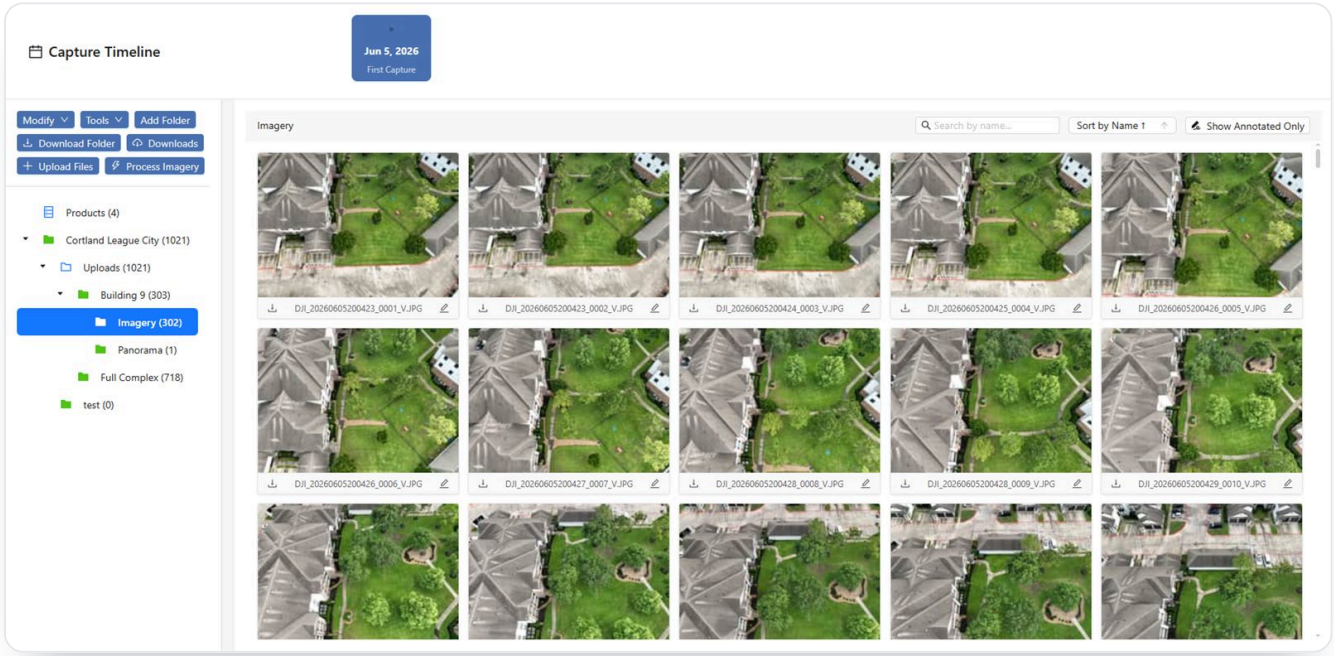
Uploading Files & Folders

Time to get your drone photos into a job. You can add a single file, hundreds at once, or even drag in whole folders — here's exactly how.

Where files live

Open your job and click the `Files` tab. This is your file manager — everything you upload lives here. The layout has a few parts:

- **The folder tree (left)** — a list of folders you can click through, just like on your computer.
- **The file grid (right)** — thumbnails of the files inside whichever folder you've selected.
- **Search and sort** — sitting just above the grid, to find and order files quickly.



The Files tab: folder tree on the left, file grid on the right.

Uploading photos

What this is: the main way to get your raw drone images into your job.

What you'll need first: the right capture selected. If your job has more than one capture, use the `Capture Timeline` bar to pick the one you're uploading to before you start.

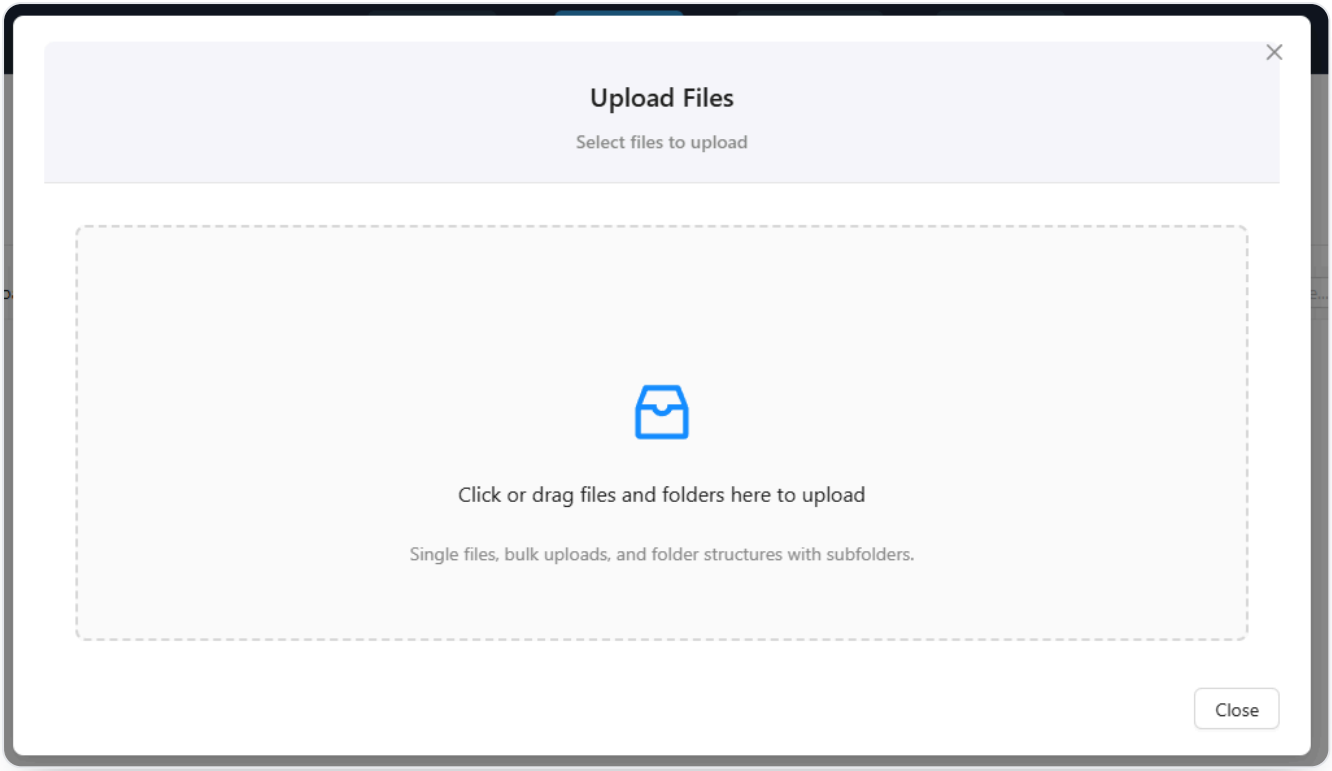
1. **Click `Upload Files`.** You'll find it near the top of the `Files` tab. The `Upload Files` window opens with a large drop zone labeled `Click or drag files and folders here to upload`.

2. **Add your photos.** Drag your images straight onto the drop zone — you can drag in individual photos, a big batch at once, or *entire folders* (subfolders and all, and their structure is preserved). Prefer to browse? Just click the drop zone to open your computer's file picker instead.

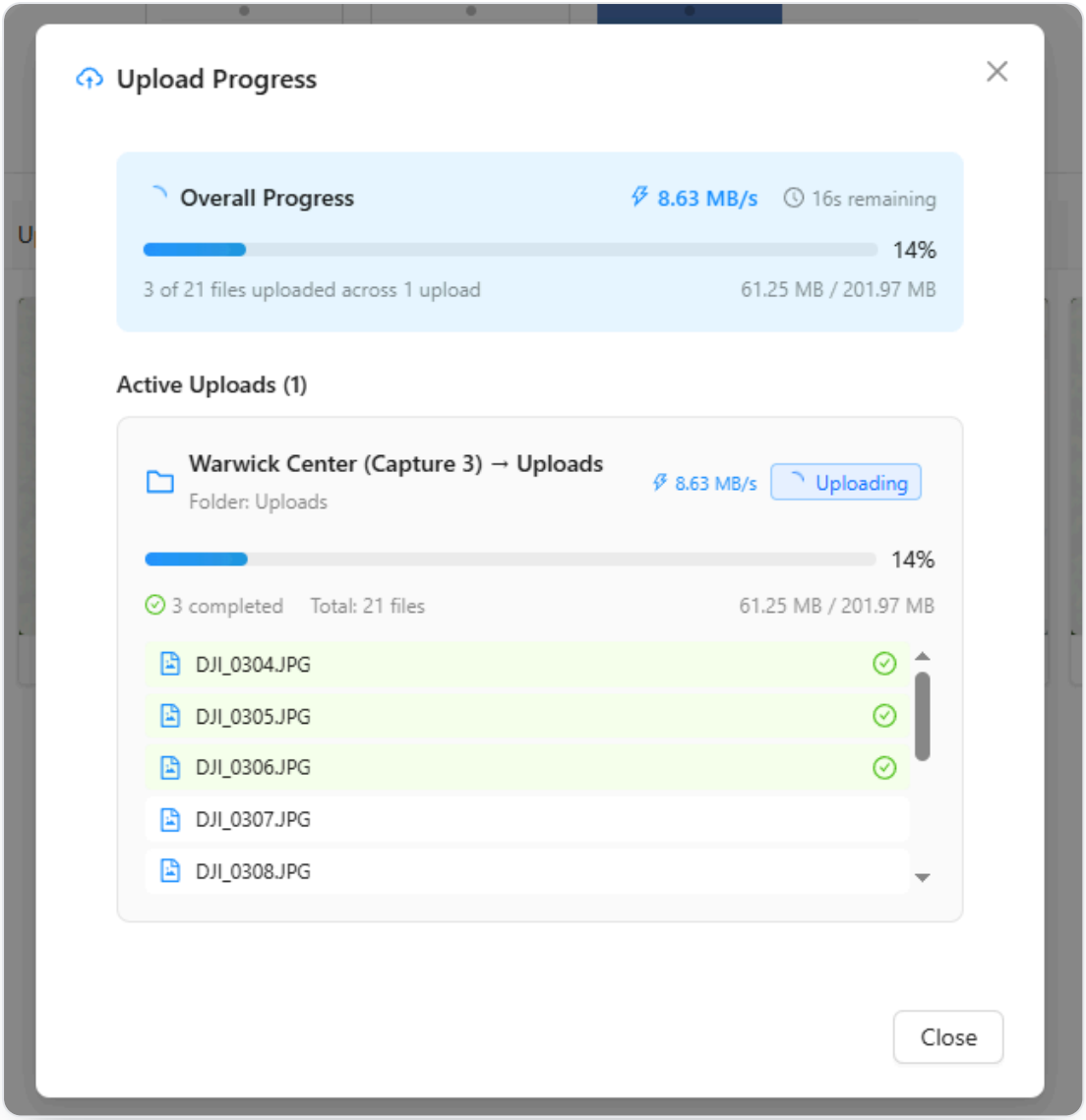
3. **Watch the file cards.** Each selected file shows up as a small card with its own progress as it uploads, so you can see exactly how things are going.

4. **(Optional) Tick `Generate Download Link When Uploads Complete`.** Check this box if you'd like a download link prepared automatically once everything finishes.

5. **Click `Start Upload (N files)`.** The button shows how many files you're sending. Leave the window open until the cards finish.



The Upload Files window: drag photos or whole folders onto the drop zone.



Each file uploads as its own card with live progress.

You'll know it worked when... every file card shows as complete and your new photos appear as thumbnails in the file grid behind the window.

Tip: you don't even have to open the window first. You can drag files *anywhere* onto the `Files` tab and the upload will start.

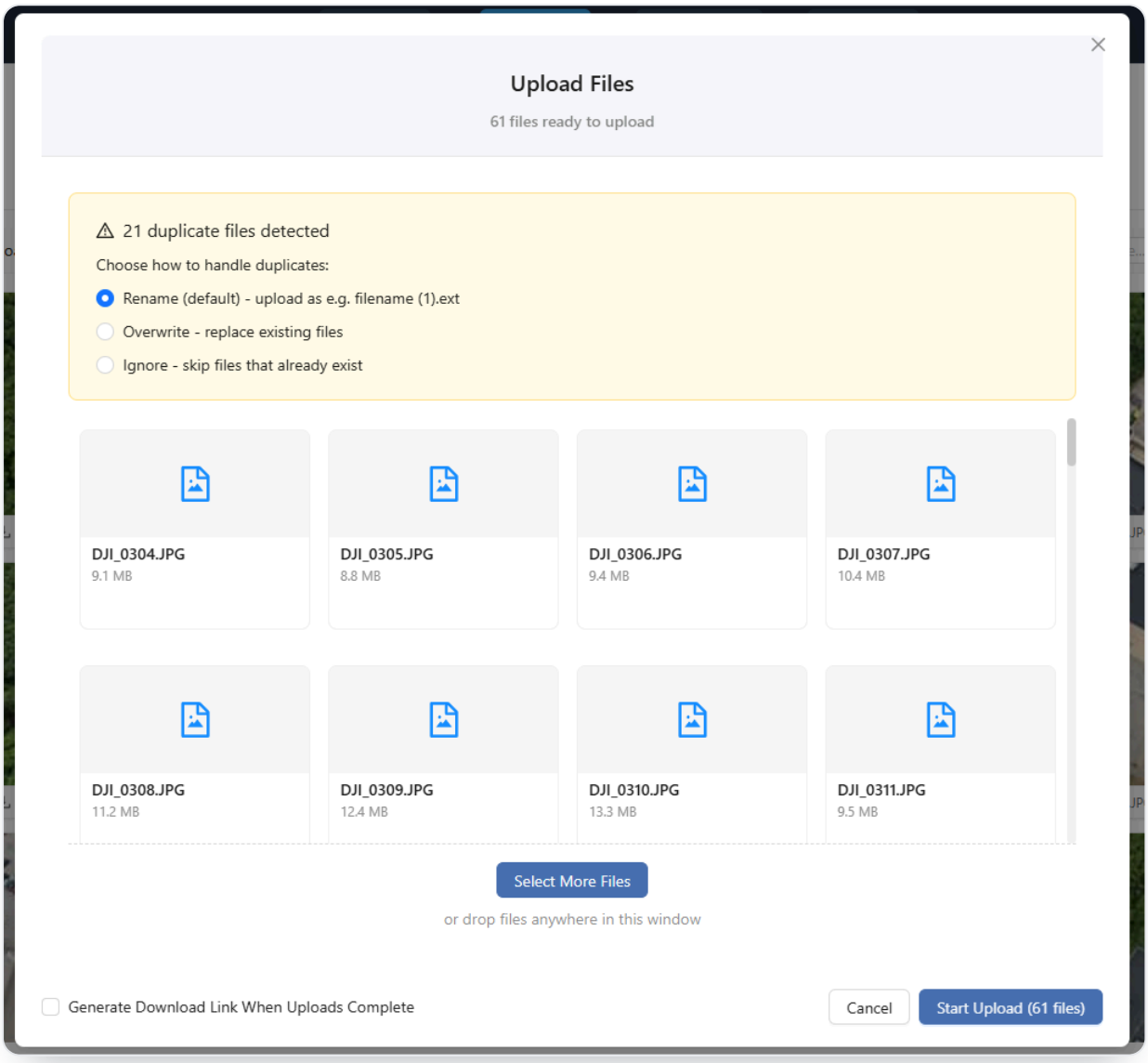
Handling duplicates

If some of the files you're adding already exist in that folder, the platform spots them before anything is overwritten. You'll see an amber alert reading `N duplicate files detected`, with

three choices for how to handle them:

- **Rename** — keeps both copies; the new file gets a number added, like `(1)`, so nothing is lost.
- **Overwrite** — replaces the existing file with the new one.
- **Ignore** — skips the duplicates and uploads only the new files.

