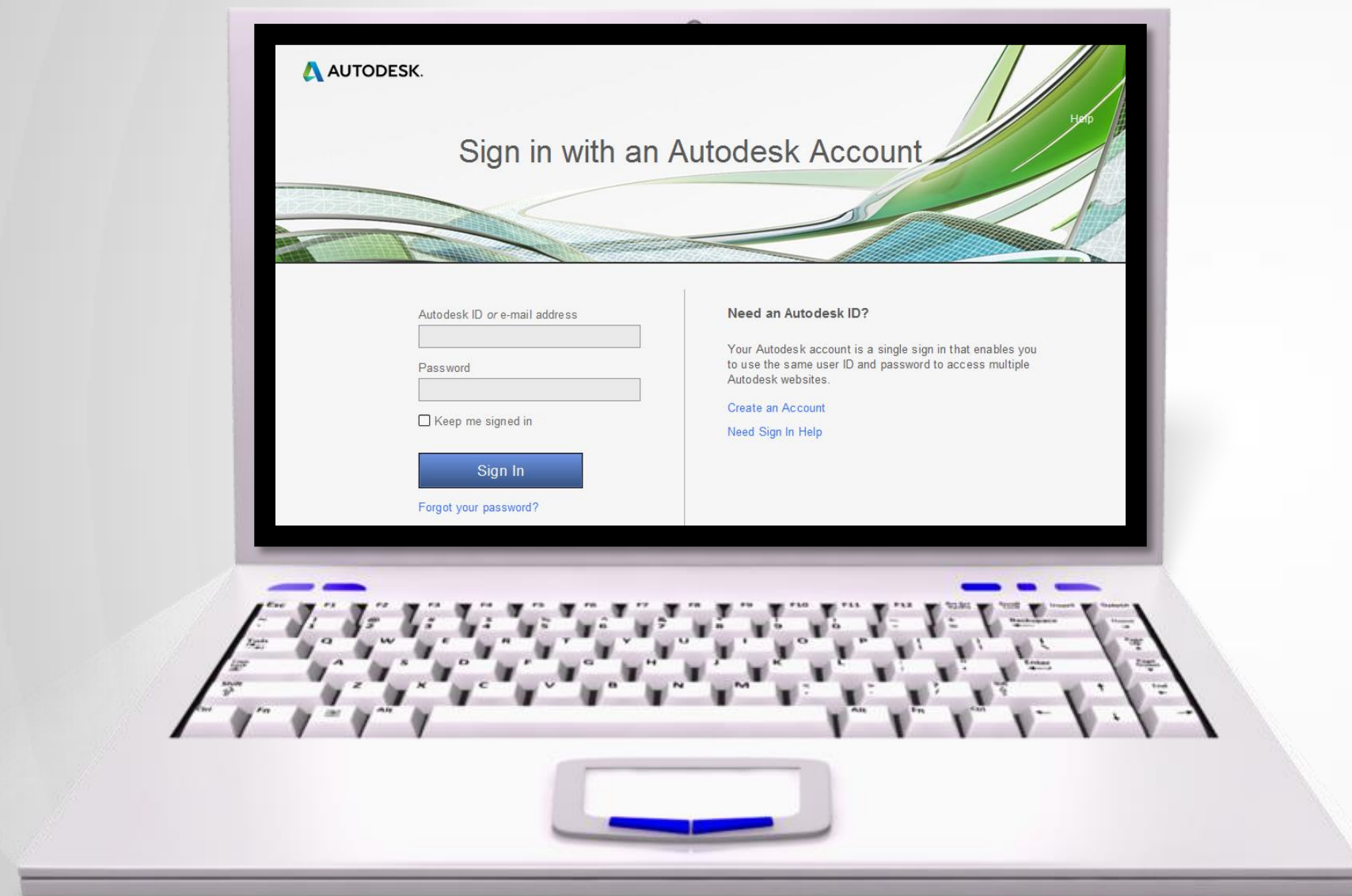


# Tour of Autodesk Account

A new customer experience

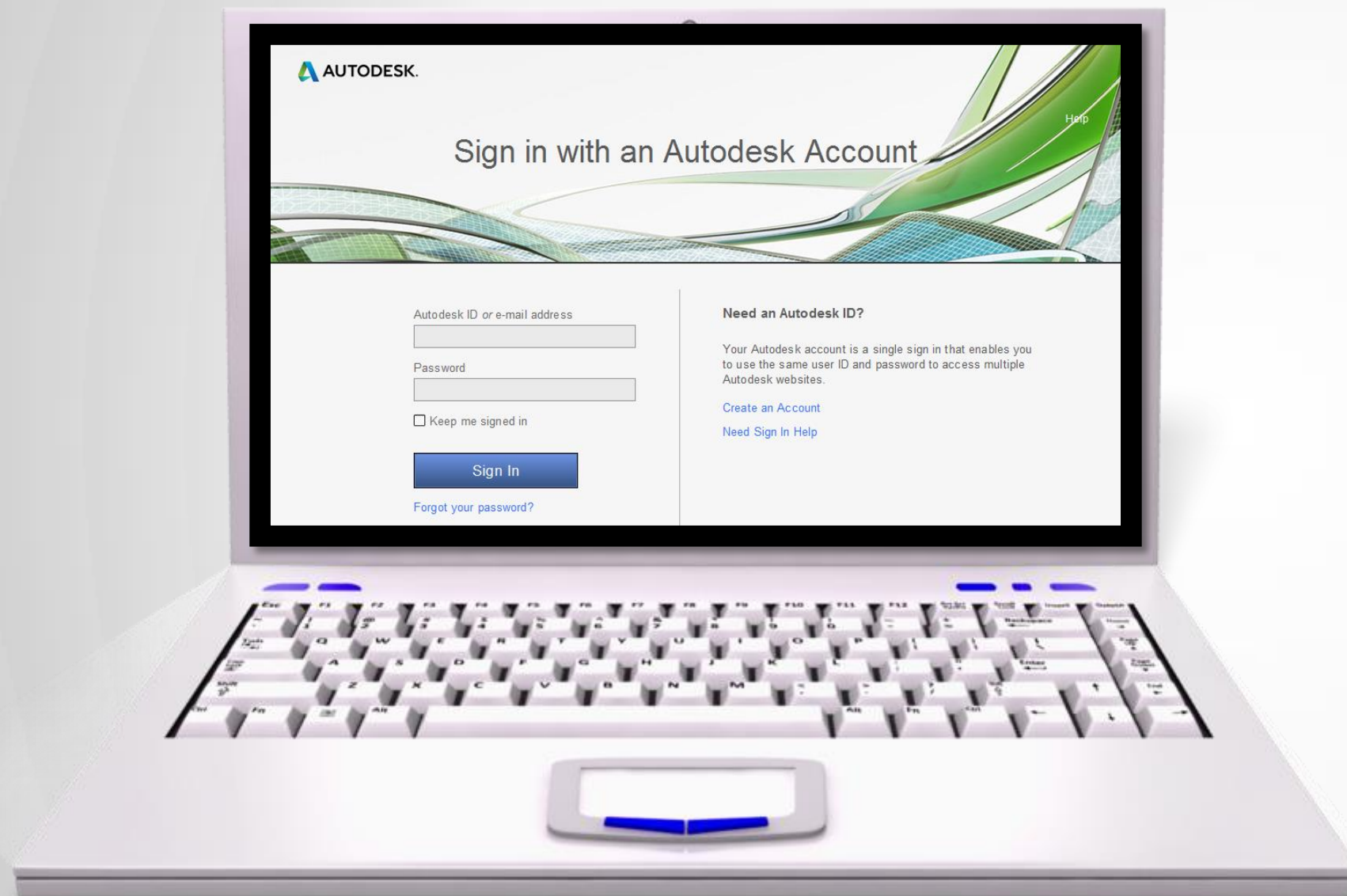
# March 13, Maintenance Subscription you will access Autodesk Account



Maintenance Subscription  
Desktop Subscription  
Cloud Services  
Subscription  
Non-Subscription  
Free services

[www.autodesk.com/account](http://www.autodesk.com/account)

