



Landscape

CUSTOMER GUIDE

HOSTED AT

landscape.portrait.org.uk

Portrait Group Limited

Contents

1. Welcome to Landscape	3
2. Logging in	4
How to sign in	4
3. Your properties list	6
4. Opening a scan	7
5. The 3D viewer	10
5.1 Sidebar sections	11
6. Viewer controls reference	12
6.1 Mouse and trackpad	12
6.2 Keyboard	12
6.3 On-screen joystick and slider	13
6.4 Sidebar interaction	13
7. Clipping (slicing the model)	14
8. Sharing your scans	16
8.1 Two scopes: property links and scan links	16
8.2 Creating a share link	17
8.3 Editing a share link	18
8.4 Status badges	19
9. What your recipients see	20
9.1 Inside the viewer	21
9.2 The link itself	21
9.3 Tracking access	22
10. Account settings	23
11. Troubleshooting	26
Appendix A: Keyboard shortcuts	27
Appendix B: Glossary	28
Need help?	29

1. Welcome to Landscape

Landscape is the secure portal Portrait Group uses to host the LiDAR scans we capture across your properties. This guide covers everything you need to know to find, view and share those scans yourself.

Every scan is rendered in your browser as a full 3D point cloud — millions of measured points showing the building exactly as it was on the day we surveyed it. You can orbit around it, walk through it, slice through walls and ceilings, and share it with contractors or surveyors via password-protected links you control.

What you'll learn

- How to sign in and find your properties.
- How to open a scan in the 3D viewer and move around.
- How to use the on-screen controls, keyboard shortcuts, and clipping sliders.
- How to create and manage share links to give external parties access.
- How to change your password and review who's signed in to your account.

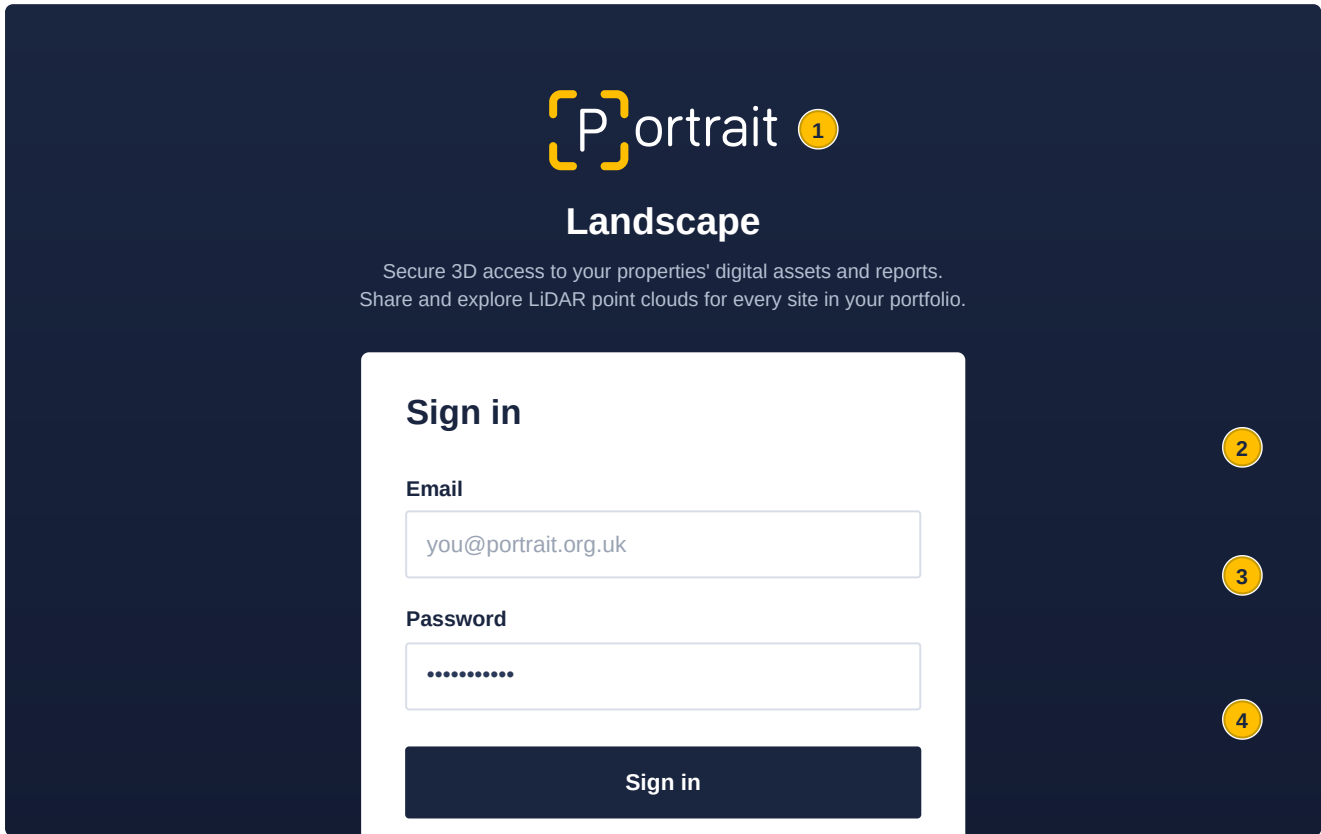
What's not in this guide

This is the customer-facing guide. It doesn't cover scan uploads, customer administration, or any of the staff-side tooling — all of that is handled by Portrait Group. If you need a new scan uploaded or a new property added to your account, just contact us.

