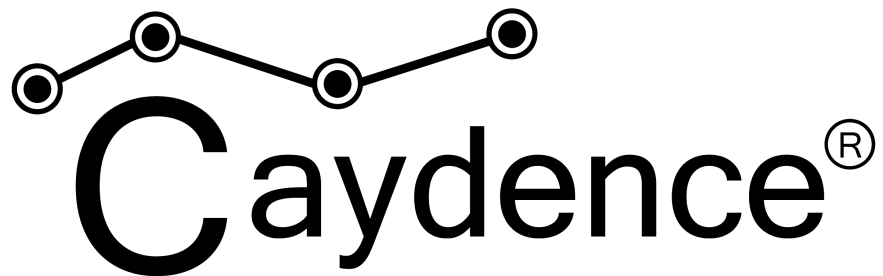




CAYDENCE®
(v 3.4.6)
USER GUIDE



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Introduction

About this guide

The Caydence User Guide contains information on using Caydence components and features. The guide assumes you have a working knowledge of your computer and its operating conventions, including operation of a web browser.

Using the online help

Caydence also includes an online version of this manual that can be accessed via the [Caydence Help & Support Section](#).

About Caydence

Caydence is a secure online portal provided by NM Group that enables enterprise access to spatial-asset information produced from high-grade surveys and mapping. It provides progress reporting and tracking tools for survey and mapping activities, the ability to rapidly visualise and analyse the information gathered, summary statistics and business intelligence, and dataset download capabilities for CAD and GIS programs. Caydence also serves as the platform for analysis modules provided by NM Group for the electricity industry. Caydence only requires a web browser to access. It is provided as a managed service (Software As A Service) supporting configuration, content and training.

Licensing

Caydence is licensed at the organisation and user level. For further information on Caydence licensing please contact sales@nmgroup.com.

Product capabilities

Browser based 3D visualisation

- visualise spatial datasets in a cohesive 3D virtual world,
- remote sensing point cloud data including aerial LiDAR, mobile mapping and terrestrial scan data,
- remote sensing imagery data including aerial imagery, satellite imagery, drone imagery, RGB, NIR etc.,
- oblique asset imagery such as pole top imagery or structure imagery,
- attributed vector data along from 3D GIS source.

- access location based street-view imagery.

Search and Query

- Search for features based on coordinate, location or asset information.
- Filter features and layers.
- Query assets for attributed information.

Data Tables

- Read tabulated asset information,
- Customise result filtering,
- Export reports based on queries,
- Support asset location and issue reporting.

User Management

- Add and remove users as an organisation administrator,
- Configure user access levels through roles,

Data Management

- Access historical datasets.

Integrate with other systems

- Export data in common formats,
- Integrate through industry standard interfaces (OGC, ESRI).

Getting started

Caydence v3 introduced two significant improvements over previous versions: HTML5 based install free operation and Data Table views.

Install free operation - Caydence is now fully supported by the HTML5/WebGL standard which enables 3D visualisation from within a web browser without the need for installing any additional software. It is supported by modern web browsers including Chrome, FireFox, Edge and others.

Data Table views - Caydence now supports access to underlying tabulated feature data direct from the spatial database. Data tables can be configured to meet user requirements and commonly include tabulated asset data in the form of power line structures, power line spans or tree canopies. The tabulated data can then be filtered by the user and exported from the system. Data tables support client workflows and integration with other systems.

Minimum system requirements

- **Operating System:** Windows / Linux / MacOS / Android / iOS.
- **System Memory:** 2 GB RAM (4 GB or more recommended).
- **Processor:** Dual Core (4 or 8 cores recommended).
- **Browser:** Chrome, Firefox, Safari, Opera, Edge
- **Network Bandwidth:** Ideally >20Mbps

Accessing Caydence

Caydence can be accessed at <https://nmcaydence.com/> where you will be prompted to sign in with your Trimble ID email and password. To request access to Caydence contact either your organisation administrator or sales@nmgroup.com if your organisation does not have a Caydence account. You will also need to apply for a Trimble ID, which must be for the same email address as your Caydence user.

Access through Microsoft Edge

If you will need access to datasets that you have been informed are only available through Edge (previously reported as available only through IE) then you will need to change settings on your computer to ensure that Edge opens in IE mode when it is running Caydence.

From Edge open Settings, and find the section titled Allow sites to be reloaded in Internet Explorer mode.

If this section is disabled then you would need to check with your IT department.

Select Allow to enable IE mode for Caydence

Then add 2 Caydence URLs;

<https://id.trimble.com>

<https://nmcaydence.com>

Getting help

The Help & Support section in the menu bar provides access to an HTML version of this guide along with other support material. Issues can be reported to the Caydence Help Desk by emailing caydence.support@nmgroup.com.

Basic concepts

What is Caydence?

Caydence can be used with a wide range of spatial data sets and contains functionality optimised for workflows of electricity network operators. Caydence supports desk based communication and investigation of asset infrastructure issues, is used extensively in power line vegetation management and can be extended with field modules supporting in field task execution. Caydence brings together asset data, remote sensing spatial data with bespoke analysis customised to client requirements to identify and report on asset issues. Caydence supports organisational level account management with user profiles and roles.

Caydence modules

Caydence adopts a modular approach to functionality and enables customers to choose licensing models which meets their needs. Caydence supports integration with other systems including asset record GIS and Enterprise Resource Planning (ERP) systems through common data exchange formats, common API standards and data exports.

Caydence core modules include the 3D Viewer and Data Table modules. The Administration Module can be configured on request. Caydence Field is a supplementary module that requires additional licensing.

3D Viewer module

The 3D viewer is the core Caydence module that enables visualisation of 3D spatial datasets as a virtual world in a web browser. Caydence is optimised for streaming extremely large data sets with fast performance. Caydence places client asset data in a virtual world with global background imagery and terrain models. This provides the context for setting higher detail spatial datasets captured as part of a survey campaign.

The viewer enables basic navigation, searching, measuring and links to street view for detailed scene inspection. Attributes for vector datasets can be queried for inspection and feature layers turned on and off as required.