Pick whichever fits, and the upload continues.



Choose how to handle files that already exist: Rename, Overwrite, or Ignore.

Making and using folders

Folders keep a big upload organized. You might make one folder per area of the site, or one per flight.

- **Make a folder** — click `Add Folder` to create a new subfolder inside the one you're in.
- **Navigate** — click any folder in the tree (or in the grid) to open it; use the breadcrumb to step back up.
- **Find files** — use the search and sort controls above the grid to locate or order files within the current folder.

> **Tip:** organize photos by area or by flight from the start. A little structure now makes everything — processing, viewing, and reporting — much easier later.

Important: already-processed files go elsewhere

> **Warning:** if you already have **finished products** — an orthophoto (`.tif` / `.tiff`), an elevation model, or a point cloud (`.las` / `.laz`) — do **not** add them through `Upload Files` . They'll be skipped, with a message telling you to use **Add External Products** instead.

Here's the simple rule: the `Upload Files` button is for **raw drone photos** (JPG/PNG) and supporting documents. Already-processed deliverables go in through a separate door, `Tools` → `Add External Products` , so the platform can register them as proper products and run them through the same viewing and measurement tools.

Related: Add External Products

Already have an orthophoto, elevation model, or point cloud? Import it the right way here.

Read guide →

What to do next

Once your raw photos are uploaded, you're ready for the exciting part: turning them into an orthophoto, a 3D point cloud, and contour lines. That happens with one button on the **Files** tab.

Next: Processing Imagery

Combine your uploaded photos into map-accurate, measurable deliverables.

Read guide →

PART 3 · TURNING PHOTOS INTO DELIVERABLES

Processing Imagery

Turn your uploaded drone photos into real deliverables — a stitched map (an orthophoto), and a 3D point cloud. On DataDelivery, this is called **NDS Processing**.

What processing does

When you fly a drone over a site, you don't magically end up with one big map — you end up with hundreds of individual, overlapping photos. **NDS Processing** takes all those overlapping photos from a folder and computer-stitches them together into finished deliverables — that's the magic.

Depending on the options you pick, it can produce:

- **An orthophoto** — one flat, map-accurate image of your whole site, stitched seamlessly from every photo. This is the main deliverable most people want.
- **A point cloud and 3D model** — millions of measured points in 3D space that you can spin, fly through, and measure (optional).
- **Elevation models** — a **DSM** (Digital Surface Model: the height of everything, including buildings, trees, and stockpiles) and a **DTM** (Digital Terrain Model: the bare ground with objects removed).
- **Contour lines** — the curvy lines you see on topographic maps that connect points of equal elevation (optional).

All of this happens on our servers, not on your computer. Stitching is heavy work, so it can take anywhere from many minutes to a few hours depending on how many photos you have and the quality you choose. You don't have to wait around — you can keep working in DataDelivery, switch to another job, or even close the tab. Processing keeps running in the background.

> **Note:** The results are highly accurate and great for visualizing, exploring, and rough measurements, but they are **not survey-grade**. Don't use them for engineering, legal, or official survey decisions.

Before you start

To process imagery, you need **photos already uploaded into a folder**. If you haven't done that yet, read Uploading Files & Folders first, then come back here.

A couple of things to check:

- **Good overlap.** Stitching only works if your photos overlap each other heavily — the drone should have photographed each part of the ground from several angles. Most drone mapping apps do this automatically when you fly a grid pattern.
- **Supported photo types.** NDS Processing reads standard photo files: `JPG` and `PNG`.

> **Warning:** Already-finished files like `.tif`, `.tiff`, `.las`, or `.laz` are *not* raw photos — you can't process them again. If you already have a finished orthophoto or point cloud from another tool, bring it in through Add External Products instead.

Starting a processing job

You kick off processing from the `Files` tab of your job. Here's the full walkthrough.

1. **Select the folder you want to process.** On the `Files` tab, click the folder that holds your photos so it's highlighted.

2. **Click `Process Imagery`.** You'll find the button near the top of the `Files` tab. It stays greyed out until you've selected a folder, so if you can't click it, go back to step 1. The `Process Imagery` window opens.

3. **Confirm the folders under** `Selected Folders` **.** Tick one or more folders to combine into a single job. If you flew the site in a few passes and split the photos across folders, you can tick several at once — just make sure they all belong to the **same capture** (the same site visit).

4. **Give it an** `Output Name` **.** Type a clear name for the product you're about to make, like *Spring Survey 2024*. The name has to be unique within the job, so you can tell your deliverables apart later.

5. **Pick a** `Processing Quality` **.** Choose how sharp and detailed the result should be:

   - `Low Quality` — the fastest option; good for a quick first look.
   - `Medium Quality` — a balance of speed and detail.
   - `High Quality` — the sharpest result (recommended for most final deliverables). It takes the longest.

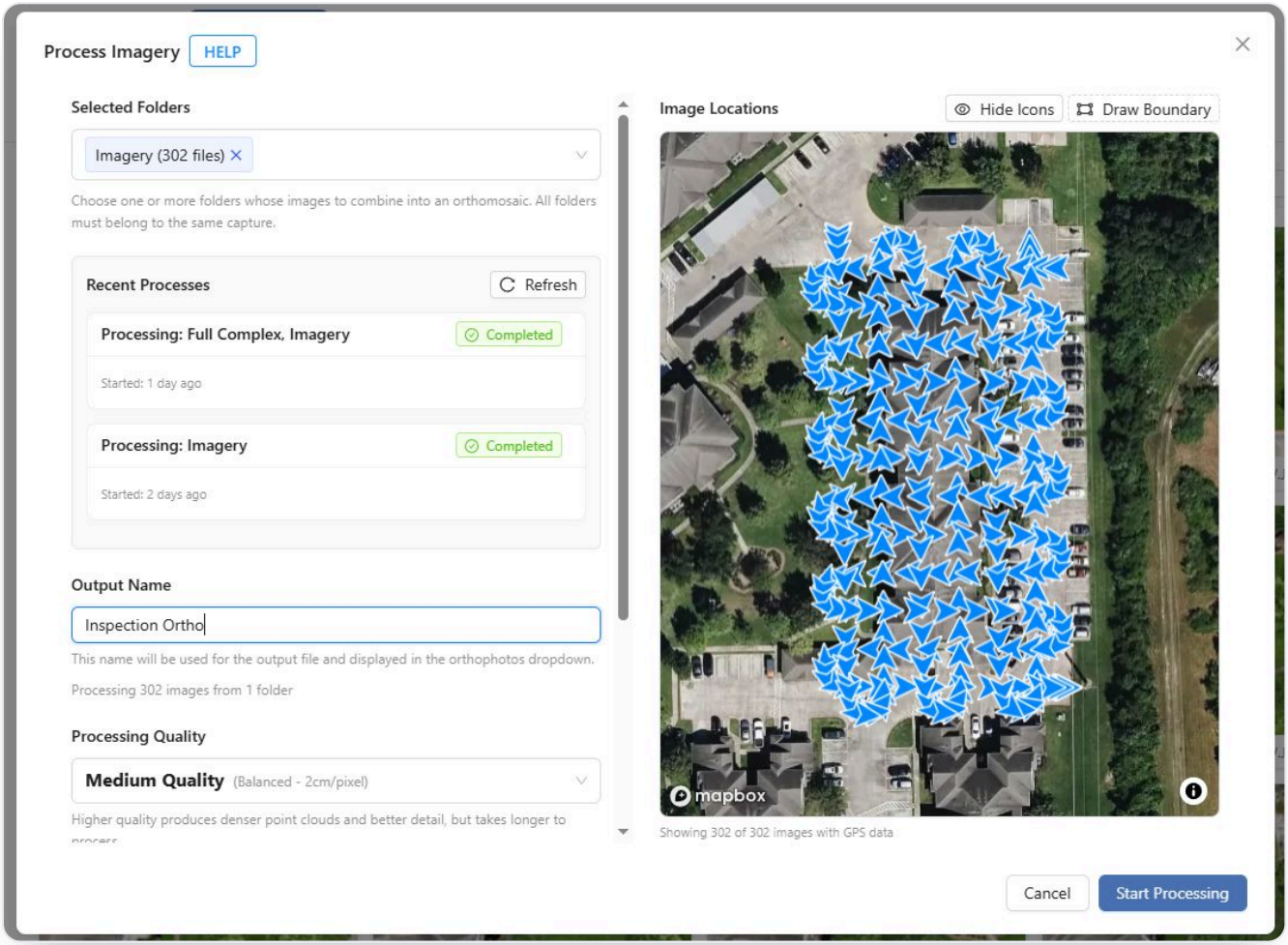
6. **(Optional) Turn on** `Email me when processing finishes` **.** Because a job can run for a while, tick this and we'll email you the moment it's done.

7. **(Optional) Open** `Advanced Settings` **for extra outputs.** If you don't touch this, you'll get a standard orthophoto. Expand it to also generate:

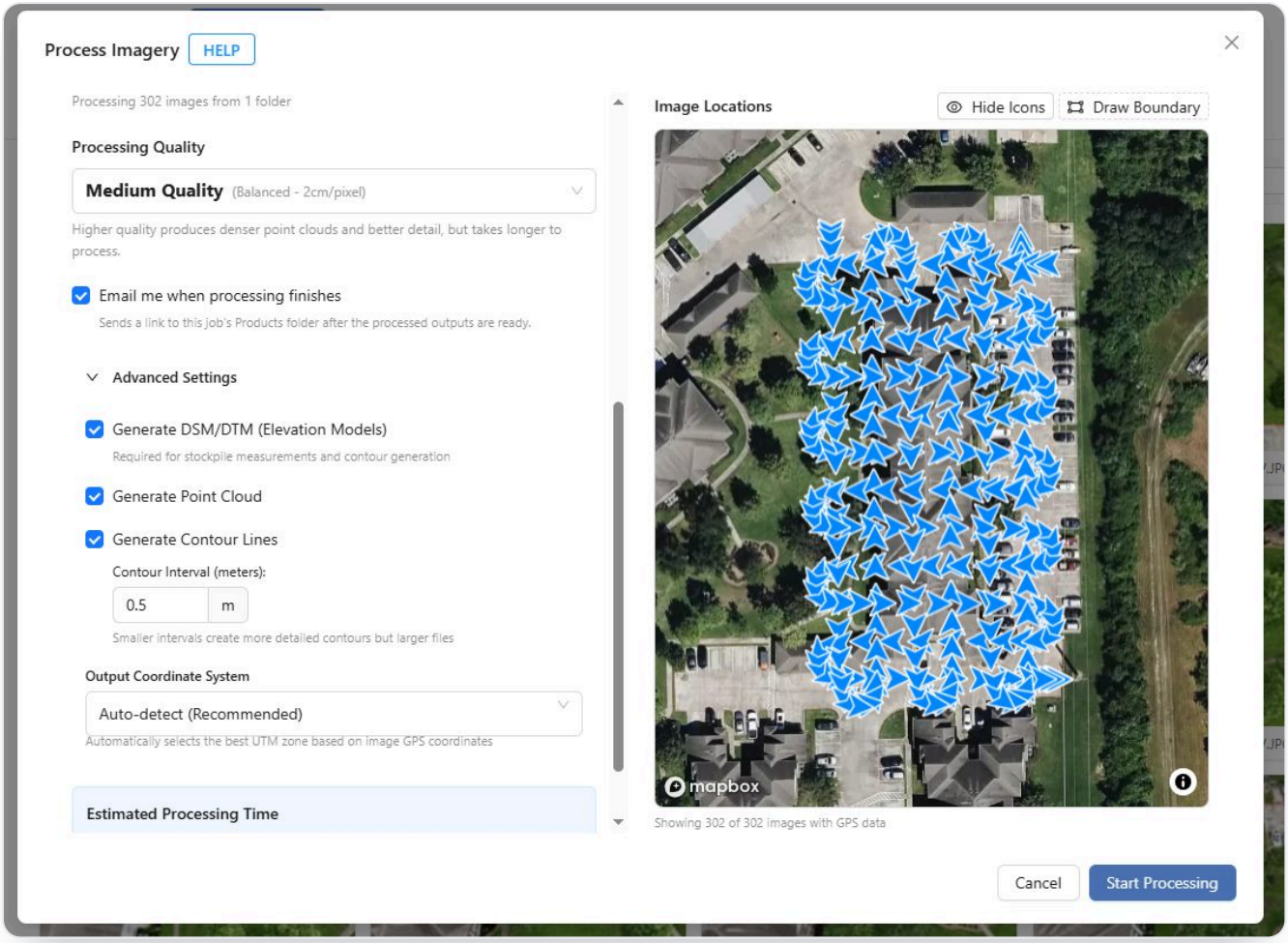
   - `Generate DSM/DTM (Elevation Models)` — the surface and bare-ground height models. **You'll need these if you want to measure stockpiles or make contour lines later.**
   - `Generate Point Cloud` — the 3D point cloud and model.
   - `Generate Contour Lines` — topographic contour lines. When you tick this, set the `Contour Interval (meters)` (how far apart, in meters, each contour line sits — a smaller number means more, closer lines).
   - `Output Coordinate System` — leave this on `Auto-detect (Recommended)` unless you have a specific reason to change it.

8 **(Optional)** `Draw Boundary` **to limit the area.** If you only care about part of the site or want cleaner edges, draw a boundary shape on the map. Processing will focus on just that area, which can speed things up and trim out clutter at the edges.

9 **Click** `Start Processing` **.** That's it — your job is queued and the work begins.



The Process Imagery window, where you name your product and pick a quality.



Advanced Settings let you also generate elevation models, a point cloud, and contour lines.

