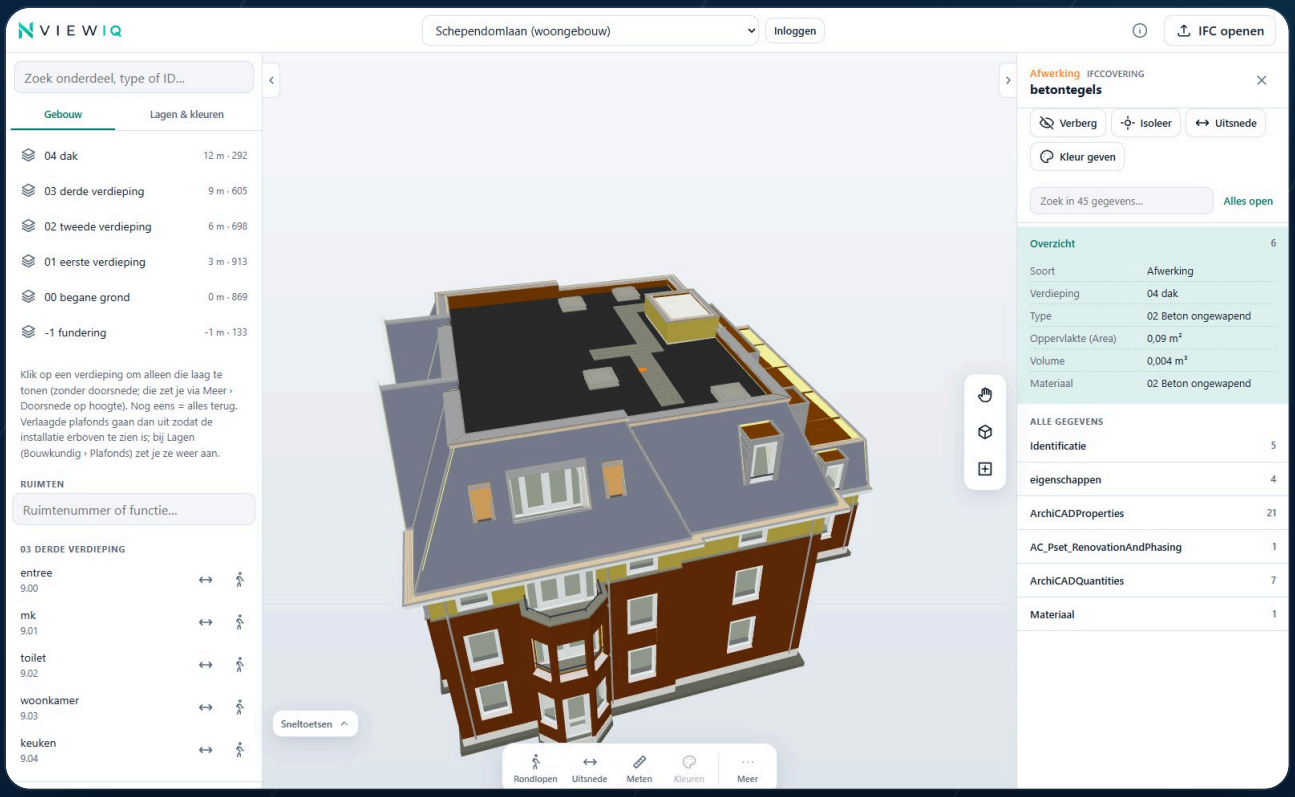
NEXORAH



USER GUIDE · THE WEB APP AT APP.VIEWIQ.NL

ViewIQ

Step by step: projects, publishing models, the 3D viewer, issues, drawings, checklists and your account.

Version 1.11
15 November 2026

For everyone
administrator, modeller and viewer

PC and phone
nothing to install

Nexorah Group · smart software for the building services and construction sector · 2026

CONTENTS

What is where

1	What ViewIQ is and who can do what	3
2	Getting started	5
3	For administrators	7
4	For modellers: publishing models	13
5	The viewer	17
6	On site	21
7	My account	24
8	Questions and problems	25
9	Contact	27

About this guide. Keys are shown as `Esc`, button labels `like this`. This is version 1.11 of 15 November 2026. The latest version is always available at viewiq.nl/en/downloads.html.

ViewIQ shows the BIM models of your projects in the browser: on the PC in the office, on a phone or tablet on site. You don't need to install anything. This guide explains step by step what you can do and where the buttons are. Button labels appear in this guide `like this`, exactly as you see them in ViewIQ.

CHAPTER 1

What ViewIQ is and who can do what

Your company has an **organisation** in ViewIQ. It contains the **projects**. Each project has five tabs: **Models**, **Drawings**, **Issues**, **Checklists** and **Members**.

Roles

There are two kinds of roles: in the organisation and per project.

- **Organisation administrator**: creates projects, invites colleagues, manages the subscription and is automatically administrator of all the organisation's projects.
- **Organisation member**: sees only the projects they have been invited to, with the role that applies there.

Within a project, each person has one of these roles:

- **Viewer** (fitter, lead fitter, site manager, project manager): views the model, creates issues and fills in checklists. **Free.**
- **Modeller**: publishes models and drawings. Paid user.
- **Administrator** (of the project): manages members and models. Paid user.

External parties, such as a subcontractor's fitter, are invited per project, not into the organisation.

What	Viewer	Modeller	Project-administrator
View models and drawings, use the viewer	yes	yes	yes
Create issues, comment, add photos	yes	yes	yes
Start and fill in checklists	yes	yes	yes
Turn colours on and off in the viewer	yes	yes	yes
Publish a model, new version, edit or replace a model	–	yes	yes
Download original IFC	–	yes	yes
Upload and edit drawings	–	yes	yes
Set colours by system for everyone	–	yes	yes
Create an API key for ViewIQ Connect	–	yes	yes
Invite members, change roles, see email addresses	–	–	yes
Delete a model, drawing or issue	–	–	yes
Edit project details, archive a project	–	–	yes
Delete a project, view the audit log, export everything (organisation administrator only)	–	–	yes

Only the **organisation administrator** creates new projects, manages the checklist templates, invites colleagues into the organisation, takes out the subscription and releases a PC for ViewIQ Connect.

Paid and free users

- **Paid users** are the organisation administrators and everyone who is a modeller or administrator in a project.
- **Viewers** are free, and you can invite as many as you like.
- A pending invitation for a paid role already takes up a seat.

CHAPTER 2

Getting started

Accepting an invitation

You receive an invitation by email. Sometimes your administrator forwards the link themselves, for example via WhatsApp. An invitation link is **valid for 7 days**.