Where to find us. Open landscape.portrait.org.uk in any modern browser (Chrome, Edge, Firefox, Safari) on Windows, macOS, iPad or Android tablet. No software install.

2. Logging in

Sign in with the email Portrait Group set up for you and the password we shared with you out-of-band when your account was created.



The Landscape sign-in page. Same form whether you're on a laptop, tablet or phone.

How to sign in

- 1 **Brand mark.** Confirms you're on the genuine Landscape sign-in page. The amber bracketed **P** is Portrait Group's corporate mark.
- 2 **Email address.** Whatever email Portrait used when setting up your account. Case doesn't matter.
- 3 **Password.** Case-sensitive. Five wrong attempts in five minutes will rate-limit further attempts — wait a few minutes and try again.
- 4 **Sign in button.** Takes you straight to your property list.

First-time sign-in

Portrait will share an initial password with you when your account is created. Sign in with that, then go straight to **Account** → **Change password** (covered in section 10) to set a password of your own choosing. The minimum is eight characters; we recommend a passphrase rather than a short complex string.

Forgotten password

There's no self-service reset — by design, since all customers have a single direct point of contact at Portrait. If you can't sign in, contact us and we'll issue a new initial password for you.

Browser sessions. Sessions last seven days by default — you won't have to sign in again every visit. If you're on a shared machine, sign out using the **Sign out** button at the top right when you're done.

3. Your properties list

After signing in you land on **My properties**: a single page listing every property on your account, with a quick way to open the 3D viewer for each.

The My properties landing page. Three properties shown here for example — your account may have more or fewer.

- 1 **Properties table.** One row per property, sorted by most recently added. Click anywhere on the row or the Open button to dive in.
- 2 **Property name and address.** The name Portrait recorded when adding the property to your account. If anything's wrong here, contact us and we'll fix it.
- 3 **Open button.** Takes you to the property page where you can see the list of scans for that property and choose one to open in 3D.

If a property is missing

If you expect to see a property here that's not showing, contact Portrait. The most likely reasons are: it hasn't been added to your account yet, it's been recently added but you'd been signed in throughout (sign out and back in to refresh), or it's been moved to a different account on your side. We can resolve all three quickly.

4. Opening a scan

Open a property and you'll see its scans listed alongside a panel for sharing the property externally. Click **Open in 3D** on any ready scan to launch the viewer.

The screenshot shows the 'Acme HQ' property detail page. At the top, there's a navigation bar with 'Portrait', 'Landscape PORTRAIT GROUP LIMITED', 'My properties', 'Account', 'CUSTOMER Sarah Chen · Acme', and 'Sign out'. Below the navigation, the page title is 'Acme HQ' with the address '14 Cornhill, London EC3V 3ND'. The main content is divided into two columns. The left column, labeled '1', contains a 'Scans' table with three rows: 'Ground floor' (12,484,902 points, 2d ago), 'First floor' (8,991,200 points, 2d ago), and 'Roof aerial' (3,210,000 points, 5d ago). Each row has an 'Open in 3D' button, labeled '2'. The right column, labeled '3', contains a 'Share this property' panel with a text input for 'Name' (containing 'Solicitor access'), a password input, and a 'Create share link' button, labeled '4'. Below this is a section for 'Solicitor' (ACTIVE) with a 'password' tag, a URL input, and 'Edit', 'Revoke', and 'Delete' buttons. At the bottom, there's an 'Old contractor' (REVOKED) section with a URL input and 'Edit' and 'Delete' buttons, labeled '5'.

Property detail page. Scans on the left, sharing controls on the right.

- 1 **Scans table.** Every scan attached to this property. Each row shows the scan's name, point count, and how long ago Portrait added it.
- 2 **Open in 3D button.** Opens the scan in the full 3D viewer. We cover the viewer's controls in detail in section 5.
- 3 **Share this property panel.** Create a link that gives someone external access to this property's scans without needing a Landscape account. Covered in section 8.

- 4 **Create share link button.** Generates a fresh public URL with the name, password and expiry you've
- 5 **Share links list.** Every link you've created for this property, with full edit / revoke / delete control. Once a recipient uses one, the last-accessed time appears here so you can see they've opened it.