> **Tip:** If you think you'll ever want stockpile volumes or contour lines for this site, turn on **Generate DSM/DTM (Elevation Models)** now. Those features need an elevation model, and generating it later means re-running the whole job.

> **Warning:** You can't mix folders from different captures (different site visits) in one job. If you tick folders that don't belong together, you'll see a **Mixed Capture Selection** message. Process each capture separately.

Watching it run

Once you start, a status card appears showing the live progress of your job, labeled **Processing: <folder>**. You don't have to do anything — just watch the label move through the stages as the work happens:

1. `Queued` — waiting in line for a free processing slot.
2. `Downloading Files` — gathering your photos.
3. `Creating Project` — setting up the job.
4. `Uploading to NDS Processing` — handing your photos to the processing engine.
5. `Processing` — the actual stitching (this is usually the longest stage).
6. `Downloading Results` — bringing your finished deliverables back.
7. `Completed` — done! (Or `Failed` if something went wrong — see below.)

When the job reaches `Completed`, your new deliverables land automatically in a folder called `Products` inside that capture. That's where every processed output lives.

> **You'll know it worked when...** the status card reaches `Completed` and a new `Products` folder (or new files inside it) appears in your capture, holding your orthophoto and any other outputs you chose.

Common problems

If a job won't start or comes back as `Failed`, it's almost always one of these:

- `No Images Found` **or** `Invalid Files Detected`**.** Only photos can be processed. Make sure the folder you picked actually contains `JPG` or `PNG` images — not finished products like `.tif` or `.las` files.
- `Mixed Capture Selection`**.** You selected folders from more than one capture. Un-tick the extras and process one capture at a time.
- `Failed`**.** Processing couldn't complete. Try again; if it keeps failing, use fewer photos, or make sure your photos overlap each other well — poor overlap is the most common cause of a failed stitch.

What you can do with the results

Once your job finishes, your new deliverables are ready to explore. Here's where to go next, depending on what you want to do:

- **View the orthophoto and other outputs.** Open them from the `Products` folder — see Viewing Your Deliverables.
- **See your map overlaid on the world.** Drop the orthophoto onto the map and compare captures — see Map View.
- **Measure stockpiles and make contours.** If you generated elevation models, you can measure volumes and create contour lines — see Measurements & Analysis.
- **Build a client-ready report.** Package your deliverables into a shareable report — see Reports & Sharing.

Related: Viewing Your Deliverables

Learn how to open and explore the orthophoto, point cloud, and the NDS Processing Report once your job is done.

Read guide →

PART 3 · TURNING PHOTOS INTO DELIVERABLES

Add External Products

Already have a finished orthophoto, elevation model, or point cloud from another tool? Import it so it behaves just like something DataDelivery processed — ready to view, measure, and add to a report.

When to use this

Use **Add External Products** when you **already have finished, processed deliverables** — not raw photos. For example, a colleague hands you a stitched orthophoto, or you processed your flight in another piece of software and just want to view and measure the results inside DataDelivery.

The file types you can import here are:

- **An orthophoto** — a finished stitched map, as a `.tif` or `.tiff` file.
- **A DSM** (Digital Surface Model: the height of everything, including buildings and trees) — a `.tif` or `.tiff` file.
- **A DTM** (Digital Terrain Model: the bare ground) — a `.tif` or `.tiff` file.
- **A point cloud** — a `.las` or `.laz` file.

> **Note:** If you have *raw drone photos* (not finished products), don't import them here — use Processing Imagery instead, and DataDelivery will stitch them for you. The `Upload Files` button is also the wrong place for finished `.tif` / `.las` files: it strips those out. Always bring finished products in through `Add External Products`.

Opening the importer

You start the import from the `Files` tab of your job.

1. **Click** `Tools`**.** Find the `Tools` menu on the `Files` tab and click it to open the dropdown.

2. **Choose** `Add External Products`**.** The `Add External Products` window opens.

Importing your files

The window gives each product type its own drop slot. You don't need all four — just fill the slots for the files you actually have.

1. **Type a** `Product Name`**.** This is required, and it has to be unique within the job so you can find these deliverables later.

2. **On recurring jobs, open the correct capture first.** If your job has multiple captures (repeat visits to the same site), make sure the capture you want is open before you import.

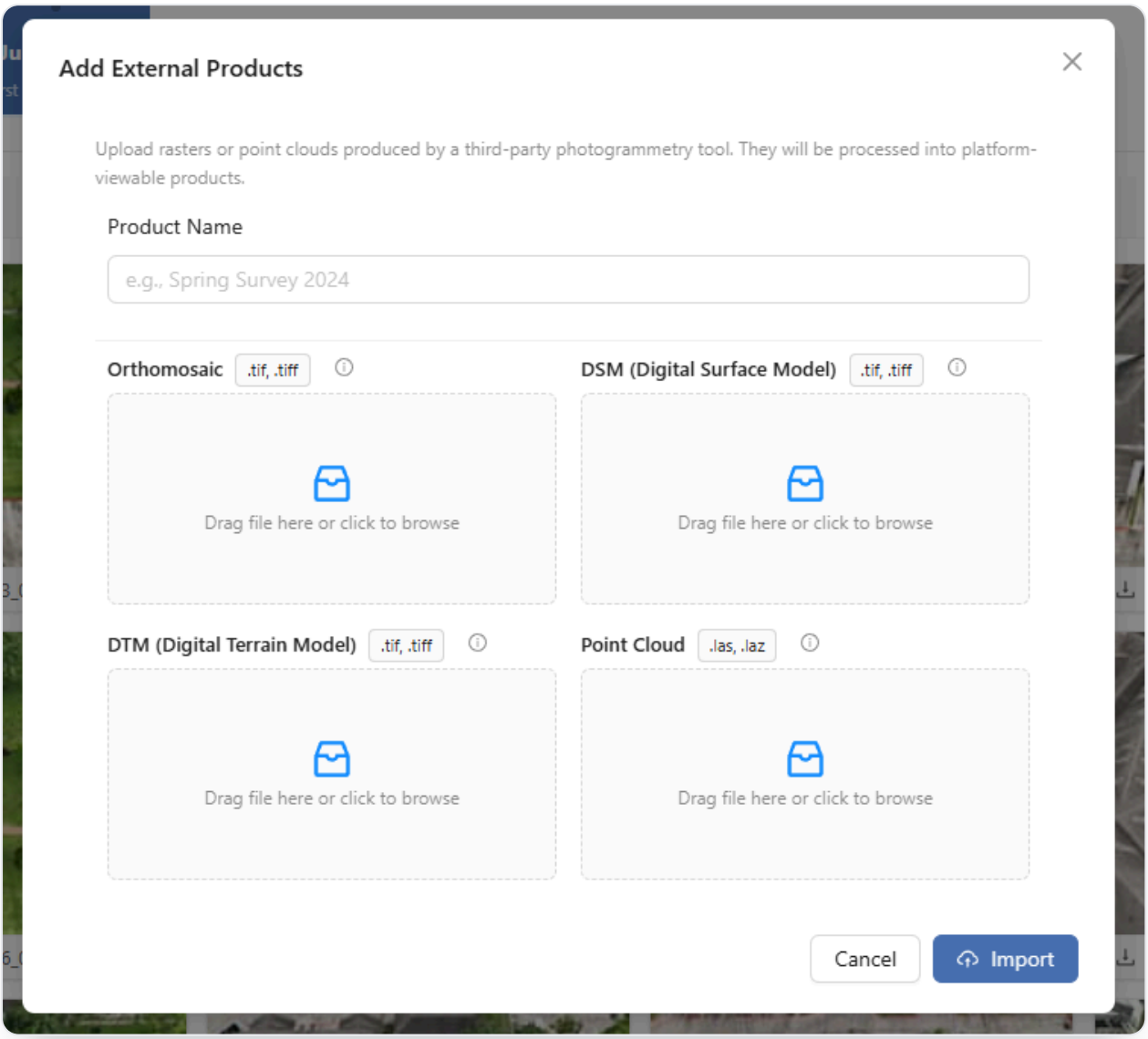
3. **Drag each file into the matching slot.** The slots are laid out in a 2×2 grid. Drop the right file onto the right slot:

   - `Orthomosaic` — your `.tif` / `.tiff` orthophoto.
   - `DSM (Digital Surface Model)` — a `.tif` / `.tiff` surface-height model.
   - `DTM (Digital Terrain Model)` — a `.tif` / `.tiff` bare-ground model.
   - `Point Cloud` — a `.las` / `.laz` point cloud.

   Fill only the slots you have files for — leave the rest empty.

4. **(Optional) Generate contours from your DTM.** If you added a DTM, you can tick `Generate contours from DTM` and set a `Contour interval (metres)` (how far apart, in meters, each contour line should be). DataDelivery will build the contour lines for you from that DTM.

5 **Click** `Import` **.** The window closes right away and your files keep uploading in the background — you can carry on working while they finish.



The Add External Products window, with a drop slot for each product type.

You'll know it worked when... the window closes after you click `Import` and an `External Product Imports` card appears showing your upload in progress.

Tracking the import

After you click `Import`, an `External Product Imports` card appears so you can follow along. It moves through these stages:

1. `awaiting upload` — getting ready to send your files.
2. `queued` — waiting in line to be handled.
3. `validating` — checking the files are valid.
4. `processing` — preparing your products for viewing and measuring.
5. `complete` — finished! (Or `failed` if something went wrong.)

While the files are still uploading, the card shows a **Cancel** button (the `×`) so you can stop the import. Once it's done, that turns into a **dismiss** button (also the `×`) to clear the card away. When the import reaches `complete`, your imported deliverables appear in the `Products` folder, right alongside anything DataDelivery processed itself.

> **You'll know it worked when...** the card reads `complete` and your imported orthophoto, elevation model, or point cloud shows up in the `Products` folder, ready to open.

Good to know

- **DSM/DTM gets linked to your orthophoto.** If you import a DSM or DTM in the same batch as an orthophoto, DataDelivery links them together — so features that depend on an elevation model, like stockpile volumes and contour lines, work on that orthophoto.
- **Imported point clouds have fewer features.** A point cloud brought in this way won't have the photo-annotation features that a point cloud created by DataDelivery's own processing does — because it doesn't carry the original photo information with it.

Related: Measurements & Analysis

Imported a DSM alongside your orthophoto? Use it to measure stockpile volumes and generate contour lines.

Read guide →

PART 4 · WORKING WITH YOUR DELIVERABLES

Viewing Your Deliverables

Once your processing finishes, you get a set of products — orthophotos, point clouds, images, and panoramas. Each one opens in its own viewer, right inside your job. Here's how to find and explore them.

How viewers work

Every product you create lives as a file inside your job. To look at one, you open it from the `Files` tab — and DataDelivery picks the right viewer for you automatically based on what kind of file it is.

To open any file, go to the `Files` tab, find the file in the grid, and **double-click it**. A brand-new viewer tab then appears at the top of the job, next to your other tabs. Depending on the file, that tab will be the `GeoTIFF Viewer`, `Point Cloud Viewer`, `Image Viewer`, or `Video Viewer`.

> **Note:** These viewer tabs are **hidden until you open that kind of file**. If you don't see a `GeoTIFF Viewer` or `Point Cloud Viewer` tab yet, nothing is broken — the tab simply appears the moment you double-click a matching file in the `Files` tab. Close the tab and it tucks away again.

Opening an orthophoto (GeoTIFF Viewer)

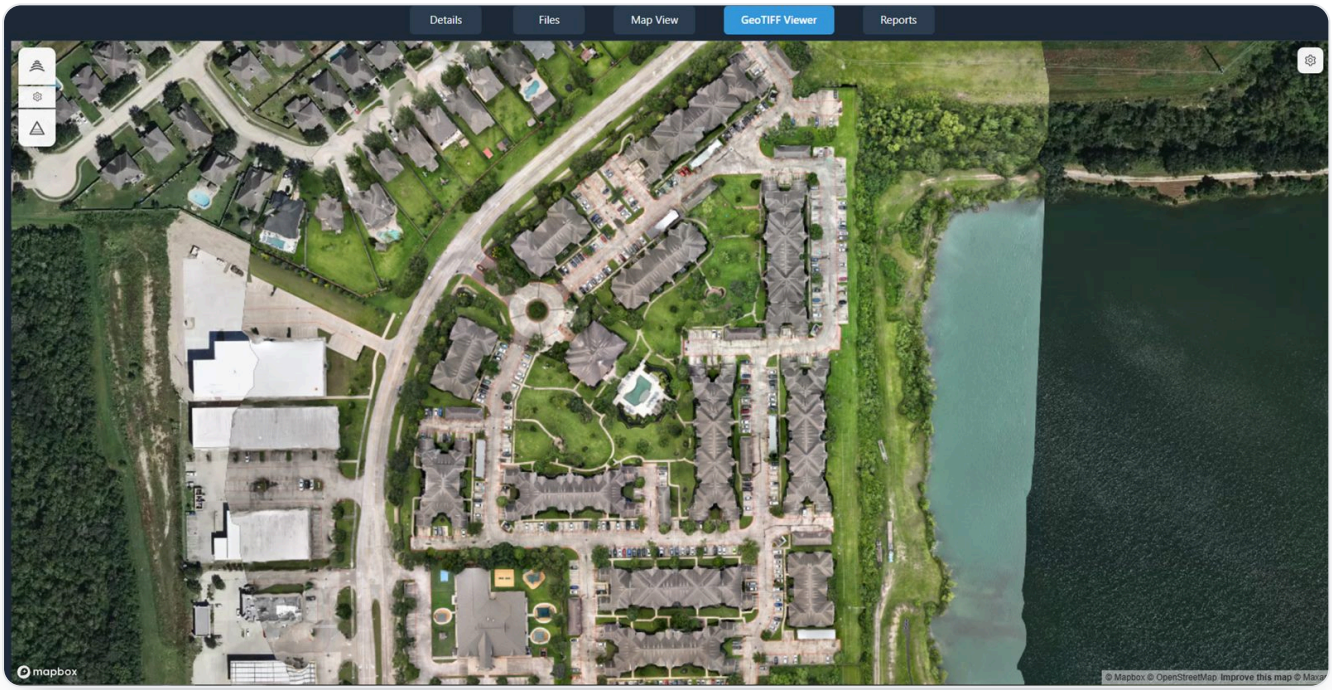
An orthophoto (a single, flat, map-accurate photo stitched together from all your drone images) is saved as a `.tif` file in your `Products` folder. Opening one shows it laid over a map, so you can pan and zoom around your whole site.

1. **Go to the Files tab and find your orthophoto.** It's a `.tif` file, usually inside the `Products` folder that processing created for you.

2 **Double-click the orthophoto.** The `GeoTIFF Viewer` tab opens and your stitched image appears on a map.

3 **Pan and zoom to explore.** Drag to move around, and scroll to zoom in and out, just like any online map.

