MONTANA
Department of Transportation

Project Development & Delivery - Digital Design and Modeling Services

Support Guide

Application/Tool(s): AutoDesk Construction Cloud & BIM 360, GuideSIGN, Civil 3D
Version(s): GuideSIGN 2025.8.3.0.X, Civil 3D 2024.4.3
Environment: N/A
Released/Revised: 3/25/2026

NEED HELP?

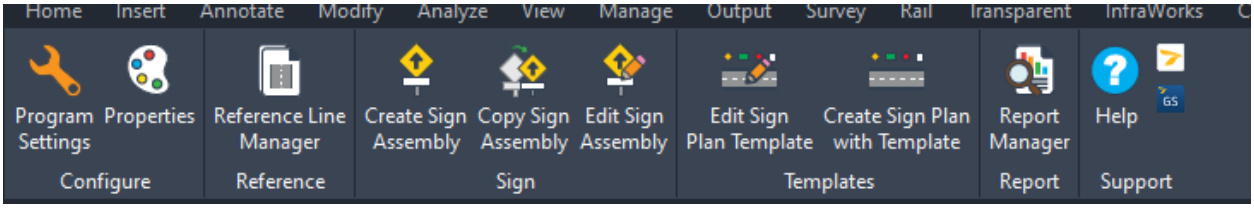
SUPPORT
Open a Case

GUIDESIGN – BIM360 TO ACC FILE PATH WORKFLOW

ISSUE:

Following migration of project files from BIM 360 to Autodesk Construction Cloud (ACC), failures occur when accessing GuideSIGN project-specific sign libraries. The transition modified the underlying project file paths, resulting in broken or invalid library references within GuideSIGN. As a result, GuideSIGN is unable to locate or load the previously configured custom sign libraries when trying to use any of the GuideSIGN tools.

The tools used to place the impacted objects are the GuideSIGN Plan tools shown below:



SOLUTION:

To restore access to project-specific sign libraries, affected users must be reconnected to the original BIM 360 project. Reinstating their BIM 360 project access allows

GuideSIGN to recognize and validate the project-specific sign library configuration with primary project files being hosted in ACC.

After access is restored, users must update the library file paths within GuideSIGN to point to the new ACC project location.

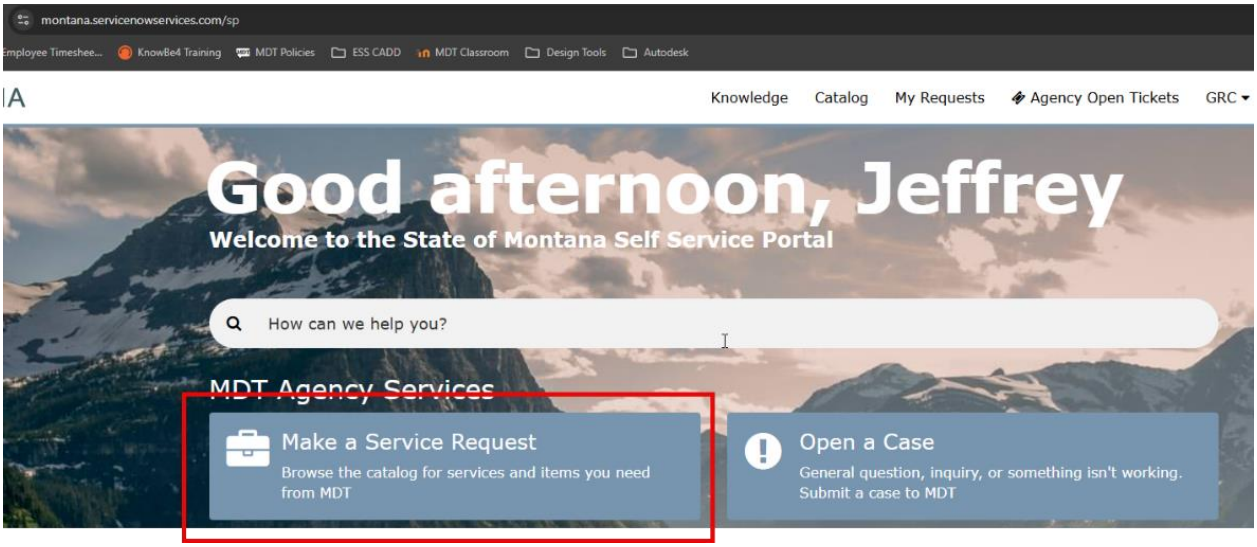
This process ensures continuity of project data and re-establishes full functionality of GuideSIGN with the ACC environment.

