

Using Autodesk® Subscription Benefits to Your Advantage

This document offers information on how to access and use Subscription benefits to your advantage. In addition, as a Contract Manager and Software Coordinator, you will learn to use the administration tools to provide benefits to your End Users, request flexible license privileges and more. Discover how using the software, learning, and support benefits of the program can enhance the productivity of you and your team.

Contact: subscriptionmarketing@autodesk.com

Autodesk® Subscription is the best way to stay current with the latest design technology—while gaining the benefits of simplified software management, easy budgeting, e-Learning, and technical support. This course will show you get access to software enhancements that keep your design tools up to date and make the most of your software investment.

This document covers the following topics:

1. [What is the Value of Subscription?](#)
 - [Software Advantage](#)
 - [Flexible Licensing Privileges](#)
 - [Support Advantage](#)
 - [Training Advantage](#)
 - [Access](#)
2. [How is a Subscription contract set up and what are the User Roles?](#)
 - [Contract Manager](#)
 - [Software Coordinator](#)
 - [End-User](#)
 - [Named Caller](#)
 - [Agreement](#)
 - [Groups](#)
 - [Serial Numbers](#)
 - [The “Welcome Email”](#)
3. [How does my role obtain Subscription Benefits?](#)
 - [Sign into Subscription Center Page](#)
 - [Subscription Setup and Profile](#)
 - [Subscription Home Page](#)
 - [Product Downloads](#)
 - [In Product Features](#)
 - [Training](#)
 - [Tech Support](#)
 - [Knowledge Base](#)
 - [Contract Administration](#)
 - [Coverage Report](#)
 - [Renewal Report](#)
 - [Invite New Users](#)
 - [View / Edit Users](#)
 - [Manage Software Coordinators](#)
 - [Manage Phone Support Users](#)
 - [Set Reseller View](#)
 - [Set Access from Product](#)
 - [Request Home Use](#)
 - [Previous Versions](#)
 - [Program Information](#)



So what is Autodesk® Subscription anyway and why should I use it?

Subscription is maintenance and support program that offers several benefits that help customers maximize their investment in Autodesk® software. For an annual fee, Subscription members get convenient access to the following benefits*:

Software Advantage

Download automatic upgrades, gain early access to product enhancements, including Subscription Advantage packs, and get flexible licensing privileges

Training Advantage

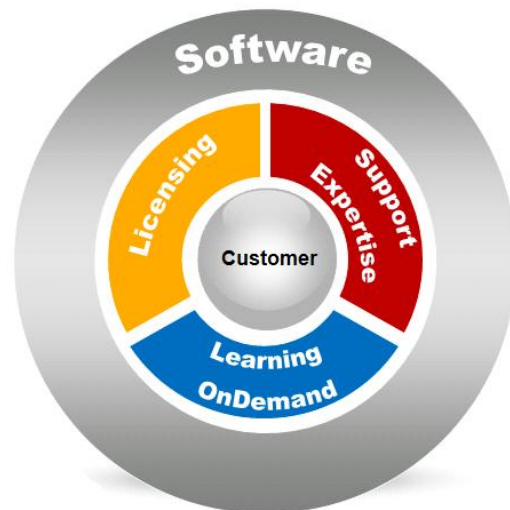
Access exclusive training videos, podcasts, and e-learning courses, plus Autodesk University courseware

Support Advantage

Get technical support directly from Autodesk and access technical solutions via the Autodesk Knowledge Base.

All these benefits are conveniently accessed through the software or Subscription Center.

Please note: Not all benefits are available for all products.





Wow, that sounds like a long list, but what does all that mean?

Software Advantage

Software Upgrades - Protect your investment in design technology, avoid financial surprises, and stay competitive by keeping your design software up-to-date with Subscription: Receive software upgrades are automatic and worry-free and predict your expenses for the entire term of the contract. These are available to any Contract Manager and Software Coordinator. End Users can access based on permissions set by the Contract Manager and Software Coordinator.

Subscription Advantage Packs - Available exclusively for Subscription customers, Subscription Advantage Packs provide early access to the latest product enhancements. Offered for select products and languages, Subscription Advantage Packs are easy to learn and use. They are fully compatible with the base product and offer convenient implementation without disrupting ongoing projects. These are available to any Contract Manager and Software Coordinator. End Users can access based on permissions set by the Contract Manager and Software Coordinator.

Flexible Licensing Privileges

Prior Version Rights - Use previous versions of Autodesk software concurrently with the current release. These benefits can be used by End Users however; access to any license companion for installation must be managed by the Contract Manager and Software Coordinator.

Home Use Rights – Allows use of the same license of Autodesk software on a work computer and a home computer. These benefits can be used by End Users however; access to any license companion for installation must be managed by the Contract Manager and Software Coordinator.

Extra Territory Rights – Allows usage of a license outside of the country of purchase for up to 90 days per a year. This benefit can be used by End Users. No companion license would be needed, however if installing outside the country of purchase and requiring a manual install, explanation of benefit may be needed.

Support Advantage

Technical Web and Phone Support - With subscription support services, you can communicate, one-on-one, with Autodesk Product Support specialists. This allows you to get answers to your questions relating to installation and configuration. You will also have an access database of all submitted support issues and Autodesk responses. These are available based on purchase to any Contract Manager and Software Coordinator. End Users can access based on permissions set by the Contract Manager and Software Coordinator.

Autodesk Knowledge Base - With the Autodesk® Knowledge Base, you have quick and easy access to more than 2 million content solutions, including solutions, forums, data, downloads, learning resources, and product help files. These are available to any Contract Manager and Software Coordinator. End Users can also access.

Training Advantage

E-Learning lessons, Training Videos and Podcasts – Do more with less effort. You have access to training videos, e-Learning lessons, and podcasts, and Autodesk University courseware. These are available to any Contract Manager and Software Coordinator. End Users can access based on permissions set by the Contract Manager and Software Coordinator.

Access

Subscription Center – An online exclusive portal where all the Subscription benefits can be accessed and all the administration tools to manage Subscription contracts exist.

In Product Access - In-Product access is a functionality that will allow an end user that has their software on Subscription to access the benefits in Subscription Center directly from their product. This is available to any Contract Manager and Software Coordinator. End Users can access based on permissions set by the Contract Manager and Software Coordinator. End Users can also set up their own Subscription Center Account based on Permissions set by the Contract Manager and Software Coordinator in Subscription Center.



All Right!! Now that I know what I got, how do I administer these benefits??

First, you need to understand the types of roles and how they can administer or use benefits.