Caydence is able to support a wide range of spatial data types and less common standards can be converted as required:

Raster Layers	Point Clouds	Attributed Feature Layers
Orthorectified imagery (.jpg, .ecw, .tiff etc) Oblique imagery (.jpg, .png etc) Terrain Models (.xyz, .csv, .ascii etc) WMS feeds (supports integration with other systems)	Aerial LiDAR, Mobile mapping or Terrestrial scan data (.las, .xyz, .csv, ascii, .pts, .ptx)	Attributed vector features such as points, lines, polygons (all common GIS formats) WFS feeds (supports integration with other systems)

Data Table module

The Caydence Data Tables module exposes the rich detail of the GIS database to users for searching, filtering and querying. The data tables brings the value of attributed geospatial data to the user in support of user workflows and can be used for asset location, issue identification and workflows and systems integration. The data table enables control of the 3D viewer with a 'fly-to' functionality that places the asset in the field of view. The data table is fully configurable and queries can be exported for reporting or input into other systems.

Example use cases by power utilities of the data table module include querying the power line spans data table for all high risk vegetation infringements on circuit XY1 and adding an ACTION tag for easy identification in Caydence field, flying to the asset imagery associated with pole top defect entries for review or exporting the clearance reporting records associated with circuit GH5 for compliance reporting.

Administration module

Caydence supports full organisation level account management putting the power of adding and removing users into the hands organisation administrators. User profiles support role assignments that can be configured to control access to data and system functionality.

System architecture and security

Caydence is hosted on Amazon Web Services employing auto-scaling groups for load response, cross availability zone infrastructure for availability and network access controls for security. Please see the [Caydence Security and Reliability](#) document for more details. Security controls can be extended to include IP whitelisting on request.



As part of the Trimble group of companies, Caydence has been developed according to the Trimble Secure Development Life Cycle (TSDLC) to ensure it is robust and secure against cyber attacks. TSDLC employs a number of threat prevention and detection controls including vulnerability scanning, intrusion detection, dynamic analysis, static analysis and open source vulnerability analysis, supplemented with developer training and incident response procedures.

Integration

Caydence is designed to be easily integrated with other systems to consume data sources and expose results and analysis. Common integrations options include:

- **WMS:** Caydence supports the Open Geospatial Consortium (OGC) [Web Map Service](#) standard. WMS provides a simple HTTP interface for requesting geo-registered map images. This enables integration with common GIS platforms that support this service including ESRI ArcGIS and GE Smallworld.

- **WFS:** Caydence supports the Open Geospatial Consortium (OGC) [Web Feature Service](#) standard. WFS offers direct fine-grained access to geographic information at the feature and feature property level. This enables integration with common GIS platforms that support this service including ESRI ArcGIS and GE Smallworld.
- **GeoServices REST API:** Caydence supports the Feature Service through the [ESRI GeoServices REST API](#).
- **Tabulated data exports:** Customised data exports can be generated on demand with the Caydence Data Tables module. This will export tabulated data in .csv format that can be opened in basic text editors, worksheet applications or imported into third party databases. This is a common method of integrating Caydence data with custom workflows allowing data manipulation prior to ingestion into other systems.
- **GIS exports:** GIS exports as ESRI shapefiles or SQLite format on request.
- **Data requests:** Open access to underlying source geospatial datasets such as LiDAR and imagery is not provided as standard to protect system integrity but can be provided on request.
- **Custom Integrations:** Caydence can be integrated with an ERP such as SAP on request. Integrations are customised to meet an individual organisation's needs.

For guidance on how to integrate your system with any of the above methods, please contact caydence.support@nmggroup.com.

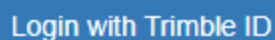
User access

Logging in

Caydence can be accessed at <https://nmcaydence.com/>.

To access the system you will need to have applied for and received a Trimble Identity, which must be for the same email address that your Caydence Organisational Administrator has to define your access to Caydence.

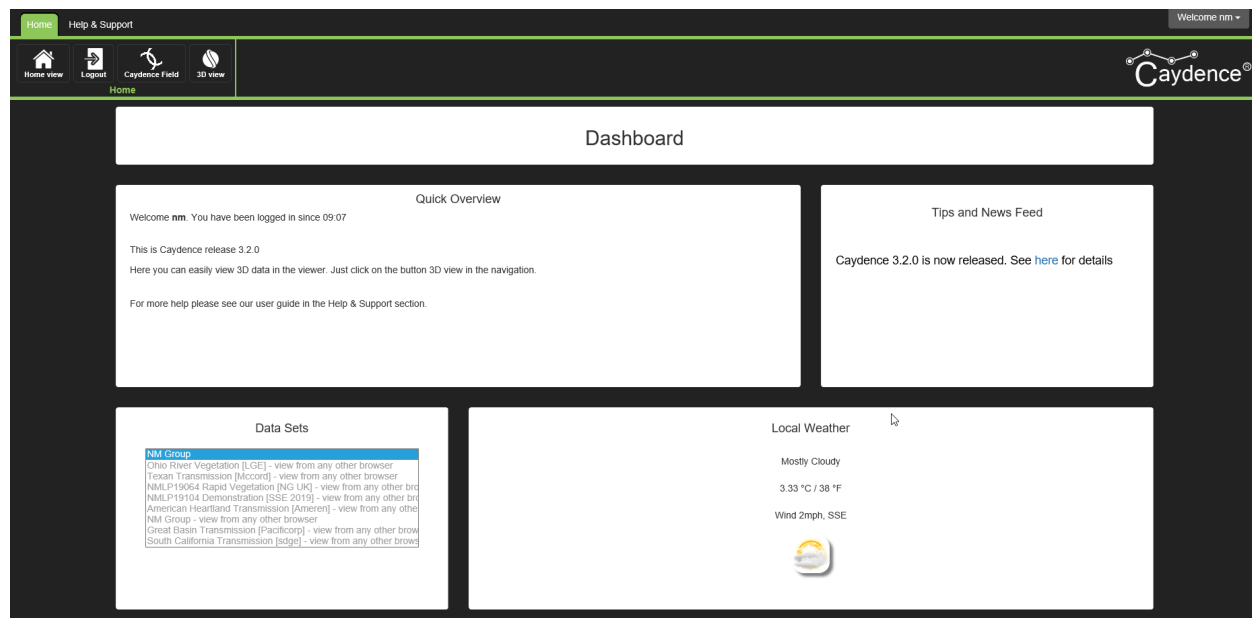
After clicking the login button click the Logon with Trimble ID on the next screen.