# Autodesk Account available in 14 languages

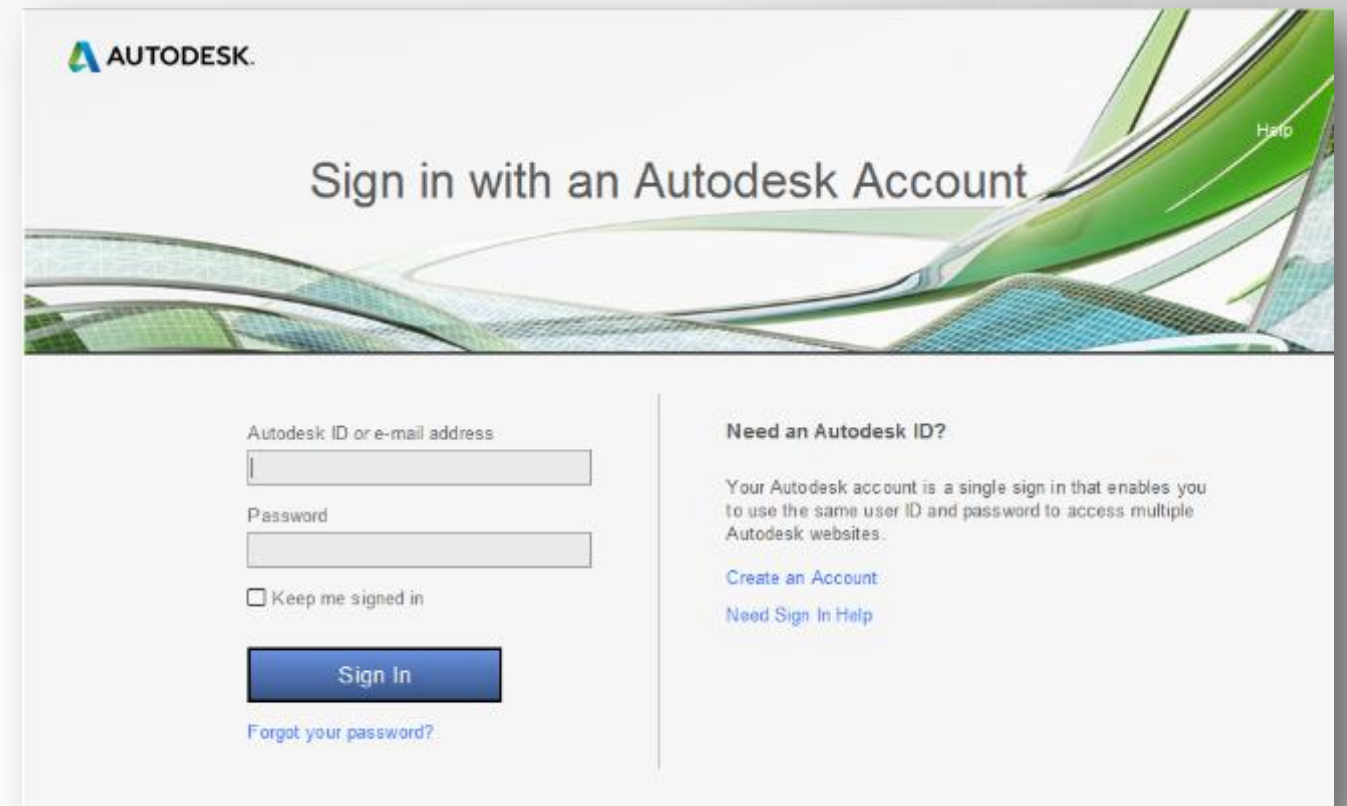


[www.autodesk.com/account](http://www.autodesk.com/account)

Brazilian Portuguese  
Chinese – Simplified  
Chinese – Traditional  
Czech  
English  
French  
German  
Hungarian  
Italian  
Japanese  
Korean  
Polish  
Russian  
Spanish

# Improving the user experience with Autodesk Account

- Personalized Content
- Streamlined User Interface
- Improved portal performance
- Single location for all Subscription benefits



The screenshot shows the Autodesk Account sign-in page. At the top left is the Autodesk logo. The main heading is "Sign in with an Autodesk Account". Below this, there are two input fields: "Autodesk ID or e-mail address" and "Password". A checkbox labeled "Keep me signed in" is positioned below the password field. A blue "Sign In" button is located below the checkbox. To the right of the sign-in form, there is a section titled "Need an Autodesk ID?" with a brief explanation of the account and two links: "Create an Account" and "Need Sign In Help". A "Forgot your password?" link is located below the "Sign In" button. The background of the page features a green and blue abstract graphic.