4 **Use the controls in the top-right.** Click `Map Settings` to open a `Map Style` picker (swap the background map) and an `Overlay Opacity` slider (fade your orthophoto so you can see the map underneath). When they're available for this orthophoto, you'll also see a `Contours` button and a `Stockpile` button.



The GeoTIFF Viewer shows your stitched orthophoto on a map, with style and opacity controls top-right.

> **Tip:** The `Contours` and `Stockpile` buttons only appear when the right elevation data exists for that orthophoto. Both are covered step-by-step on the Measurements & Analysis page.

You'll know it worked when... the `GeoTIFF Viewer` tab is open and your stitched site photo fills the map. Try dragging and zooming — the image stays locked to its real-world location.

Opening a point cloud (Point Cloud Viewer)

A point cloud (a 3D model of your site made of millions of tiny colored dots, each one a measured point in space) lets you spin your project around and look at it from any angle. It opens in its own 3D viewer.

1. **Find the point cloud in the Files tab.** Processing saves it in your `Products` folder alongside your other deliverables.
2. **Double-click it.** The `Point Cloud Viewer` tab opens and your 3D model loads. (Large clouds can take a few seconds to appear.)
3. **Move around in 3D. Drag** to rotate the model, and **scroll** to zoom in and out.
4. **Reach for the toolbar to measure.** The viewer's toolbar includes measurement tools for distance, area, height, and volume — covered on the Measurements & Analysis page.

The Point Cloud Viewer renders your site in 3D — drag to rotate, scroll to zoom.

> **You'll know it worked when...** the **Point Cloud Viewer** tab is open and you can drag to spin your site around in 3D.

Images, panoramas & video

Your individual photos and any videos you uploaded are also a double-click away. DataDelivery opens each in the viewer that fits it best.

Photos — the Image Viewer

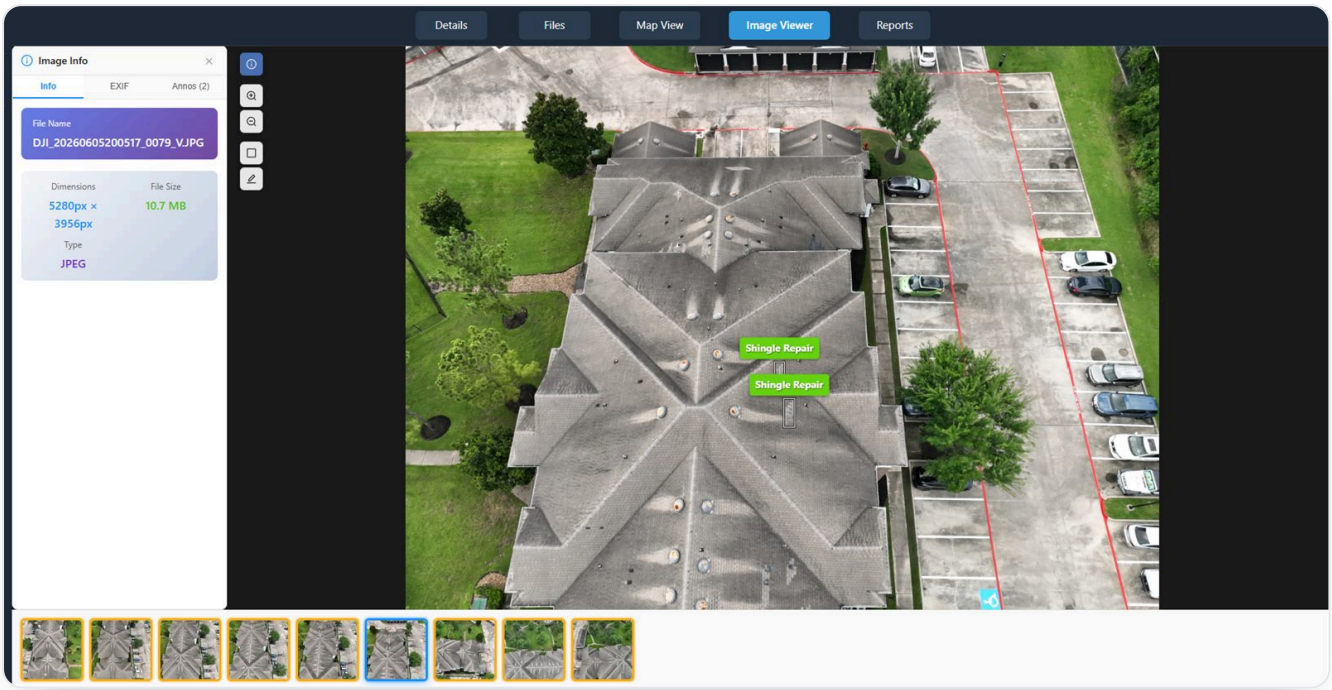
Double-click a regular photo and the **Image Viewer** opens. You can zoom and pan around the picture, read an info panel about it, and use annotation tools to mark things directly on the image. Annotating is covered in full on the Annotating Imagery page.

360° panoramas

A panorama (a single image that wraps a full 360° view around the spot it was taken) opens in a special panorama viewer you can look around inside. The first time you open one, you may briefly see a **Processing** spinner while DataDelivery builds the tiles it needs — this clears on its own after a moment, no refresh required.

Videos — the Video Viewer

Double-click a video and the **Video Viewer** tab opens so you can play it right inside the job.



The Image Viewer opens single photos with zoom, an info panel, and annotation tools.

> **Tip:** A panorama's **Processing** spinner means the viewer is still building behind the scenes — just wait a couple of seconds and it opens automatically.

Related: Annotating Imagery

Mark issues and features right on your photos and map, with reusable templates and severity levels.

Read guide →

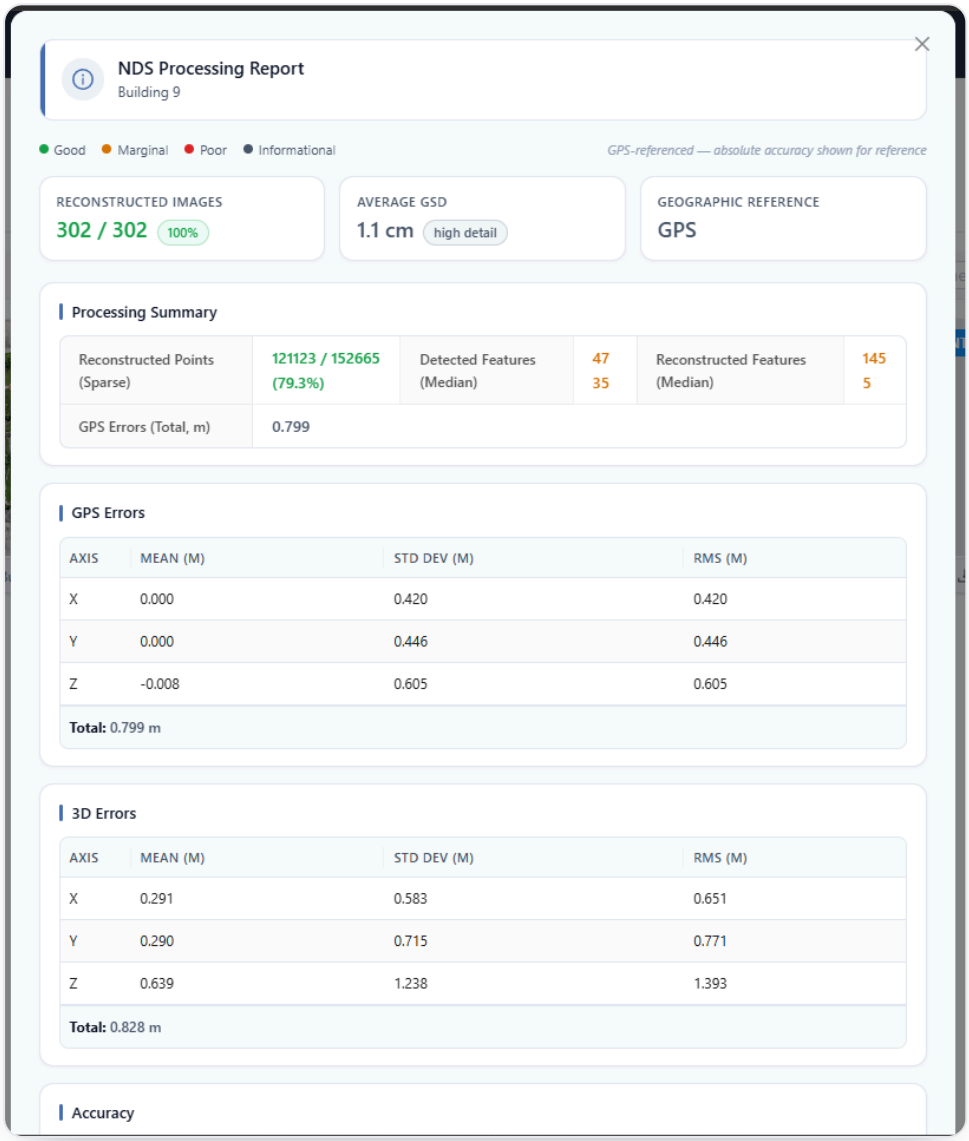
The orthophoto quality report

When you process imagery, DataDelivery also records how the stitch went — and you can read that summary right from your orthophoto's thumbnail.

1. **Look at your orthophoto's thumbnail in the Files tab.** On a processed orthophoto, you'll see a small circular `i` button in the corner of the thumbnail (its tooltip reads `View NDS Processing report`).

2. **Click the "i" button.** The `NDS Processing Report` opens.

3. **Read the summary.** It tells you how many images were reconstructed (used in the stitch), the average GSD (ground sample distance — how much real-world distance each pixel covers, so a smaller number means a sharper map), and accuracy figures such as `CE90`, `LE90`, and `GPS errors`.



Click the circular "i" on an orthophoto thumbnail to open the NDS Processing Report.

Warning: The accuracy numbers in this report (`CE90` , `LE90` , and `GPS errors`) are **informational only**. DataDelivery outputs are **not survey-grade** — do not rely on them for engineering, legal, or survey decisions.

You'll know it worked when... the `NDS Processing Report` opens and shows your reconstructed-image count, average GSD, and the accuracy figures for that orthophoto.

PART 4 · WORKING WITH YOUR DELIVERABLES

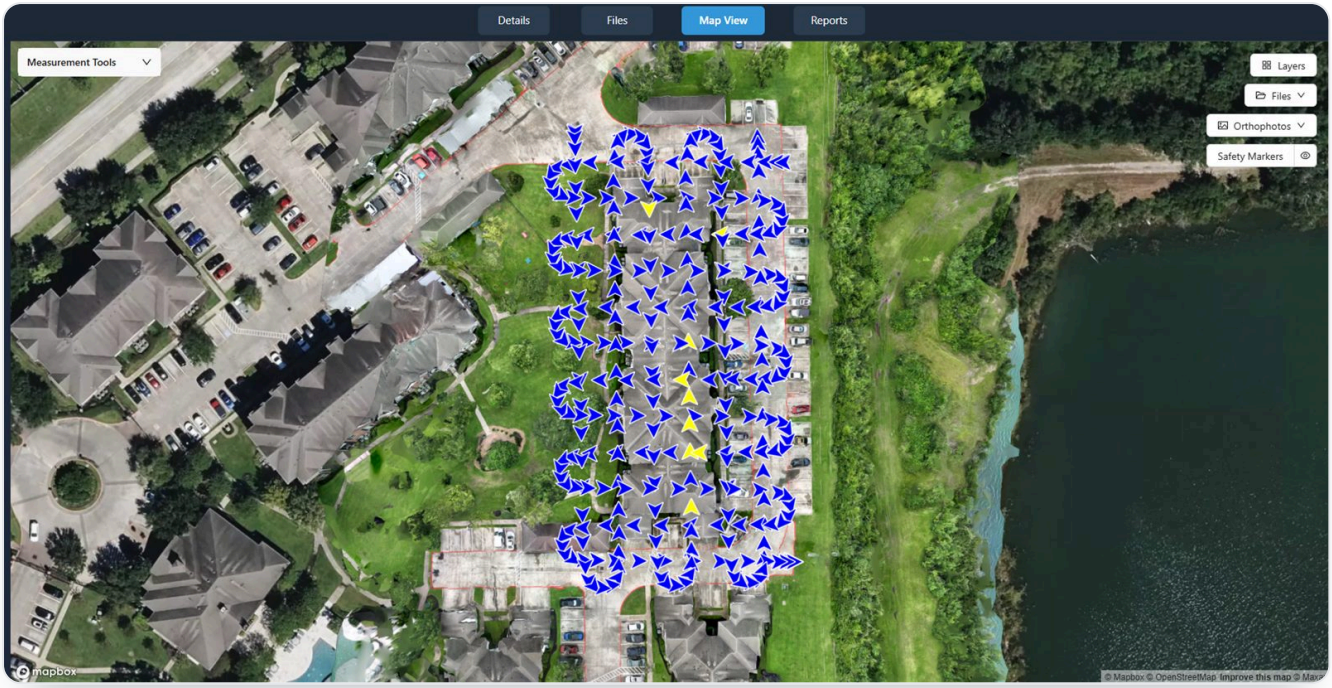
Map View

The **Map View** tab is your interactive map of the whole site. Overlay orthophotos, toggle layers on and off, drop safety marker icons, and compare two captures side by side.

Opening Map View

Map View is built into every job — you don't have to open a file first. Inside a job, click the `Map View` tab at the top. You'll land on an interactive map already centered on your site.

1. **Open your job.** From the `Personal Jobs` section of the sidebar, click the job you want to look at.
2. **Click the Map View tab.** It sits in the row of tabs along the top of the job, next to `Files`.
3. **Wait a moment for the map to center.** The map opens already positioned over your site's location.



Click the Map View tab to open an interactive map already centered on your site.

The toolbar

Across the right side of Map View is a row of buttons. Here's what each one does — we'll walk through the important ones in detail below:

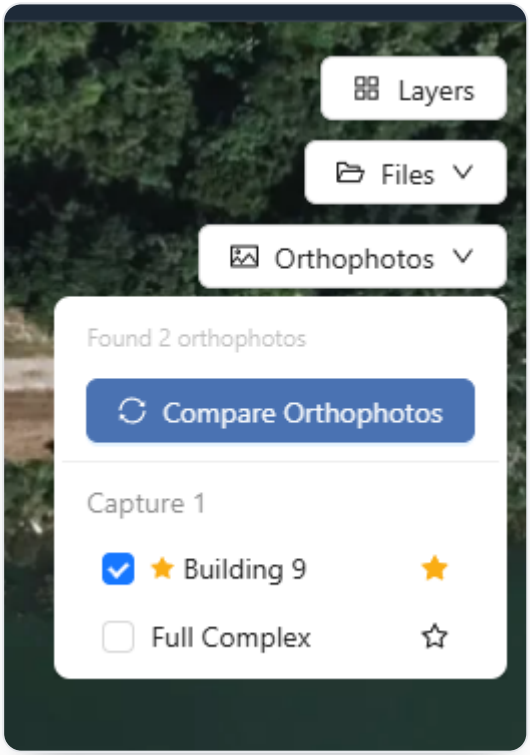
- **Layers** — open a panel to turn map layers such as area measurements on and off.
- **Files** — display photo locations on the map.
- **Compare Images** — appears when a job has two or more captures (separate visits over time), for side-by-side comparison.
- **Orthophotos** — choose which stitched orthophoto to lay over the map.
- **Safety Markers** — place and view markers on the map to flag spots on your site.