PROCEDURE:

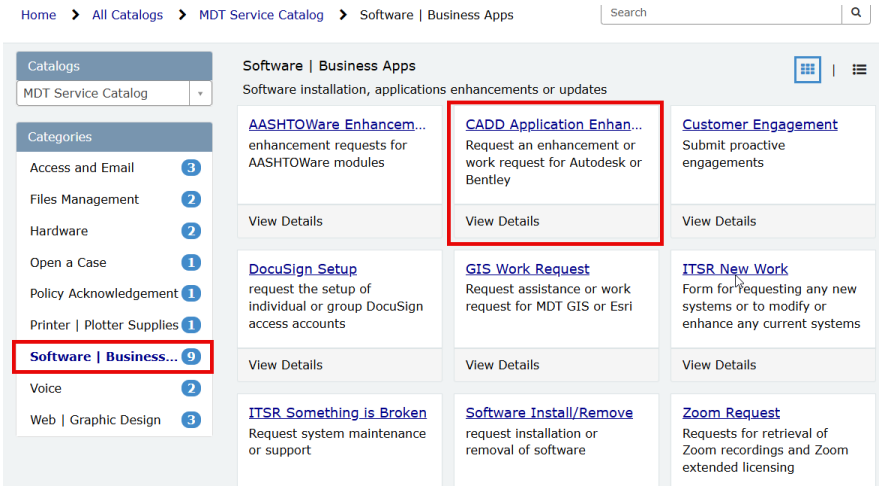
Submitting a Service Request

Users will need to submit a service request to regain access to the BIM 360 project files. That request can be submitted as follows:

1) Access the state employee MDT Service Desk portal via https://montana.servicenowservices.com/sp
2) Click the “Make a Service Request” tile



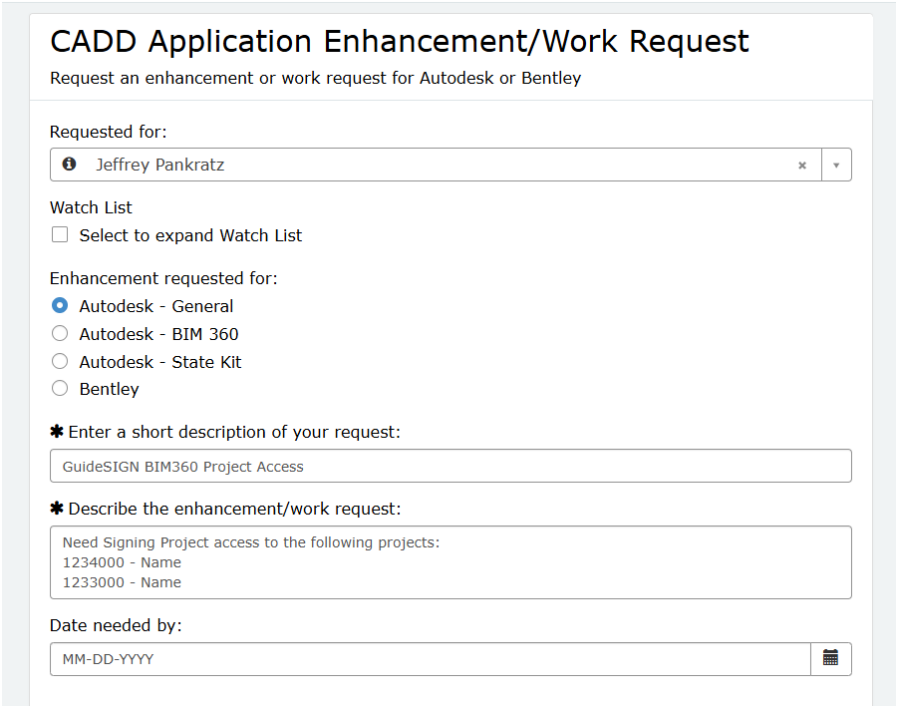
3) Navigate to the CADD Application Enhancement Request in the Software section



4) Fill out the request to be added back to the BIM 360 projects by selecting “Autodesk – General”

