

The OneAtlas Platform FAQ

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ACCOUNT

1. How can I get a OneAtlas account?

You can create a OneAtlas account directly on the OneAtlas portal, by clicking on <https://account4.intelligence-airbusds.com/account/CreateAccount.aspx?l=en&RelayState=>

2. How do I log into my account?

You can visit the following website: <https://oneatlas.airbus.com> and click on “Log In”. You will be asked to enter your Airbus login details and default password to get started.

Notice: For Geostore users, this is the same username & password to use OneAtlas

3. How do I change my OneAtlas password?

You can customize your password by clicking on “My Account” and “Modify my password”

4. How can I recover my password?

Please use the “Forgot password?” link on the OneAtlas login page. Click on “Forgotten or expired password?” immediately under the sign in button to start the recovery process. Enter your OneAtlas login (email address) and copy the characters displayed to the right of the box. Click on “validate” to submit your request. You will receive an email from our team with an activation link. If not, please check your spam folder.

5. How long do I have to wait before getting pay-per-order or subscription users rights to access OneAtlas Data?

You should get access within up to 2 working days.

6. Several people from my company want to be able to order products. Can I open a generic account?

We advise against having a single generic account. However, you will have a single account for your company and each employee will have his/her own login and password. You can specify if you want an employee to be able to view orders placed by other employees from your company.

7. How can I track my pay-per-order & Living Library subscription orders?

Pay-per-order contracts: Order tracking is available on the OneAtlas Data interface, in the “Order Tracking” panel. This is where you can find the list of the orders that you have placed, and the delivery status of each.

Archive products:



Product has been delivered



Product has been ordered

Tasking products:

The overall status is being indicated (e.g.: active) as well as all acquired segments (e.g.: validated, proposed...)

Living Library: Order tracking is available on OneAtlas data interface, in the “Order tracking” panel. This is where you can find the list of the orders that you have placed and that have not yet been delivered, with three different statuses: Pending, Error and Delivered.

8. How will I know when my product is going to be delivered?

For pay-per-order contracts (i.e.: Pléiades Neo & One Tasking for Pléiades & SPOT), each individual company account has a dedicated workspace on OneAtlas Data, which can be associated with one or several e-mail addresses.

When you place archive & tasking orders, you may specify the recipients who should receive email delivery notifications.

You may also connect to OneAtlas Data and use the “Order Tracking” panel to check the progress of your order.

9. Can the different users of the same account simultaneously access the OneAtlas services?

Yes, simultaneous access is possible.

10. Why does the order status not seem to display my orders?

For pay-per-order contracts, the order status may sometimes encounter disturbances, so it might not display your orders right after order confirmation. To bypass this temporary issue, we invite you to close and re-open the order status menu, and then launch a new search.

11. I am having difficulties with the OneAtlas Data web interface, what can I do?

To use the OneAtlas Data web interface, we recommend you use a recent version of Mozilla Firefox or Google Chrome, so please first make sure you are using the appropriate web browser. If the interface still does not respond or data does not display, you can contact us at the following address: technicalsupport@intelligence-airbusds.com. We will be able to assist you remotely.

OUR SATELLITES

12. What are the available image resolutions?

For pay-per-order contracts, Pléiades Neo (30cm) archive images and tasking options are available as well as Pléiades (50cm) & SPOT 6/7 (1.5m) tasking options.

For subscription customers, your Living Library subscription provides you with access to the complete archive of Pléiades 50cm images as well as selected SPOT 1.5m images available on a global scale.

13. Will data from additional sensors be available?

Radar imagery and Vision-1 will soon be available in OneAtlas.

CONSUMPTION

14. How can I track my consumption?

For Living Library users, your consumption can be monitored in the OneAtlas Data web interface in the “Usage” panel. Your balance is also available in the blue header.