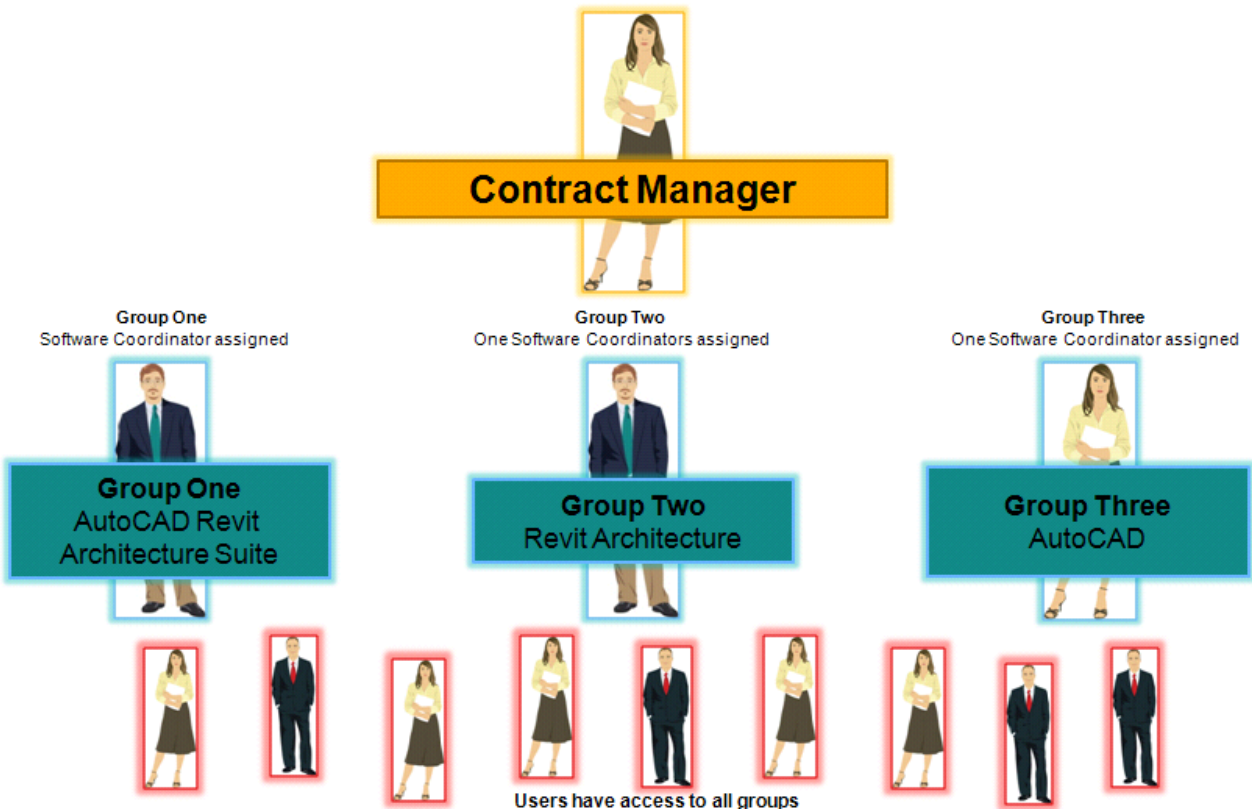
Subscription Center - Members-only Web site where the user can access benefits. All Accounts to Subscription Center must have a valid email address. Access is password protected. An emailed Welcome letter will advise you of your Member ID and password if you do not already have an account.

Contract Manager (CM) - The person who receives renewal notices and has full contract-related privileges within the Subscription Center. The CM and email address is a mandatory field for initial contract set up. The CM also names users to access the Subscription Center. Note: The Contract Manager can assume all three program roles. If you serve as a Contract Manager, you are agreeing to let us provide your name, contact information, and other identifying data that you provide, to Users in your company. *There is one contract Manager per contract.*

Software Coordinator (SC) - The person who is named by the Contract Manager to administer advantages by group within Subscription Center. This Person will receive email notifications to download applicable new releases or extensions, and to receive shipments of upgrades. If no Software Coordinator is named, the Contract Manager will default. Software Coordinators also name users to access the Subscription Center. If you serve as a Software Coordinator, you are agreeing to let us provide your name, contact information, and other identifying data that you provide, to Users in your company. *There is one Software Coordinator per group.*

End-User (EU) – Any person designated by a Contract Manager or Software Coordinator to access the members-only Subscription Center, including e-Learning and web support. This person may also be granted download privileges for extensions and upgrades. As a user, please know that if you submit support requests, the information in your support request will be viewable by your Contract Manager, Software Coordinator and other Users in your company. It may also be viewable by your reseller. *There can be up to three (3) End Users per license.*

Named Caller - Any person who has been designated to call for phone support, if Gold support is included in the Subscription. Phone support request information may be accessible to the Contract Manager, Software Coordinator, users in your company, or reseller.



Check out this Tip!

Make sure you set the right people up for the roles on your Subscription Center account. A CEO may not be the best choice for a Contract Manager as contract administration may not be that person's function.

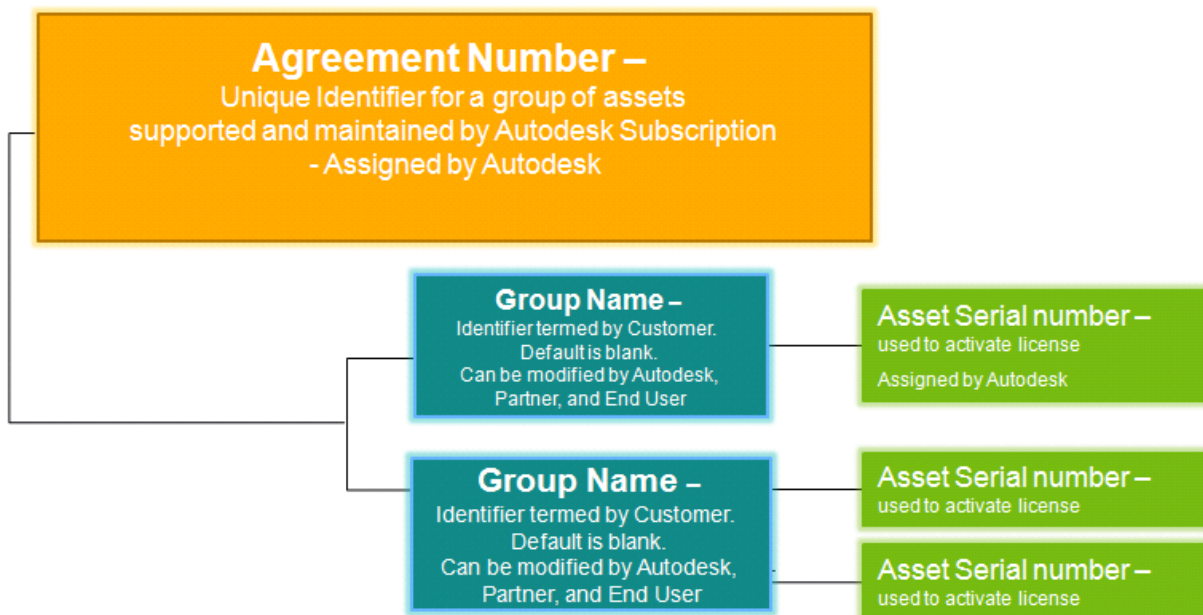
Then, you need to understand how a contract can be set up:

Agreement or contract – this is the annual support membership number. There is one agreement number per contract. There can only be one Contract Manager assigned per contract.

Group Name – this is a user defined name used to organize entitlements. The default for this field is blank. These can be named by location, project, deployment, etc. There can only be one Software Coordinator assigned per group.

Serial Number – Key used to activate product given by Autodesk. It can be found on the product box.

Contract Administration can be done according to your company's needs.



Check out this Tip!

Make sure you set up your groups if you wish to maintain a certain license count. If no group is named and groups have all the same attributes, they will merge together to create one group at time of fulfillment to a more current release

The “Welcome Email”

Upon Subscription Purchase, Autodesk creates a Subscription Center account. The Contract Manager will receive a “Welcome Email” advising them of the access to Subscription Center and how to sign in. Once the Contract Manager accesses the site, they can then designate Software Coordinators. Those roles will then get the same type of “Welcome Email”. The Contract Manager and Software Coordinator roles can then invite end Users, who will...you guessed it..., receive the same email.

The image shows a screenshot of an Autodesk Welcome Email. The email header features the Autodesk logo and the word "Autodesk Subscription" in orange. The main heading is "Welcome" in a large, white font. The body of the email is addressed to "Dear Mike Williams," and includes a list of links: "Access Subscription Center", "Subscription Guide", and "Questions? Need Help?". It provides account access information, including a User ID and a temporary password, and mentions that the user will be able to select their own password upon first login. A section titled "SUBSCRIPTION:" explains the terms and conditions of the subscription. At the bottom, there is a link to "Autodesk.com | Terms and Conditions | Privacy Policy" and "Software Coordinator Information" for Mike Williams.