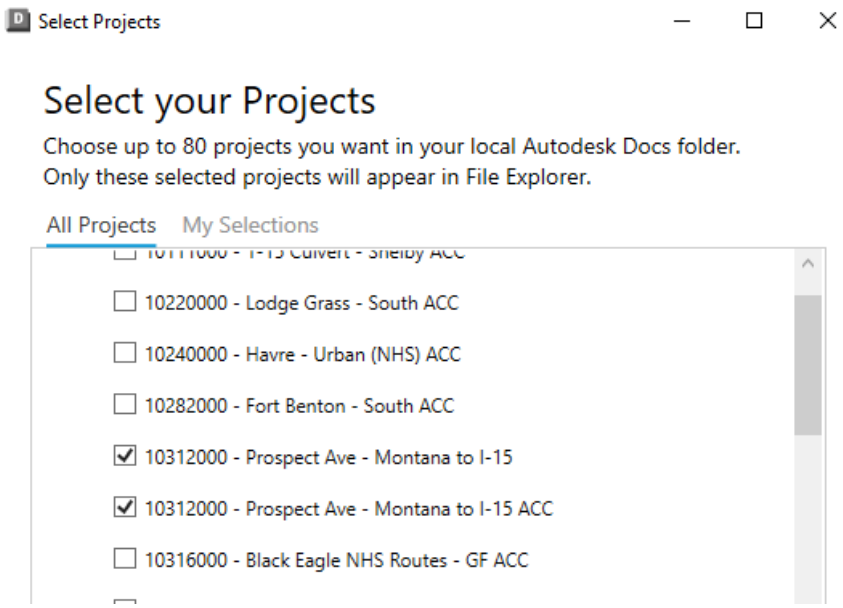
   a. For short description use “GuideSIGN BIM 360 Project Access”

   b. In the description list the projects users need permissions to.



Changing the Sign Library File Path

1) Once the user is added back to the BIM 360 project requested, they must connect to both the BIM 360 project and the ACC project through Desktop Connector.



It's imperative that users make sure to be working in the project files in ACC.

The BIM 360 permissions are only for changing the project sign library to the ACC working folder.

2) After connecting to both projects, open all signing files needing to be adjusted from the ACC project path.

3) Once in the desired SI file, click the Edit Sign Assembly tool.