# Tour of the interface

Drawers

Top Navigation

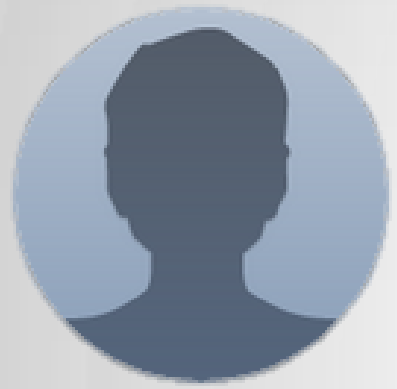
Navigation

Quick Access

Quick Links

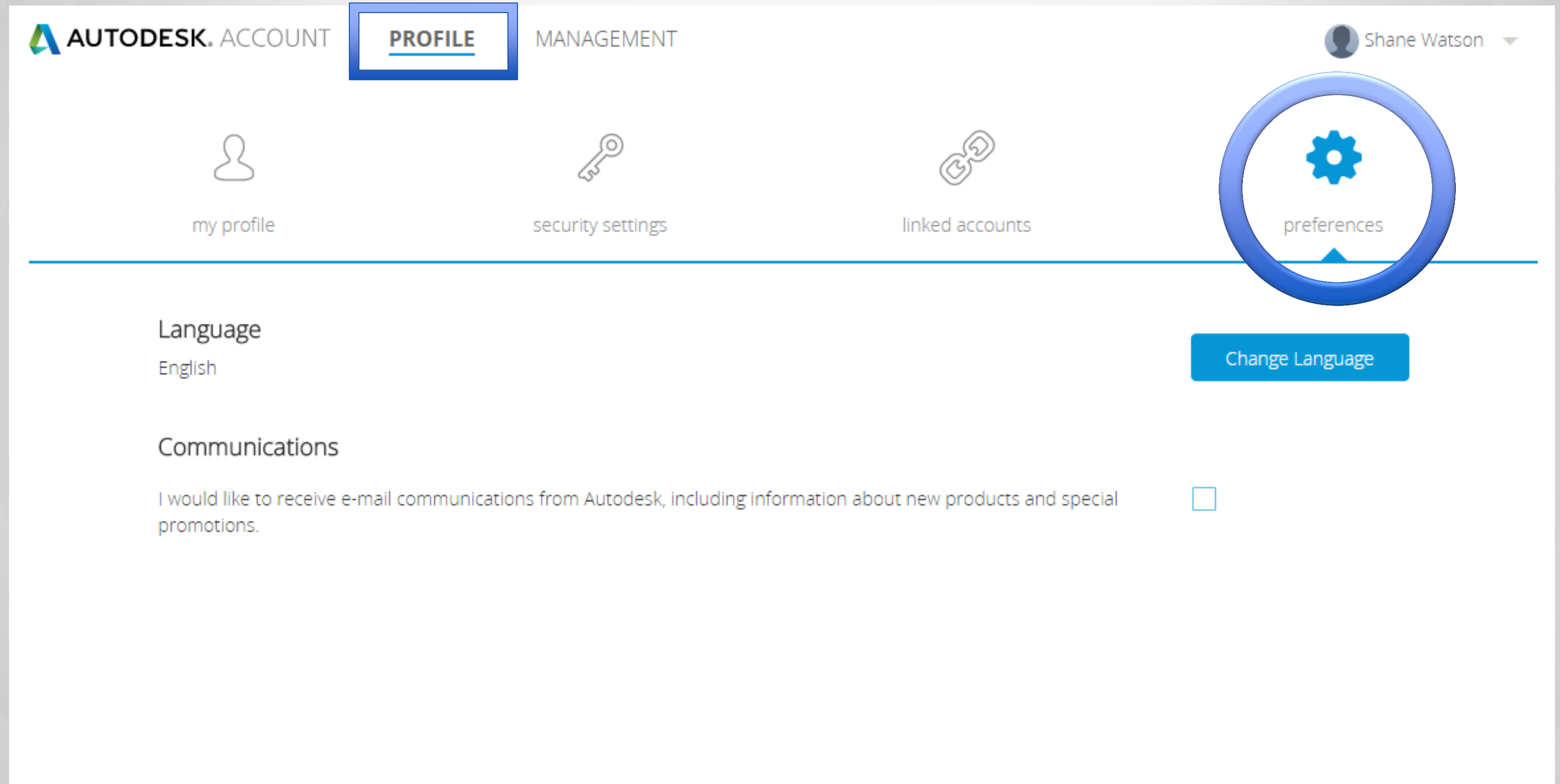
Action Buttons /Menus

The screenshot shows the Autodesk Account Management interface. At the top, there is a header with the Autodesk logo, 'AUTODESK ACCOUNT', and navigation tabs for 'PROFILE' and 'MANAGEMENT'. The user's name 'Shane Watson' and a 'Support' dropdown are also visible. Below the header, the main content area is titled 'All Products & Services' and includes a 'Manage Users' button. A list of products is displayed, including '360 Light Analysis RDA', '3DS Max Design', 'Algor Simulation MES', 'Alias Surface', and 'AutoCAD'. Each product entry has an 'Install now' button and a 'More actions' dropdown menu. On the left side, there is a navigation drawer with sections for 'PRODUCTS & SERVICES' (All, Products, Services, Product Updates, Trials) and 'QUICK LINKS' (Network License Manager, Product Enhancements). The interface is annotated with blue circles and arrows pointing to these key elements: 'Drawers' points to the left navigation drawer; 'Top Navigation' points to the header area; 'Navigation' points to the 'PRODUCTS & SERVICES' section; 'Quick Links' points to the 'QUICK LINKS' section; 'Quick Access' points to the 'Manage Users' button; and 'Action Buttons /Menus' points to the 'Install now' and 'More actions' buttons for a product.