Callout boxes on the right side of the email provide additional context:

- WELCOME!!**: Points to the "Welcome" heading.
- One way to see what role you have**: Points to the "Access Subscription Center" link.
- There are those benefits we talked about!**: Points to the "Subscription Guide" link.
- You're key to the road of successful Product Support!**: Points to the "Questions? Need Help?" link.
- Verify your information to be sure it's correct**: Points to the "Access your account now" section.



Check out this Tip!

Welcome Emails with User ID and Password will only be generated for users without a current Autodesk log in. Any User that has currently created a log in for Autodesk Portals (such as Registration & Activation, Autodesk Discussion Groups, Autodesk Labs, prior Autodesk Subscription accounts, divisional communities etc) will instead receive a “Role Update” Email. Your established User ID and Password can be used for access to Subscription Center


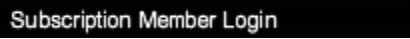


OK, very cool...Now I'm ready to start using that Subscription Center!!

How to Sign in to Subscription Center

Know that you received your welcome email or you have an account with Subscription Center, you are ready to sign in.

You can do this by:

1. Clicking on the  link in your Welcome email
2. Go to www.autodesk.com and click on the 
3. Go to <http://subscription.autodesk.com>

Sign into Subscription Center Page

The screenshot shows the Autodesk Subscription Center login page. At the top, there is a banner with the text: "Discover the Autodesk Subscription Advantage. Maximize your investment in Autodesk software with exclusive product upgrades, training resources, and technical support available through Subscription Center." Below this is the "Sign in to Subscription" form, which includes fields for "User ID" and "Password", and checkboxes for "Remember My User ID" and "Keep Me Signed In". To the right of the form is a "Program Information" section with links to "Sign-in FAQ", "Program Guide", and "Terms & Conditions". There are also links for "Need Help?", "Forgot User ID?", and "Forgot Password?".

Callouts and resources are as follows:

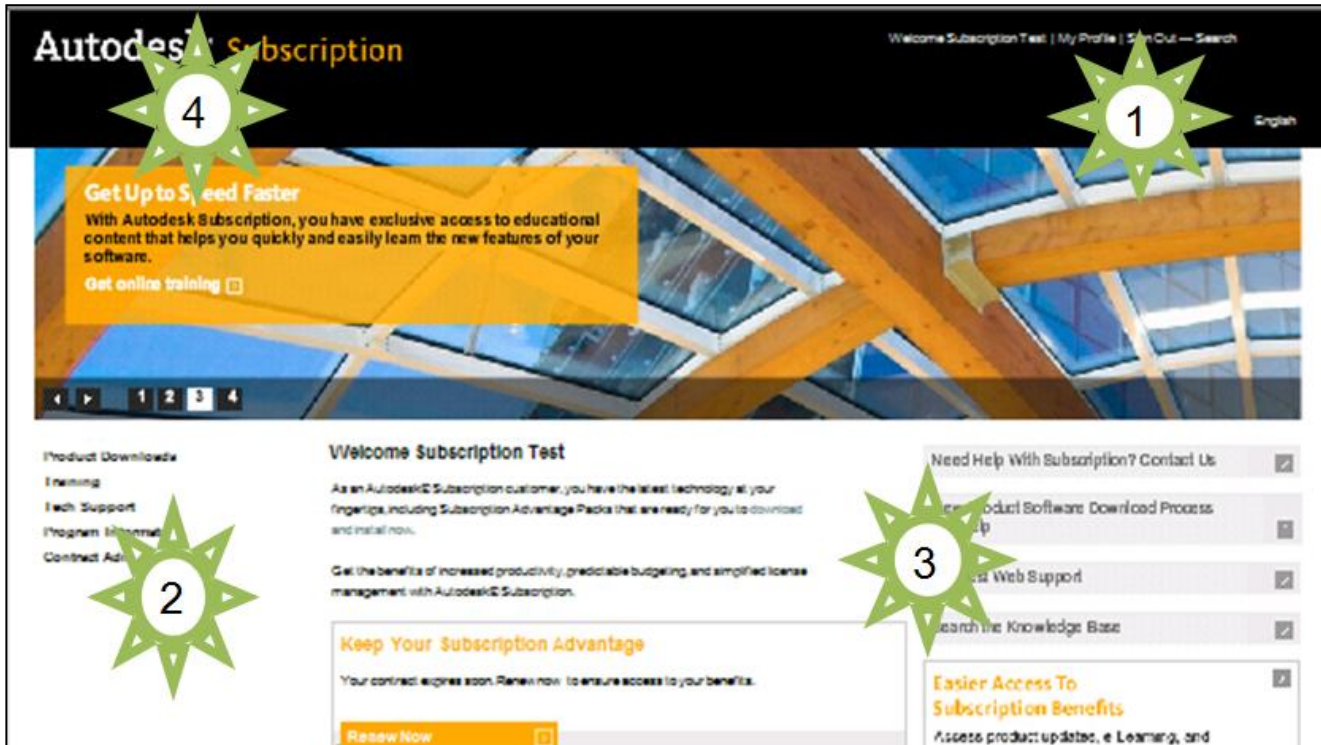
- Discover the Autodesk Subscription Advantage:** Maximize your investment in Autodesk software with exclusive product upgrades, training resources, and technical support available through Subscription Center.
- User ID:** Enter your unique User ID. It will be on your Welcome email or use the one given from any other Autodesk Portal. This can be changed via your profile once logged in.
- Password:** Enter your Password. It will be on your Welcome email or use the one given from any other Autodesk Portal. This can be changed via your profile once logged in.
- Remember My User ID:** Check box so your User ID is remembered for future log ins.
- Keep Me Signed In:** Check box so Sub Center will keep you signed in for your next visit.
- Need Help?:** RESOURCE! Additional Need Help? Feature gives you an FAQ with the ability to log an online form if issues persist.
- Forgot User ID?:** Forgot your User ID?? Click here. You will need you email address to have an email sent with your User ID
- Forgot Password?:** Can't remember your password? Click here. You will need you User ID and email address to have a new password triggered and sent to you via email
- Sign-in FAQ:** Get the information you need to open and sign in to your Autodesk Subscription Center account.
- Program Guide:** This comprehensive document covers the facts of Subscription from purchase through renewal.
- Terms & Conditions:** Your purchase of Subscription is subject to these terms and conditions.
- Not a Subscription Member?:** Learn about the smartest way to optimize your investment in Autodesk software.
- Get Answers to Your Questions About Subscription Center Login:** RESOURCE! Having Trouble logging in? Check this out...
- Not a Subscription Member?:** RESOURCE! Still having Trouble logging in? Check this out...
- Program Guide:** RESOURCE! Program Guide will give you references and Glossary for all things Subscription.
- Terms & Conditions:** RESOURCE! Terms and Conditions are your legal terms of license use while on current Subscription

Note: Autodesk is committed to continuously improve the Subscription Center, so screen shot may no longer appear as shown.

The Subscription Setup and Profile

The Subscription Setup Wizard is a one-time process that takes only a few minutes to complete. It guides users through choosing a permanent password and adding details to their profile. Contract Managers also accept the terms and conditions during the set up process. Your profile can be changed at any time after sign in by going to "My Profile"

Subscription Home Page



1 After you complete the Subscription Setup, you will be able to explore the Subscription Center. You can change your user name and password in “**My Profile**”. You can also change your email address. Only the Contract Manager and Software coordinator will be able to change their address. The End user will not be able to change their address in Subscription Center.