If you are an OneAtlas API user, you can track your consumption using the API. Please refer to the API documentation available on the OneAtlas Developer portal. For Living Library, please note that your consumption status is updated every 5 minutes for streaming.

For pay-per-order contracts, you may access to your distinctive orders by accessing the “Quotation Tracking” tab.

15. What are Pléiades Neo pricing terms?

All prices are in Euros, and are listed per square kilometre. The prices and minimum order values apply regardless of the:

- Spectral band combination
- Standard geometric processing level
- Radiometric processing level
- Image format
- Image encoding
- Available projections

Archive prices apply as soon as the data is available in the Airbus imagery catalogue.

16. How will I be billed?

For pay-per-order contracts, ordering through OneAtlas does not change how we bill customers. Our Customer Service receives notice of all orders placed through the portal and establishes invoices as usual.

17. Can the pay-per-order payment be deducted from the credits already available on the other OneAtlas services (e.g. Living Library)?

The payment for tasking orders cannot be deducted from the Living Library or Analytics credits.

18. Is there a link between my subscriptions in OneAtlas (Living Library, OneAtlas Basemaps...) and my One Tasking orders?

No, there is no link between the amount dedicated to subscriptions and One Tasking orders.

Subscriptions correspond to pre-paid amounts whereas One Tasking orders are paid on a per-order basis.

SERVICES

19. Which formats and options do you provide?

Pléiades Neo (Archive & Tasking)

<p>Validated combinations available</p> <p><i>As of Nov 2nd, 2021</i></p>	<ul style="list-style-type: none"> ✓ Primary Bundle-FS Basic JPG2000 + GeoTiff ✓ Primary Bundle-FS Reflectance JPG2000 + GeoTiff ✓ Primary Pansharpened-FS Basic JPG2000 ✓ Ortho Pansharpened-FS Reflectance JPG2000 + GeoTiff ✓ Ortho Pansharpened-FS Display JPG2000
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Living Library Subscription (Archive)

	Delivery mode	
	Streaming	Download
Spectral bands	RGB Panchromatic or Multispectral with WCS and Pixel4Analytics	Bundle or Pansharpened
Geometric Processing level	Ortho	Ortho
Radiometric Processing Level	Display	Reflectance, Display
Pixel depth	8 bits / 16 bits with WCS and Pixel4Analytics	8 bits / 16 bits
Projections	Geographic (WGS 84) Web Mercator	Geographic (WGS 84) UTM WGS 84
Format	WMS/ WMTS WCS Pixel4Analytics	Geotiff JPEG2000

OneTasking (Pléiades & SPOT only)

	Delivery mode	
	Streaming (once collected)	Download
Spectral bands	RGB Panchromatic or Multispectral with WCS and Pixel4Analytics	Bundle or Pansharpened
Geometric Processing level	Ortho	Primary, Projected, Ortho
Radiometric Processing Level	Display	Basic, Reflectance, Display
Pixel depth	8 bits / 16 bits with WCS and Pixel4Analytics	8 bits / 16 bits
Projections	Geographic (WGS 84) Web Mercator	Geographic (WGS 84) UTM WGS 84
Format	WMS/ WMTS WCS Pixel4Analytics	Geotiff JPEG2000

OneAtlas Basemap

	Delivery mode	
	Streaming	Download (Digital Copy)
Spectral bands	RGB	RGB
Pixel depth	8 bits	8 bits
Projections	Geographic (WGS 84) Web Mercator	Geographic (WGS 84) Web Mercator
Format	WMS WMTS AGS Soap AGS Rest KML WFS (metadata)	Geopackage or COG delivered through our cloud platform or physical delivery

3D Textured Model: 3DTiles or OSGB format

SEARCH & ORDER IMAGERY

20. How can I define my area of interest?

You can type your AOI location into the search bar or Draw your AOI on the map using the AOI manager. The area will need to be bigger than 5 km² and the width must be bigger than 1.5 km.