A blue rectangular button with rounded corners containing the text "Login with Trimble ID" in white.

Then you may be prompted for your Trimble Id credentials - this will be dependent on the length of time since you last logged on, if that is less than the session time out limit then you will be returned directly to the home screen.

Using the Home view

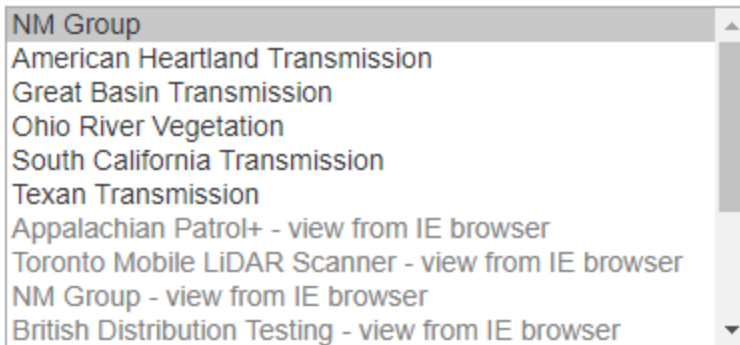
The 'Home' menu item in the top left hand corner brings the user to the home dashboard.



Selecting a data set

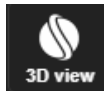
Caydence supports access to multiple datasets from the Dashboard. Select the appropriate dataset from the dropdown list prior to opening the 3D viewer. Where only a single dataset exists, no choice will be possible. Note that some datasets have browser compatibility limitations, datasets that are not compatible with the web browser being used will be greyed out and not selectable.

Select Data Set



Using the 3D Viewer

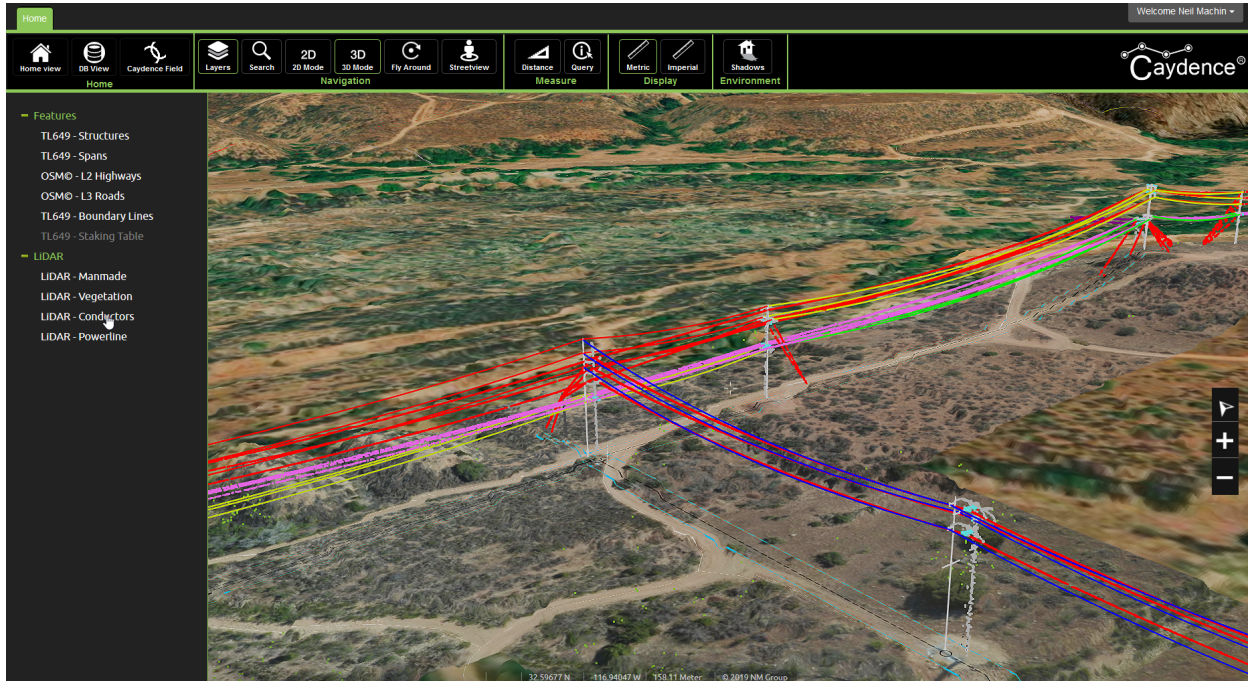
Starting the 3D Viewer module



The 3D viewer can be started from the menu bar on the 'Home' screen using the '3D view' button.

General layout

The viewer is composed of the menu bar at the top of the screen, a sliding panel for layers and search on the left of the screen and navigation controls to the right of the screen. Basic positional information is detailed at the bottom of the viewer.



Basic navigation

Panning around

To pan around the map, hold down the left mouse button while dragging. (Use the keyboard controls if no mouse is available).

Zooming in and out

To zoom in and out, use the mouse scroll wheel. The viewer will zoom to the location of the cross-hairs in the centre of the screen. (Use the keyboard controls if the mouse has no scroll wheel).

