

Most Frequently Asked Questions

As the Contract Manager/Software Coordinator, you may have lots of questions, so here are the answers to the most frequently asked questions:

Q: What is Autodesk Subscription Center?

A: Autodesk Subscription Center is an exclusive, password-protected web site where Autodesk customers who have purchased their software on subscription can access e-Learning, web support (if included in the contract), product downloads, Subscription Administration, and other program benefits.

Q: What is the difference between a Contract Manager, Software Coordinator and User?

- A:**
- A Contract Manager receives renewal notices and has full contract-related privileges within Subscription Center. They give access to named users.
 - The Software Coordinator is named by the Contract Manager to receive email notifications to order or download applicable new releases or extensions, and to receive shipments of upgrades. They can also name users to access Subscription Center.
 - A User is any person invited by the Contract Manager/Software Coordinator to access the member-only Subscription Center, including e-Learning and web support (if included in the contract). May also be granted download privileges for upgrades.

Q: How do I change user(s) or change user access to downloads etc.?

A: Click on **View/Edit Users** found under **Manage Users** in Subscription Administration. Here you can make changes to your users, assign permission to users such as download privileges for products, etc.

Q: Can I set up my system to automatically tell me when there is a product upgrade or new service feature available?

A: If you keep your contact information up-to-date, that will ensure you receive all product upgrades and notices regarding new subscription benefits and services. Changes can be made through the Contact Information link in the Subscription Administration area of Subscription Center.

Q: Where can I get general information about subscription and renewal?

A: The **Program Guide and Glossary** is a resource that describes subscription facts from purchase through renewal. It's located under **Program Information** in Subscription Center. The most current terms and conditions of your subscription contract can also be found in this area. You'll receive **four automated renewal messages** 90, 60, 15 and 7 days before contract expiration.

Q: How can I get assistance with my subscription contract?

A: The Autodesk Business Center can help with any questions you might have about subscription. Simply click on **Subscription Help** on any page in Subscription Center. Or, send an email to the appropriate local Autodesk Business Center.

- **United States & Canada**
subscription-team@autodesk.com
1-800-538-6401
- **Mexico, Central & Latin America**
la.abc@autodesk.com
- **Europe, Middle East & Africa**
EMEAsubscriptions@autodesk.com
- **Japan**
jp.subscriptions@autodesk.com
- **Asia Pacific**
ap.subscriptions@autodesk.com