1. Open the link. You see **Welcome to <project>** and the role you have been invited with.
2. **No account yet?** Enter **Your name**, choose a password of at least 12 characters and repeat it (a sentence of a few words works best). Click **Create account and open**.
3. **Already have an account?** Enter **Your password** and click **Sign in and open**.
4. You go straight into the project (or into the project list).

> Does the link no longer work because it has expired or has already been used? If you have already used it, choose **Go to sign in**. If it has expired, ask the administrator for a new invitation.

Signing in

1. Go to **app.viewiq.nl**.
2. Enter your **Email address** and **Password** and click **Sign in**.
3. You see the **Projects** page. Click a project to open it.

If you have **two-factor authentication** turned on (see My account), ViewIQ asks for the 6-digit code from the authenticator app on your phone after your password. Lost your phone? Enter one of your recovery codes instead of the code. If you tick **Remember this device for 30 days**, ViewIQ asks only for your password in that browser for 30 days (don't do this on a shared computer); after a new password, after **Sign out everywhere** or if you set up 2FA again, it asks for the code again.

You stay signed in as long as you keep using ViewIQ. If you are inactive for a while, you are signed out automatically: after 12 hours if you are an administrator or modeller, after 7 days if you are a viewer (your organisation can set a shorter time). After 90 days you always have to sign in again. Working on a shared tablet? When you have finished, choose your name at the top right > **Sign out**.

> **Forgot your password?** On the sign-in page, click **Forgot password?** and enter your email address. You receive an email with a link (valid for 1 hour) to choose a new password. After that you are signed out everywhere and your API keys for Connect lapse. Nothing received? Check your junk mail, or ask info@viewiq.nl for a reset link. Nobody at ViewIQ knows or chooses your password.

Try ViewIQ free for 7 days

For a new company. A trial includes 3 paid users (modellers or administrators) and unlimited viewers. You don't need to enter any payment details.

1. On viewiq.nl or on the sign-in page, click **Try free for 7 days**.
2. Enter **Company name**, **Your name** and your **Business email address**, and optionally your phone number.
3. Click **Try free for 7 days**. The link to activate your account arrives by email and is valid for 7 days. Nothing received? Also check your junk mail folder.

4. Open the link, choose a password and click **Activate account**. The 7-day trial starts from that moment. You are the administrator of your organisation (and therefore one of the 3 paid users) and can create a project straight away.

A trial is possible once per email address. Did the link expire before you activated your account? Simply request the trial again with the same email address: you will receive a new link. After 7 days the trial ends automatically, unless you take out a monthly subscription (see Subscription). Everything you created during the trial then simply stays in place.

One device at a time

An account is personal. For **paid users** (administrators and modellers), an account works on one device at a time. If you sign in on a second device, the first device is signed out. There you then see:

> "You have been signed out because your account was signed in on another device. An account is personal and works on one device at a time."

If you sign in there again, the other device is signed out. So if, as a modeller, you look at the model on your phone on site, you are signed out in the office. That is intentional. This rule does not apply to viewers.

The project list

- Each project shows your role, the number of models and when it was last updated.
- If you have more than 4 projects, you can search by project name, number or location.
- At the top is **My issues**: the open issues assigned to you, across all your projects.
- On a phone, the link at the top left (e.g. **← Projects**) always goes back one level.

CHAPTER 3

For administrators

The organisation page

Click your name at the top right > **Organisation**. You only see this menu item if you are an administrator of an organisation. If you manage more than one organisation, choose which one at the top right. This page contains:

- the **licence**: trial or subscription, until when, and how many paid users are in use (e.g. "3 of 5 paid users in use");
- the **Subscription** section with the invoices;
- **Add colleague to the organisation**;
- the **Security** section (see below);
- the list of members, with their role, the number of projects, when they last signed in, the label *Paid* or *Free*, whether they have *2FA*, which PC they use ViewIQ Connect on, and the **Sign out everywhere** button;
- **Audit log and data**: the audit log and the export of all data;
- **External users in your projects** and **Deleted projects**;
- **Pending invitations**.

Your organisation's security

In the **Security** section on the organisation page, you set two things:

- **Two-factor authentication**: *Required for administrators and modellers* (the default since 13 November 2026: anyone who publishes models or manages members; viewers on site remain free to choose), *Required for everyone* or *Optional* (everyone can turn it on themselves). Anyone who doesn't have it yet first gets a setup screen the next time they sign in; this takes a few minutes. Nobody loses their account, and ViewIQ Connect keeps working. Signing in with Microsoft where Microsoft itself already asked for a second step counts as 2FA. You can turn off the requirement with *Optional*; we advise against it, and it is recorded in your organisation's audit log. If you later choose to make it required again, first turn on 2FA for your own account.
- **Automatic sign-out after inactivity**: by default 12 hours for administrators and modellers and 7 days for viewers; you can set a shorter time for everyone (for example 1 hour for shared tablets). It applies immediately, including to anyone who is signed in now.

If a phone or laptop is lost, or a colleague has left: click **Sign out everywhere** next to the member. The account remains; the colleague has to sign in again everywhere. If you remove a member from the organisation, they are also signed out everywhere immediately.

> Sensitive actions (inviting colleagues, changing roles, removing members, these settings, creating API keys) ask for your password again if you last entered it more than fifteen minutes ago. With 2FA turned on, the code from your app is also accepted. After that you can carry on working for fifteen minutes.

Inviting colleagues into the organisation

1. Under **Add colleague to the organisation**, enter the email address.

2. Choose the role: **Member — only sees projects they're invited to** or **Administrator — creates projects, manages everything (paid user)**. Below the choice it says whether it costs a paid seat. A member is free; if they become a modeller or administrator in a project, they do use a paid seat.
3. Click **Invite**. The colleague receives an email and either chooses a password or signs in with their existing account.

Does it say "No email was sent"? Then copy the link with **Copy** and forward it yourself.

Under **Pending invitations** you can:

- **Resend**: a new email is sent and the previous link stops working;
- **Copy link**: you get a new link to forward yourself. ViewIQ doesn't store links that have been sent, so the previous one lapses;
- **Revoke**: the link stops working;
- **Invite again** for an expired invitation.

Changing roles and removing members

- Role in the organisation: in the drop-down list next to the name, choose **Member** or **Administrator**. If you revoke someone's admin rights (including your own), ViewIQ asks for confirmation first.
- Removing someone from the organisation: click the bin icon. That person loses access to all the organisation's projects. If their account then no longer belongs anywhere else, it is erased; their issues, comments and photos remain, without a name.