- **Box** Click and drag to select your AOI. Click again to fix the area.
- **Polygon** Click and include as many reference points as necessary around your AOI to create a polygon covering the entire area between each point. You can lock the area by double-clicking on the last point.
- **Upload** Shape / kml / kmz files

21. How can I search for a specific location?

Using the search bar, you can search by country & city name, street address and geographic coordinates. Please note that the search bar works in English only. You can also upload your AOI in multiple file formats.

22. How can I launch a search by coordinates in OneAtlas?

There are two ways to search by coordinates in OneAtlas.

You can paste the coordinates in the search bar in latitude and longitude and OneAtlas will automatically zoom to this location, or

you can use the advanced drawing functionalities to enter the center point coordinates in decimal or sexagesimal units by clicking on “Coordinates”. Choose to draw a square or a rectangle around this point.

23. Can you explain the difference between WMS and WMTS?

WMS (Web Map Service) and WMTS (Web Map Tiled Service) are both OGC standard protocols. They allow an easy use of streaming services in GIS tools or libraries. For short response time streaming, we recommend to use WMTS as it serves a pre-rendered pyramid of tiles reducing waiting time for the data and bandwidth.

24. How do I order a single Pléiades Neo archive image?

First, you need to identify your Area of Interest. Click on the “AOI Manager.” Use the tools to draw or upload your AOI and zoom to your target. Then, click on the “Archive Imagery” icon that appears at the bottom of the map. A list of available archive images will appear on the left side of the map. You can filter the catalogue by date, resolution, cloud cover, and incidence angle.

You can download the image by clicking on the shopping cart icon. If you want to order multiple images, just use the “wishlist” function identified with this symbol . Just select all required images and order them at once with the requested processing & format options.

25. How can I order Pléiades Neo products for a specific AOI?

Pléiades Neo products are automatically delivered for your AOI. Even if the image is larger than your AOI, only the image covering your AOI will be delivered. However, minimum invoicing will be applied to your archive orders smaller than 25 sq.km.

26. Which browsers and respective versions are supported by OneAtlas?

Chrome Version 66.0.3359.139 (Build official) (64 bits)

Firefox Version 52.3.0 (32 bits)

27. Will the service be available on a 24/7 basis?

Yes, the service is available 24/7.

To be updated on maintenance or service disruptions you can refer to <https://status.oneatlas.airbus.com/>

ONE TASKING

28. How can I access One Tasking through OneAtlas?

There are two possibilities to access One Tasking on The OneAtlas Platform.

You can either enter the URL address - <https://data.oneatlas.airbus.com> - and enter your usual login and password,

or you can go to the OneAtlas portal, click on « My Services » and select 'One Tasking'.

We have issued a new document explaining how to access the One Tasking offer in the OneAtlas platform. Please feel free to contact your Customer Care representative, they will be happy to send it to you.



29. Which satellites can be tasked?

The Pléiades Neo (30 cm), Pléiades (50cm) and SPOT 6/7 (1.5m & 6m) satellite constellations can be tasked over your area.

30. How can I task Airbus' satellite constellations using The OneAtlas Platform?

A quick start guide explains in a few easy steps how to select, task and manage your One Tasking satellite requests. The only requirement at this stage is to have a Premier customer account and an internet connection to access the platform.

31. What is the difference between tasking modes?

OneDay tasking is managed fully automatically through OneAtlas. This tasking allows you to choose your acquisition day. Twenty-four hours before your acquisition date you will receive a weather forecast to let you confirm, postpone or cancel our request at no cost. This offer is best suited for Areas of Interest between 100 and 800 sq. km for Pléiades and 500 and 7 200 sq. km for SPOT 6-7. Find more about OneDay in the dedicated user guide.