2 On the left hand side of the screen there is a **Benefits Navigation Tool** bar that includes access to all your Subscription Center benefits (Product Downloads, Learning, Tech Support, and Program Information.) There is also a Subscription Contract Administration link. Only the Contract Manager and Software Coordinators role will have access to this link.

3 There is a “**Need help with Subscription tool**” on the inside of the site. Tickets can be logged for any issues. This is not product support, but Subscription Support. These tickets can go to the Autodesk Business Center and can be managed and tracked inside the Coverage Report.

4 At any time while clicking around in Sub Center and you need to get back to the Home page, simply click on the **Autodesk Icon** on the top left and it'll bring you home.



I'm in! Now ready to use all those Support Benefits so I can start maximizing my Autodesk Software Investment!

Benefits Navigation Tool Bar – Access to All Benefits via Subscription Center

[Product Downloads](#)

[Training](#)

[Tech Support](#)

[Program Information](#)

[Contract Administration](#)

Product Downloads

Full Products Downloads

Your subscription benefit allows you to download the latest version of the product. You will need your product key and serial number, available from your Software Coordinator, to activate the software you're downloading. Software Coordinators and Contract Managers can find this information in the Coverage Report.

<ul style="list-style-type: none"> Subscription Home Contract Administration Product Software Product Search Preferences Help Related Information: Need Help? Contact us Request a DVD/CD Request a Product Manual Training Tech Support 	<p>Product Software Home</p> <p>Autodesk Products</p> <p>Download your product upgrade(s) by selecting the product link below. To view your download history click Download Log.</p> <p>To access older versions, click on the "Previous Releases" tab.</p> <table border="1"> <thead> <tr> <th colspan="2">Current Releases</th> <th>Previous Releases</th> </tr> <tr> <th>Version</th> <th>Description</th> <th></th> </tr> </thead> <tbody> <tr> <td>2010</td> <td>AutoCAD 2010 English</td> <td>Download Log</td> </tr> <tr> <td>3.7</td> <td>Autodesk Softimage Advanced 7.5 English</td> <td>Download Log</td> </tr> <tr> <td>2010</td> <td>Autodesk Softimage Advanced 2010 Multilingual</td> <td>Download Log</td> </tr> <tr> <td>2010</td> <td>Autodesk Algor Simulation 2010 Multilingual</td> <td>Download Log</td> </tr> <tr> <td>2010</td> <td>Autodesk Algor Simulation Professional 2010 Multilingual</td> <td>Download Log</td> </tr> <tr> <td>2010</td> <td>Autodesk Algor Simulation CFD 2010 Multilingual</td> <td>Download Log</td> </tr> <tr> <td>2010</td> <td>Autodesk Algor Simulation MES 2010 Multilingual</td> <td>Download Log</td> </tr> <tr> <td>2010</td> <td>Autodesk Motion Builder 2010 English</td> <td>Download Log</td> </tr> <tr> <td>2009</td> <td>Autodesk Maya 2009 English</td> <td>Download Log</td> </tr> </tbody> </table>	Current Releases		Previous Releases	Version	Description		2010	AutoCAD 2010 English	Download Log	3.7	Autodesk Softimage Advanced 7.5 English	Download Log	2010	Autodesk Softimage Advanced 2010 Multilingual	Download Log	2010	Autodesk Algor Simulation 2010 Multilingual	Download Log	2010	Autodesk Algor Simulation Professional 2010 Multilingual	Download Log	2010	Autodesk Algor Simulation CFD 2010 Multilingual	Download Log	2010	Autodesk Algor Simulation MES 2010 Multilingual	Download Log	2010	Autodesk Motion Builder 2010 English	Download Log	2009	Autodesk Maya 2009 English	Download Log
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2009	Autodesk Maya 2009 English	Download Log																																

Download your product upgrade(s) by selecting the product links below. To view your download history click Download Sign. To access older versions, click on the "Previous Releases" tab.

Use Tools on the left to search by product or modify preferences. You can also request Media in DVD and CD format as well as request a Product Manual if available.

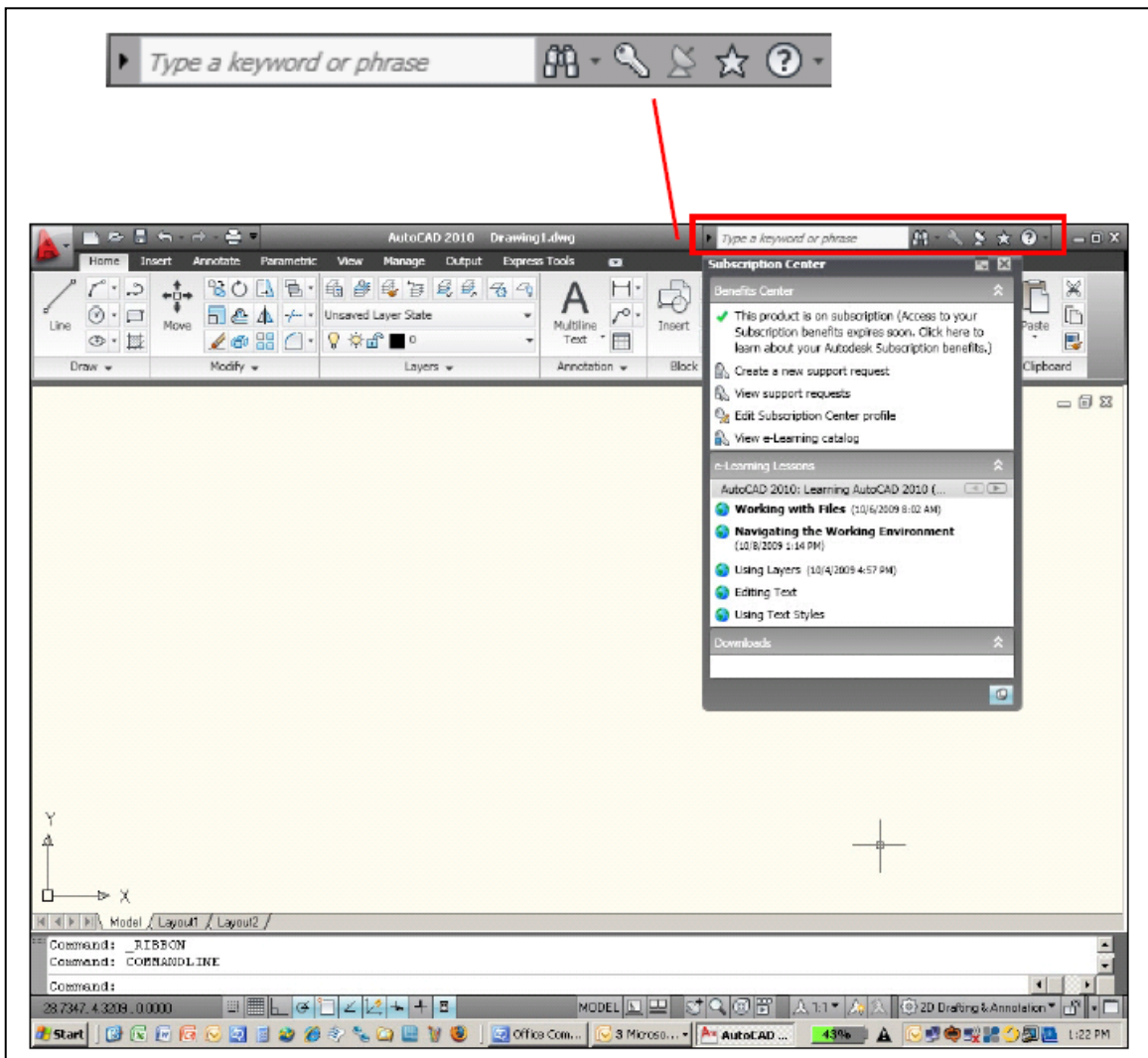
This feature can be restricted for the End User by the CM and SC role. It can also be access through the Subscription Center within your Product Application.