External users in your projects

On the organisation page, **External users in your projects** lists everyone from outside your organisation who is in one of your projects (for example a subcontractor's fitter or a consultant), with their role and company per project.

- If an external user is **administrator** of a project, they can invite people there as viewer or modeller, but cannot make anyone an administrator, and cannot demote your staff or remove them from the project.
- If an external administrator invites someone, changes a role, removes someone, deletes a model or archives the project, all administrators of your organisation receive an email. It is also recorded in the audit log.

Audit log

On the organisation page, click **Audit log**. You see who did what and when in your organisation:

- sign-ins (including failed attempts) and changes to your members' passwords and API keys;
- who opened or downloaded which **model**, **drawing** or **photo** (one line per person per day), and who downloaded an IFC file or BCF;
- publications, members and invitations, role changes, and what has been deleted or archived;
- actions by external users (marked) and by ViewIQ itself, for example a licence change.

Filter by period, type, person or project. With **CSV** you download the lines (with your filters) for Excel. Lines about opening models, drawings and photos are kept for 1 year, all other lines for 2 years. IP addresses are removed after 90 days. Only organisation administrators can see the audit log.

Exporting all data

On the organisation page, click **Export everything (ZIP)**. You get a single ZIP with, per project, the IFC files of all retained versions, the PDFs of all drawing versions, all issues with their history and photos, all checklists (as JSON and CSV), and for the organisation the member list, the external users, the checklist templates and the audit log. The ZIP contains a LEESMIJ (README) file. If the ZIP is too large, choose **Without IFC files**. This is still possible for 90 days after your subscription has ended.

Creating a project

1. Go to **Projects** and click **+ New project**.
2. Enter the **Project name**, and optionally the **Project number** and **Location**. If a project with the same name already exists, ViewIQ warns you.
3. Click **Create project**. You go into the new project.

The next step: publish a model (see chapter 4) and give people access.

Giving people access to a project

1. Open the project and go to the **Members** tab.
2. Under **Give someone access**, enter the email address and, if you like, the first and last name.
3. Choose the role: **Viewer** (free), **Modeller** or **Administrator** (both paid users). Below the choice you see whether the role costs a paid seat and how many seats are already in use. If someone is already an administrator or modeller in your organisation, they don't count twice.
4. Choose the company (required): a company that already appears in this project, or **New company...** with its name.
5. Optionally write a message. It is included in the invitation email; links are removed from it.
6. Click **Invite**. If someone already has an account, they are added immediately.

- The company appears next to each name and next to pending invitations, and you can filter the list by it. It is a label within this project and is separate from your subscription.
- If someone doesn't have a company yet, choose **Fill in** next to the name. You then see the domain of the email address as a suggestion; it is only saved when you click **Save** yourself.
- You change a role in the drop-down list next to the name. Making someone an administrator or revoking admin rights asks for confirmation first.
- You remove someone from the project with the bin icon.
- Administrators with *(organisation)* after their role are administrators of the whole organisation. You change that role on the organisation page, not here.

> If all paid seats are taken, you cannot invite a new modeller or administrator. In that case, invite the person as a viewer, make someone else a viewer, or add users (see Subscription).

Editing project details and archiving

1. Open the project and click **Project details** at the top.
2. Change the name, number, location or **Description** and click **Save**.
3. Is the project finished? In the same window, click **Archive** and confirm.

An archived project disappears from the list and members can no longer open it. Nothing is deleted. You restore it via **Archived** at the bottom of the project list > **Restore**. Note: if you restore a project, its modellers and administrators count as paid users again.

Deleting a project

Only an organisation administrator can delete a project (an external project administrator cannot). Open **Project details** > **Delete** and type in the project name. The project disappears immediately for everyone. Within 30 days you can recover it on the organisation page under **Deleted projects** > **Recover** (it then goes into the archive); after that, ViewIQ permanently erases everything: models, drawings, issues, photos and checklists. If you want to keep the data, export it first.

Checklist templates

A checklist always starts from a template. Templates apply to all projects in your organisation. Only an organisation administrator creates them.

1. Open a project > **Checklists** tab > **Manage templates**.
2. Click **+ New template**. Give it a **Name**, e.g. "Air handling unit handover".
3. Add questions with **+ Add question**. For each question, choose the answer type (**Yes / no**, **Text** or **Number**) and whether the question is **Required**. Use the arrows to change the order of the questions.
4. Click **Save template**.

If you change a template later, checklists in progress keep their own questions.

Subscription and paid seats

You pay per paid user per month: **€69** for users 1 to 5, and **€59** from user 6 onwards, excl. VAT (EU businesses outside the Netherlands: reverse charge). Viewers are free. You can cancel any month.

Subscribing

1. Go to the organisation page > **Subscription** section > **Start subscription**.
2. Choose the number of **Paid users (administrators and modellers)**. This must be at least as many as there are now. You immediately see the amount per month.
3. Enter the billing details: **Company name**, **Billing email**, address, **Country** and your **VAT identification number**. Outside the Netherlands the VAT identification number is required: we check it in VIES and the reverse charge then applies.
4. Click **Go to payment**. You pay the first month via Mollie with iDEAL or credit card. After that, payment is charged automatically every month by direct debit or credit card.
5. Back in ViewIQ you see "Payment successful". The invoice appears under **Invoices** and is also emailed to you.

Changing the number of users: click **Change number of users** and choose the new number. The change takes effect immediately.

- **More users**: you first see the one-off additional payment for the rest of the paid month (the price difference pro rata for the remaining days, including VAT; with reverse charge without VAT) and what the monthly amount will be from the next direct debit. Click **Increase and pay €...**: the amount is charged automatically using your subscription's payment method; you don't need to do anything. The invoice arrives by email and appears under **Invoices** once the payment has succeeded. If the charge cannot be started, the increase does not go ahead.
- **Fewer users**: click **Save**. The lower amount applies from the next monthly direct debit; you get nothing back for the current month. If you increase again later in the same month, you don't pay again for users you have already paid for that month. You cannot have fewer seats than there are paid users now: first make someone a viewer.

- **Charge failed?** You receive an email and the Subscription section shows the **Retry charge** button. Until the amount has been paid, you cannot increase any further. If you do nothing, we will offer it once more after the next monthly direct debit has succeeded.
- Increasing is not possible after a failed direct debit (pay first via **Pay now**), not on the days when the direct debit for the new month is still being processed, and not after you have cancelled.

Cancelling: click **Cancel** and confirm. Nothing more is charged. ViewIQ keeps working until the end of the paid month; you receive a confirmation by email. After that it is closed and everything is kept for another 90 days. With **Resubscribe** you can start again later; if you cancel and resubscribe within the paid month, the new month follows on from the paid one.