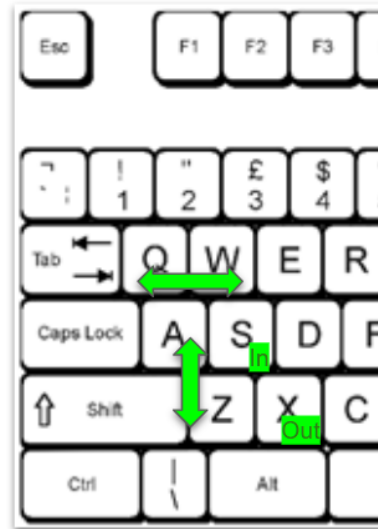
Orbiting

To orbit in 3D, move the mouse with the middle button depressed (scroll wheel). (Use the keyboard controls if the mouse has no scroll wheel)

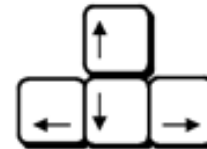
Keyboard Navigation

Navigation can be controlled from the keyboard:

- **A** - move forwards
- **B** - move backwards
- **Q** - move left
- **W** - move right
- **S** - zoom in
- **X** - zoom out



- **Up** arrow - tilt camera view up
- **Down** arrow - tilt camera view down
- **Left** arrow - rotate camera view left
- **Right** arrow - rotate camera view right

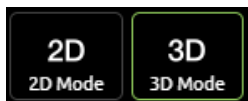


Orienting north



The viewer can be oriented north using the North Arrow on the right hand side of the viewing window.

2D/3D mode



The viewer can be toggled between 2D and 3D mode. When in 2D mode, the camera orientation will be locked downwards and the 3D orbit functionality will be dissabled.

Fly around



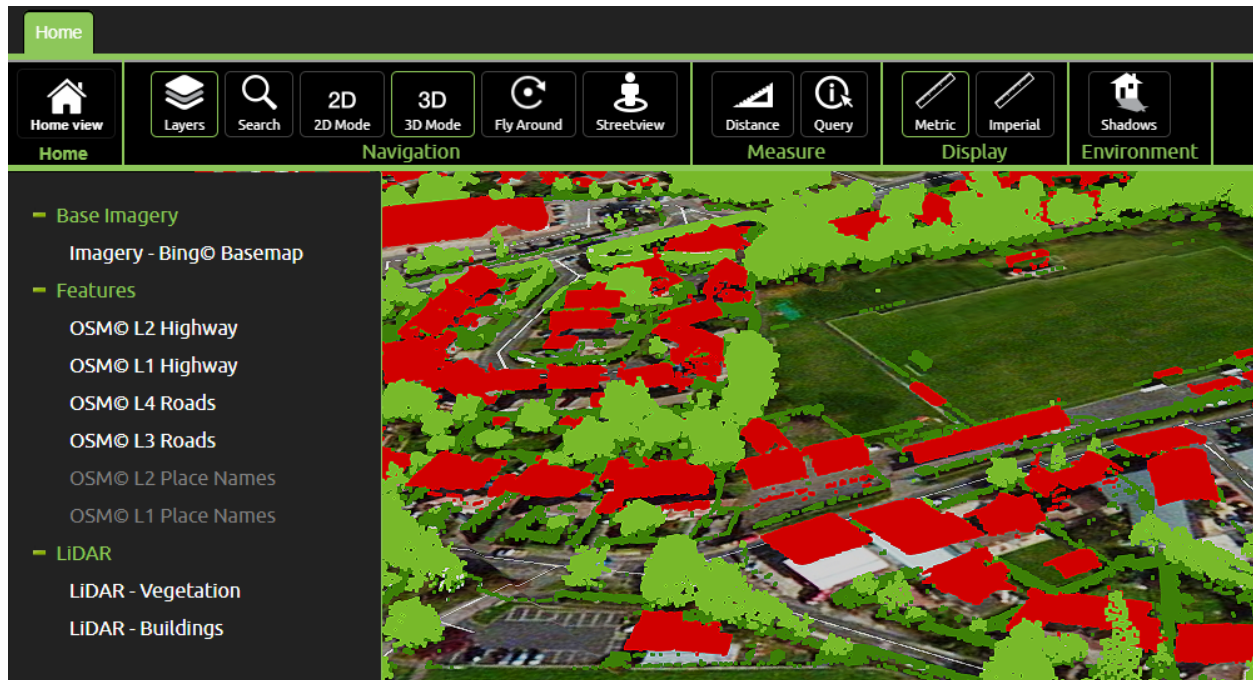
Caydence supports a fly-around function which will orbit the camera around the central location identified by the cross-hairs

Layers



The dataset layering schema is opened using the 'Layers' button in the menu bar and is then displayed on the left-hand side of the viewing window. Clicking a layer

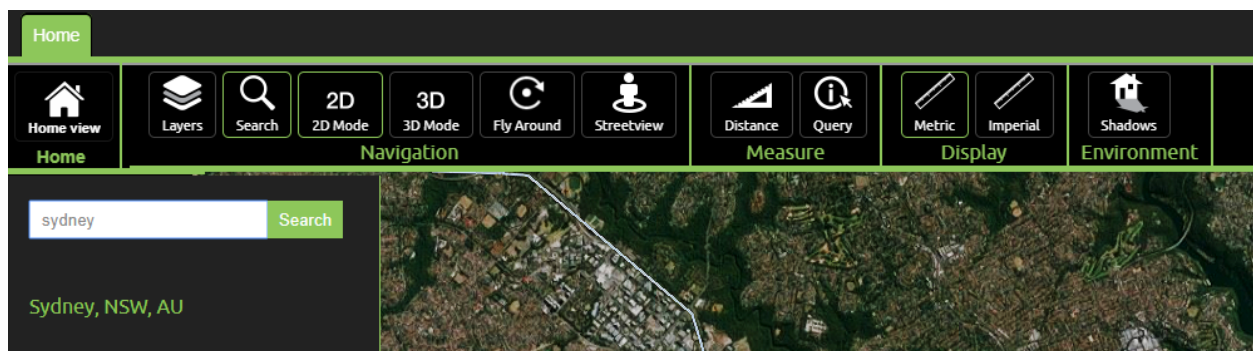
name once will toggle the layers display status (visible / not visible). Greyed out layers are not visible in the viewing window. Double clicking a layer name will 'zoom' the viewer to the layer location.