Scan statuses

Most of the time your scans will simply be ready to open. Occasionally you may see one of these in the table:

READY

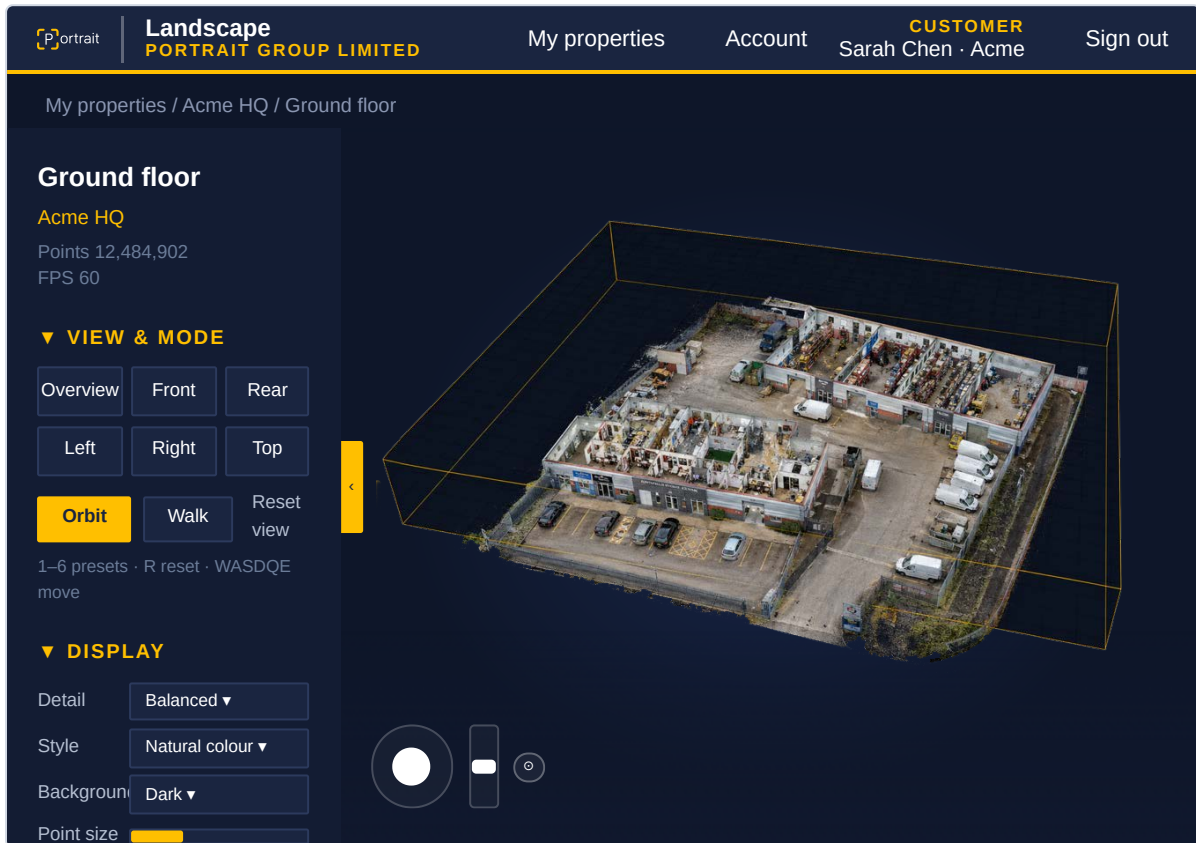
Processed and viewable. The Open in 3D button is enabled.

PROCESSING

Portrait has just uploaded the scan and our processing pipeline is building the LOD previews. Refresh in a couple of minutes.

5. The 3D viewer

The viewer is where you actually explore your scans — panning around, looking inside buildings, slicing through walls, comparing what's there now to what you remember from before.



The viewer. Stage on the right showing the point cloud, sidebar on the left holding all the settings.

- 1 **Sidebar.** Holds every viewer setting: presets, mode, display, clipping. Hide it for an unobstructed view.
- 2 **Sidebar toggle tab.** The amber tab on the right edge of the sidebar. Click to slide the sidebar offscreen; click again to bring it back.
- 3 **3D stage.** The point cloud renders here. Mouse-drag rotates around the model centre; scroll wheel zooms; right-click drag pans.
- 4 **On-screen joystick + slider.** For tablets and touchscreens. The joystick handles forward/back/strafe; the vertical slider handles up/down. Covered in detail in section 6.

5.1 Sidebar sections

Each section in the sidebar is collapsible — click the heading to expand or collapse it. Your last state is remembered the next time you open the viewer.

Presets

Six one-click camera positions: **Overview, Front, Rear, Left, Right, Top**. Use these as starting points for any inspection — it's much faster than manually positioning the camera. Top is particularly useful for getting a floorplan-style view.