Invoices are at the bottom of the Subscription section. Click an invoice to open and print it.

> **Not paid?** If a monthly payment fails, you see "The last direct debit failed" with the **Pay now** button. If you pay this way, the new subscription replaces the old one. ViewIQ keeps working for another 7 days. After that, ViewIQ is **closed** for your company, including for viewers. Nothing is erased: everything is kept for 90 days. A trial has no grace period: after the last day it closes.

If your trial is about to end or a payment is outstanding, you see this at the top of the project list with the link **Go to subscription**. You also receive an email about it.

Releasing a PC for ViewIQ Connect

ViewIQ Connect (the Revit plug-in) works on one PC per account. The first PC on which someone publishes is linked to their account. If a modeller gets a new PC, you release the old one:

1. Go to the organisation page.
2. Find the colleague in the member list. Below their name it says "ViewIQ Connect on <PC name>".
3. Click **Release PC** and confirm with **Release**.

The plug-in then links itself to the next PC on which that colleague publishes. This is possible once every 30 days per user. If you need it more often, email info@viewiq.nl.

If someone has published from several PCs or as several Revit users in the last 30 days, you see a warning below their name. An account is personal: give each modeller their own account.

Releasing the Autodesk link

From ViewIQ Connect 0.3.6 onwards, a ViewIQ account also belongs to one Autodesk account (the sign-in at the top right in Revit). The first time someone works with Connect, ViewIQ links their account to that Autodesk account. If someone else works with their own Autodesk account under the same ViewIQ account, Connect reports: "This ViewIQ account is linked to a different Autodesk account. Ask your administrator to release the link."

1. Go to the organisation page.
2. Find the colleague in the member list. Below their name it says "Linked to an Autodesk account since <date>".
3. Click **Release Autodesk** and confirm with **Release**.

Connect then links itself to the next Autodesk account used to publish on this ViewIQ account, for example that of a new employee. This is possible once every 30 days per user; more often via info@viewiq.nl. ViewIQ stores only an irreversibly hashed code of the Autodesk account, no name or email address.

If Revit is not signed in to Autodesk (for example with an offline licence), you can still publish. Connect reports it, and below the name you see how often that happened in the last 30 days.

CHAPTER 4

For modellers: publishing models

You can publish a model in two ways: **from Revit with ViewIQ Connect** (the fastest) or as an **IFC file via the website**. You must be a modeller or administrator in the project.

Via the website (uploading an IFC)

1. Export your model as IFC. In Revit: File › Export › IFC. You can first compress a large IFC as a **.zip** or **.ifczip**: it uploads much faster.
2. Open the project and click **Publish model**.
3. Drag the file into the box, or click in the box to choose it.
4. Enter the **Model name** (e.g. "Mechanical installations"), choose the **Discipline** and the **Source (who does the model come from?)**: Architect, Structural engineer, Consultant, Installer, Main contractor or Own model.
5. Does this model replace another model? Choose it under **Replaces model (optional)**. Otherwise leave **No, this is an additional model** selected.
6. Optionally fill in **What has changed?** and click **Publish**.

Keep the window open until the upload has finished. If the connection drops, ViewIQ retries automatically. If that doesn't work, click **Resume**: whatever has already arrived is kept. With **Stop upload** you cancel.

> If a model with the same name already exists, ViewIQ asks "Is this an updated version?" In that case, click **Publish as version ...**. That way you don't get a duplicate model.

From Revit with ViewIQ Connect

ViewIQ Connect is a plug-in for Revit 2023, 2024, 2025, 2026 and 2027. The full instructions are in the file **README.txt** in the download. In short:

1. **Download**: your name at the top right > **My account** > **Download ViewIQ Connect (Revit 2023-2027)**, or via viewiq.nl/en/download.
2. **Verify**: ViewIQ Connect is not yet signed; a signed version will follow as soon as the code signing certificate (SSL.com) has been issued. Until then, Windows may show a warning during installation. So first check the **SHA-256 checksum** of the ZIP: viewiq.nl/en/download shows the checksum of the current version, and in PowerShell `Get-FileHash .\ViewIQ-Connect-en.zip -Algorithm SHA256` gives the checksum of your download. Only continue if they are exactly the same; otherwise, don't install anything and email security@viewiq.nl. This way you know that the warnings from Windows and Revit are only about the missing signature.
3. **Install**: extract the whole ZIP, close Revit and double-click **Installeren.cmd** (the installer). Windows may show "Windows protected your PC" and Revit asks the first time whether you trust the add-in (ViewIQ Connect, Nexorah Group B.V.): once the checksum matches, choose "More info > Run anyway" and in Revit "Always load". You now see the **ViewIQ Connect** panel on the **Add-Ins** tab (since 0.3.13; before that a separate ViewIQ tab) with **Publish** and **Settings**. If you are using a version older than 0.3.11, install the new version; your API key will keep working.
4. **Create a key** (once): in ViewIQ, go to **My account** > **API keys (ViewIQ Connect)**. Enter a name (e.g. "Office Revit laptop"), click **New key** and then **Copy**. You only see the key once.

5. **Set up the key**: in Revit > ViewIQ > Settings. Leave the server address as it is (Connect only works with the address app.viewiq.nl and always asks for your key again after an address change; if someone asks you to set a different address, don't do it and report it to your administrator), paste the key and click Save. Connect tests the key immediately.
6. **Publish**: ViewIQ > Publish. Choose the project and "New model" or "New version of an existing model". Choose which 3D view is included (tip: create a fixed 3D view "ViewIQ" without a section box), optionally add a comment and click Publish. Your own IFC export setups (e.g. from your BIM execution plan) are saved per Revit model: create them in the model you are publishing.
7. Revit does not respond during the IFC export. That is normal: **don't close Revit**. Connect tells ViewIQ every minute that it is busy. For a large MEP model the export can take a long time; Connect shows how long it took for this model last time ("Last time the export took 3 h 3 min."). After that, Connect uploads in the background. Click "Open in ViewIQ" when it is finished.

Connect works on **one PC** per account. Different PC? Ask your organisation administrator to release the old PC (see Releasing a PC). Linked models are not included: publish each discipline separately. If you publish both the architectural model and the MEP models via Connect, they line up in ViewIQ.

Processing and status

After uploading, ViewIQ converts the model for the viewer. You don't have to wait for this. The model card shows the status:

- **Queued** or **Processing**: please wait. The larger the model, the longer this takes. The page refreshes automatically.
- **Ready**: the model is in the viewer.
- **Failed**: the reason is shown below. Click **Retry** to try again, or publish a new IFC.