Searching for locations



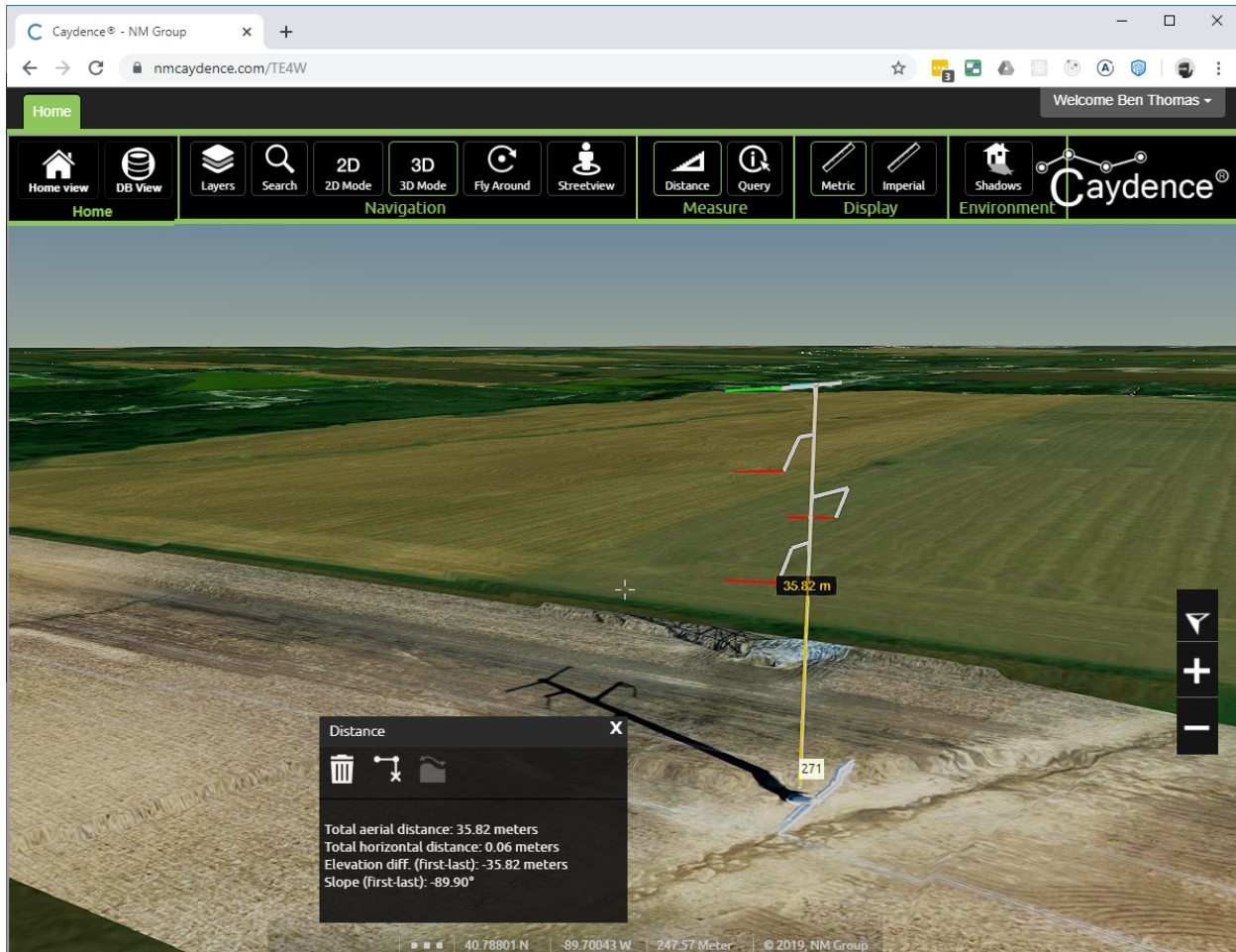
The search button opens the search bar in the left hand panel. Valid searches include place names, zip / postal codes, addresses and positions (latitude, longitude). Searches may result in a number of options, click on the relevant option to zoom to the location. (Note that the Data Table module should be used for asset searches).



Measuring distances



The 'Distance' icon starts the measuring tool. The tool measures in 3D and will snap to features and the ground. The tool will report on horizontal, vertical 3D distance.



Changing the units



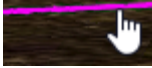
Units can be toggled between metric and imperial using the display options.