> **Note:** A capture is one visit to your site — one set of photos from one day. Some buttons, like **Compare Images**, only show up once a job has more than one capture to compare.

Showing an orthophoto on the map

By default Map View shows a plain background map. To lay your stitched orthophoto (a single, flat, map-accurate photo of your site) over it, use the **Orthophotos** button.

1. **Click the Orthophotos button.** A dropdown opens, with your orthophotos grouped by capture.
2. **Tick the checkbox next to an orthophoto.** It immediately overlays on the map. Untick it to hide it again.
3. **(Optional) Set a primary orthophoto.** Click the star icon next to one to make it the primary — the primary orthophoto shows on the map automatically each time you open Map View.



The Orthophotos dropdown lists your orthophotos by capture — tick one to overlay it, star one to make it the default.

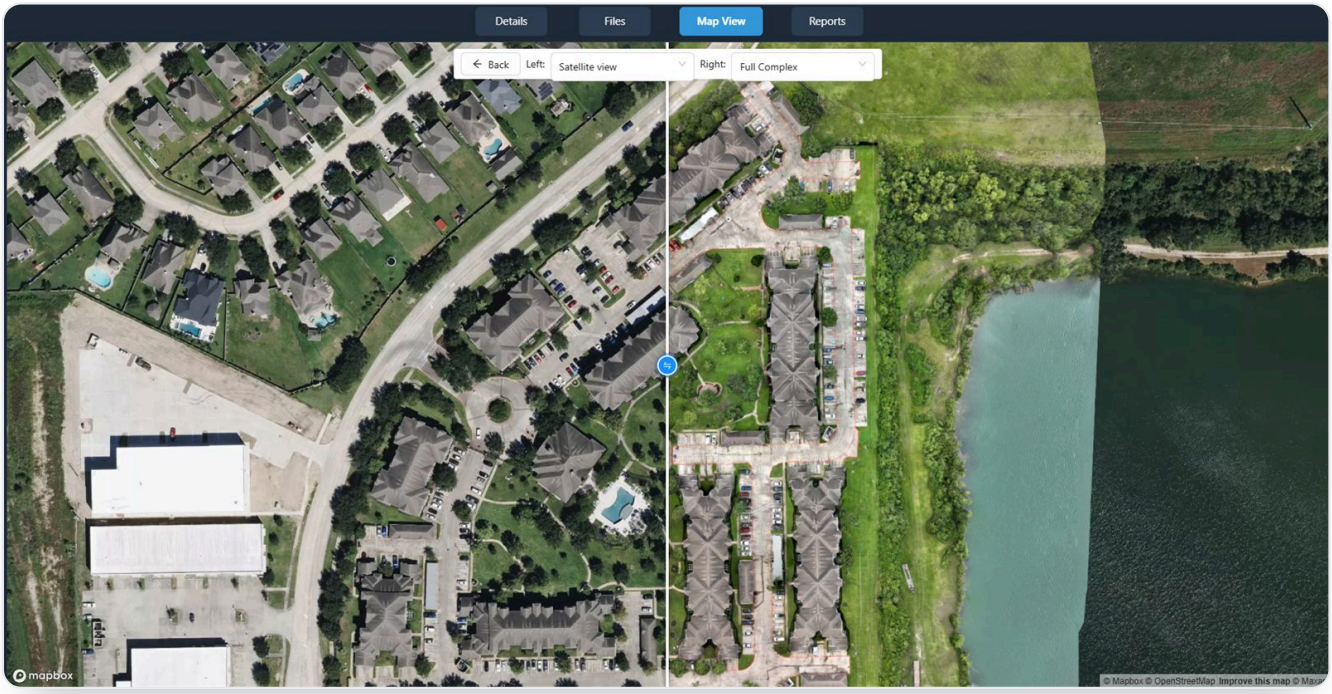
> **Note:** If the dropdown says **No orthophotos available**, you haven't created one yet. Head to Processing Imagery to turn your photos into an orthophoto first, then come back here.

You'll know it worked when... your stitched orthophoto appears overlaid on the map, locked to your site's real-world location. Unticking it removes the overlay and leaves the plain map.

Comparing two orthophotos (before/after)

If your site has changed over time — a stockpile grew, construction progressed — you can put two orthophotos next to each other with a sliding divider, so you can drag back and forth between *before* and *after*.

1. **Open the Orthophotos dropdown.** Click the `Orthophotos` button in the toolbar.
2. **Click Compare Orthophotos.** This opens a before/after slider view.
3. **Pick the two orthophotos to compare,** then drag the divider left and right to wipe between the older capture and the newer one.



The before/after slider lets you drag a divider between two captures to see how your site changed.

You'll know it worked when... two orthophotos sit either side of a movable divider, and dragging it wipes between the before and after views of your site.

Layers & safety markers

Two more toolbar buttons help you control what's on the map and call out specific spots on your site.

Layers

Click `Layers` to open a panel where you can save and modify measurement layers.

Safety markers

Click `Safety Markers` to place and view markers directly on the map. Use them to flag hazards, points of interest, or anything on your site worth pointing out at a glance.

What else you can do here

Map View isn't just for looking. It's also where you **measure** and **annotate** straight from the map — for example, drawing a boundary for an area measurement on your overlaid orthophoto, or marking an issue on a photo at a precise location. Those workflows have their own pages:

Related: Measurements & Analysis

Measure stockpile volumes, generate contour lines, and take measurements right from the GeoTIFF Viewer.

Read guide →

Related: Annotating Imagery

Mark issues and features on the map and on your photos, with reusable templates and severity levels.

Read guide →

PART 4 · WORKING WITH YOUR DELIVERABLES

Measurements & Analysis

Measure stockpile volumes, generate contour lines, and take measurements inside your Orthophoto.

Before you measure

Almost every measurement on this page needs **elevation data** — specifically a **DSM** (a Digital Surface Model: a grayscale map where every pixel records how high that spot is above sea level). Without a DSM, the platform has no way to know how tall a pile is or where the ground sits, so the measurement buttons won't appear.

You get a DSM in one of two ways:

- **If you processed your own photos** — turn on `Generate DSM/DTM` in the `Process Imagery` window so the platform builds the elevation model for you. (See Processing Imagery.)
- **If you imported finished products** — include a DSM file when you add them through `Tools` → `Add External Products`. (See Add External Products.)

A **DTM** (Digital Terrain Model — the "bare earth" elevation with buildings and trees removed) is also handy and is what contour lines prefer, but a DSM alone is enough to get started.

> ⚠ **Warning:** These measurements are **estimates, not survey-grade**. They're excellent for tracking change over time and for ballpark planning, but you should not rely on them for engineering, legal, or official survey decisions. For anything binding, have a licensed surveyor verify the numbers on the ground.

Measuring a stockpile volume

A **stockpile measurement** tells you how much material is in a pile — gravel, sand, mulch, dirt, anything heaped up. You draw an outline around the base of the pile, and DataDelivery uses the DSM to estimate the volume inside that outline.

What you'll need first: a processed orthophoto for the site and a DSM (see Before you measure above). An **orthophoto** is a single, flat, map-accurate photo stitched from all your drone images.

Open the orthophoto and start a stockpile measurement

1. **Open the orthophoto in the GeoTIFF Viewer.** Go to the `Files` tab, open your `Products` folder, and **double-click** the orthophoto (the `.tif` file). It opens in the `GeoTIFF Viewer` tab. (That viewer tab only appears once you open a `.tif` — if you don't see it yet, that's normal.)

2. **Click the Stockpile button.** Look in the **top-left** of the viewer for the `Stockpile` button and click it. This opens the `Stockpiles` panel. (If the button isn't there, the orthophoto has no DSM attached — revisit Before you measure.)

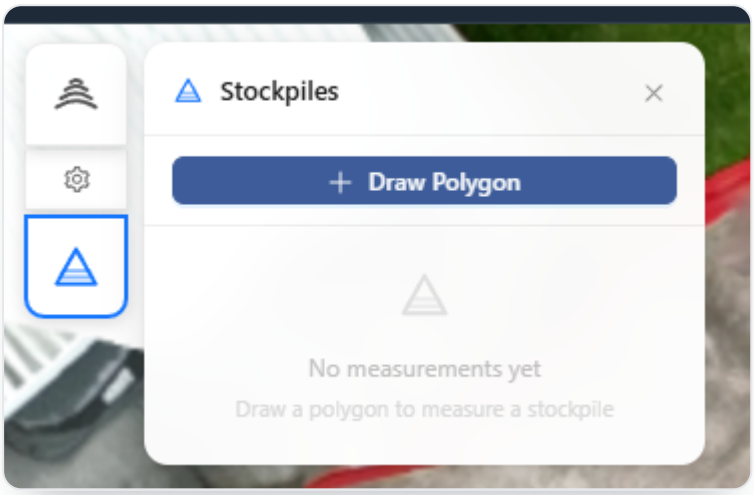
Draw the pile and calculate

1. **Click** `Draw Polygon`**.** In the `Stockpiles` panel, click `Draw Polygon` to start tracing. Your cursor becomes a drawing tool.

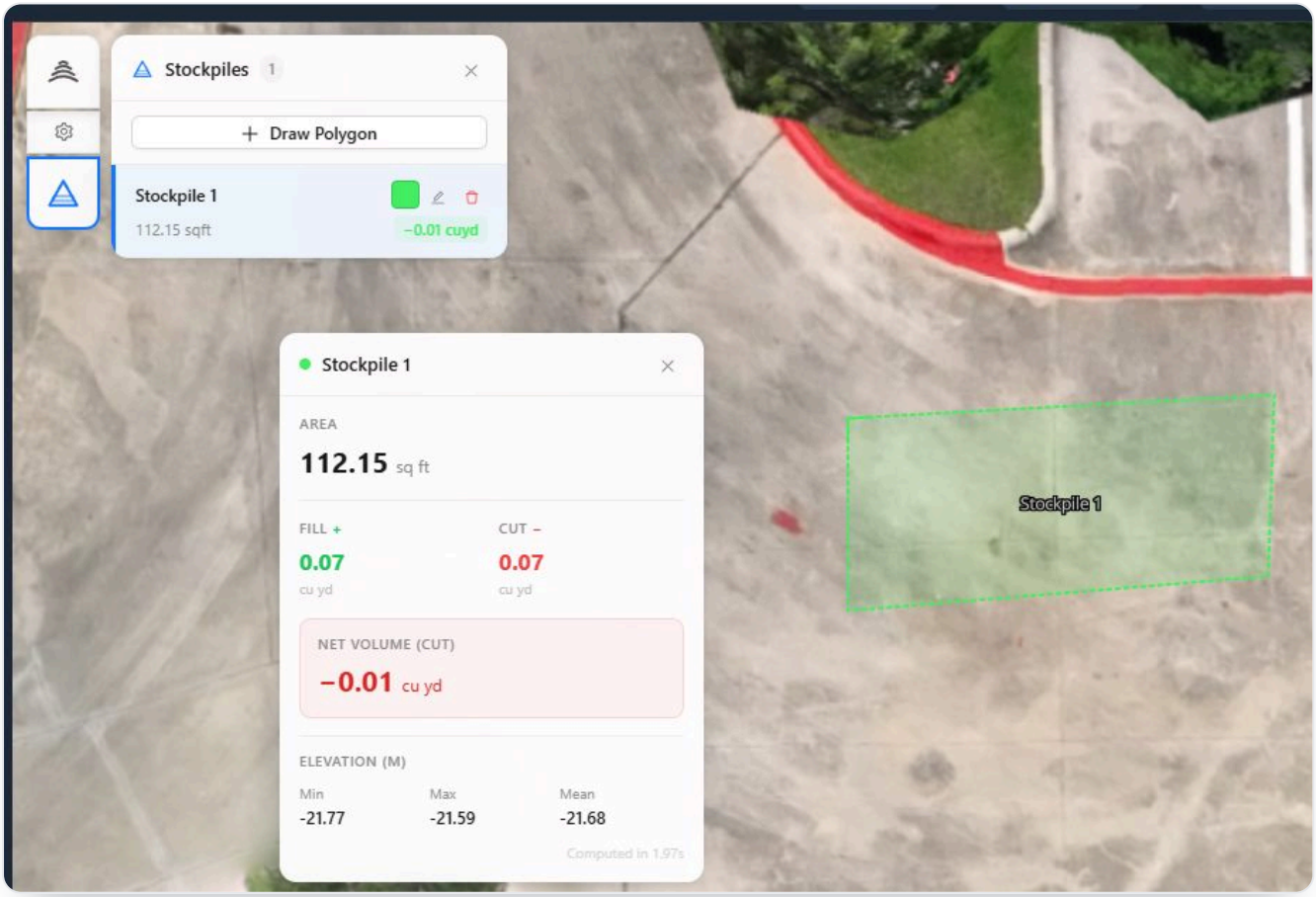
2. **Click around the base of the pile.** Click point by point all the way around the *bottom edge* of the pile to outline it, then close the shape (click back on your first point, or double-click) to finish the outline.

3. **Click** `Calculate`**.** The platform reads the elevations inside your outline and works out the volume. This takes a moment.

4 **Read the results.** The results panel shows: `Area` (the footprint you drew), `Fill +` (material *above* the base, in cubic yards), `Cut –` (any dip *below* the base, in cubic yards), `Net Volume` (fill minus cut), and the elevation `Min` / `Max` / `Mean` across the pile.



Trace the outline around the base of the pile before clicking Calculate.



The results panel reports area, fill, cut, net volume, and elevation stats.

You'll know it worked when... a colored shape covers your pile and the results panel shows a `Net Volume` figure in cubic yards. Your measurement is also saved to the list in the `Stockpiles` panel, where you can **rename** it, change its **color**, or **delete** it — and it will still be there next time you open the orthophoto.

Tip: For the best estimate, trace the *natural base* of the pile — the line where the heaped material meets the flat ground. Cutting the outline too tight leaves material out; drawing it too wide includes ground that isn't part of the pile.

Generating contour lines

Contour lines are the curving lines you see on a topographic map — each line connects points at the same elevation, so close-together lines mean steep ground and far-apart lines mean flat ground. DataDelivery can draw these over your site automatically.