Product Add-Ons and Subscription Advantage Packs

Released periodically, these downloads provide you with new, specialized functionality, tools, and content immediately after it is developed. You benefit from leading-edge capabilities, convenient implementation without disruption to ongoing projects, and increased productivity across your organization.

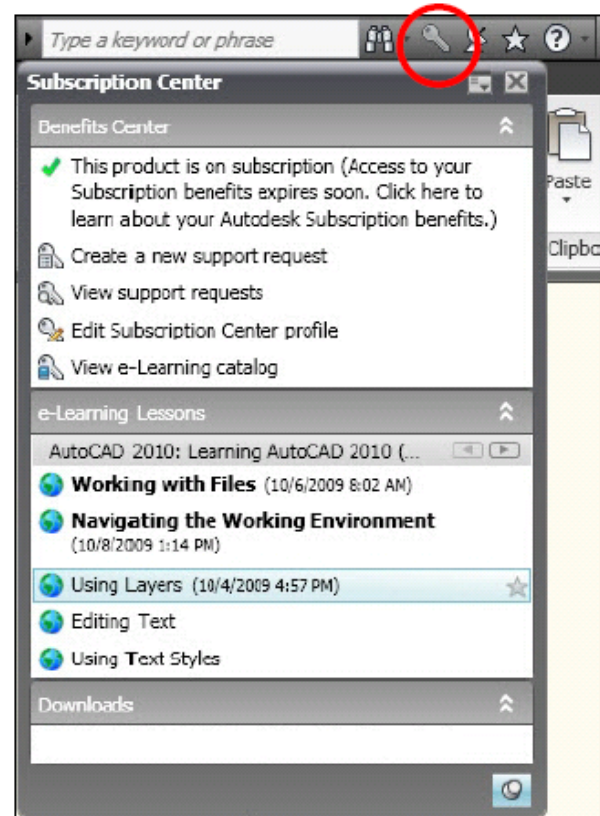
In Product Features

Accessing Subscription benefits from within your Autodesk® software is easier and more convenient than ever before. In-product access to Autodesk Subscription benefits can be obtained by merely clicking on in-product icons, located in the upper right-hand corner of the product screen. In-product access will work with both network and standalone software licenses



If your 2010 software is up-to-date with the latest product update installed, you can:
Click the "key" icon to access the Subscription Center menu, and you'll find direct links to:

- Downloads: The latest software enhancements and productivity tools—released exclusively for Subscription customers—will now be available for download from within your product—no sign-in required.
- Learning and Training: Access e-Learning lessons, instructional videos, and podcasts—directly from your product interface.
- Technical Support: A new “Keep Me Signed In” feature allows easy, in-product access to the Autodesk world-class Web support team—just set up your username and password, and submits your request.



Training

E-Learning Courses

Comprised of 15- to 30-minute self-paced exercises, e-Learning provides quick and convenient hands-on lessons so you can practice what you learn. Sub Center users can select “training” to see what e-learning courses are offered for their Subscription products.

- Training can be selected for different users from Intermediate to Advanced. This feature helps new and veteran users master their skill set.
- These trainings are meant to complement the classroom training offered by your Partner. Go to the Product Catalog and click on the links to open up all the tutorials offered.

Revit Architecture (Autodesk Revit Building) e-Learning			
Available e-Learning for Revit Architecture (Autodesk Revit Building)			
Product Catalog			
[-] Learning Revit Architecture 2010 (English)			
[-] Autodesk Revit Programming for Revit Architecture (English)			
[-] Revit Architecture 2009 (English)			
Topic	Difficulty	Length	Progress
[-] Starting Your First Project		03:20	
[-] Building Model Basics		02:30	
[-] Working with Component Families		00:30	
[-] Viewing the Building Model		02:00	
[-] Using Dimensions and Constraints		01:00	
Working with Dimensions This lesson describes how to place dimensions and tags in a building model.	Beginner	00:30	<input type="text"/>
Applying and Removing Constraints This lesson describes how to apply constraints and remove them from a building model.	Beginner	00:30	<input type="text"/>
Evaluate Your Skills			<input type="text"/>
[-] Developing the Building Model		02:30	
[-] Detailing and Drafting		02:00	
[-] Construction Documentation		01:30	
Creating and Modifying Schedules This lesson describes how to create and modify a schedule.	Beginner	00:30	<input type="text"/>
Creating Rooms and Room Schedules This lesson describes how to create rooms, room schedules, and material takeoffs.	Beginner	00:30	<input type="text"/>
Creating Legends and Keynotes This lesson describes how to create legends and keynotes and add them to sheets.	Beginner	00:30	<input type="text"/>
Evaluate Your Skills			<input type="text"/>
[-] Presenting the Building Model		03:00	

- This feature can be restricted for the End User by the CM and SC role. It can also be accessed through the Subscription Center within your Product Application.

Note: Autodesk is committed to continuously improve the Subscription Center, so screen shot may no longer appear as shown.

Training Videos

Developed by industry experts, these downloadable training videos present intermediate concepts and workflows.

Podcasts

Podcasts offer tips and tricks in an easy-to-learn format. These downloadable training tools may also include documentation and scene files so you can practice what you learn.

Autodesk University Course Material

Whether or not you attend Autodesk University (AU), Subscription customers can access AU course materials online, including content from more than 1,000 intermediate to Super User classes.



Administrator roles can monitor support tickets to see trends for common questions. Then make suggestions for learning. Set aside time for training or make learning in a group setting by planning a brown bag lunch session

Tech Support

For fast, complete answers to your installation, configuration, and troubleshooting questions, customers can take advantage of Autodesk technical support offered through Subscription. Autodesk Tech Support options allow you to get direct, one-to-one communication with Autodesk support technicians who have years of experience providing customers with technical solutions.

Note: Technical support is not available in all languages in all regions for all products.

Web Support

Web support is where customers can submit technical questions to Autodesk product support specialists through an interactive online interface. Installation, Configuration, and Troubleshooting questions are routed to Autodesk technicians who provide responses through email. The Web site also includes tracking tools to monitor the status of all questions asked by the individual and by the whole organization.

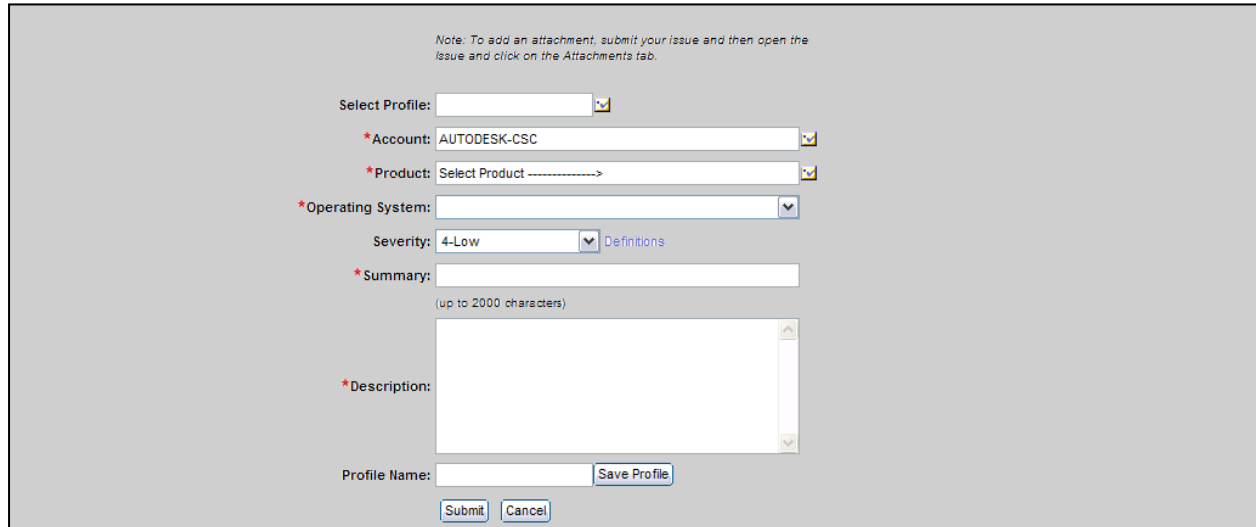
Web support is delivered by Autodesk product support specialists. Our worldwide Autodesk Support Centers are staffed with technicians who have industry-leading expertise and years of experience supporting Autodesk products in real-world customer environments. Autodesk's goal is to deliver outstanding support worldwide, with a single objective in mind: your success.