# Profile

# How to edit language or communication settings



The screenshot shows the Autodesk Account Profile Management interface. At the top left is the Autodesk logo and 'ACCOUNT'. The 'PROFILE' tab is highlighted with a blue box. To its right is the 'MANAGEMENT' tab. In the top right corner, the user's name 'Shane Watson' is displayed with a dropdown arrow. Below the tabs are four navigation options: 'my profile' (person icon), 'security settings' (key icon), 'linked accounts' (chain link icon), and 'preferences' (gear icon). The 'preferences' option is highlighted with a large blue circle. Below a horizontal line, the 'Language' section shows 'English' and a 'Change Language' button. The 'Communications' section has a checkbox that is currently unchecked, with the text 'I would like to receive e-mail communications from Autodesk, including information about new products and special promotions.'

AUTODESK. ACCOUNT **PROFILE** MANAGEMENT

Shane Watson

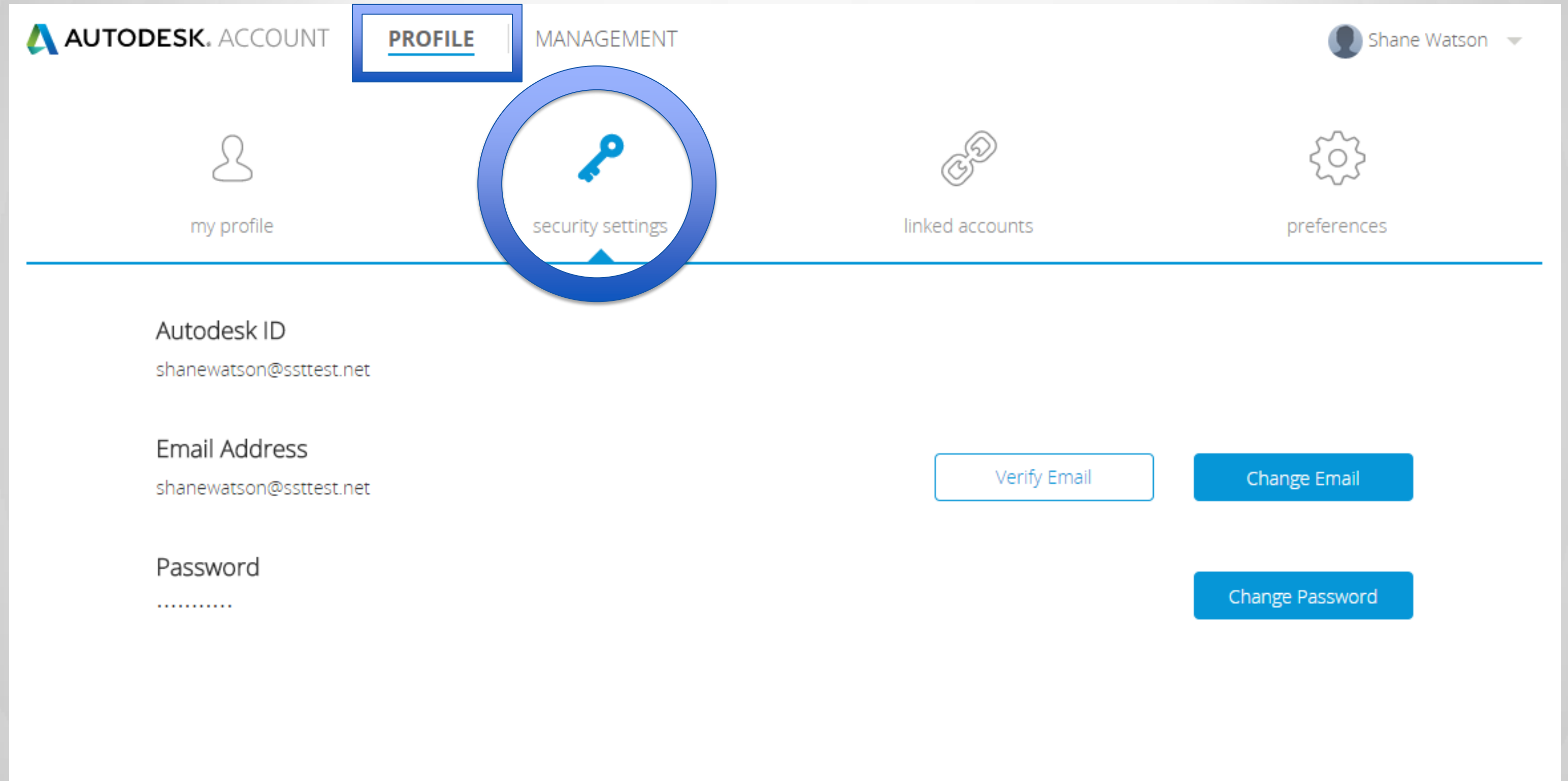
my profile security settings linked accounts preferences