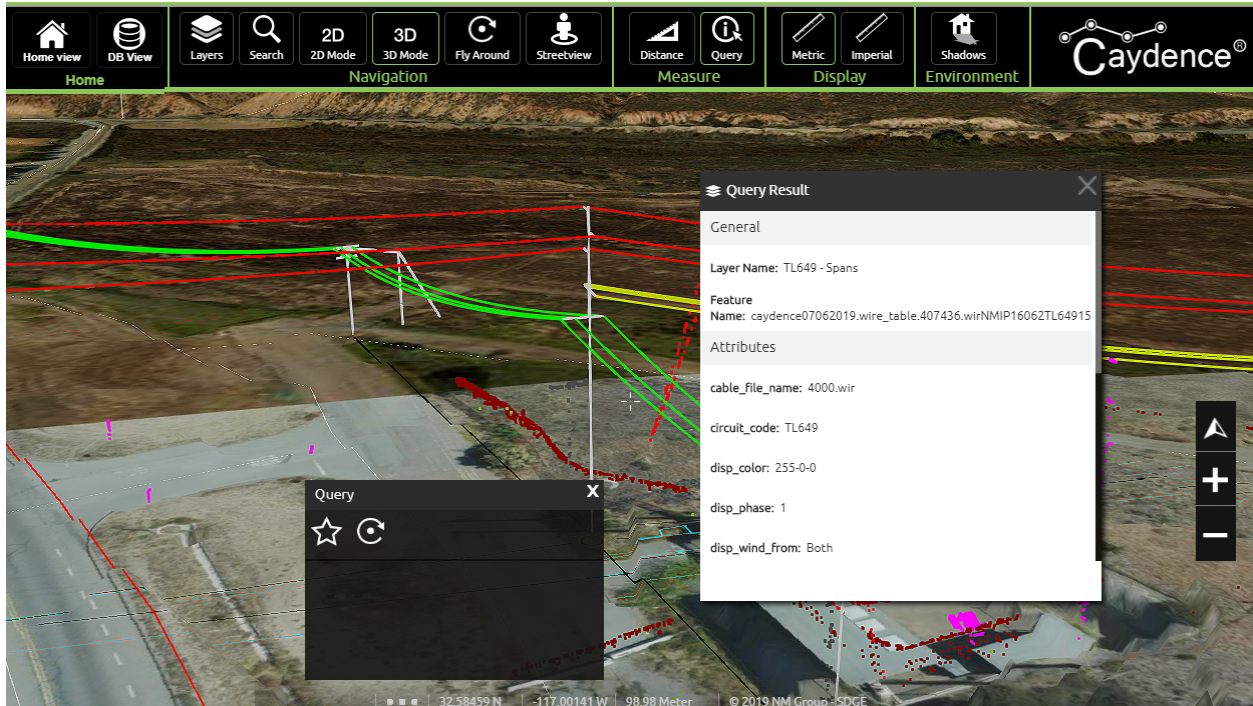
Querying features



Feature attribution can be displayed using the query tool. Pressing the Query tool

button in the menu bar will change the mouse cursor symbol to include a ? ,

indicating that query mode is enabled. Hovering over an attributed vector feature will change the cursor to the hand symbol and highlight the feature . Clicking will populate the Query Result pop-up window with the selected features attributes:



Shadow rendering



Shadow rendering can be toggled on and off using the Shadows button on the menu bar. Shadows are turned off by default, in some cases turning them on can improve the visibility of a feature of interest.

Shadows off:



Shadows on:



Streetview



Streetview for a given location can be accessed through the button on the menu bar. Streetview will open in a new window at the location of the cross-hairs of the cursor.

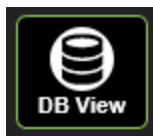


If the cross hairs were not directly on a road which has been included in streetview then the screen will be black. In this case the navigation panel in the bottom left of the window can be used to move the view to the nearest included road.

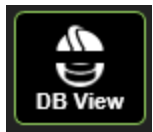
Using Data Tables

Caydence provides a data table functionality to provide a tabulated view on the data. The views available depend on the structure of the chosen data representation. Commonly this would include a spans and structures view but might also include bays, tree canopies or tree peak-points.

Accessing the Data Tables module



The Data Table button can be found on the menu bar of the 3D viewing module. The data table will open in a new window. The available data tables can be selected from a drop down list.



If viewing a data set that is viewable only from IE or Edge this button will also be visible. This allows the data table to be seen on the same tab as the 3D Viewer with the screen split vertically. Repeatedly clicking the button will cycle through full screen data table, full screen viewer, then back to both visible. This option restores Fly To functionality when running from the Skyline shell. Otherwise operation is as detailed below for the regular full screen DB View.

This will open a scrollable, paginated table table that allows sorting, locating in the 3D viewer and export of feature attribution.

0 Hidden columns Apply all filters Remove all filters Select data table: spans Export

FlyTo	ogc_fid	mainfloc	mainname	prevfloc	prevname	cpole_a	cpole_b	nmspanuid	nmpole_a	
Fly	92	SPN-R000000952319-000-132Z	Pole System 100952319 -582076	SPN-R000000952319-000-131Z	Pole System 100952319 -582075	SPN-R000000952319-000-132Z	SPN-R000000952319-000-131Z	151-SPANMMLP18102220519000002554	151-POLNMLP18102220519000004579	1
Fly	93	SPN-R0000471683T1-000-017Z	Pole System 1471683 -575093	SPN-R0000471683T1-000-016Z	Pole System 1471683 -575092	SPN-R0000471683T1-000-017Z	SPN-R0000471683T1-000-016Z	151-SPANMMLP18102220519000006490	151-POLNMLP18102220519000003106	1
Fly	94	SPN-R0000473618T1-000-005Z	Pole System 1473618 -576141	SPN-R0000473618T1-000-006Z	Pole System 1473618 -576142	SPN-R0000473618T1-000-005Z	SPN-R0000473618T1-000-006Z	151-SPANMMLP18102220519000001857	151-POLNMLP18102220519000005703	1
Fly	95	SPN-R0000471611T1-000-020Z	Pole System 1471611 -576339	SPN-R0000471611T1-000-019Z	Pole System 1471611 -576338	SPN-R0000471611T1-000-020Z	SPN-R0000471611T1-000-019Z	151-SPANMMLP18102220519000001944	151-POLNMLP18102220519000008318	1
Fly	96	SPN-R000000844605-000-131Z	Pole System 100844605 -581924	SPN-R000000844605-000-130Z	Pole System 100844605 -581923	SPN-R000000844605-000-131Z	SPN-R000000844605-000-130Z	151-SPANMMLP18102220519000000166	151-POLNMLP18102220519000006787	1
Fly	97	SPN-R000000833610-000-095Z	Pole System 100833610 -568518	SPN-R000000833610-000-018Z	Pole System 100833610 -568435	SPN-R000000833610-000-095Z	SPN-R000000833610-000-018Z	151-SPANMMLP18102220519000004550	151-POLNMLP18102220519000004325	1
Fly	98	SPN-R000000865910-000-020Z	Pole System 100865910 -583688	SPN-R000000865910-000-019Z	Pole System 100865910 -583687	SPN-R000000865910-000-020Z	SPN-R000000865910-000-019Z	151-SPANMMLP18102220519000001451	151-POLNMLP18102220519000005561	1
Fly	99	SPN-R0000472794T1-000-023Z	Pole System 1472794 -585326	SPN-R0000472794T1-000-022Z	Pole System 1472794 -585325	SPN-R0000472794T1-000-023Z	SPN-R0000472794T1-000-022Z	151-SPANMMLP18102220519000006934	151-POLNMLP18102220519000003319	1
Fly	100	SPN-	Pole System	SPN-	Pole System	SPN-	SPN-	151-	151-	1

908086 rows, no filtering

1 2 3 4 5 6 7 8 9 10 > >>

Customising visible columns

- By default, all feature attributes will be visible. This can be adjusted upon request by emailing Caydence support.
- Columns can be hidden - to limit the view to just what is needed at the time - by clicking the click on the hidden columns button.
- This button is also the method to later show the columns that were previously hidden

0 Hidden Columns



Sorting the table

- The data can be sorted on any column by clicking on the column name.
- Clicking the name a second time switches sorting from ascending to descending, and vice versa

Filtering the table

Changing a filter value and then clicking enter will apply that filter immediately

Changing a value and then tabbing out of the field, or clicking elsewhere with the mouse, will allow other filter/sort changes to be made prior to the data being refreshed. When filter changes have been made but not applied the Apply All Filters button will be active, and this can then be clicked at any time to apply all filters changes.