Allow your Autodesk Authorized Reseller to see all your support tickets by having an administrative role "set the Reseller Access" in the Contract Administration Tab.


Create a Support Ticket

Web Support is accessible to any Contract Manager and Software Coordinator. End Users can access based on permissions set by the Contract Manager and Software Coordinator. To access support, sign into Subscription Center then click on “Tech Support” in the Navigation tool. By clicking “Request Support” a new window will open with a “Create Support Request” form which will allow you to sign a ticket with the Autodesk Support Team.



The screenshot shows a web form for creating a support ticket. At the top, a note reads: "Note: To add an attachment, submit your issue and then open the issue and click on the Attachments tab." The form fields are as follows:

- Select Profile:** A dropdown menu.
- *Account:** A dropdown menu with "AUTODESK-CSC" selected.
- *Product:** A dropdown menu with "Select Product" and a right-pointing arrow.
- *Operating System:** A dropdown menu.
- Severity:** A dropdown menu with "4-Low" selected and a "Definitions" link.
- *Summary:** A text input field with a note "(up to 2000 characters)".
- *Description:** A large text area for describing the problem.
- Profile Name:** A text input field next to a "Save Profile" button.
- At the bottom, there are "Submit" and "Cancel" buttons.

Choose your account and product by clicking on the  Select Icon. (Some contact may have multiple accounts, so you may need to select an account before seeing products.) Then choose the operating system and the severity of your request. Include a brief Summary then describe your problem.

Creating a profile will save you time when submitting multiple requests: To create a profile, first select correct account (if there are multiple accounts to choose from). Next, select product and operating system. Finally, skip to the last field, enter a name for your profile and then click on the “Save Profile” button. The profile should now be available in the “select profile” drop-down list field. When selecting a profile, the account, product and operating system will now pre-populate the Support Request.

Once you click on “Submit”, and email will be sent with a support ticket number which can be used for tracking.

View Support Tickets

Once the support ticket is created, it can be viewed for updates, re-opened, and attachments can be added. Support tickets can be viewed for a whole company or just your individual account. Select the Support Request number to view any Support Request. You may update or add an attachment to Support Requests that have not been closed. Use Query to search all requests.

Phone Support

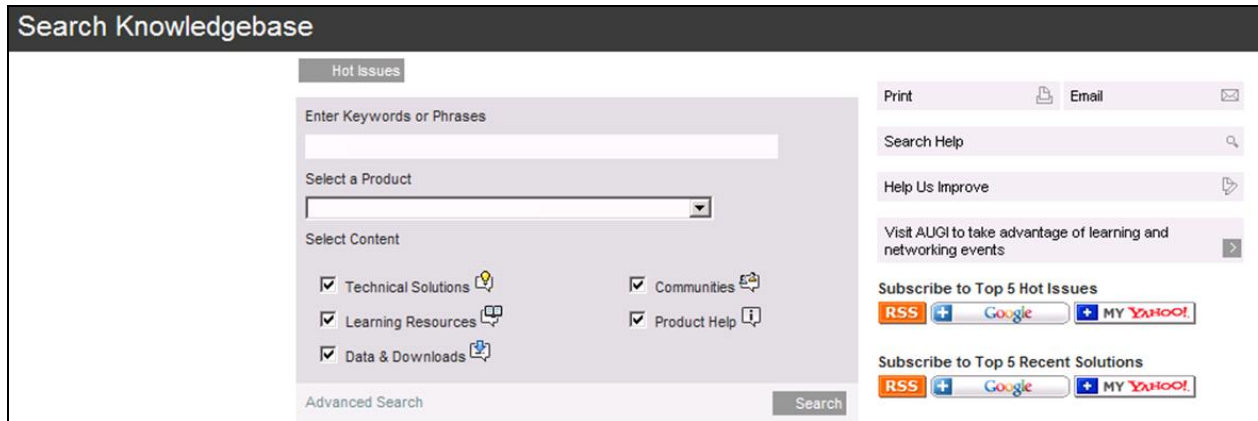
Customers that have purchased Autodesk Subscription Gold from their resellers or, in some limited cases, directly from Autodesk, are eligible for phone support. Phone support is accessed by calling the toll-free number provided to you upon processing your Subscription Gold order. Additionally, all phone number and other contact details of your designated supported provider – either your Gold Support Authorized reseller or Autodesk – will be viewable from your Support Panel in Subscription Center. Gold Support customers may designate up to four callers on their contract, and have the option of purchasing additional named callers if desired. Subscription Gold phone support is available in the United States and Canada, in English only. It is provided during normal business days and business hours for the applicable time zone. See your reseller for specific coverage details.

Contract Managers and Software Coordinators who have Autodesk Gold Support on the contracts they manage can designate users to access phone support. Users with this privilege are recognized by Autodesk as the named callers on the contract. The Manage Phone Support tool allows you to add or remove the named callers up to the limit allowed by your contract. Contract Managers and Software Coordinators use these settings on the Services Access Control page to control how users create Subscription Center accounts.

Once a User is assigned as a Named Caller, they will receive an email with an Autodesk Phone support phone number as well as a “Contact ID”. This can also be found in Subscription Center by clicking “Tech Support” in the Navigation Tool. To get support quickly have your Contact ID available when you call for support.

The Autodesk Knowledge Base

Discover additional support resources for your Autodesk products through the Autodesk Knowledge Base, including technical solutions, learning tools, data and downloads, and more.



The Autodesk Knowledgebase offers a unified search of more than 2 Million content sources through a single search window. Knowledgebase provides users with robust search technology, a personalized experience, and segmented content categories that now encompasses solutions, forums, data, downloads, learning resources, and product help files. Key features include additional access to an advanced search user interface, content segmentation, personalized functionality such as hot issues, recent solutions, search experience based on entitlement, Autodesk Solution Toolbar and RSS feeds.

Contract Administration for Contract Managers and Software Coordinators

The Contract Administration Tab on the Navigation Tool Bar will only be accessible for the Contract Manager and Software Coordinator Roles. This tool allows you to view, add, modify and manage your Subscription Account.

Coverage Report

If you are a Contract Manager or Software Coordinator, you can easily review your software products on subscription by accessing your online Subscription Coverage Report. Access your Coverage Report from the Navigation Tool link on the home page of the Subscription Center, or click on the Subscription Administration link, then choose View Coverage Report. View your contract by Serial/Group Number or by Product. To make your asset management even easier, you can download the reports in a CSV file (comma delimited format) for export to a spreadsheet. Use the reports to track license information and check renewal dates.