Mode: Orbit vs Walk

Two camera modes for moving around the scan:

- **Orbit** (default): the camera rotates around a fixed pivot point — usually the centre of the model. Best for inspecting from outside or surveying a whole site.
- **Walk**: first-person controls. Look where you point with the mouse, move forward/back/strafe with WASD or the joystick. Best for going through corridors and rooms.

Display

- **Detail** — high / medium / low. Drop to medium or low if your laptop is struggling.
- **Style** — flat or shaded discs. Shaded looks more solid; flat is faster.
- **Background** — dark navy (default), white, or sky gradient. White is good for screenshots going into a report.
- **Point size** — slider from 0.5 to 4 pixels. Larger sizes hide gaps in sparse areas at the cost of detail.

Clipping

Slice away parts of the model along each axis — useful for cutting away walls to see inside, or hiding the ceiling to look down on the floorplan. Section 7 covers this in detail.

6. Viewer controls reference

Every input the viewer responds to. Mouse, keyboard, and the on-screen joystick and slider all work alongside each other — mix and match freely.

6.1 Mouse and trackpad

Left-click drag	Rotate the camera around the model's centre point (orbit mode) or look around (walk mode).
Right-click drag	Pan the camera — moves both camera and pivot together.
Middle-click drag	Pan (alternative).
Scroll wheel	Zoom in/out. Hold Shift for fine control.
Two-finger drag	Trackpad equivalent of right-click drag (pan).
Pinch	Zoom on trackpad.

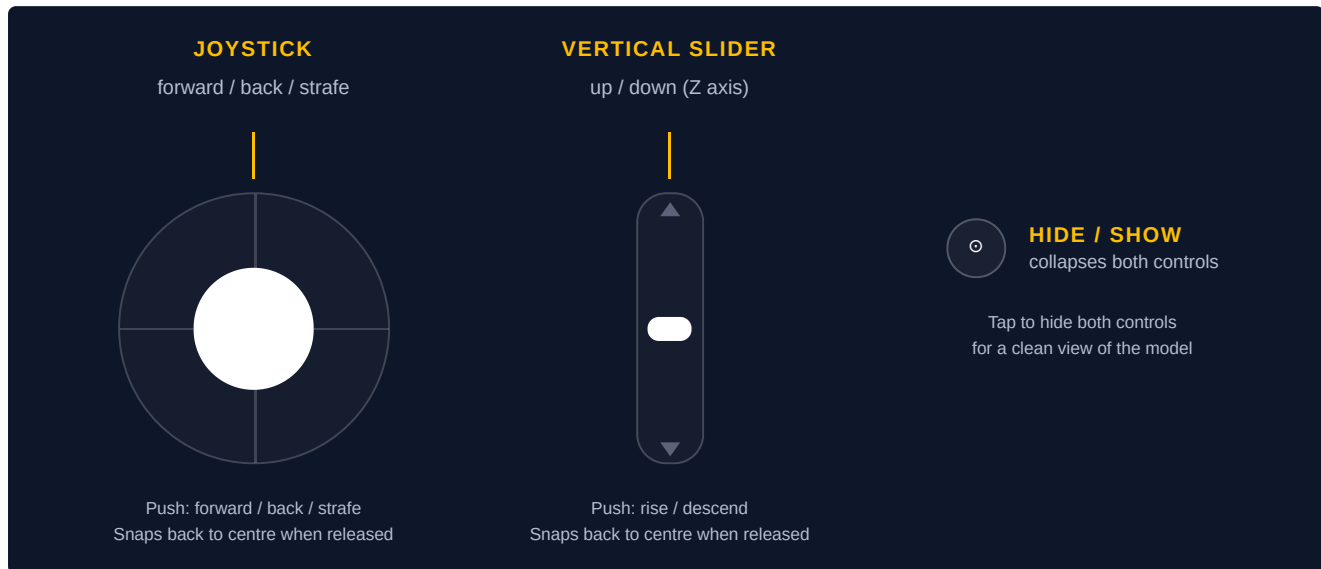
6.2 Keyboard

Keyboard movement always operates in the camera's frame of reference — W moves you forwards regardless of which way you're facing.

W / S	Move forward / back.
A / D	Strafe left / right.
Q / E	Move down / up (Z axis).
Shift	Hold while moving for 3× speed — useful on large outdoor sites.
Space	Reset camera to the current preset's position.
R	Reset camera to Overview preset.
F	Frame the visible model in the viewport.
1 – 6	Jump to presets: 1 = Overview, 2 = Front, 3 = Rear, 4 = Left, 5 = Right, 6 = Top.
Tab	Toggle the sidebar.
H	Toggle the on-screen joystick + slider.

6.3 On-screen joystick and slider

The bottom-left of the viewer has a virtual joystick and a vertical slider. They're optional — keyboard and mouse cover everything they do — but they make the viewer fully usable on iPads and touchscreen laptops.