While a new version is still being processed, the previous version remains available to everyone.

Warning "No properties" or "Few properties"

During processing, ViewIQ counts how many properties (such as flow rate, air velocity or manufacturer) the model contains. If a model has no properties, or far fewer than the previous version, you see a warning:

- on the model card, for example "This model has no properties. Check the IFC export settings in Revit/Connect.";
- in the version history, next to that version: **No properties** or **Few properties**;
- in ViewIQ Connect after publishing: not a green "Ready", but "is in ViewIQ, but note: ..." (in newer versions of Connect).

The model is still in the viewer, but when you click an element, data is missing. What to do:

1. If you publish with ViewIQ Connect, use the latest version (especially with Revit 2026) and choose the **ViewIQ default** under IFC export setup. It includes the properties and base quantities.
2. Are you using your own IFC export setup, or exporting yourself via File › Export › IFC? Then turn on the property sets in the export settings (Revit property sets and the IFC common property sets).
3. Publish the model again as a new version. If the warning disappears, all is well.

A small auxiliary model (for example only openings or grid lines) can genuinely have no properties; in that case you don't get a warning.

New version, versions and editing a model

- **New version**: on the model card, click **New version**, choose the file and click **Publish**. Issues and colours stay with the model.
- **No changes**: if you publish a model whose content is the same as the latest version (for example a new export without changes), ViewIQ does not create a new version. You then see "No changes since version .... No new version has been created." The export time alone does not count.
- **Versions**: click the clock icon or choose ··· > **Show versions** in the menu. For each version you see who published it and what changed. You can **Open** a recent version in the viewer. Modellers can also download the original IFC there (the arrow icon).
- **Changing name, discipline and source**: via the ··· menu on the model card.

Old versions are cleaned up

For each model, the **last 3 ready versions** are kept in full: you can open and compare them. ViewIQ cleans up older versions every night. They stay in the list marked **Cleaned up**: the converted model is gone, but the original IFC is kept.

- Do you still want to view or compare a cleaned-up version? As a modeller or administrator, click **Reprocess** in the version history. The version then goes through processing again and can be opened afterwards. A restored version stays for at least 14 days.
- The IFC of an old version is kept for **12 months**. After that it is also removed and the version is marked **Deleted**: it then only remains in the list, with who published it and when.
- Nothing is ever cleaned up while the latest version is not yet ready: the model on screen always stays.
- How many versions are kept in full and how long the IFC is kept may differ per company. If you want to change this, email info@viewiq.nl.

Replacing a model (e.g. consultant → installer)

Often the consultant's model is in the project first and later the installer's. In that case, replace the old model instead of deleting it.

1. On the old model's card, choose ··· > **Replace with another model...**.
2. Under **Replace with**, choose the new model and click **Replace**. Or choose **No other model (retire only)**.

The old model is then no longer shown in the viewer by default, so that nobody accidentally works to an outdated design. While the new model is still being processed, the old one stays in the viewer until then. The old model is kept with its versions and issues, under **Replaced models** at the bottom of the tab. With ··· > **Reinstate** you bring it back.

You can also choose which model it replaces directly when publishing the new model (**Replaces model**).

Aligning models (origin)

ViewIQ places each model at its own IFC coordinates. If all disciplines have been exported with shared coordinates, they line up automatically. If, for example, the mechanical model has a different origin from the architectural model, you align it once:

1. Open the viewer with both models and choose **More** > **Align models** (modellers and administrators only).
2. Under **Model to move**, choose the model that is in the wrong position.

3. Choose **Align with 2 points**: click a recognisable point in the other model (e.g. the corner of a shaft or column) and then the same point in the model that moves. Corners and edges snap, just as when measuring. Or enter the offset yourself: east (X), north (Y) and elevation (Z) in mm, and optionally a rotation in degrees.
4. Check the view and click **Save**.

The position applies to everyone in the project and to all subsequent versions of that model. Issues move with it. With **Automatic** you return the model to its own coordinates.

Delete model (project administrators only) removes the model with all its versions for everyone, and this cannot be undone. The files (IFCs and converted models) are permanently erased from the server 30 days later; during that time the model no longer counts towards storage. If you only want it out of view, choose Replace.

Uploading drawings

1. Go to the **Drawings** tab > **Upload drawings**.
2. Choose or drag one or more PDF drawings (up to 50 at a time). ViewIQ checks beforehand whether the PDF is valid.
3. For each drawing, ViewIQ suggests a **Name**, **Drawing no.** and **Revision** from the file name. Check these and optionally choose a **Discipline** for all drawings.
4. Click **Upload**. If one fails, the others remain and you retry that one.

You upload a new revision with **New version** on the drawing. Issues on the old version remain visible. With the pencil icon you change the name, number, revision or discipline. You sort the list **By drawing number**, **By name** or **Last updated**.

CHAPTER 5

The viewer

Opening

- In the project, click **Open in viewer**: all ready models open together.
- Or click **Open** on a model card: only that model.
- With **Choose** you tick which models to load. Fewer models open faster, especially on mobile data. With **Remember this choice on this device** the viewer opens your selection directly next time. If the models are large together, ViewIQ automatically asks which models you want.

At the top left of the viewer, the arrow takes you back to the project.

Navigating

What	With the mouse	On a phone or tablet
Orbit	Drag with the left mouse button held down, or `Shift` + drag with the scroll wheel held down	Drag with one finger
Pan	Drag with the scroll wheel held down (as in Revit or a PDF), or drag with the right mouse button held down	Drag with two fingers
Zoom	Mouse wheel (zooms towards the point under the cursor) or pinch on the touchpad	Pinch or spread two fingers (zooms towards the point between your fingers)
Select element	Click	Double-tap (a single tap does nothing, so you never open the properties by accident)
Select multiple elements	`Ctrl` or `Shift` + click	–
With **Pan tool** on	Dragging with the left mouse button pans; orbit with the right mouse button or `Shift` + scroll wheel	One finger pans; orbit with two fingers

On the right of the screen there are three buttons, one above the other:

- **Pan tool**: dragging pans the model instead of orbiting, as in a PDF. Click again to orbit again. Your device remembers this choice. If the model no longer orbits when you drag, check whether the pan tool is on (the button is then coloured).
- **Home view**: the model at an angle from above, fully in view.
- **Top view**: straight from above, fully in view.

Zooming stops just before the surface you are zooming towards: you no longer go straight through floors and walls. You then orbit around that point. If you want to go into a room, choose a storey, create a section box or start walking.