Autodesk

[Create Support Request](#)
[My Support Requests](#)
[All Support Requests](#)
[Reseller View Permission](#)
[Subscription Help](#)
[Coverage Report](#)
[Renewals](#)
[Coordinator Management](#)

Subscription Coverage Report

Click the *Contract #* below to view or download detailed information about the products and services on your Subscription contract.

Contracts

Contract #	Program	Start Date	End Date	Status	Company	Contract Manager
341-83042303	Subscription	3/26/2007	3/25/2011	Active	AUTODESK-CSC	Subscription Test
110000202844	Education	7/9/2009	3/26/2011	Active	AUTODESK-CSC	Subscription Test
339-45598308	Subscription	10/5/2007	10/4/2009	Expired	AUTODESK-CSC	Subscription Test

Selected Contract Details

<p>Contract: 341-83042303</p> <p>Program: Subscription</p> <p>Start Date: 3/26/2007</p> <p>End Date: 3/25/2011</p> <p>Status: Active</p> <p>Renew Online:</p>	<p>Contract Manager</p> <hr/> <p>Name: Subscription Test</p> <p>Email: substest01@gmail.com</p> <p>Phone #: (415) 507-5555</p> <p>Extension:</p>	<p>Company Details</p> <hr/> <p>Name: AUTODESK-CSC</p> <p>Address 1: 4000 CIVIC CENTER DR</p> <p>Address 2:</p> <p>Address 3:</p> <p>City: SAN RAFAEL</p>
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Renewal Report

Contract Managers and Software Coordinators will have access to a Renewal Report 90 days before a contract is due to expire. The report will continue to be available 30 days following the original contract expiration date. It will provide a list of products and seats covered under the contract. The report can be sorted by reseller or by expiration date. Access to your Renewal Report will be available via the link on the home page of the Subscription Center, or via the Subscription Administration link.

Autodesk

[Create Support Request](#)
[My Support Requests](#)
[All Support Requests](#)
[Reseller View Permission](#)
[Subscription Help](#)
[Coverage Report](#)
[Renewals](#)
[Coordinator Management](#)

Subscription Renewal Report

This page contains a listing of all Subscription contracts currently within 90 days of their expiration date. Click the *Renewal #* to review the details of your Subscription contract currently up for renewal.

Please note: Renewal reports are only available when you have a contract within 90 days of expiration. To view your current Subscription coverage, please choose the *Coverage Report* tab.

Renewal #	Start Date	End Date	Contract #	Company	Contract Manager	Reseller
1-3CWW3S4	10/5/2007	10/4/2009	339-45598308	AUTODESK-CSC	Subscription Test	No Dealer

Selected Renewal Details

[Contact Reseller...](#)

Renewal #: 1-3CWW3S4	Renewal Status: Open	Days Left: -20
Contract: 339-45598308	Renew Online:	Reseller
Program: Subscription	Company Details	Name: No Dealer
Start Date: 10/5/2007	Name: AUTODESK-CSC	Address: 1000 Sharon Valley Rd
End Date: 10/4/2009	Address: 4000 CIVIC CENTER DR	City: Newark
Contract Manager	City: SAN RAFAEL	State: OH
Name: Subscription Test	Country: United States	Country: United States
Email: subtest01@gmail.com	State: CA	Postcode: 43055-1707
Phone #: 4155075555	Postcode: 94903-4171	Phone #:
Extension:		Reseller #: 5070100022

Invite New Users

Administrators can invite users individually or in batches by entering a list of email addresses (a unique email address is required for each user). As noted above, the access settings will determine what services users may access by default. Use the View/Edit Users option to see the users who have either been invited (pending users) or registered on the Subscription Center. You can re-invite pending users and delete users using the tools in this area.

Invite New Users

Enter e-mail addresses (not e-mail aliases or groups) separated by commas or returns. An invitation will be sent to each e-mail address you provide. The number of users you can invite is indicated in the contract information, below.

To invite a list of recipients, paste the list in the space below. A recipient must include an email address, first name and last name each separated by a comma. Each recipient must appear on a separate line.

Quick Add Recipient:

* E-Mail address	* First name:	* Last name
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Add to List"/>		

Recipient List:

Field order: email,first name,last name

Example: fredsmith@example.com,Fred,Smith

Choose Contracts and Assign Privileges

Contract: 339-45598308 (No more users can be invited)

Contract includes: Architectural Desktop, AutoCAD, Map

User can access:	Web Support	<input checked="" type="radio"/> Yes	<input type="radio"/> No
	e-Learning	<input checked="" type="radio"/> Yes	<input type="radio"/> No
	File Downloads	<input checked="" type="radio"/> Yes	<input type="radio"/> No

View / Edit Users

View and Edit user information for each contract below.

You can view details for each user by clicking on the "Edit User" button. "Status: Pending" users have a Subscription Center account but have not yet signed in.

Select Contracts and Users to Show

Contracts: ▾

All Users: [abc](#) | [def](#) | [ghi](#) | [jkl](#) | [mno](#) | [pqr](#) | [stu](#) | [vwx](#) | [yz](#) | [Other Characters](#)

Showing: 1-10 of 141 | [Next >](#)

Note: End users will be able to access the electronic Product Library and download full product versions once they have permissions to file downloads via the settings below. Please be sure to provide them with the Serial Number(s) and Product Key(s) that they will require for installation and activation of products.

Substest Experience	16rtest2@gmail.com	Status: Active	<input type="button" value="Edit User"/>	
Contract #	Phone Support	Web Support	e-Learning	File Downloads
341-83042303	✗	✓	✓	✓
110000202844		✓	✓	✓
Schwinn Paramount	72schwinnparamount@gmail.com	Status: Active	<input type="button" value="Edit User"/>	
Contract #	Phone Support	Web Support	e-Learning	File Downloads
341-83042303	✗	✗	✓	✓
noweb user	85caylor@gmail.com	Status: Active	<input type="button" value="Edit User"/>	
Contract #	Phone Support	Web Support	e-Learning	File Downloads
341-83042303	✗	✗	✓	✓
Michael Hall	adesxsubtest@gmail.com	Status: Active	<input type="button" value="Edit User"/>	
Contract #	Phone Support	Web Support	e-Learning	File Downloads
341-83042303	✓	✓	✗	✗
Ads O'donnell	adsxyz@mailinator.com	Status: Active	<input type="button" value="Edit User"/>	
Contract #	Phone Support	Web Support	e-Learning	File Downloads
339-45598308		✗	✓	✓
341-83042303	✓	✓	✓	✓

View / Edit Users

The View/Edit Users option will also display the number of users that are assigned to the contract(s) you manage. Autodesk allows three users to be named per license. To help manage your users, Autodesk will send emails notifying you of new user registrations and when a given contract has reached the three user limit. Access and use of subscription benefits is based on the authorized number of licenses of the products that you have under subscription. Your users may each access these offerings so long as the maximum number of concurrent users does not exceed the authorized number of licenses under subscription for the product.

Manage Software Coordinators

Contract Managers may name others in their company to serve as Software Coordinators. Software Coordinators assist in the administration of the contract(s) and are the primary contact for product fulfillments and other product-specific tasks. They also name users to access the site. You may Add, Edit, Assign, or Remove Coordinators. You have the flexibility to assign coordinators by choosing either from a list of groups or from a list of names. This makes it easy to assign one person to multiple contract-group families. When you add coordinators, Autodesk sends them an email invitation to create their Subscription Center account.

Autodesk Close

Create Support Request | My Support Requests | All Support Requests | Reseller View Permission | Subscription Help | Coverage Report | Renewals | **Coordinator Management**

Software Coordinator Management

Use this page to manage Coordinators who perform subscription administrative tasks for your company; edit shipping locations for your Coordinators; or name groups for your products.