Joystick on the left, vertical slider in the middle, eye toggle on the right.

How they behave

- **Spring-back to centre.** Both controls return to centre as soon as you let go — the model stops moving when you stop touching them.
- **Curved response.** Small deflections give very small speeds; full deflection gives full speed. Fine inspection is easy without sacrificing top speed.
- **Eye toggle.** Hides both controls. Press the toggle (or H on the keyboard) to bring them back. Use this when you want a clean view for a screenshot.

6.4 Sidebar interaction

The on-screen controls are anchored to the bottom-left of the viewport. When you open the sidebar, they slide right to clear the panel. When you collapse the sidebar, they slide back. The transition is synchronised so they glide together rather than snap.

7. Clipping (slicing the model)

The Clipping section in the sidebar lets you hide parts of the model along each axis. It doesn't change anything about the original scan — it just controls what's drawn.

▼ Clipping
Hide parts of the model along each axis without changing the original file.

1

X (East-West) -12.4 m → 12.6 m

min

max

4

3

Y (North-South) -8.2 m → 9.1 m

min

max

2

Z (Up-Down) 0.0 m → 4.5 m

min

max

Drag the amber handles to slice away parts of the model. The number on the right shows where the visible band starts and ends in real-world metres. Reset clipping returns all six handles to their full extent.

Three pairs of sliders, one per axis. Each pair has a min and a max handle.

- 1 **Axis label.** X is east-west, Y is north-south, Z is up-down. The model's coordinate system is taken from the original survey — usually metres.
- 2 **Min slider.** Hides everything below this value on the axis. Drag right to slice away the lower part.
- 3 **Max slider.** Hides everything above this value. Drag left to slice away the upper part.
- 4 **Range readout.** Real-world values in metres, showing where the visible band currently starts and ends.
- 5 **Reset clipping.** Returns all six handles to their full extent. The whole model is visible again.

Common clipping recipes

Hide the roof	Drag Z max down until the ceiling disappears — useful for floorplan-style top-down views.
Cut a building open	Drag X min right (or X max left) to slice the model in half along an east-west line. Ideal for showing internal layouts.
Look at one floor	Set Z min just above floor level and Z max just below the ceiling. The result is a horizontal slab.
Hide outdoor noise	On surveys with stray points outside the building, pull each axis's min/max in until only the structure remains.

8. Sharing your scans

Share links let you give someone access to a property or scan without them needing a Landscape account. You can create as many as you need, give each one a name (e.g. "Surveyor visit Q3"), set a password, and revoke or delete it at any time.

8.1 Two scopes: property links and scan links

- **Property share links** — on the property detail page (section 4 above). Recipients can open every scan attached to that property.
- **Scan share links** — in the 3D viewer's sidebar, under **Share this scan**. Recipients can only open this one scan.

Use property-level links when you want to give someone a tour of the whole site (e.g. a structural engineer reviewing every floor). Use scan-level links when only one scan is relevant (e.g. sending the roof aerial to your insurance assessor).

8.2 Creating a share link

My properties
Account
CUSTOMER Sarah Chen · Acme
Sign out

My properties / Riverside Office

Riverside Office

12 Bankside Quay, London SE1 9PP

Share links

Each link has a name, optional password, and optional expiry. Revoke or delete at any time.

Name

Surveyor access

Password (optional)

.....

Expires (optional)

12/05/2026 17:00

Create share link

Surveyor visit Q3

ACTIVE
password

Created 2d ago · last opened 4h ago

<https://landscape.portrait.org.uk/share/8nL2QkTfp9wGmBZxRyVcAh>

Edit

Revoke

Delete

Solicitor review

ACTIVE

Created 5d ago

<https://landscape.portrait.org.uk/share/Ks7HmXp2LtyNwBCQ4dWzVj>

Edit

Revoke

Delete

Old contractor link

REVOKED
password

Created 3w ago · revoked 4d ago

<https://landscape.portrait.org.uk/share/Pq3VnNKdfx9ZW7ETAhBLCJ>

Edit

Delete

Share links panel. The form at the top creates new links; existing links are listed below.

- 1 **Name.** Short, recognisable label — this shows up in your link list and in the page header your recipient sees. Examples: "Surveyor visit Q3", "Solicitor review", "Insurance assessor". If you leave this blank, Landscape uses the property's name.
- 2 **Password (optional).** Anyone opening the link must enter this password before the scan loads. We strongly recommend setting one for any link going outside your firm.
- 3 **Expires (optional).** Set a date/time after which the link stops working. Useful for tender deadlines, time-limited handovers, or any case where you don't want indefinite access. Leave blank for no expiry.
- 4 **Create share link.** Generates a fresh random URL and adds it to the list. Click as many times as you like — each click creates a new link.
- 5 **Active link row.** Each link shows its name, status badge, password indicator, when it was created, last-accessed time, and the public URL. Click the URL to copy it to your clipboard.
- 6 **Edit.** Inline form to rename the link or change/clear its password. The URL itself doesn't change — existing recipients keep using the same link.
- 7 **Revoke.** Marks the link as revoked. The URL stops working immediately, but the link stays visible in your list as a record of who had access.
- 8 **Delete.** Permanently removes the link from your list.