Lost? Click **Home view** or **Top view** on the right of the screen, or choose **More** > **Fit to view** in the toolbar. Under **More** you will also find **Orthographic view** / **Perspective view** and **Show all**.

Selecting and properties

Click an element, or double-tap it on a phone or tablet. The properties appear on the right: at the top a summary in plain language, below it **All data** from the model, by group. Search for a property with the search box, or click **Expand all**. If it says "not in source model", that value has not been filled in in Revit.

With the buttons above the properties:

- **Hide**: removes the element from view;
- **Isolate**: shows only this element;
- **Section box**: places a section box around this element;
- **Apply colour** (modellers and administrators): give this element, its system or its type a colour.

The cross closes the selection. With the i button at the top (**Project information**) you see details about the project and the elements in the model.

Searching the model

On the left, type in **Search element, type or ID...**, for example a manufacturer, a system name or a type. Click a result to go to it.

Storeys and rooms

On the left, the **Building** tab lists the storeys with their elevation. Click a storey to show only that storey (the ceilings are then hidden automatically, so you can see the installations above them). No section is applied; if you do want one, choose **More** > **Section at height**: it then cuts just below the floor of the storey above. Click the storey again to get everything back.

If the model has rooms, they are listed below per storey, with room number and name. If a room in the model itself has no meaningful name (for example "1" or "Space", as with MEP spaces from Revit), ViewIQ uses the number and name of the corresponding Revit room (Room Number and Room Name). Areas from an area plan (Area) do not count as rooms. Search by room number or function. Click a room to fly to it. With the buttons next to the room you create a **section box around this room** or **walk** through it.

Section at height and section box

- **Section at height**: **More** > **Section at height**. With the **Height** slider you set where the model is cut. With the drop-down list next to it you jump to a storey. To turn it off: **More** > **Section off**.
- **Section box** (a box around part of the model): click **Section box** in the toolbar. Click **Adjust** and drag the arrows to make the section box smaller or larger. Click **Done**, and **Off** to stop.

Layers and disciplines

The **Layers & colours** tab lists the layers, such as Ventilation and Mechanical, with the number of elements.

- Click the eye icon to turn a layer on or off. Click the name to see the groups underneath.
- **Only** shows only that layer or group.
- At the top, choose what layers that are turned off do: **Hide** or **Ghosted** (transparent).
- **All on** turns everything back on.

Tip: click **Only** next to Ventilation or Mechanical and then choose **Ghosted**. You see the installations with the building transparent around them.

Colours by system

In Revit, ducts, pipes, fittings, air terminals and equipment belong to a system. ViewIQ can colour them by system.

- **Everyone** can turn the colours on and off with the **Colours** button in the toolbar, or with **Colour** in the Colours section.
- **Automatic**: a system type without its own colour automatically gets a colour based on its meaning (cold blue, hot orange, heating flow red, heating return blue ...). The colour swatch then shows that automatic colour; hover over it for the explanation. A system type that ViewIQ does not recognise gets a fixed colour of its own.
- **Modellers and administrators** set the colours for the whole project. Click **Suggest colours**: each system type gets a colour based on its meaning. If you like it, click **Save**, otherwise **Back to previous colours**. You can also choose a colour yourself per system type or system: click the colour swatch and choose a colour, or a custom colour. This fixes the colour. After saving you can still use **Undo**.
- **No colour** in the same picker removes your own colour. For a system type, the automatic colour then returns; a single system gets the colour of its system type again.
- If a model has no systems, colour via a selection: click an element and choose **Apply colour**.

Insulation, hangers and generic models don't belong to any system and therefore don't get a system colour.

Measuring

Click **Measure** in the toolbar and choose how to measure at the top of the measuring panel. All dimensions are in millimetres, in the panel and as labels in the model. You can place several measurements side by side.

- **Point to point**: click or tap the first point and then the second. Corners and edges snap. You see the sloping distance (pink line) and, as separate lines, the horizontal dimension (blue) and the vertical dimension (green), together forming a right-angled triangle. The two angles are shown in degrees: the angle to the horizontal plane and the angle to the vertical. If the measurement is (almost) level or plumb, you only see the sloping line; the dimensions are still shown in the panel.
- **3-axis laser**: click or tap once on a surface, for example a wall at a connection. Just like a cross-line laser, ViewIQ measures from that point down, up and sideways (in both directions, along the wall and away from the wall) to the nearest surface, for example *Down 770 mm to floor*; the panel shows for each direction what was hit (floor, ceiling, wall, window). If a label falls outside the view, it slides back along its line towards the point. On a wall, the directions follow that wall; on a floor, the axes of the model. ViewIQ omits directions that hit nothing within 30 m. Hidden layers and models, and anything outside the section box, are not hit: for example, turn off the finishes to measure to the bare wall.

With **Clear measurements** you start again. `Esc` first removes a half-placed measurement; pressing `Esc` again (or the cross) stops measuring and clears all measurements.

Walking

1. Click **Walk** in the toolbar.
2. Click or tap a floor where you want to start, or choose a room from the list.
3. Walking:
   - **Phone/tablet**: tap the floor where you want to go and you walk there automatically. Or steer with the circle at the bottom left. Dragging looks around; double-tapping an element gives information.
   - **PC**: click in the view to look around with the mouse. `W` `A` `S` `D` = walk, `Shift` = run, wheel = zoom, click = information, `Esc` = release mouse.

4. **Ghost** is on by default: you walk through walls and doors, but stay on the floor and simply walk up stairs. If you turn it off (or press `G`), walls stop you. On a PC you can float with Ghost on: `Space` up, `C` down. With **Stop** (or `Esc`) you finish.

At the top you see which room and storey you are in. Walking is only possible in a model with floors or rooms. If you only open an MEP model, also open the architectural model.

Comparing versions

If you have one model open with earlier versions, choose a version under **Compare with earlier version...**. ViewIQ colours what is **New** (green), **Changed** (orange) and **Removed** (red). With **Show differences only (and zoom to them)** you see only the differences. The **List of differences** takes you to each element. Click **Stop comparing** when you have finished.

You can compare with the versions that are still kept in full. If the version you are looking for is not listed, it has been cleaned up: first have it reprocessed.

On a phone

- You open the side panel (search, Building, Layers & colours, Issues) with the menu button at the top left.
- The toolbar is at the bottom: Walk, Section box, Measure, Issue, Colours and More.
- With the **Storey** button at the bottom left you choose a storey without opening the side panel. You then see only that storey, at an angle from above. No section is applied.
- On mobile data, load only the models you need (**Choose** in the project).

CHAPTER 6

On site

Creating an issue

An issue is a snag, question or safety issue. You can create it in three places.