Software Coordinators tab: Select the Software Coordinator with a shipping location you would like to edit.
Products tab: Select the product(s) for which you would like to manage the assignment of Software Coordinators or rename to another group.

Selected Contract Details

Contract	Contract Manager	Company Details
Contract: 110000202844	Name: Subscription Test	Name: AUTODESK-CSC
Program: Education	Email: subtest01@gmail.com	Address 1: 4000 CIVIC CENTER DR
Start Date: 7/9/2009	Phone #: (415) 507-5555	Address 2:
End Date: 3/26/2011	Extension:	Address 3:
Status: Active		City: SAN RAFAEL
		State: CA
		Country: United States
		Postcode: 94903-4171

Software Coordinators | Products

Search | Rename Group... | Software Coordinators | Assign... | Unassign... | 1 - 1 of 1

Serial #	Group	Product Family	Release	Language	Deployment	Seats	Software Coordinator	Status
<input type="checkbox"/> 351-67080577		Autodesk Education Master Suite	2010	English	Standalone	25	Uta Damann	Registered



When setting up users, send them an internal email advising them that you are giving them access to Subscription Center. Let them know to be expecting an email and request to be advised if one is not received within 24 hours.

Manage Phone Support Users

Contract Managers and Software Coordinators who have Autodesk Gold Support on the contracts they manage can designate users to access phone support. Users with this privilege are recognized by Autodesk as the named callers on the contract. The Manage Phone Support tool allows you to add or remove the named callers up to the limit allowed by your contract.

The screenshot shows the 'Autodesk Subscription Administration - Manage Phone Support Users' interface. It includes a title bar, a main heading, and several sections of text and controls. The main heading is 'Autodesk Subscription Administration - Manage Phone Support Users'. Below it, there is a paragraph explaining that phone support users receive a summary on the Subscription Center home page and technical support details on the Technical Support page. The next paragraph states that to assign a phone support user, one must select and move the user to the appropriate list using 'Add' and 'Remove' buttons. A note indicates that phone support has been purchased for the following contract(s). Below this, there is a dropdown menu for '1. Select contract to manage:' with the selected contract being 'Contract #: 341-83042303 Tier 1 Multi Flex, Showcase Pro, Autodesk Algor Simulation Pro...'. The next section is '2. Select and move users to the appropriate list using the Add and Remove buttons:'. This section contains three main areas: 'Available users', 'Selection details', and 'Phone support users'. The 'Available users' list includes: Autoclose English, Autoclose French, Carmela Bourassa (highlighted), Claus Mueller, Jairangachari Testlanguage, Jennifer Woy, John Elmire, Jonathan Zhu, Joung You, and Kazuhisa Nakagawa. The 'Selection details' area shows 'Carmela Bourassa' with her email 'carmela.bourassa@autodesk.com' and a '0 of 4 assignments remaining' indicator. It has 'Remove' and 'Add' buttons. The 'Phone support users' list includes: Ads O'donnell, Deb D, Deb Demello, Hanno Van Raalte, Lois Campton, Mark Hennebloque, Michael Hall, Subscription Test, Subscription Testsc-1, and Test Craig Test Adams. A note at the bottom right states: 'Note: Users appearing in gray have access to phone support by role and cannot be removed from this list.' At the bottom of the interface, there are 'Update Contract' and 'Cancel' buttons. There is also a section for inviting new users and a search field for email addresses.

Set Reseller View

The Contract Manager or Software Coordinator can keep your reseller informed about your company's support questions by permitting reseller viewing of your support requests in the Subscription Administration section of the Subscription Center. Once viewing is permitted, the reseller will automatically have view access to your support requests in a read-only version of the Support Request system and may be copied on support response emails from Autodesk to your company.

Note: Responses to your support requests will be answered by trained Autodesk specialists. Your reseller will view your requests on an information-only basis.

Set Access from Product

Allow users accessing Autodesk Subscription from products to create their own Subscription Center accounts. Also, assign the subscription services such users can access. Contract Managers and Software Coordinators use these settings on the Services Access Control page to control how users create Subscription Center accounts.

Subscription Home
Contract Administration Home [? Subscription Help](#)

Service Access Settings

In many Autodesk® 2006 and newer products, the Help menu provides direct links to subscription services including e-Learning and Web Support.

Do you want to enable your users to create a Subscription Center account the first time they access a subscription service from a product's Help menu?

Contract: 340-87599449 (192 more users can create accounts)

Contract includes: 3ds Max Design, Architectural Desktop, AutoCAD, AutoCAD Electrical, AutoCAD LT, Autodesk Desktop, AutoCAD, AutoCAD Electrical, AutoCAD LT, Autodesk Maya, Building Systems, Civil 3D, Electrical, AutoCAD LT, Autodesk Maya, Building Systems, Civil 3D, Inventor Professional, Inventor Autodesk Maya, Building Systems, Civil 3D, Inventor Professional, Inventor Series, Map, Max, Raster Systems, Civil 3D, Inventor Professional, Inventor Series, Map, Max, Raster Design, Revit, Revit Professional, Inventor Series, Map, Max, Raster Design, Revit, Revit Series
Map, Max, Raster Design, Revit, Revit Series
Revit Series

Yes, allow users to create their own Subscription Center accounts.

Phone Support	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Web Support	<input checked="" type="radio"/> Yes	<input type="radio"/> No
e-Learning	<input checked="" type="radio"/> Yes	<input type="radio"/> No
File Downloads	<input checked="" type="radio"/> Yes	<input type="radio"/> No

No, do not allow users to create Subscription Center accounts unless I invite them.

[Update Settings](#)

Request Home Use

Request serial numbers that will allow your employees to use licenses on a home computer. A home use license is a stand-alone license based on a primary license. The primary license can be either a stand-alone or network license. A home use license based on a stand-alone primary license will have the same serial number as the primary license. A home use license based on a network primary license will have a different serial number, which you must obtain from Autodesk.

To request a Home Use license for stand-alone or network licenses, click the Request Home Use link in the Contract Administration page. You will be directed to step by Step instructions to receive this benefit based on product deployment

- For network / floating deployment you will need to apply for a Previous Version Companion license by completing the Home Use License application Form
- For standalone deployment simply install and activate on your personally owned computer

Previous Versions

Autodesk Subscription customers may now use previous versions up to three releases back* from the 2009 product release up to the total number of licenses of the product currently under Subscription. This is available to both stand-alone and network licenses on Subscription. Previous Version licenses are available only for products listed in the Previous Versions Eligible Product List.

To use a previous version, click the Request Previous Versions link in the Contract Administration page. You will select the license deployment that applies to your license. You will be directed to Step by Step instructions to receive this benefit based on product deployment.

- For network / floating deployment of 2010 and 2009 products, simply install and activate on your network license server. The authorization you receive will automatically allow network version users to run the current and up to three previous versions. If you do not have the CD, you may request a replacement free of charge via the Previous Version Tab
- For standalone deployment you will need to apply for a Previous Version Companion license by completing the Previous Version License application Form. Depending on your need, you can:
 - Get a license/serial number for a previous version
 - Add additional seats if you already have a serial number.
 - Receive instructions to install and activate my CD or DVD.
 - Request CD or DVD media



Okay, that was great! Now what?

[Check out the Program Information](#)

Program Guide - This guide describes the various components of Autodesk[®] Subscription. You can learn how to access your program benefits and manage your subscription contract. You can also find definitions of common Subscription terms and whom to contact if you need assistance.

Frequently Asked Questions - Review these frequently asked questions about Autodesk[®] Subscription.

Terms & Conditions - The official Subscription terms and conditions that apply to all new and renewal subscriptions, except for the supplemental terms referenced on this site that apply to specific products or customers.

Need Help? Features