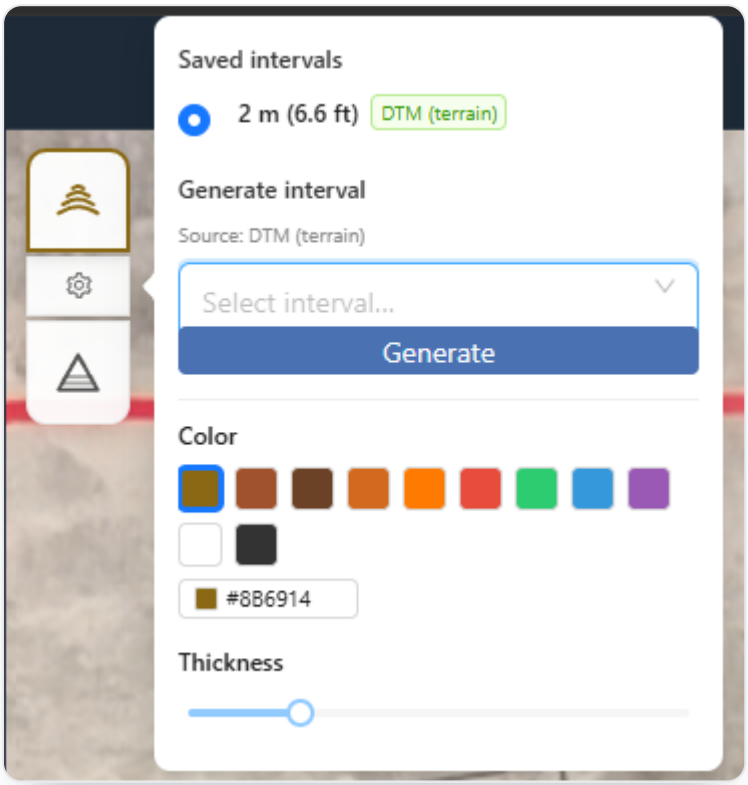
What you'll need first: a DSM or DTM for the site (see Before you measure). Contours are generated from elevation data, so without one the option won't be available.

1. **Open the contour settings.** In the `GeoTIFF Viewer` (open your orthophoto from the `Files` tab first), find the `Contours` button and the small **gear icon** next to it. Click the gear to open the contour settings.

2. **Pick an interval.** Under `Generate interval`, choose a spacing from the dropdown. The *interval* is the height change between two neighboring lines — a smaller interval gives more, tighter lines (more detail); a larger interval gives fewer, cleaner lines.

3. **Click `Generate`.** The platform builds the contour lines at that interval. This processes for a few minutes — you can keep working while it finishes.

4 **Choose which interval to show and style it.** Each interval you generate appears in a list with a **radio button**; click one to display it on the map. You can keep several intervals and switch between them at any time, and you can change the line **color** and **thickness** live until they look right.



Generate one or more intervals, then pick which set to display and restyle it live.

You'll know it worked when... a web of contour lines appears over your site, the interval you generated shows up in the list with its radio button selected, and adjusting the color or thickness updates the lines instantly.

Note: Contours are smoothest when drawn from a DTM (bare-earth) elevation model. If only a DSM is available, the lines may wrap around buildings, trees, or piles because the DSM includes everything on the surface — that's expected, not a bug.

Measuring in the point cloud

A **point cloud** is a 3D model of your site made of millions of colored dots, one for each surface point the drone saw. Inside the `Point Cloud Viewer` you can take measurements directly in 3D — handy for distances and heights that a flat map can't show.

1. **Open the point cloud.** In the `Files` tab, open your `Products` folder and **double-click** the point cloud. It opens in the `Point Cloud Viewer`. (Like the other viewers, this tab only appears after you open a point-cloud file.)

2. **Pick a measurement tool from the toolbar.** The viewer's toolbar offers tools for **distance**, **area**, **height**, and **angle/azimuth**. Click the one you want.

3. **Click points in 3D.** Click on the model to drop measurement points — for example, two points for a distance, or several points around an area. The viewer shows the result as you go. Rotate and zoom the model with your mouse to place points accurately.

You'll know it worked when... your points appear on the 3D model with a live readout (a distance, area, height, angle, or volume) shown alongside them.

Related: Viewing Your Deliverables

New to opening point clouds and the 3D viewer? Start here for how to open each file type and move around in 3D.

Read guide →

PART 4 · WORKING WITH YOUR DELIVERABLES

Annotating Imagery

Mark issues and features directly on your images and map — like circling a roof problem or tagging a crack — using reusable templates and a simple severity scale.

What annotations are

An **annotation** is a shape you draw on an image to point something out — a box around a missing shingle, or an outline around a cracked slab. Each annotation carries three things:

- a **name** (what it is — for example, "Rust" or "Standing water"),
- an optional **description** (extra detail you want to remember), and
- a **severity** from **1 to 10** (how serious it is — 1 is minor, 10 is critical).

Annotations are perfect for inspections: you can walk through a roof, a solar farm, or a construction site, mark every problem you find, and later drop those marked images straight into a report for your client.

Annotating an image (step by step)

You can annotate from two places: an image opened in the `Image Viewer`, or an image marker on the Map View. The steps are the same either way.

To open an image: in the `Files` tab, **double-click** a photo to open it in the `Image Viewer`. (That viewer only appears once you open an image — if you don't see it yet, that's normal.) Or, on the `Map View`, click one of the camera markers to open that image (after picking a folder from the `Files` dropdown).

Draw the shape

1. **Choose a drawing tool.** On the viewer's toolbar, click `Draw rectangle annotation` (for a simple box) or `Draw polygon annotation` (to trace an exact outline).

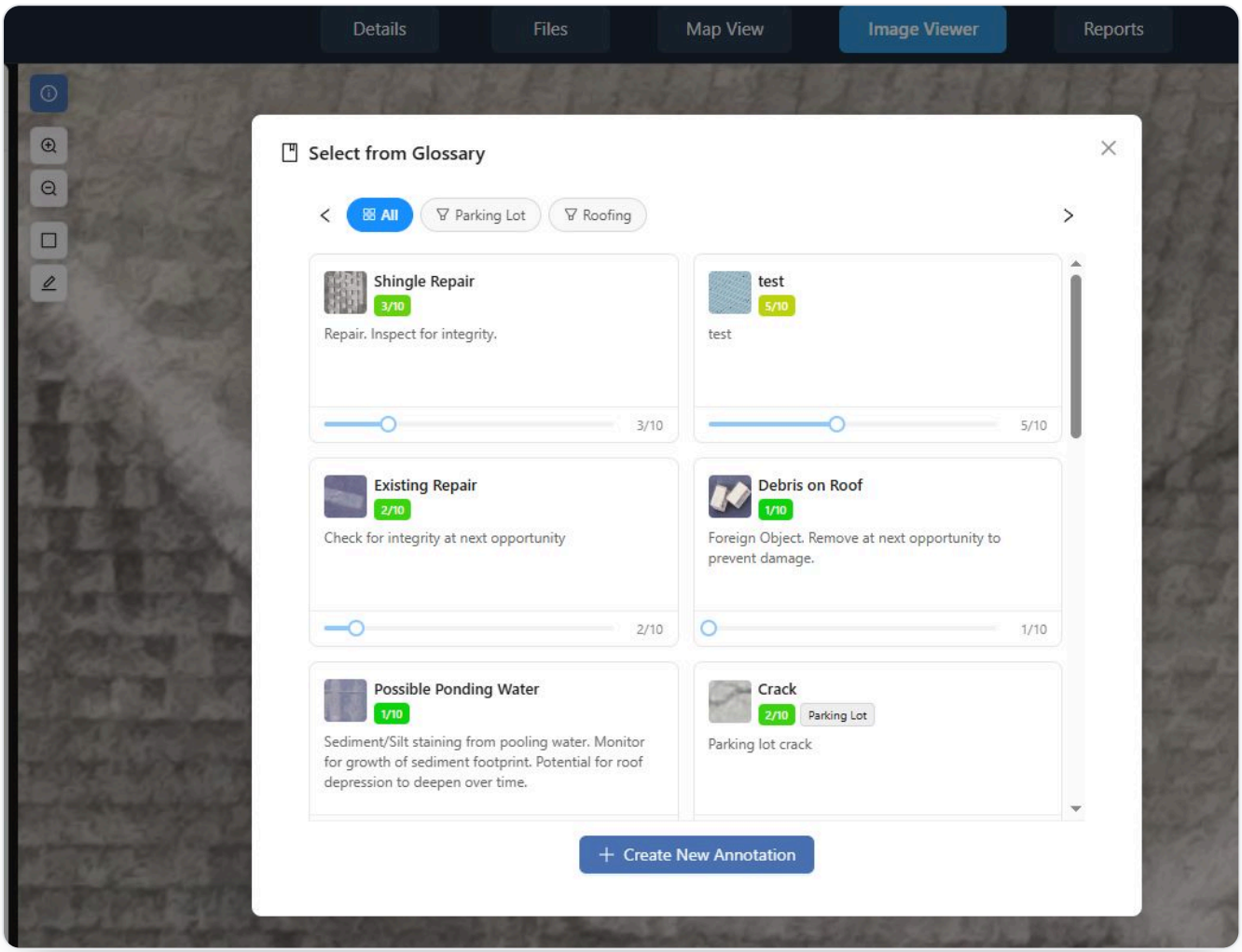
2. **Draw over what you want to mark.** For a rectangle, click and drag a box around the spot. For a polygon, click point by point around the edge of the feature, then close the shape to finish.

Pick a rectangle or polygon tool from the toolbar, then draw over the feature.

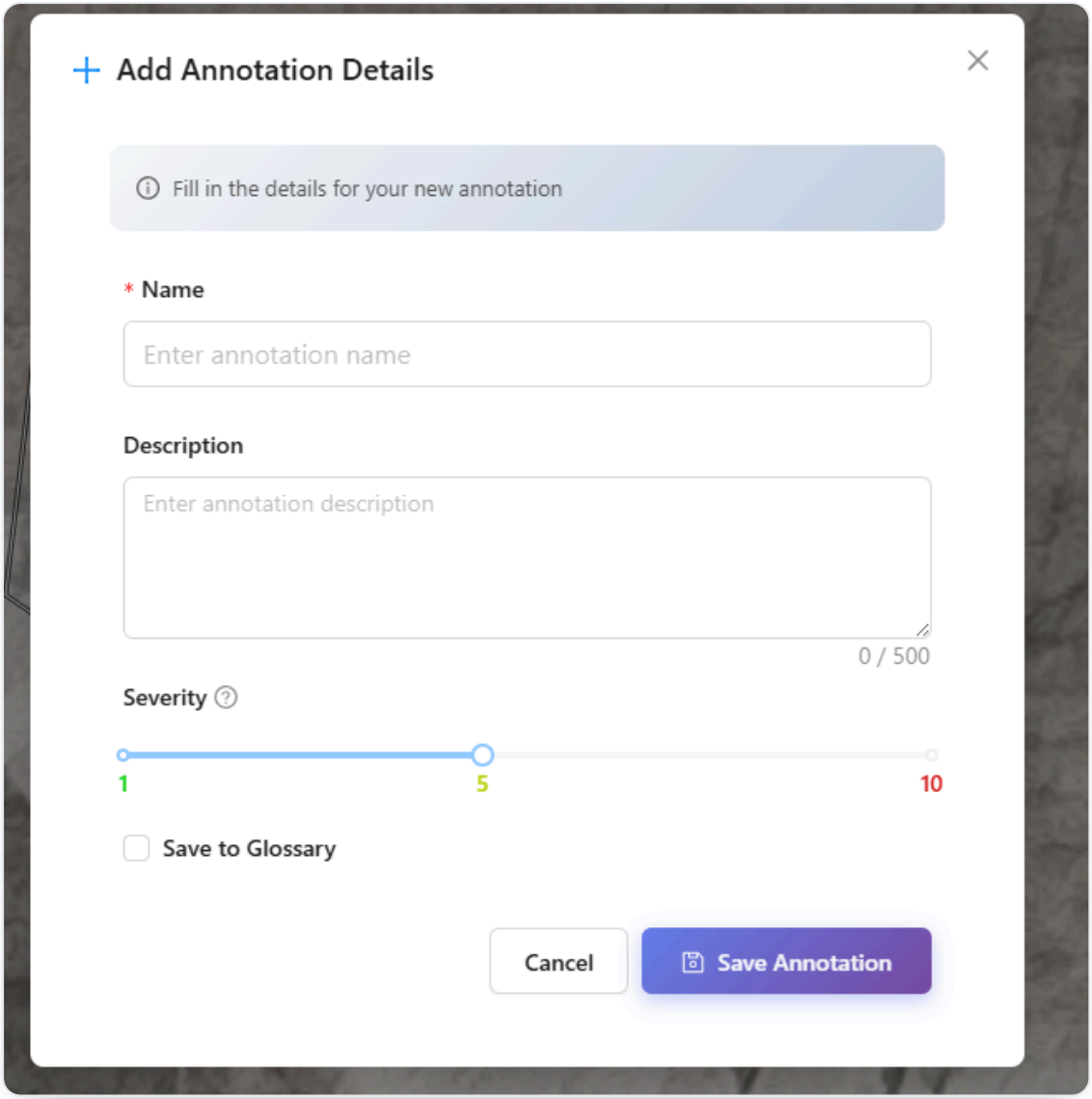
Name it (or pick a template)

3. **Choose from the glossary, or create a new one.** As soon as you finish drawing, the `Select from Glossary` window opens. Either click a saved template to apply it instantly, or click `Create New Annotation` to make a fresh one.

4 **Fill in the details (if creating new).** The **Add Annotation Details** form appears. Enter a **Name** (required), an optional **Description**, and set the **Severity** slider (1 = low / green, up to 10 = high / red). If you'll reuse this label, tick **Save to Glossary**. Then click **Save Annotation**.



Reuse a saved template, or click Create New Annotation to make one.



Name it, add detail, set severity, then save — optionally to your glossary.

You'll know it worked when... your shape stays on the image with its name visible, and it's colored according to its severity (green for low, through to red for high).

Tip: Tick `Save to Glossary` the first time you mark a common issue. After that, the same label is one click away on every future image — so your reports stay consistent and you save a lot of typing.

The annotation glossary

Your **glossary** is a personal library of reusable annotation templates — each one a saved **name** plus a default **severity**. It exists so you tag the same kinds of issues the same way every time, instead of re-typing "Cracked tile — severity 7" on photo after photo.

1. **It builds itself as you work.** Every time you tick `Save to Glossary` while creating an annotation, that template joins your library.
2. **Open it any time.** You can reach your full glossary from the `Annotation Glossary` item in the sidebar, as well as from the `Select from Glossary` window that pops up while annotating.
3. **Recently used items rise to the top.** The templates you've used most recently float to the top of the list, so the labels you reach for most are always right there.