OneNow tasking is managed completely automatically through OneAtlas. This tasking allows you to Access useful information in an instant. When immediate imagery is required, our satellites can be tasked to deliver valuable insights in the shortest possible timeframe. If images are cloudy we keep collecting images of your area until we are successful. This offer is best suited for Areas of Interest between 100 and 800 sq. km for Pléiades and 500 and 7 200 sq. km for SPOT 6/7.

OnePlan tasking is managed semi-automatically through OneAtlas. This tasking allows you to obtain a qualified coverage within an agreed timeframe. You select your timeframes, dates and preferred sensor and the Airbus Tasking Team ensures you receive the right qualified coverage, perfectly matching your project milestones. Find more about OnePlan in the dedicated user guide.

OneSeries is managed semi-automatically through OneAtlas. This tasking allows you to get coverage on a regular basis. Whether you are dealing with long-term changes or highly dynamic situations, OneSeries brings you the required intelligence at the frequency you choose. For highest frequencies,

our cloud cover commitment ensures you pay only for the most useful results. Find more about OneSeries in the dedicated user guide.

Minimum orders are 100 km² for Pléiades Neo & Pléiades with a minimum size of 5 km in any direction and 250 km² for SPOT 6-7 with a minimum size of 10 km in any direction.

A table explaining the different features of each tasking mode can be found on the Tasking Services page.

32. How can I get a One Tasking account?

If you're already using One Tasking on GeoStore, you may simply connect to the OneAtlas platform and order your Pléiades & SPOT images from OneAtlas.

For new customers, you may request access by clicking on the following link <https://www.airbus-intelligence.com/request-onetasking-access>

For Pléiades Neo access, you may send your request by [clicking here](#)

33. What are the One Tasking options available in OneAtlas?

3 tasking options are available for Pléiades Neo:

OneDay – OneNow – OnePlan

It is possible to monitor your Area of Interest by planning regular or repeated acquisitions, within the same order request, by selecting multiple timeframes. The same acquisition options and parameters apply to all occurrences.

The 4 One Tasking options available for Pléiades and SPOT 6/7 are the following ones:

OneDay – OneNow – OnePlan – OneSeries

Please refer to the Quick Start Guide or to the One Tasking technical specifications to learn more about each option.

34. I would like to task Pléiades Neo and Pléiades and/or SPOT 6/7. How can I do?

If you want to order Pléiades Neo **and** Pléiades and/or SPOT 6/7 new collections, you will have to place two orders and select the right contract for each order: choose the Pléiades Neo contract for your Pléiades Neo new collections and choose the Pléiades and/or SPOT 6/7 contract for Pléiades and/or SPOT 6/7 order(s).

Then, for each order, you have to:

1. define your Area of Interest (AOI),
2. select your One Tasking option,
3. Follow the distinctive steps & set your processing options as well as the delivery mode required for your final products
4. Accept the licence as well as term& conditions
5. Click on "Create Order" to finalize your tasking

35. With Pléiades Neo, two OneNow options are proposed: OneNow and OneNow Weather; what are the main differences between the options?

ONE NOW Corresponds to intensive **acquisitions** of the area with up to 3 high priority acquisitions resulting in 3 rush deliveries in the shortest possible timeframe. All acquisitions are delivered regardless of the cloud cover.

With **ONE NOW WEATHER** we still apply the highest tasking priority to collect the area in the shortest possible timeframe, but the satellite will acquire the area only when the weather conditions are favourable: only the validated image / coverage is delivered to you.

36. I would like to monitor my area with Pléiades Neo, but I cannot find the OneSeries option. How can I do?

It is obviously possible to monitor your area in 30cm using Pléiades Neo satellites. You just have to plan regular or repeated acquisitions, within the same order request, by selecting multiple timeframes, using the One Tasking option that best meets your needs. Same acquisition options and parameters apply to all occurrences.

37. Will I receive automatic notifications at each step of my tasking order to track the progress of my tasking request?

Automatic email notifications are sent to inform you about:

- The order confirmation,
- And the order completion.