Language  
English [Change Language](#)

Communications

I would like to receive e-mail communications from Autodesk, including information about new products and special promotions.

# How to edit email address and password



The screenshot displays the Autodesk Account Profile Management interface. At the top left, the Autodesk logo and 'ACCOUNT' are visible. The 'PROFILE' tab is selected and highlighted with a blue box. The user's name, 'Shane Watson', is shown in the top right corner. Below the navigation bar, four options are listed: 'my profile', 'security settings', 'linked accounts', and 'preferences'. The 'security settings' option is highlighted with a large blue circle. Below this, the 'Autodesk ID' section shows the email address 'shanewatson@ssttest.net'. The 'Email Address' section also shows 'shanewatson@ssttest.net' and includes 'Verify Email' and 'Change Email' buttons. The 'Password' section shows a masked password '.....' and a 'Change Password' button.

**AUTODESK. ACCOUNT** **PROFILE** MANAGEMENT Shane Watson

my profile **security settings** linked accounts preferences

---

Autodesk ID  
shanewatson@ssttest.net

Email Address  
shanewatson@ssttest.net Verify Email Change Email

Password  
..... Change Password

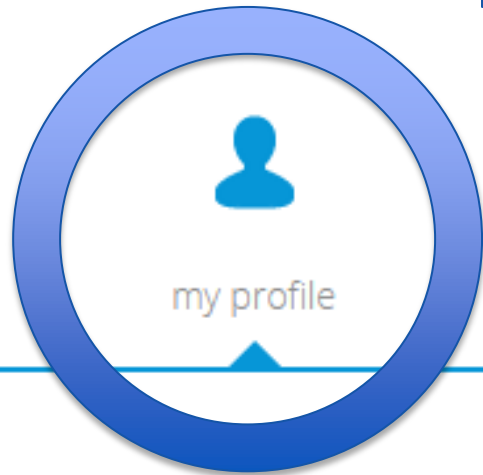
# Create a personal profile

AUTODESK. ACCOUNT

**PROFILE**

MANAGEMENT

Shane Watson ▾



security settings



linked accounts



preferences

Edit Profile



Shane Watson

shanewatson1@ssttest.net

## Contact Information

Phone

Home: 11234567890

Work: 12345678900

# How to link accounts

The screenshot displays the Autodesk Account Management interface. At the top left, the Autodesk logo is followed by the text "AUTODESK. ACCOUNT". To its right, the word "PROFILE" is highlighted with a blue border, and "MANAGEMENT" is visible. In the top right corner, the user's name "Shane Watson" is shown with a dropdown arrow. Below the header, there are four navigation options: "my profile" (with a person icon and a blue circle around it), "security settings" (with a key icon), "linked accounts" (with a chain link icon), and "preferences" (with a gear icon). A blue "Edit Profile" button is located on the right side. Below a horizontal line, the user's profile information is shown, including a silhouette icon, the name "Shane Watson", and the email address "shanewatson1@ssttest.net". Underneath, the "Contact Information" section lists "Phone" with "Home: 11234567890" and "Work: 12345678900".