8.3 Editing a share link

Click **Edit** on any share-link row and the row expands inline to show three things you can change:

- **Name.** Type a new label and click Save changes — reflected immediately in the link list.
- **Set new password.** Type a new password to replace the existing one. Leave blank to keep the existing password unchanged.
- **Remove password protection.** Tick this and Save to remove password protection entirely; the link becomes openly accessible to anyone who has the URL.

8.4 Status badges

ACTIVE

Link is live and grants access.

REVOKED

You revoked it. URL no longer grants access; row stays in the list as a historical record.

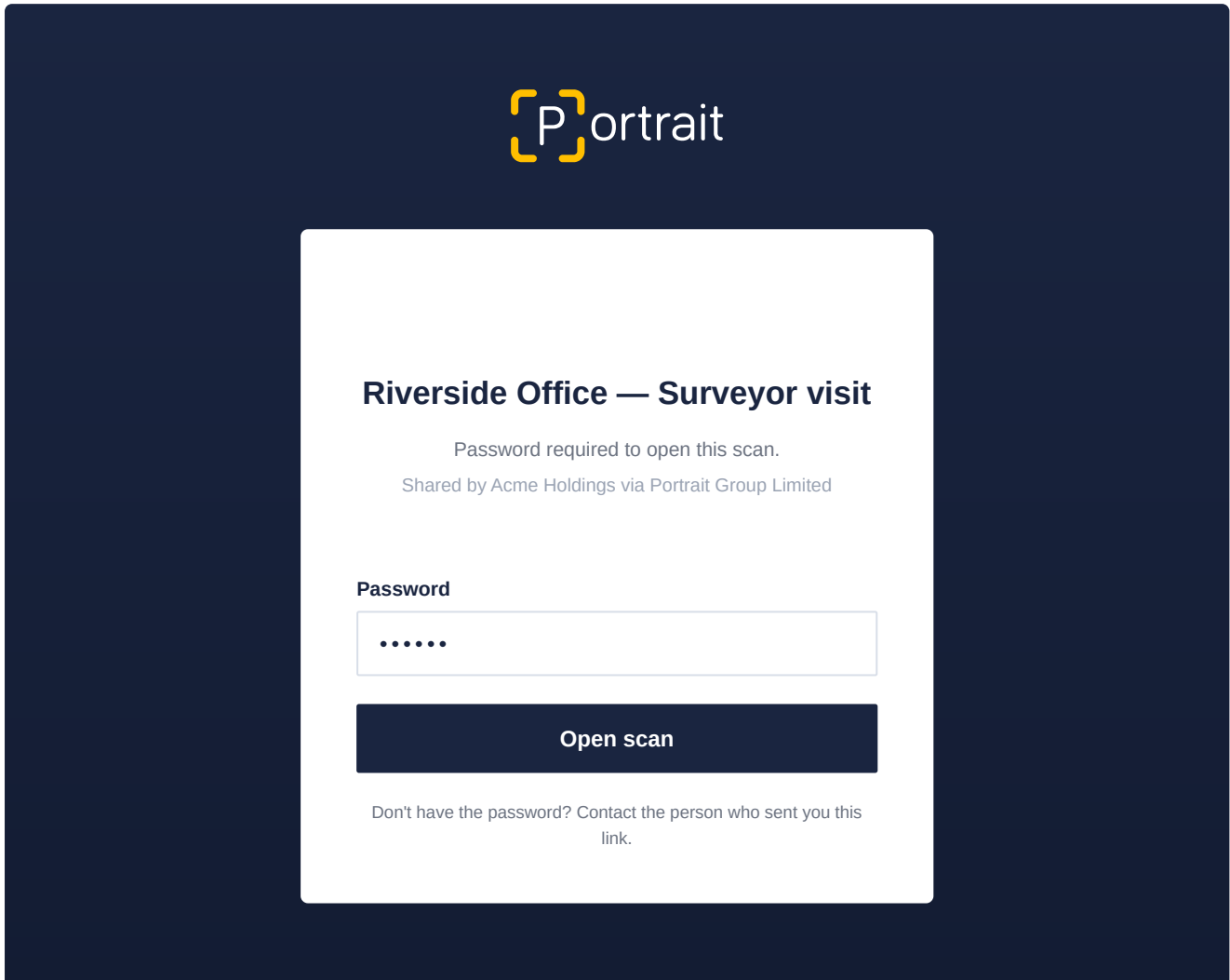
EXPIRED

The expiry datetime has passed. URL no longer works.