In the model (the issue is placed on the element):

1. In the viewer, click **Issue** in the toolbar.
2. Click or tap the place in the model that the issue is about.
3. ViewIQ asks **Here?** with the element and the storey. Choose **Yes**, or **Again**.
4. Fill in the form (see below). A screenshot of the model is attached automatically.

On a drawing: open the drawing, click **Post issue** and tap the place on the drawing. Note: Revit and other BIM software cannot show an issue that is only on a drawing at a location in the model (see Also place in 3D).

Without a location: **Issues** tab > **+ New issue**.

The form:

1. **What's the issue?** (required), e.g. "Valve leaking".
2. **Type**: Snag, Question, Safety or Other.
3. **Photos**: **Take photo** (camera) or **From gallery**. Up to 20 photos per issue.
4. Under **More** you will find: description, priority (Low, Normal, High), **Assign to**, due date and (for an issue without a location) storey and room.
5. Click **Post issue**.

What you enter is saved as a draft, including the photos. If your session expires or you accidentally close the page, next time you see **Unsent issue** with **Continue draft**.

Issue status

An issue has four statuses: **Open** → **In progress** → **Resolved** → **Closed**. Open the issue and click the status.

- The creator, the assignee or an administrator can change the status.
- **Closing** (and reopening) is done by the reporter or an administrator. This way the reporter checks whether it has really been resolved.
- The reporter or an administrator changes the assignment, due date, title, description, type, priority and location (**Edit**). Can't make it in time? Say so in a comment.
- Under **History** you see all comments and changes. Write a comment and click **Post**.
- Only a project administrator can delete an issue. If you just want to wrap it up, set it to Closed.

Also place in 3D

If an issue is only on a drawing, the issue shows "This issue is only on a drawing". The reporter or an administrator can then also place it in the model:

1. Open the issue and click **Also place in 3D**. The viewer opens.
2. Click or tap the place in the model that the issue is about and choose **Yes** at **Here?**

The issue then gets the element, the viewpoint and a screenshot, just like an issue you create in the model. The pin on the drawing stays. In the BCF export, the issue is then placed on the element in the model.

With **Show in model** you see in the viewer where the issue is. In the viewer, issues appear as numbered pins in the model. In the **Issues** tab of the side panel you can also show closed issues as pins.

Finding issues

- In the **Issues** tab, choose at the top: **Open**, **To verify** (reported as resolved, waiting for the reporter or administrator), **Mine** (by or for you), **Overdue** or **All**.
- Filter by type, assignee and storey, group the list (**By assignee**, **By storey**, **By status**, **By type**) or search.
- **My issues** at the top of the project list shows the open issues assigned to you, in all your projects.

Issue emails

If an issue is assigned to you, someone comments on an issue by or for you, or the status changes, you are notified by email. By default you receive **one email a day**, at 07:00, with everything from the past day:

- per project, with for each issue the number, the title, the location, what changed and by whom, and a link to the issue;
- at the bottom, the **Open all issues** button;
- if nothing has happened, you don't receive an email.

You are not emailed about what you do yourself. Prefer each issue separately, or no email at all? Choose it under My account > **Issue emails**: **Daily digest**, **Immediately** or **Off**.

Viewing drawings

1. Open the **Drawings** tab and click a drawing. The flag icon shows how many open issues it has.
2. Zoom with the + and − buttons, the mouse wheel or pinching, up to 4000%. Click the percentage to **Fit**. Use the arrows to page through. Tap the page number to jump to a page.
3. Issues appear as numbered pins on the drawing. Tap a pin to open the issue.
4. If the drawing has several versions, choose the version at the top. With an older version you see "You are viewing an older version" with **Go to the latest**. Pins from an earlier version are marked "from v...".

Checklists

1. Go to the **Checklists** tab > **+ New checklist**.
2. Choose the **Template** and optionally the storey and room. Click **Start**.
3. Answer the questions with **Yes**, **No** or **N/A**, or enter text or a number. Each answer is saved immediately. Required questions are marked with a *.
4. With **+ Note or photo** you add a note or photo to a question.
5. If you answer **No**, click **Create issue**: the question, your note and the photos are included in the issue. Or write in the note why it is acceptable after all.
6. At the bottom, click **Complete**.

You can only complete the checklist once all required questions have been answered, every No has an issue or a reason, and everything has been sent. A completed checklist with a No is called **Completed with deviations**. Need to change something? Click **Reopen**. The person who completed it or an administrator can do this. A checklist can be deleted by an administrator, or by its creator as long as nothing has been filled in yet.

Without a connection

No signal in the basement or the shaft? Just fill in the checklist. Answers, notes and photos that could not be sent are kept on your phone or tablet. The question then shows **Not yet sent**. This remains so if you reload the page or close the app.

- As soon as there is a connection again, ViewIQ sends them automatically. Also when you open the checklist again later. If you don't want to wait, tap **Send now**.
- If a colleague has answered the same question differently in the meantime, their answer stays. Your answer is then not sent. You see this at the question, with what is there now and what you had entered.
- **Create issue** for a No is only possible once the answer and the photos have been sent. That way they are included in the issue.
- **Complete** is only possible once nothing is marked **Not yet sent** any more.
- Storage applies per user. If you sign out, anything not yet sent is removed from the device. It is also cleared after a week. A colleague on the same tablet does not see your answers.

Printing a report

1. In the **Issues** tab, set the filters as you want (e.g. Open, by storey).
2. Click **Report**. On a phone this is under **More** > **Print report**. The report takes over your filters. You can still adjust them there.
3. Click **Print / PDF**. In the print dialogue, choose a printer or "Save as PDF".

For each issue, the report shows the type, priority, assignment, due date, location, the photos and, for an issue on a drawing, a crop of the drawing.

Exporting BCF

BCF is the standard format for issues in BIM. In the **Issues** tab, click **Export BCF** (on a phone under **More**). You get a BCF 2.1 file (the open standard for construction issues) that you can import into any software that supports BCF. The element from the model, the viewpoint and the image are included.

If some issues are only on a drawing, ViewIQ tells you first: "X issues are only on a drawing. Revit cannot show them at a location in the model; they are still exported, as text with the drawing." With **View these ... issues** you see which ones. You can still export with **Export anyway**. If you want Revit to find them in the model, first place them in 3D as well.

CHAPTER 7

My account

Click your name at the top right > **My account**.