AUTODESK. ACCOUNT **PROFILE** MANAGEMENT Shane Watson

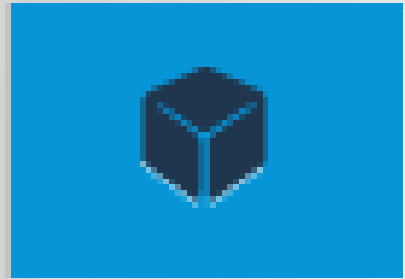
my profile security settings linked accounts preferences

Edit Profile

Shane Watson  
shanewatson1@ssttest.net

Contact Information

Phone  
Home: 11234567890  
Work: 12345678900



# Products & Services

# How to access products

The screenshot displays the Autodesk website's 'Install Now' interface for Autodesk AutoCAD. The interface is divided into several sections:

- Header:** The Autodesk logo and the text 'Install Now' are at the top.
- Product Name:** 'Autodesk AutoCAD' is prominently displayed.
- Navigation:** Below the product name are two tabs: 'Install' (selected) and 'Serial numbers'.
- Year Selector:** A vertical list of years (2015, 2014, 2013) is shown on the left, with a blue box highlighting the 2015 selection.
- Configuration Options:** Below the year selector are three dropdown menus: 'Platform' (set to 'WIN 32/64'), 'Language' (set to 'English'), and 'File size' (set to '14.2 MB').
- Install Button:** A blue 'Install Now' button is located to the right of the configuration options.
- Additional Files:** A link labeled '> Additional files' is positioned below the configuration options.
- Footer:** At the bottom, there are links for 'Download help' and 'Installation help'.

# How to access cloud services

**AUTODESK**. ACCOUNT    PROFILE    MANAGEMENT    Support ▾    Shane Watson ▾

**PRODUCTS & SERVICES**    Services    Manage Users

All  
- Product  
- Service  
Product  
Trials

**Structural Analysis for Autodesk® Revit®**

**Sign In**  
Need an Autodesk ID?

Access now

Access now

Access now

Load now

Access now

QUICK LINKS

Network License Manager  
Product Enhancements  
Download extensions, service

Energy Analysis for Autodesk® Revit®  
Included with Subscription

Access now

# How to access product updates

**tip!**  **ACCESS CONTROL Admin Only**

Support  Linda Decovich

**AUTODESK ACCOUNT**    PROFILE    MANAGEMENT


**PRODUCTS & SERVICES**

- All
- Products
- Services
- Product Updates**
- Trials

**Product Updates** Manage Users

Select All    **Download Selected**    Sort by **Date**

▼ Older (28)

<input type="checkbox"/>	▼	 <b>AutoCAD LT® 2015 Spanish Locked 32-Bit Service Pack SP2</b> AutoCAD LT(R) 2015 32bit Service Pack 2	<input type="button" value="Ignore"/> <input type="button" value="Download"/>
		Released: 09-17-2014	<input type="button" value="Access Control"/>
		Product: AutoCAD LT	
		Status: Live	
		Version: 2015	
		Severity: High	
		Type: Service Pack	
		Size: 23.48MB	
		Update ID: CU002392	

**Description**

This Service Pack will bring AutoCAD LT(R) 2015 for 32 bit Operating Systems up to the most current version, and includes the most recent fixes for your product. The Readme contains the latest information regarding the installation and the use of this Service Pack. It is strongly recommended that you read the entire document before you apply this Service Pack to your product.

[View release notes](#)

Severity: High

# How to access previously released enhancements

The screenshot shows the Autodesk Account Management interface. The top navigation bar includes 'AUTODESK ACCOUNT', 'PROFILE', and 'MANAGEMENT' (which is underlined). On the right, there are links for 'Support' and a user profile for 'laeone Sprintx'. A left sidebar contains navigation options: 'PRODUCTS', 'All', '- Products', '- Services', 'Product Updates', 'Trials', and 'QUICK LINKS'. Under 'QUICK LINKS', 'Network Licenses' and 'Product Enhancements' are visible, with 'Product Enhancements' highlighted by a blue box. The main content area is titled 'All product enhancements & updates' and includes a 'Close this page' link. Below this, there is a heading 'Download software enhancements and Autodesk 360 desktop clients.' and a table of enhancements.