> **Note:** The glossary is yours — it follows your account across all of your jobs, so a template you save on one project is ready to use on the next.

Where annotations show up

Once saved, an annotation appears in three places, so your work is easy to find and to share:

- **On the image itself** — the shape stays drawn on that photo whenever you open it.
- **On the map** — that image's camera marker on the Map View turns **yellow**, so you can spot at a glance which photos have notes on them.
- **In a report** — you can include annotated images in a client report, with your marks and labels intact.
- **In the point cloud** — our new annotation-projection feature displays your annotations on the point cloud, giving stakeholders a clearer view of where each issue sits in the real world.

You'll know it worked when... the image's marker on the `Map View` shows up **yellow** instead of its normal color — that's the platform's signal that the photo has annotations on it.

Related: Reports & Sharing

Ready to hand off your findings? Learn how to put your annotated images into a client-ready report and share it with a private link.

Read guide →

PART 4 · WORKING WITH YOUR DELIVERABLES

Reports & Sharing

Turn your data into a clean, highly customizable client-ready report — an orthophoto map, before/after comparisons, measurements, annotated photos, and much more — then share it with a private link. No client login needed.

What a report is

A **report** in DataDelivery is a shareable web page built from one job's data. You choose what goes into it — an interactive orthophoto (a single, flat, map-accurate photo of the whole site, stitched from all your drone images) map, a before/after comparison, your measurements, annotated photos, and your own written sections — and the platform assembles it into a clean page you can show off.

A few things worth knowing up front:

- **You decide what's included.** A report only shows the pieces you turn on, so you can keep it focused on what your client cares about.
- **You can make several per job.** For example, one detailed internal report and one simple summary for the client — both live under the same job.
- **You share it with a private link.** When you're ready, the platform generates a private web link you send to your client.
- **Your client doesn't need an account.** They just open the link in any web browser — no sign-up, no password, no DataDelivery login.

Creating a report (step by step)

What this is: building a new report from a job's data by filling in a short form — naming it, turning on a map, and adding the optional sections you want.

What you'll need first: a job that already has at least one finished product (most reports center on an orthophoto). If you haven't made one yet, process your photos first — see Processing Imagery — or bring in a finished one via Add External Products.

1. **Open the job and go to the Reports tab.** From `My Personal Jobs` in the sidebar, click the job you want a report for. Across the top of the job you'll see its tabs — click the `Reports` tab.

2. **Start a new report.** Click `Create New Report`. A form opens where you'll set everything up.

3. **Name your report.** Type a `Report Name` — this field is required (for example, "North Field — June Progress"). You can also add an optional `Description` and pick a `Header Color` to brand the top of the page.

4. **Turn on the map.** Under `Map Settings`, switch on `Enable Map`. This adds an interactive map to your report — the centerpiece of most reports.

5. **Choose your map style.** Pick *one* of two options:

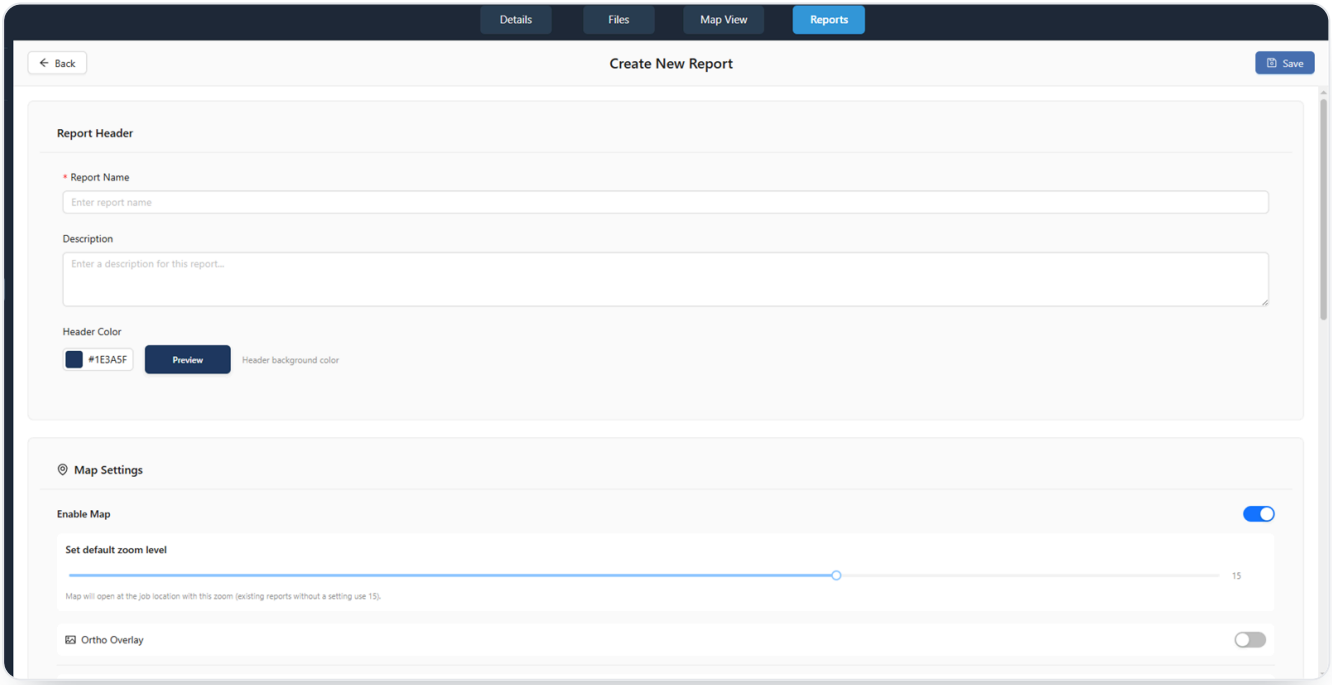
   - `Ortho Overlay` — shows a single orthophoto laid over the map. If that orthophoto has contour lines (the curved lines that connect points of equal elevation), you can tick `Show Contours` and then choose an `Interval` (how far apart the lines are), plus a line color and width.
   - `Ortho Compare (Slider)` — shows a before/after slider your client can drag to wipe between two orthophotos. Pick a `Left Orthophoto` and a `Right Orthophoto` (for example, last month vs. this month).

6 **Add optional sections.** Below the map settings you can switch on extra sections to round out the report:

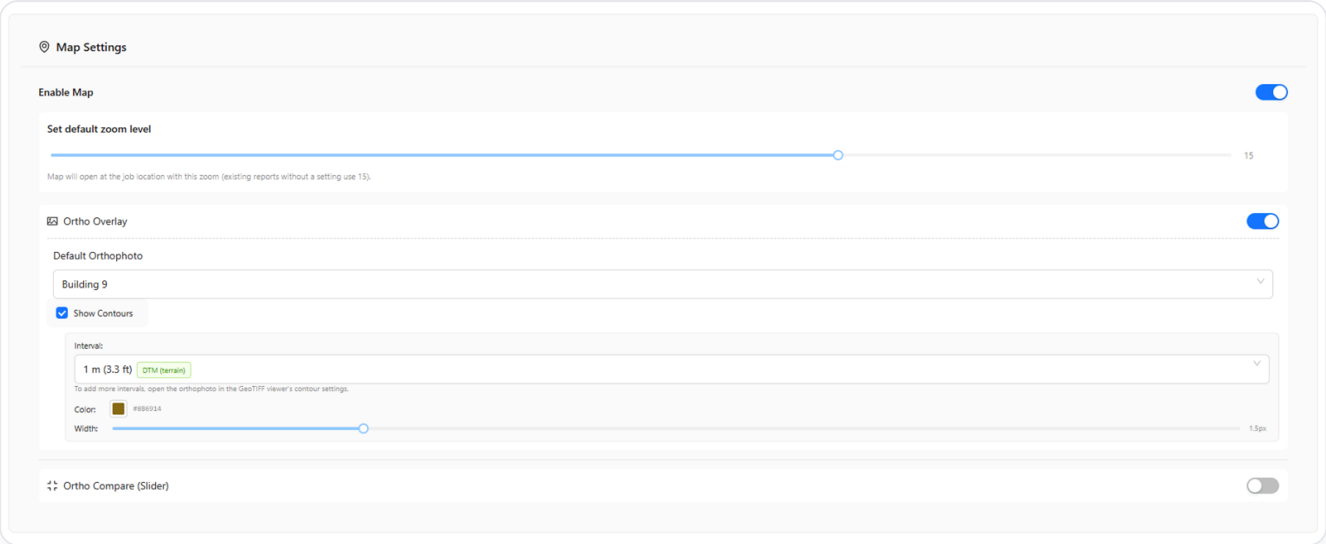
- **2D Measurements** — includes the distances and areas you measured on the map.
- **Annotated Imagery** — includes your marked-up photos; you'll choose *which capture's* annotations to show (a capture is one dated visit to the site).
- A **point cloud** section — embeds the 3D point cloud (a 3D model made of millions of colored dots) so clients can explore it.
- **Custom Section** — your own block with a title and text you type in, for notes, context, or next steps.

Drag the sections up or down to set the order they appear in the finished report.

7 **Save it.** Save the form. Your new report now appears in the list on the **Reports** tab, ready to view or share.



The report form: name it, then turn on a map and the sections you want to include.



Pick Ortho Overlay (one map, optional contours) or Ortho Compare (a before/after slider).

> **Note:** If you don't have an orthophoto yet, there's nothing to put on the map. Make one first by following Processing Imagery, then come back and create your report.

> **You'll know it worked when...** your new report appears by name in the list on the `Reports` tab, with its own menu for viewing and sharing.

Viewing a report

What this is: opening a report you've created to see exactly what your client will see.

1. **Find it in the list.** On the `Reports` tab, locate the report by name.
2. **Open it.** Click the `⋮` (three-dot) menu next to the report, then choose `View Report`. The report opens so you can scroll through the map, slider, measurements, annotated photos, and any sections you added.

Tip: Always view a report yourself before you send the link — it's the quickest way to confirm the right orthophoto, comparison, and sections are showing.

You'll know it worked when... the report opens as a full page showing your map and the sections you turned on, exactly as a client would see them.

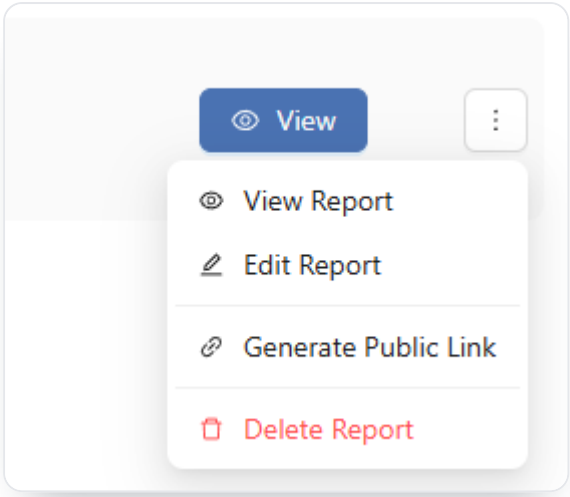
Sharing with your client

What this is: creating a private web link to your report and sending it to your client. They open it in any browser — no account, no login.

1. **Open the report's menu.** On the `Reports` tab, click the ⋮ (three-dot) menu next to the report.
2. **Generate the link.** Choose `Generate Public Link`. The platform creates a private link and copies it to your clipboard automatically — ready to paste straight into an email or message.
3. **Send it to your client.** Paste the link into an email, text, or chat. When your client clicks it, the report opens in their browser — no DataDelivery account, no password, nothing to install.

Once a report is shared, the same ⋮ menu gives you three more controls so you stay in charge of who can see it:

- `Copy Public Link` — copies the current link again, any time you need it.
- `Regenerate Link` — creates a brand-new link. The old link immediately stops working, so this is how you cut off access for anyone who had the previous one.
- `Disable Public Link` — turns sharing off completely; the report goes private again and the link no longer opens.



The three-dot menu: generate, copy, regenerate, or disable a report's private link.

Tip: Need to revoke access? Use `Regenerate Link` at any time — it instantly invalidates the old link so anyone holding it can no longer open the report. Then send the fresh link only to the people who should still have it.

You'll know it worked when... the link is copied to your clipboard and, when you paste it into a new browser tab, the report opens without asking you to log in.

Sharing the whole job (optional)

Reports are the polished, curated way to present results — but sometimes you want a client to browse the raw data directly instead. Besides reports, you can share access to an **entire job** with a client.

1. **Open the job's Details tab.** Inside the job, click the `Details` tab across the top.
2. **Share it with your client.** From the `Details` tab, share the job so the client can open it and browse the files, products, and map themselves.

Note: Sharing a whole job gives a client a fuller, less curated view than a report. Reach for a **report** when you want a clean, focused presentation; share the **job** when the client needs to dig through everything.

What's next? Now that your work is shared, keep your account tidy — recover deleted files, free up space, and explore a few extra tools in Storage, Recycle Bin & Tools.

Next: Storage, Recycle Bin & Tools

Recover deleted files, free up space when you hit your storage limit, and use handy extras like the 3D Path Viewer.

Read guide →

PART 5 · MANAGING & TROUBLESHOOTING

Storage, Recycle Bin & Tools

Keep your account tidy — recover deleted files, free up space when you hit your storage limit, and use a few handy extra tools.