In OneAtlas, you can choose additional notifications you want to receive to track progress of your tasking order:

- Each acquisition completed
- Acquisition notification when matching the agreed cloud cover threshold + estimated delivery time
- Weekly summary
- End of acquisitions
- Delivery notification

38. Is it possible to select the processing options required for my products?

Once you have defined your area of interest and chosen your One Tasking option,

You can view and modify the processing parameters, including:

- The spectral band combination
- The geometric processing level
- The projection code (if ortho and projected)
- The orthorectification DEM reference
- The radiometric processing options
- The pixel coding
- The product formats
- The production priority
- The licence

39. How can I access my products once acquired?

Only a few hours after the image acquisition, we will proceed with a double delivery:

- Your new collections will be delivered instantly your OneAtlas My Data workspace. The image will be available in this workspace for one month. During that time you will be able to download the image and/or stream the image in full resolution.
- The new acquisition will also be available on your **FTP** customer account.

Please note: the NITF format is available for FTP delivery only.

40. What are the delivery formats available with the streaming links?

The streaming links related to your new acquisitions are available in the following delivery formats:

- Pixel4Analytics
- WCS
- WMS
- WMTS

41. Can I track the progress of my tasking order?

You can **view and track the progress of your acquisitions** in the OneAtlas Data web interface. For example, if you have tasked OnePlan, every time a validated acquisition is made over your AOI, then the **percentage of completion** of your tasking is updated accordingly.

The **tasking tracking** will allow you to:

- **visualize** your image on the map
- **check** the tasking **acquisition progress**
- And/or even decide if you wish to **accept it or not**.

The validated image will then be available in MyData.

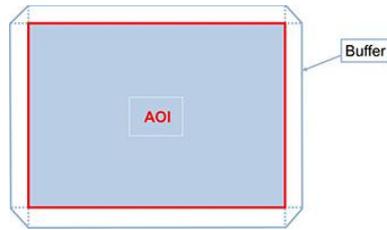
42. How are One Tasking orders invoiced?

One Tasking orders are invoiced on a per-order basis, once the validated image or the qualified coverage is collected and delivered. One Tasking orders are not related to any Living Library or Analytics subscriptions.

If you order Pléiades Neo and Pléiades and/or SPOT 6/7 new collections, you will receive two invoices: one related to your Pléiades Neo order and another one related to your Pléiades and/or SPOT 6/7 order.

43. What Is the Automatic Buffer?

A buffer is applied to PLEIADES and SPOT6/7 products during production. The AOI created in production is larger than the AOI ordered and has clipped corners as a result of an algorithm used to generate the buffer.



The buffer is automatically applied since 07-22-2015. It concerns all PLEIADES and SPOT6/7 products, PRIMARY and ORTHO.

The buffer is systematically applied and is not a production option. The buffer is applied to the production AOI, and not to the AOI ordered, which is used for invoicing

API

44. What is an API?

An application program interface (API) is a set of routines, protocols, and tools for building software applications. By using our APIs, you will be able to automate tasks, build your own software or integrate our images in your portal or GIS tool.

In the Guides section you will find all our guides relating to our OneAtlas APIs.

45. What can be done through the APIs?

You will find below our API offer on the Developer Portal will help you integrate this offer.

46. What is an API Key and how to get it?

An API Key is your digital signature identifying you as a user of OneAtlas services. You can get your API Key by clicking on “Get Your API Key” in the Developer Portal.

47. How am I charged for using OneAtlas API?

The charging works the same way as if you were consuming via the Portal. The price will be the same if you are streaming images thanks to the API or via the Portal.

LEGAL

48. Where can I learn more about your product licences?

All our licences are available on our website by accessing on our website

<https://www.intelligence-airbusds.com/legal/licences>

49. Where can I learn more about your terms & conditions?

Our terms & conditions are available on our website by accessing on our website

<https://www.intelligence-airbusds.com/legal/terms-and-conditions/>