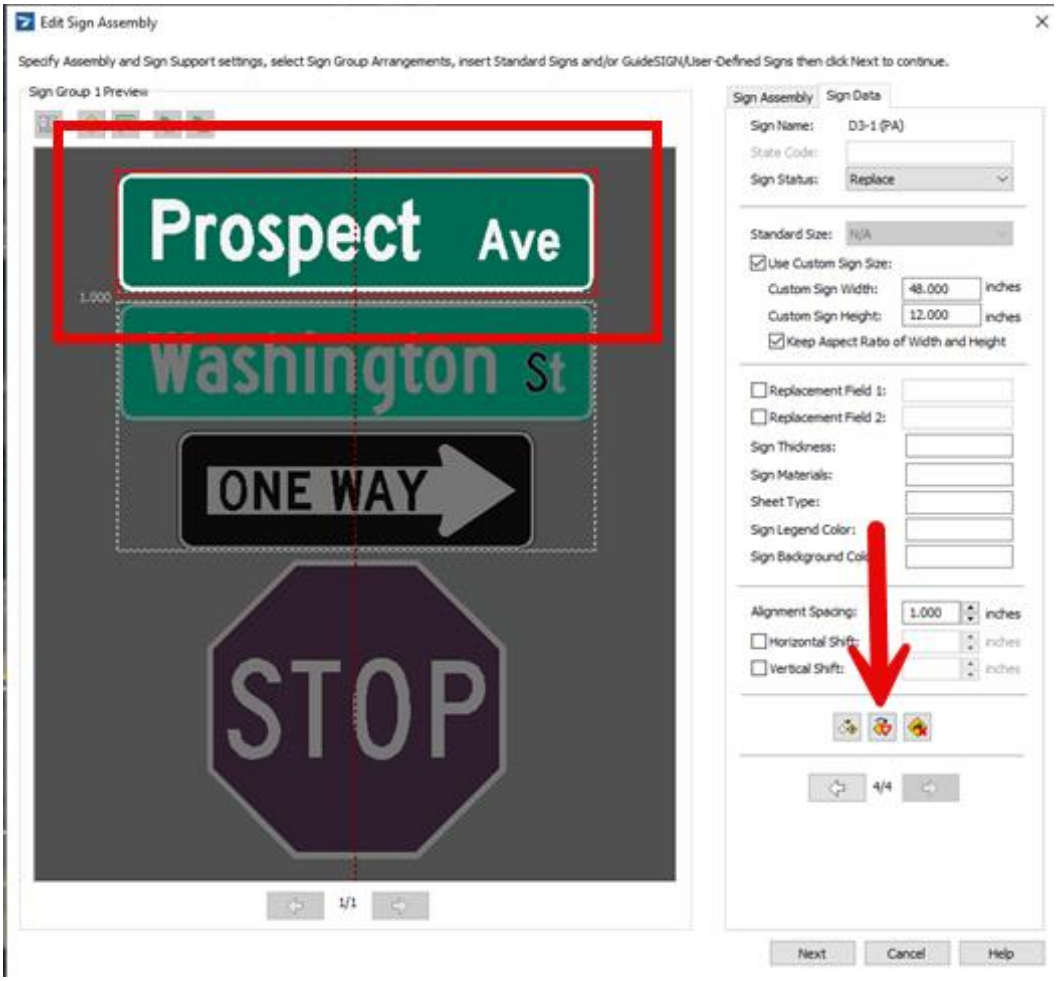


4) Select a sign assembly that has panels stored in the project specific custom sign library.

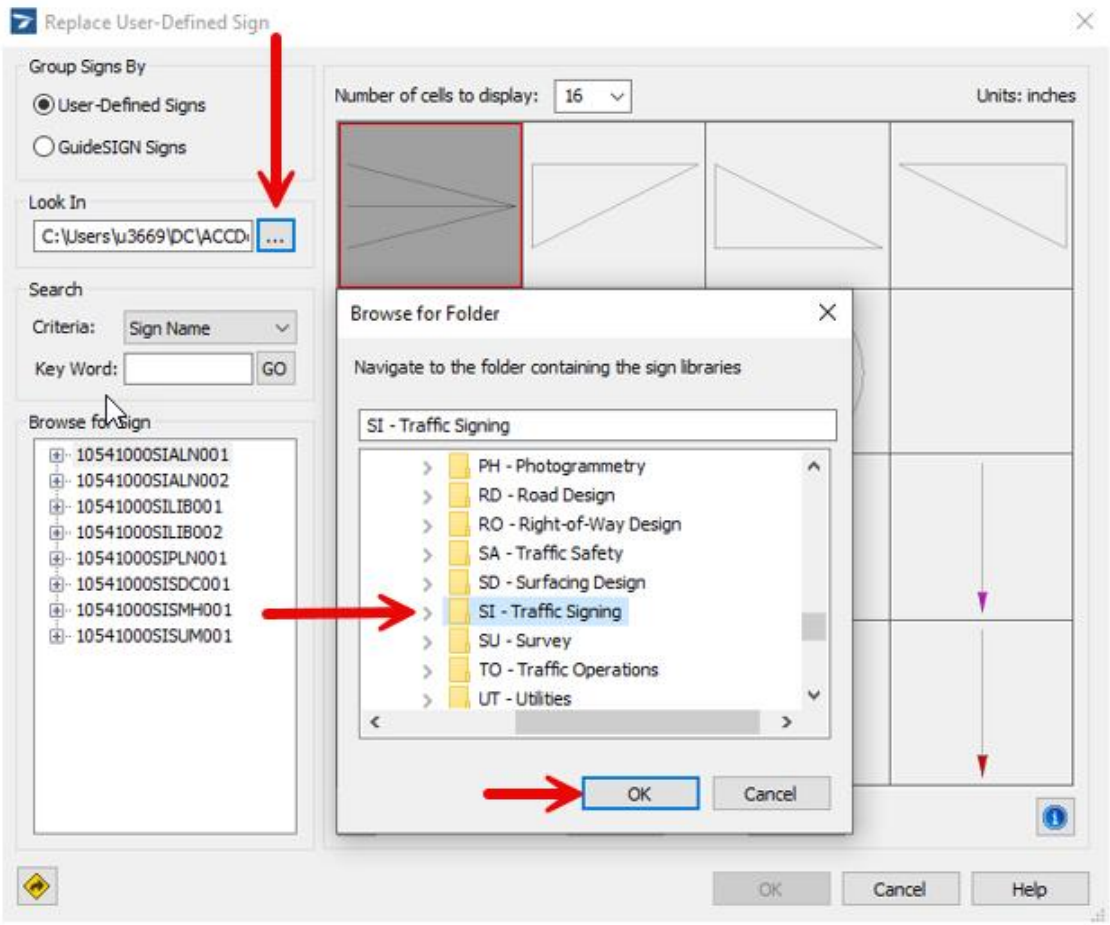


Hovering over a panel in the tool window will specify if the sign is user defined.