Revoke vs Delete. Use **Revoke** when you want to stop access but keep the record (e.g. a contractor's project finished, you want to know they had access until then). Use **Delete** when you want the link gone for good — perhaps because it was a mistake.

9. What your recipients see

Worth understanding what a share link actually does for the person on the receiving end — so you can describe it accurately when you send the URL.



The share-link gate. This is what an external recipient sees when they open the URL.

If you set a password on the link, the recipient sees this gate first. They enter the password and click **Open scan**. If you didn't set a password, they go straight through to the viewer.

9.1 Inside the viewer

Once they're in, they get the full 3D viewer with all the controls covered in section 6. The only thing they can't do is share onwards — the share-link management panel doesn't appear for share-link recipients.

9.2 The link itself

A share-link URL looks like this:

```
https://landscape.portrait.org.uk/share/8nL2QkTfp9wGmBZxRyVcAh
```

The 22-character token is generated randomly when the link is created. What protects the scan is the unguessable token, the optional password, and your ability to revoke or expire it.

9.3 Tracking access

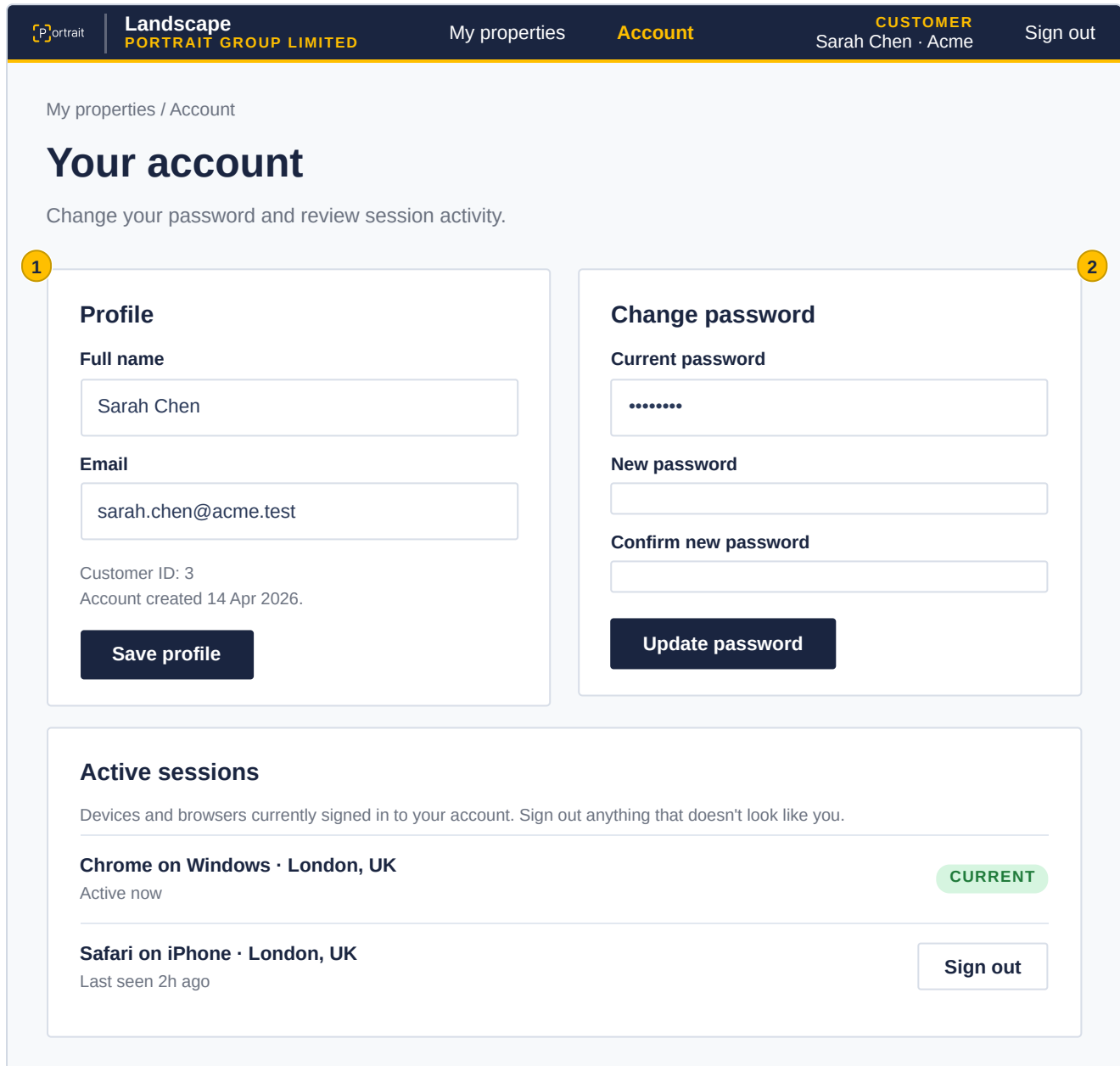
When a recipient opens a link, Landscape records:

- The current view count (incremented on each successful open).
- The last-accessed timestamp — shown in the link's row in your share-link list.