The Recycle Bin

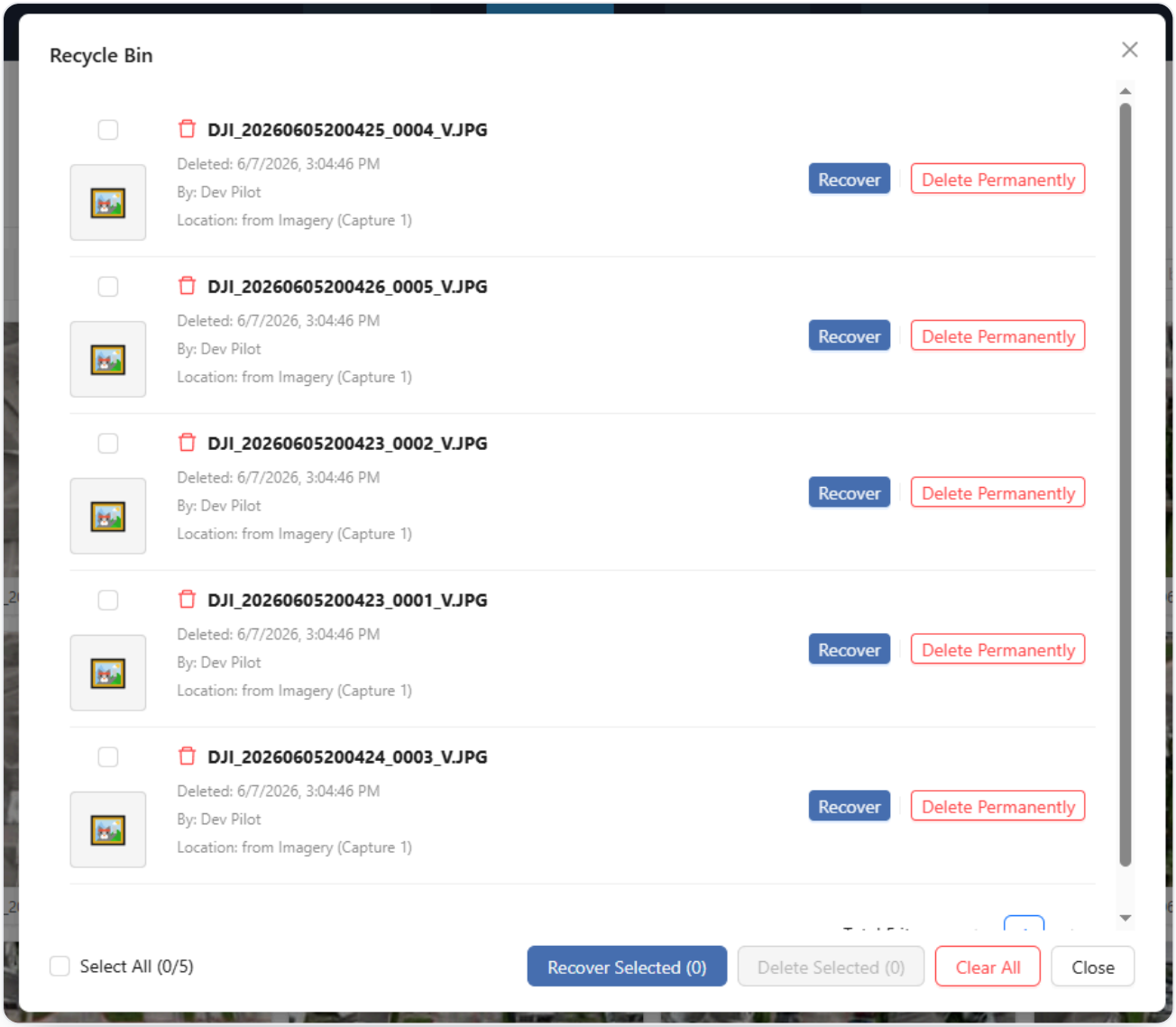
What this is: a safety net for files you delete. When you remove a file from a job, it isn't gone forever right away — it goes to the `Recycle Bin`, where you can either bring it back or delete it for good.

1. **Open the Tools menu.** Inside a job, go to the `Files` tab and click `Tools`.

2. **Open the Recycle Bin.** Choose `Recycle Bin`. A window titled `Recycle Bin` opens, listing the files you've deleted — each row shows the file along with the date it was deleted, who deleted it, and its original location.

3. **Recover or permanently delete a file.** For each file you'll see two choices: `Recover` puts the file back where it was, and `Delete Permanently` removes it for good (this can't be undone).

4. **Work in bulk if you have a lot of files.** Use the buttons at the top of the window to handle many at once: `Select All`, then `Recover Selected` or `Delete Selected` — or use `Clear All` to permanently empty the entire Recycle Bin in one go.



The Recycle Bin: recover a file, delete it permanently, or clear everything at once.

> ⚠ **Warning:** Files in the Recycle Bin **still count toward your storage** until you permanently remove them. Deleting a file to the Recycle Bin does *not* free up space — you only reclaim it when you use `Delete Permanently` on those files or `Clear All` to empty the bin.

> ✓ **You'll know it worked when…** a recovered file reappears in its original folder on the `Files` tab, or a permanently deleted file drops off the Recycle Bin list for good.

Freeing up storage

What this is: reclaiming space when your account runs out of room. **Storage** is the online disk space your uploaded files and finished products take up, and every plan sets a limit.

If an upload fails with a message like `Storage limit exceeded`, that's the signal you're out of space. Here are three ways to fix it:

1. **Empty the Recycle Bin.** This is the fastest win — deleted files still take up space. Open the `Recycle Bin` (see above) and use `Delete Permanently` on files you don't need, or `Clear All` to empty it entirely.

2. **Delete products or jobs you no longer need.** Old projects and the large products they contain (orthophotos and point clouds can be big) are often the biggest space users. Remove the ones you're finished with — then empty the Recycle Bin so that space is actually reclaimed.

3. **Upgrade your plan.** If you genuinely need more room, moving to a higher tier raises your storage limit. See Plans, Storage & Billing for how each tier compares.

> **Tip:** You can check how much space you're using any time on the `Memberships` page — look for the `Storage` card, which shows your current usage against your plan's limit.

> **You'll know it worked when...** the `Storage` card on the `Memberships` page shows lower usage, and your uploads go through again without the `Storage limit exceeded` message.

3D Path Viewer

What this is: a tool that draws your drone's flight path in 3D using the GPS location stored in each photo, so you can see exactly where the drone was when it took every shot.

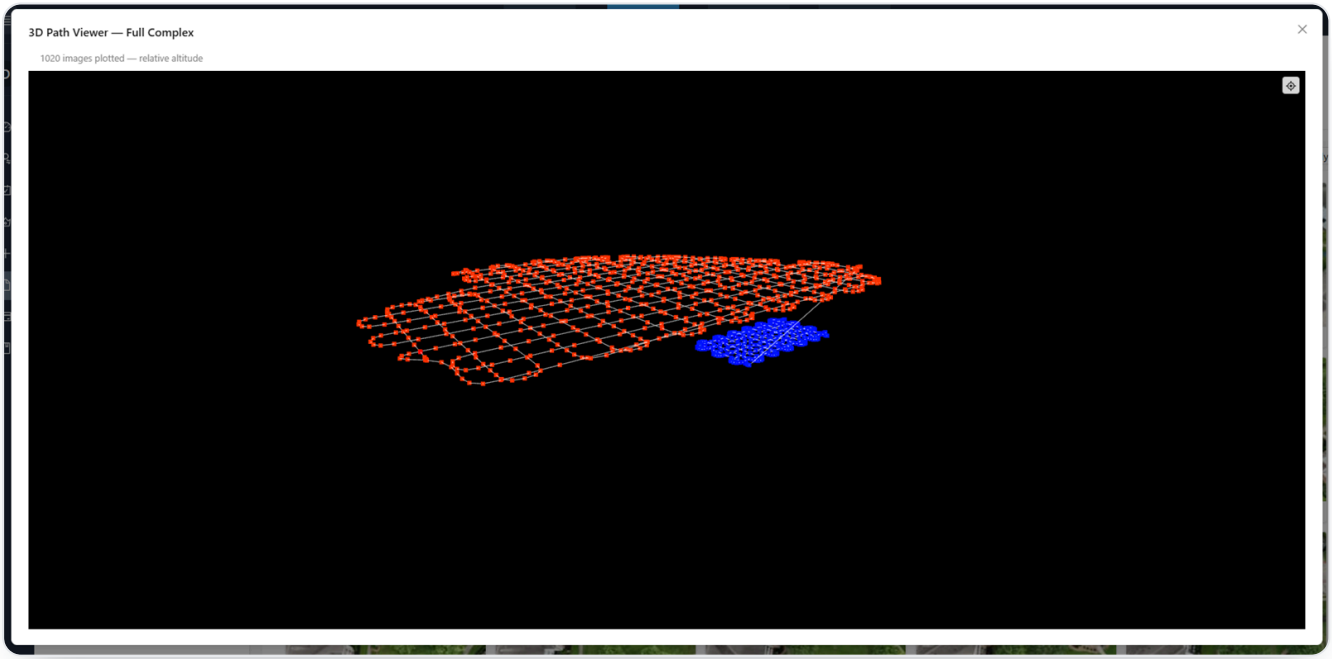
What you'll need first: a folder of photos that have GPS tags (most drones add these automatically to each image).

1. **Pick the folder of photos.** On the `Files` tab, open the folder that holds your GPS-tagged drone photos.

2. **Open the tool.** Click `Tools`, then choose `3D Path Viewer`. The flight path appears in 3D, plotted from your photos' GPS.

3. **Inspect any photo on the path.** Click a point along the path to open that exact photo side-by-side with the 3D view, so you can see what the drone captured there.

4. **Step through the flight.** Use the **arrow keys** on your keyboard to move from one photo to the next along the path, like flipping through the flight in order.



The 3D Path Viewer: the flight path in 3D, with a click revealing the photo at any point.

> **Note:** If the path looks empty or the tool can't plot anything, the photos in that folder probably don't have GPS tags. The 3D Path Viewer needs GPS-tagged images to work.

You'll know it worked when... the drone's path appears in 3D, and clicking a point on it shows the matching photo next to the 3D view.

Add Link

What this is: a way to drop a video link into a folder so it sits alongside your files. It's handy for keeping a YouTube or Vimeo walkthrough together with the project it belongs to.

1. **Choose where it should live.** On the `Files` tab, open the folder you want to add the link to.
2. **Add the link.** Click `Tools`, then choose `Add Link` and paste in your YouTube or Vimeo video URL. The link is added into the folder as if it were a file.

You'll know it worked when... the video link shows up inside the folder alongside your other files.

Preview Mode

What this is: a toggle that puts the current capture (one dated visit to the site) into a watermarked "preview" state — useful when you want to show work-in-progress results without handing over the final, clean version.

1. **Turn it on.** On the `Files` tab, click `Tools`, then choose `Enable Preview Mode`. This adds a watermark / preview state to the current capture.

2. **Turn it back off.** When you're ready to remove it, open `Tools` again and choose `Disable Preview Mode`.

You'll know it worked when... the current capture shows its preview/watermark state, and the `Tools` menu now offers `Disable Preview Mode` to switch it off again.

What's next? That's the housekeeping covered. For quick answers, common fixes, and a plain-English glossary of every term in this guide, head to the FAQ & Troubleshooting page.

Next: FAQ & Troubleshooting

Quick answers, fixes for common problems, and a plain-English glossary of the terms you'll see across DataDelivery.

Read guide →

PART 5 · MANAGING & TROUBLESHOOTING

FAQ & Troubleshooting

Quick answers, fixes for common problems, and a plain-English glossary of every term you'll meet in DataDelivery.

This is the catch-all page. If something isn't behaving the way you expect, or you've hit a word you don't recognize, you're in the right place. Tap any question below to reveal the answer, scan the troubleshooting fixes, or jump to the glossary for plain-English definitions.

Frequently asked questions

Tap a question to expand it.

Do my clients need an account to see my work?

No. You share a report (or a whole job) via a private link — no login required.

Is the data survey-grade? Can I use it for legal or engineering decisions?

No. It's excellent for visualization, communication, inspections, and rough measurements — but it is not survey-grade and shouldn't be used for engineering, legal, or boundary decisions.

How long does processing take?

Anywhere from a few minutes to a few hours, depending on how many photos you have and the quality setting. You can close the tab; tick **Email me when processing finishes** to be notified.

I uploaded a .tif or .las file and it disappeared — why?

Finished products (orthophotos, elevation models, point clouds) must be imported with **Tools** → **Add External Products**, not the **Upload Files** button, which only accepts raw photos. See Add External Products.

I don't see a Point Cloud Viewer or GeoTIFF Viewer tab.

Those viewer tabs appear only after you open that type of file from the **Files** tab.

Why is my storage still full after I deleted files?

Deleted files sit in the **Recycle Bin** and keep using storage until you permanently delete them (**Recycle Bin** → **Delete Permanently** or **Clear All**). See Storage, Recycle Bin & Tools.

Can one job cover multiple visits to the same site?

Yes — add captures to track a site over time; each capture has its own files and

products. See Creating & Organizing Jobs.

Can I measure stockpile volumes?

Yes, as long as the product has elevation data (a DSM). Turn on **Generate DSM/DTM** when processing, or include a DSM when you import. See Measurements & Analysis.

How do I show a client progress over time?

Use **Ortho Compare** (a before/after slider) in a report, or keep multiple captures. See Reports & Sharing and Map View.

Troubleshooting

Something not working? Find your symptom below and try the fix. These cover the issues new users hit most often.

! **I can't create a job.** You may have hit your job limit for the month. Open **Memberships** from the sidebar and choose a plan, then try again.

! **My upload failed.** The two usual culprits are being out of storage, or a flaky internet connection. Free up space (empty the **Recycle Bin** or delete jobs) or check your connection, then retry the upload.

Processing failed. This usually means your photos didn't overlap enough, or some were blurry or unusable. Try again with more photo overlap, or with fewer and cleaner photos.

I can't find a product I just made. Check that you're on the right capture, then look inside the `Products` folder — that's where finished orthophotos, elevation models, and point clouds are stored.

My report link isn't working. Regenerate the link from the report's ⋮ (three-dot) menu, then share the fresh link.

Tip: Most "where did it go?" moments come down to being on the wrong capture. If a file or product seems missing, switch captures first before assuming something broke.

Related: Storage, Recycle Bin & Tools

Free up space, recover deleted files, and permanently empty the Recycle Bin.

Read guide →

Glossary

Every term you'll meet in DataDelivery, in plain words. Skim it once and the whole platform reads more easily.

Job

A project for one site or property. It holds all your photos, files, and finished products in one place.

Capture

A single visit to a site within a job. Use multiple captures to track the same place over time — each one keeps its own files and products.

Orthophoto
A single, flat, map-accurate photo stitched together from all your drone images — like a crisp aerial map of your whole site.

Point cloud
A 3D model of your site made of millions of colored dots, which you can spin, zoom, and measure inside.

DSM (Digital Surface Model)
An elevation map of the top of everything — including buildings, trees, and piles. Needed for stockpile volume measurements.

DTM (Digital Terrain Model)
An elevation map of the bare ground, with buildings and vegetation stripped away.

Contours
Lines on your map that connect points of equal elevation, showing the shape of the land — closely spaced lines mean steep ground.

GSD (Ground Sample Distance)
How much real-world ground each pixel covers — a smaller GSD means a sharper, more detailed map.

Annotation
A mark, pin, or note you add on top of an image or map to point out an issue or feature.

Severity
A color-coded level you assign to an annotation to show how serious it is — handy for sorting big from small issues at a glance.

Report
A client-ready view of your job that you share with a private link — no login required for whoever you send it to.

Product / Deliverable
A finished output of processing — an orthophoto, elevation model, point cloud, or contours. These live in the `Products` folder.

Storage

The space your photos and products take up, set by your plan. Recycled files still count until you permanently delete them.

NDS Processing

The engine that turns your raw photos into finished products (orthophotos, point clouds, elevation models, and contours). You start it with the **Process Imagery** button.

Still stuck on something this page didn't cover? Head back to the Help Center home and work through the relevant guide — most questions are answered step by step there.