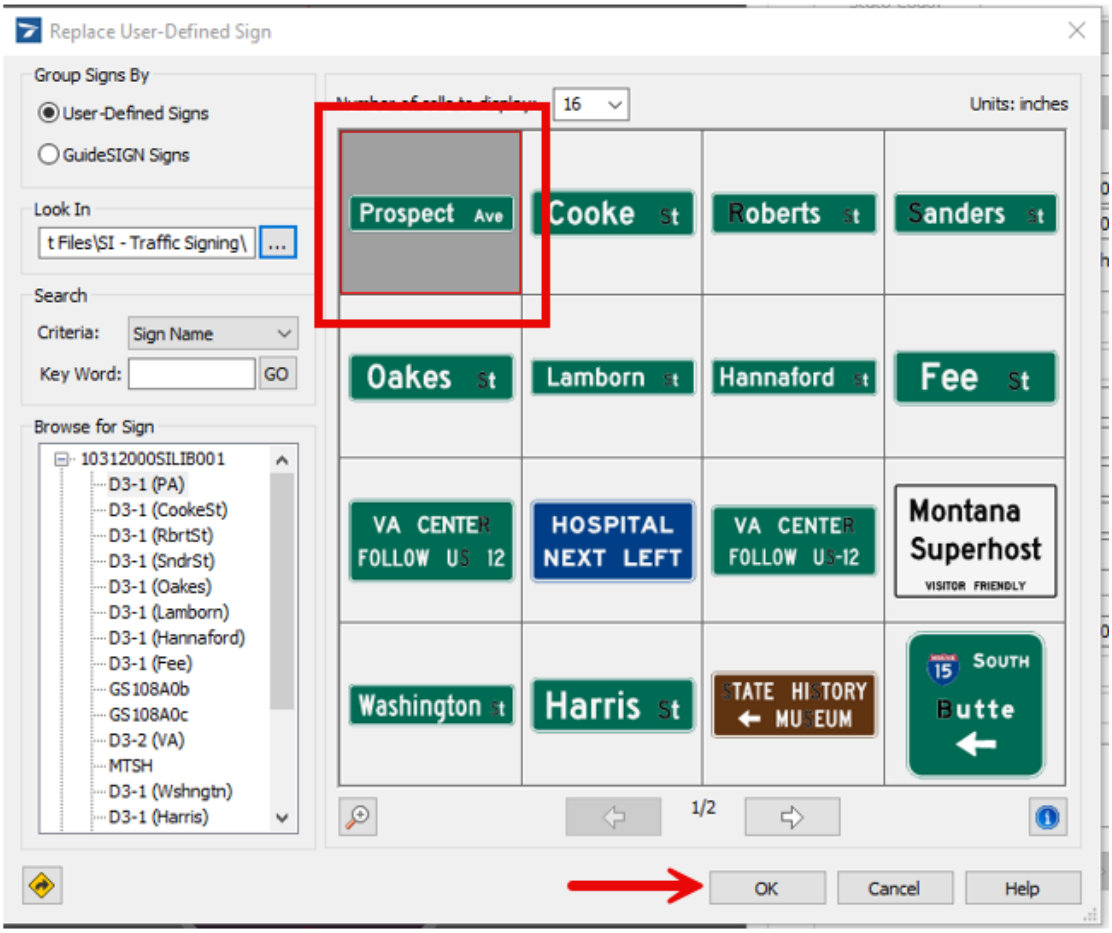
5) Select the user defined panel: Selections will be highlighted in red where the user can then click the Replace Panel tool.



6) Once in the Replace User-Defined Sign menu, click the ellipsis in the Look In file path. Navigate to the ACC project specific Signing folder and click OK.