Any validated filter changes will show with a green border until they are applied.

FlyTo	ogc_fid	m
	<20	
Fly	1	EF RC 00
Fly	2	EF RC

If a changed filter is not valid then the border will be red. At this point the changes can not be applied until the value is corrected, at which time the border will revert to green and the Apply All Filters button will be made active.

FlyTo	ogc_fid	main
	one	
Fly	1	EPN- R000 000-0
Fly	2	EPN- R000

Filtering the data is different for boolean, numeric, character or date columns (examples quoted here are for a structures table):

Note that the data type can vary from what may be expected from the display - columns that look to be boolean or date may be stored as character form, which will affect the filtering that can be applied.

Hovering over the filter box will show a tooltip which shows the actual type

Boolean data

For boolean data the only valid filters are true and false. This may be entered in upper or lower case.

<input type="checkbox"/>	<input type="checkbox"/> cr_rails <input type="checkbox"/>	<input type="checkbox"/> cr_roads <input type="checkbox"/>	<input type="checkbox"/> cr_no_fly <input type="checkbox"/>	<input type="checkbox"/> cr
<input type="checkbox"/>	<input type="text" value="false"/>	<input type="text" value="true"/>	<input type="text" value="TRUE"/>	<input type="checkbox"/>
	false	true	true	false

Numeric data

Any number entered will match exactly; i.e. 20 in supportheight will match only 20.0, not 20.1, 20.2 etc.

<input type="checkbox"/>	<input type="checkbox"/> FlyTo <input type="checkbox"/>	<input type="checkbox"/> ogc_fid <input type="checkbox"/>	<input type="checkbox"/> m:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="20"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Fly	20	nu

Numbers can also be preceded by '<' or '>' to match data with a value less than or greater than.

<input type="checkbox"/>	<input type="checkbox"/> heightrd <input type="checkbox"/>	<input type="checkbox"/> al
<input type="checkbox"/>	<input type="text" value="<4"/>	<input type="checkbox"/>
	3.54	1€
	3.59	1€

Values can also be combined with ' or ' to select multiple values. Note that the spaces on either side of the word are required.

condtcut	lir
0 or 1 or 2	
1	6.5
2	3.5

A filter of 'null' or 'not null' can also be used to select rows where data is, or is not, available. These values can be entered in upper or lower case.

heightrd	ambtemp	o
not null	NOT NULL	
6.49	11	N
5.40	11	N

Character data

Any string of characters without '=' or wildcards ('*') will match the sequence of character anywhere in the target field, i.e. PSA6 will match PSA6, PSA60 and PSA61. Character data filters are case sensitive, so 33kv will not match 33KV.

△ ▽	routename	△ ▽	vo
	33KV		
	BURGESS HILL 33KV		11kV
	FOREST ROW 33KV		11kV

Preceding the filter with '=' will force the filtering to match the whole value. I.e. '=3kV' will match only '3kV', and not '33kV'.

△ ▽	voltage	△ ▽	nom
	=3kV		
	3kV		HV
	3kV		HV

Wildcards can be used anywhere in the input, with each one matching any number of characters. Note that when used they must be fully used - with wildcards before and after the string, unless you are deliberately searching for characters only at the beginning or end.

e.g. for towerlabel;

- S*6 will not match anything (nothing in the data starts in S and ends in 6)
- *S*4* will match PSA44, PSA45, PSA54 etc.
- *S*4 will match the same as above, except any values that do not end in a 4

△ ▽	routename	△ ▽	vc
	<input type="text" value="*DH*33KV"/>		
	WADHURST 33KV		6.6
	GOUDHURST 33KV		11

Multiple search patterns can be entered by separating them with ' or '. Note that the spaces on either side of the word are both required.

△ ▽	area	△ ▽	count
	<input type="text" value="East or West"/>		
	West Kent		1
	East Sussex		1
	West Kent		1

Preceding the filter with 'not' or 'NOT' will select values which do not contain those characters.

△ ▽	voltage	△ ▽	tr
	<input type="text" value="not 415V"/>		
	11kV		ni
	6.6kV		5

A filter of 'null' or 'not null' can also be used to select rows where data is, or is not, available. These values can be entered in upper or lower case.

nom_voltage	locationrisk1	ba
NOT NULL	null	
LV	null	26
LV	null	49

Date data

A valid date value will search for that particular date

date_1
2021-01-19
2021-01-19
2021-01-19
2021-01-19
2021-01-19

A filter of 'null' or 'not null' can also be used to select rows where data is, or is not, available. These values can be entered in upper or lower case.

cut_date	lat_cut
<input type="text" value="null"/>	<input type="text"/>
null	null
null	null

[Remove all filters](#)