The share-link gate is branded. Recipients see Portrait Group's mark, the property or scan name they're being given access to, and a note saying who shared it — so they know it's a legitimate link, not a phishing attempt.

10. Account settings

Click **Account** in the top navigation to manage your own profile, change your password, and review who's currently signed in to your account.



The Account page. Profile and password change side by side; active session list at the bottom.

- 1 **Profile.** Update your full name and email address. Email changes update your sign-in address immediately — sign in with the new email next time.
- 2 **Change password.** Enter your current password once and the new password twice. Minimum eight characters. Other browser sessions keep working until they expire (or you sign them out from the sessions panel below).

Tips for a strong password

- Use a passphrase (three or four random words strung together) rather than a short complex string — both are equally secure on paper but the passphrase is far easier to remember.
- Don't reuse a password you use on other sites.
- If you suspect anyone else has your password, sign out of every active session from the panel above, then change the password.

11. Troubleshooting

Common issues and quick fixes. If nothing here resolves your problem, contact Portrait Group with a screenshot and a description of what you were trying to do.

"I can't sign in"

- Check Caps Lock is off and that you're entering the email correctly (case doesn't matter, but extra spaces will).
- After 5 failed attempts in 5 minutes, sign-ins are temporarily blocked — wait 5 minutes and try again.
- If you've forgotten your password, contact Portrait Group. There's no self-service reset.

"The viewer shows an empty stage / black screen"

- Hard-refresh the page (Ctrl+F5 on Windows, Cmd+Shift+R on Mac). The browser may be running an old cached version.
- Check the scan's status on the property page — if it's still PROCESSING, the viewer can't open it yet.
- Try a different browser. Chrome and Edge are best supported. If the issue is reproducible in a fresh browser, contact Portrait.

"The viewer is laggy on my laptop"

- Drop the **Detail** setting in the sidebar to **Medium** or **Low**.
- Switch **Style** from shaded to flat — faster to render.
- Close other tabs, especially video calls and 3D apps.
- If your laptop has switchable graphics, make sure the browser is using the discrete GPU rather than the integrated one.

"My share-link recipient says it doesn't work"

- Check the link's status badge in your share-link list. ACTIVE means it should work; REVOKED, EXPIRED don't.
- If the link is ACTIVE and password-protected, confirm the recipient has the correct password (passwords are case-sensitive).
- Send them the URL again — perhaps it got truncated or modified by their email client. The URL should be one continuous string ending in 22 random characters.

"I want to add or remove a property"

Properties are managed by Portrait. Contact us with the change you'd like and we'll update your account.

"Where do I get help?"

Email or call your usual Portrait Group contact. Include a screenshot and a brief description of what you were trying to do — it speeds resolution considerably.

Appendix A: Keyboard shortcuts

All shortcuts assume the viewer has focus. Click anywhere on the 3D stage if your keys aren't responding.

Movement

W	Move forward
S	Move back
A	Strafe left
D	Strafe right
Q	Move down
E	Move up
Shift	Hold for 3× speed

Interface

Tab	Toggle sidebar
H	Toggle joystick + slider
Esc	Close inline edit forms

Camera

Space	Reset to current preset
R	Reset to Overview preset
F	Frame visible model
1	Overview preset
2	Front preset
3	Rear preset
4	Left preset
5	Right preset
6	Top preset

Appendix B: Glossary

LiDAR	Light Detection and Ranging — the laser-scanning technology Portrait uses to capture your buildings as point clouds.
Point cloud	A scan made up of millions of 3D measured points, each with X, Y, Z coordinates and often colour. The viewer renders these as visible discs.
Property	A site or building on your account. Holds one or more scans.
Scan	A single survey output. The thing you actually open in the 3D viewer.
Share link	A public URL you create that grants access to a scan or property. Optionally password-protected and/or time-limited.
Token	The 22-character random string in a share-link URL. Functions as a unique, unguessable handle.
Splat	Photoreal scan format. Renders as a continuous photographic-looking surface rather than discrete points. Some of your scans may be splats; the viewer handles both transparently.
Customer portal	The screens you see after signing in — My properties, the property detail page, the 3D viewer, the share-link manager, and Account.

Need help?

Looking for a walkthrough, a live demo, or just need a hand getting started? We're happy to help — that's what we're here for.

If you'd like a guided tour of Landscape, training for surveyors, contractors, or anyone else in your supply chain who'll be using the platform, or simply have a question this guide doesn't answer, get in touch with your usual Portrait Group contact. We can arrange a screen-share, run a workshop with your team, or tailor a session around the specific properties in your portfolio.

Portrait Group Limited

Portal: landscape.portrait.org.uk

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