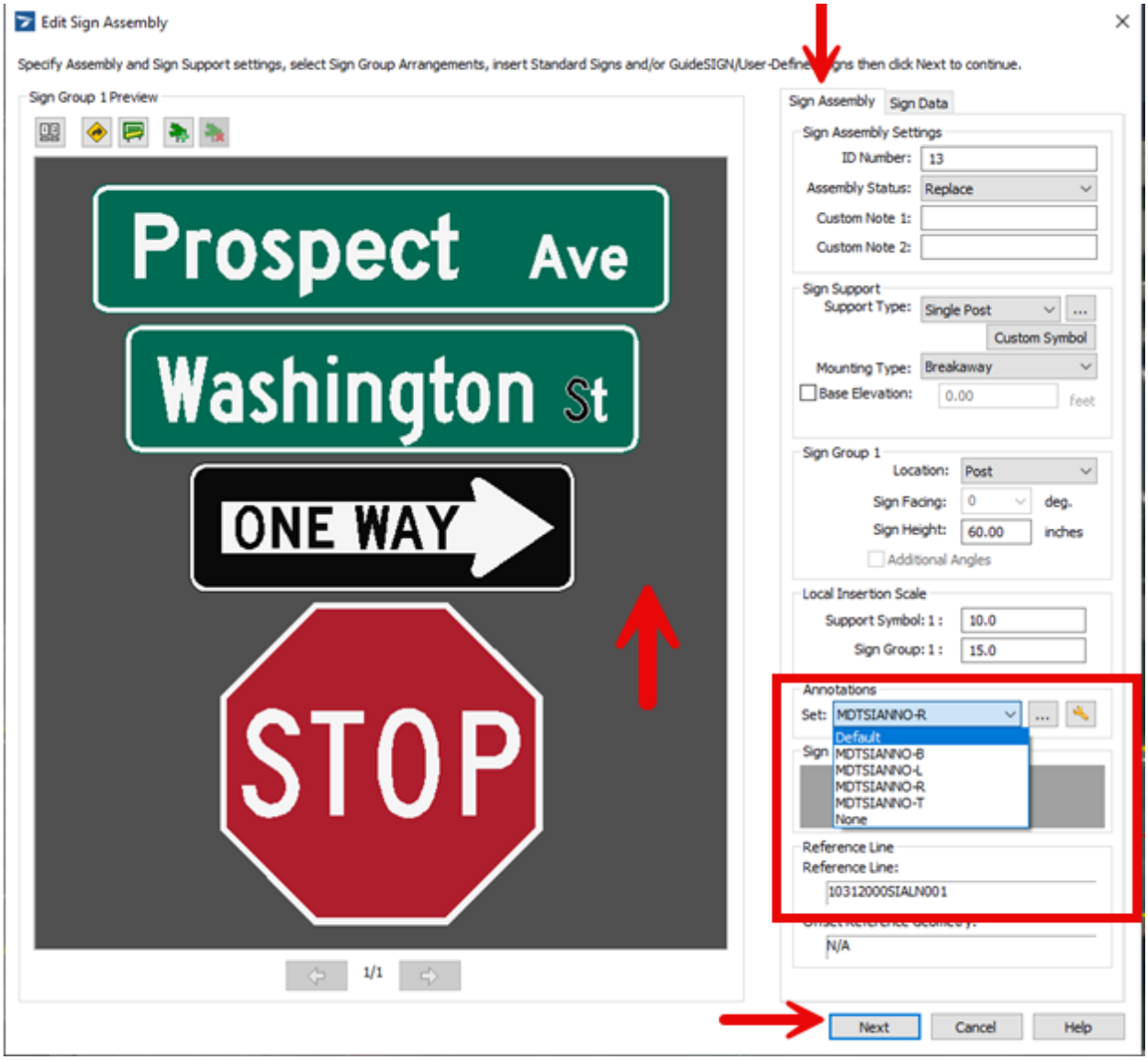
7) Select the relevant panel and click OK. Accept the size of the panel and select OK again.



8) Use these steps to replace each project specific custom sign in the assembly.

9) Click into the grey area of the window to de-select any of the panels. This deselection should then activate the Sign Assembly tab.

   Annotation settings in the Sign Assembly tab have been reverting to Default and need to be set back to MDTSIANNO based on position. Scales may need to be set if previous project use of the tool had different values.



   Click Next and then Finished in the following dialog window.

These steps need to be followed to change each custom sign assembly.

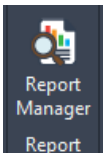
Checking the File Path Change – Running a Report

The final check to make sure the file path was changed correctly is to run a report through the files in ACC.

1) After the file path has been reset to all the project specific library signs, the user will need to Save the file and Exit Civil 3D and GuideSIGN.

2) **Deselect the BIM 360 project** through Desktop Connector and keep the ACC project selected.

3) Restart Civil 3D and GuideSIGN then run the Report Manager.



If the Report Manager functions without any errors regarding missing libraries, the path has successfully been repaired. If errors persist, users will need to determine which assemblies still need to be updated.

Note: If additional work needs to be done to change more paths, remember to go back and reconnect the BIM 360 project through Desktop Connector.