- **Details**: change your **Name** and click **Save**. You cannot change your email address yourself.
- **Issue emails**: choose **Daily digest** (default: one email at 07:00 with everything from the past day), **Immediately** (an email for each assignment, comment or resolved issue) or **Off**. Your choice is saved immediately. See Issue emails.
- **Change password**: enter your current password and the new one twice. A password must be at least 12 characters, must not contain your name, email address or company name, and must not be on the list of commonly leaked passwords (such as "Welcome2026!"). A sentence of a few words is easy to remember and strong. Click **Change password**. Other devices are then signed out and all your API keys for Connect lapse. If your current password no longer meets these requirements, ViewIQ asks you to choose a new one after signing in.
- **Two-factor authentication**: an extra lock on your account. When you sign in, ViewIQ asks not only for your password but also for a 6-digit code from an app on your phone, so that someone who knows your password still cannot get in. Set it up in three steps:

  1. Click **Set up 2FA** and enter your password again.
  2. On your phone, open an authenticator app (for example Microsoft Authenticator or Google Authenticator, free in the app store), choose *add account* and scan the QR code. Reading this on your phone? Then choose *enter manually* in the app and type the key shown below the QR code. Enter the 6-digit code and click **Verify**.
  3. Keep the eight **recovery codes** in a safe place (password manager or paper). Each code works once and is your lifeline if you lose your phone. You only see them once; under **New recovery codes** you can create new ones later (the old ones then lapse).

  You can turn it off with **Turn off** (password and code), unless your organisation requires it. Lost both your phone and your recovery codes? Ask your organisation administrator to contact ViewIQ; we reset 2FA and you set it up again (you always receive an email about this).
- **Remembered devices** (only with 2FA on): the browsers where you ticked **Remember this device for 30 days** when signing in. There, ViewIQ does not ask for a code for 30 days. With **Revoke** (or **Revoke all**) that device asks for the code again next time.
- **Where you're signed in**: each line is a device or browser on which your account is open, with when it was last active. Don't recognise something? Click **Sign out** on that line (or **Sign out all other devices**) and change your password.
- **API keys (ViewIQ Connect)**, for modellers and administrators:
  - Enter a name and click **New key**. Click **Copy** and paste the key into ViewIQ Connect. Then click **I've saved it**.
  - You only see a key once. Lost it? Just create a new one.
  - The list shows for each key when it was last used and when it expires. A key is valid for 180 days and also lapses if it has not been used for 90 days; two weeks before it expires you receive an email. Then create a new key and paste it into Connect.
  - **Revoke**: the key stops working immediately. Do this if a laptop is lost.

CHAPTER 8

Questions and problems

"You have been signed out because your account was signed in on another device."

You are a paid user and have signed in on another device, or someone else is using your account. Sign in again: the other device is then signed out. Don't share your account. A fitter can get their own viewer account for free.

"Your session has expired."

Sign in again. You return to the page you were on. An issue you were creating is still ready as a draft. Checklist answers that had not yet been sent are also still there and will be sent automatically.

"You have been signed out because you were inactive for a while."

After a period of inactivity (12 hours for administrators and modellers, 7 days for viewers, or shorter if your organisation has set it) ViewIQ signs you out, so that an open laptop or tablet does not give access for months. Sign in again; nothing is lost.

"Too many sign-in attempts. Try again in ..."

A wrong password has been tried too many times for this account or from this address. Wait for the stated time and try again; from an address where you previously signed in successfully, you can usually continue straight away. Wasn't it you? Then someone is trying to guess your password: you receive an email about it if there are many attempts. Choose a password you don't use anywhere else and turn on two-factor authentication.

"That code is incorrect" with two-factor authentication

Wait for the next code in your app (a new one every 30 seconds) and check that the time on your phone is set automatically. A code only works once. After 20 incorrect codes in one day, 2FA for your account is locked for 24 hours; you receive an email about this.

"First secure your account"

For administrators and modellers, two-factor authentication is required by default (since 13 November 2026), or your organisation has made it required for your role. Follow the three steps on screen (password, scan the QR code, save the recovery codes); see My account. After that you can simply carry on.

"All ... paid users are in use."

All paid seats are taken. You can invite the person as a viewer (free), make another paid user a viewer, or revoke a pending invitation for a paid role. Or add users: with a subscription via organisation page > **Change number of users**, during the trial by taking out a subscription with more users.

"ViewIQ is closed" or "The subscription of ... has expired"

Your company's subscription or trial has ended or has not been paid. Nothing has been erased: everything is kept for 90 days. During that time, organisation administrators can still view everything (read-only) and export everything; after that, everything is erased, at the latest 30 days later. If you are an administrator, take out a subscription on the organisation page (or click **Pay now**). Otherwise, ask your administrator. If it says that ViewIQ has closed the company, email info@viewiq.nl.

My model stays on "Processing"

Large models need more time. The page refreshes automatically as long as the Models tab is open. If it stays on processing for a very long time, or it says **Failed**, click **Retry** or publish again. If that doesn't help, email info@viewiq.nl with the project name and the model name.

My models don't line up

Export all disciplines with shared coordinates. The easiest way is to publish everything via ViewIQ Connect. If you export yourself: don't turn on "Include IFCSITE elevation". See README.txt in the Connect download. If a discipline still uses a different origin, align the model in the viewer (see Aligning models).

I see no or few properties

If the model shows **No properties** or **Few properties**, the IFC was exported without property sets. See Warning "No properties": check the IFC export settings in Connect or Revit and publish again.

All storeys have the same name

Then the levels in Revit have the same value in the IfcName parameter. Give each level its own IfcName, or clear that parameter, and publish again.

ViewIQ Connect: "already in use on another PC"

Connect works on one PC per account. Ask your organisation administrator to release the old PC: organisation page > next to your name **Release PC**. This is possible once every 30 days.

ViewIQ Connect: "Your API key doesn't work (any more)"

The key has been revoked or has expired, or you have changed your password. Create a new key under **My account** and paste it into Revit under ViewIQ > Settings.

ViewIQ Connect: "You are not in any project yet" or "You are only a viewer"

Ask the administrator to add you to a project as a modeller.

My colleague doesn't receive an email

If you see "No email was sent" or "ViewIQ is not sending emails at the moment", copy the link and forward it yourself, for example via WhatsApp. If an email doesn't arrive, also ask the recipient to check their junk mail folder.

"You don't have access (any more) to this project"

You have been removed from the project, the project has been archived or the link is incorrect. Ask the project administrator.

Walking doesn't work

Walking is only possible in a model with floors or rooms. Also open the architectural model.

CHAPTER 9

Contact

Questions, a problem or an idea? Email info@viewiq.nl. Mention the project, what you did and what you saw. A screenshot helps. If it concerns ViewIQ Connect, also send the log file: `%AppData%\ViewIQ\connect.log`. Your key is not in it.

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