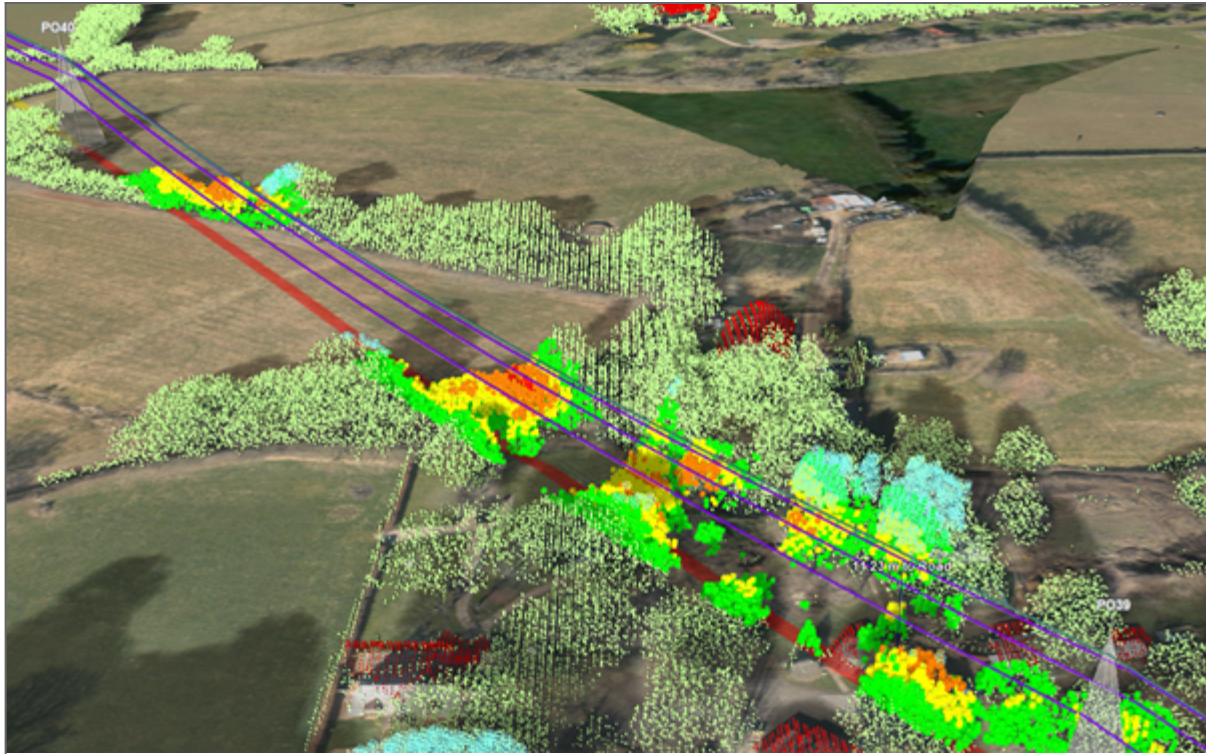
Clicking [Remove all filters](#) at any time will remove all filters, and also any applied. If the button is not active then there are no filters or sorts to be removed.

Filtering examples

How do I search for the 132kV circuit with Routerref PO from Eastbourne to Lewes for any very high risk tree cutting (CONTCUT = 4)?

Filtering on Routerref =PO (to exclude 'POA'), voltage '132kV' and CONTCUT 4 identifies a single span with a high risk infringement. Routename filtering was not required in this case, but if needed then 'LEWES' could be added to remove any results which had occurred in other circuits:

	routerref	routename	voltage	nom_voltage	locationrisk1	baylength	condtcut	he
	<input type="text" value="=PO"/>	<input type="text"/>	<input type="text" value="132kV"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="4"/>	<input type="text"/>
	PO	EASTBOURNE TO LEWES	132kV	132kV	Common Land/Pasture	276.56	4	7.5



How do I identify conductor heights below 5.8 over roads at HV or LV?

Filtering on heightrd <5.8 and nom_voltage HV or LV on route 952312 identifies a single low clearance span at HV.

routeref	routename	voltage	nom_voltage	heightlp	heightrd	amb
952312			HV or LV		<5.8	
952312	HASTINGS LOCAL 132/11KV	11KV	HV	5.78	5.78	12

Locating entries in the 3D Viewer

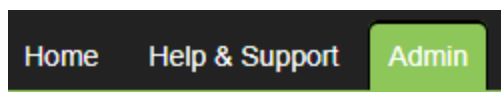
The data table can be used to control the 3D viewing window. Features with a spatial attribute will have a Fly button in the left hand most column. Pressing the Fly button will move the view in the 3D viewer to the location of the selected feature. (Note the 3D viewer must still be active in the original window for this feature to work).

Exporting the table

The table can be exported to CSV by pressing the  button in the top right corner of the Data Table. This can then result in two export options: 1) export all columns or 2) export only visible columns. If all columns in the view are currently visible then only the All Columns option will be offered.

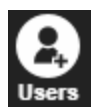


Using the Administration section



Caydence supports an Organisation Administrator role. Organisation Administrators have the ability to manage Caydence users within their organisation and can assign roles with pre-configured access levels for those users.

Adding and removing users



New users can be added through the Admin section. Clicking on the 'Users' button will open a table of all users within an organisation. From this table, it is possible to edit the user profile, delete the user or send a welcome email with login credentials.

Users [Create](#)

Users Table

Search:

ID	Name	Email	Organization	Last Login	Organization Admin	Basic	Spandata Export	Kpi View	Contact Us	Actions
696	ss	ss@qwe.com	qwe.com	2020-11-12 13:56:43	FALSE	TRUE	FALSE	TRUE	FALSE	Edit Delete Welcome email
697	sso	sso@qwe.com	qwe.com	2020-12-09 14:36:50	TRUE	TRUE	TRUE	TRUE	TRUE	Edit

Showing 1 to 2 of 2 entries (filtered from 243 total entries)

[Previous](#) [1](#) [Next](#)

A new user can be added with the  button. To create a new user, enter the details required in the form.

Create a new User
Back

Name

Email

Password

Access level roles

Basic

Organization administrator

Feature roles

Can export spans data

Can View KPIs

Can contact

Submit

Assigning roles

By default, Caydence supports access level roles of basic (default for all users) and organisation administrator. Basic users are unable to add and remove users. Additional feature roles can be configured on request to limit access to functionality or data. Please contact caydence.support@nmgroup.com to configure additional roles for your organisation.

Current feature role definitions include:

- Spandata Export - can view and export data
- Can contact - has direct email contact for the Caydence Help Desk
- Can view KPI's - can view KPI's

Reporting an Issue

If you encounter issues when using Caydence, please let us know via email at caydence.support@nmgroup.com. Please include as much information as possible to help us identify the issue including the data set you are accessing and the browser you are using.

Improvements and new features

Want to see a new feature? Think we could do something better? We'd love to hear from you. Caydence is under constant development and suggestions and new features will be considered to be incorporated into future releases. Please get in touch via caydence.support@nmgroup.com.