Title	Type	Release Date
Extension 2 for Autodesk Maya 2013	Extension	2013-01-22
Service Pack 4 for Autodesk Smoke 2012 for Mac OS X Subscription Advantage Pack 2	Service Pack	2012-12-11
Autodesk Showcase 2013 R1	Application	2012-11-30
Alias 2013 Subscription Update 2	Service Pack	2012-11-16
Roombook Areabook Extension for Autodesk Revit 2013 and Autodesk Revit LT 2013	Extension	2012-11-01
Productivity Tools for AutoCAD Civil 3D 2013	Extension	2012-10-24
Revit Extensions for Autodesk Revit 2013	Extension	2012-10-18

At the bottom of the page, there is a light blue banner with the text: 'You may have access to download more Autodesk software products. You may also have the ability to download those Autodesk products in different languages.' To the right of this banner is a 'Download Products' button.

# How to access other downloads

**tip!** Maintenance Subscription Only

**AUTODESK ACCOUNT** PROFILE MANAGEMENT Support

**PRODUCTS & SERVICES**

- All
- Products**
- Services
- Product Updates
- Trials

**QUICK LINKS**

- Network License Manager
- Product Enhancements
- Download extensions, service

Your Account Home

Language: English Platform: All Content Type: Software Product Search:  Go

**Downloads**

Product	2013	2012
<b>AutoCAD</b>	<a href="#">Download</a>	<a href="#">Download</a>
<b>AutoCAD Architecture</b>	<a href="#">Download</a>	
<b>AutoCAD Civil 3D</b>	<a href="#">Download</a>	<a href="#">Download</a>
<b>AutoCAD Electrical</b>	<a href="#">Download</a>	<a href="#">Download</a>
<b>AutoCAD for Mac</b>	<a href="#">Download</a>	<a href="#">Download</a>
<b>AutoCAD LT</b>	<a href="#">Download</a>	
<b>AutoCAD Map 3D</b>		

Manage Users

Download now  
More actions ▾

Download now  
More actions ▾

Download now  
More actions ▾

Download Products

You may have access to download more Autodesk software products. You may also have the ability to download those Autodesk products in different languages.

# How to view product & services details

**AUTODESK ACCOUNT**

**PRODUCTS & SERVICES**

- All
- Products
- Services
- Product Updates
- Trials

**QUICK LINKS**

- Network License Manager
- Product Enhancements
- Download extensions, service packs, design content, etc.

**Admin** | Download now | More actions

AutoCAD  
4 seats . Maintenance Subscription (Expires)

Subscription info | Maintenance Subscription info | Expires Dec 12, 2015 | Subscription details

**User** | Install now | More actions

AutoCAD  
Maintenance Subscription

Serial numbers	Versions	2015, 2014, 2013, 2012
	Platforms	Win 32/64, Mac 64
Version	Serial number / product key	
2015	Contact your admin for serial numbers.	
<a href="#">Install</a>		
2014	Contact your admin for serial numbers.	
<a href="#">Install</a>		
2013	Contact your admin for serial numbers.	
<a href="#">Install</a>		
<a href="#">View all serial numbers</a>		

More details | [Product info](#) | [Product help](#) | [Enhancements](#) | [Updates](#)

# How to view cloud service details

The screenshot shows the Autodesk Account Management interface. At the top, the user is logged in as Shane Watson. The 'MANAGEMENT' tab is active. The left sidebar is titled 'PRODUCTS & SERVICES' and has a blue highlight on the '- Services' option. The main content area is titled 'Services' and features a 'Manage Users' button. A blue-bordered box highlights the details for 'Autodesk® Green Building Studio®', which is included with the subscription. Below the service name, there are sections for 'Subscription info', 'Description', and 'More details'. The 'Subscription info' section states that access is provided as a benefit of the subscription. The 'Description' section explains that the service allows for faster and more accurate energy analysis. The 'More details' section includes links for 'Product info' and 'Product help'. Below the highlighted service, the 'Storage' service is partially visible, also included with the subscription, with an 'Access now' button. A blue arrow points to the 'Storage' service.

**AUTODESK. ACCOUNT** PROFILE | MANAGEMENT Support ▾ Shane Watson ▾

**PRODUCTS & SERVICES**

- All
- Products
- Services**
- Product Updates
- Trials

**Services** Manage Users

**Autodesk® Green Building Studio®**  
Included with Subscription Access now

**Subscription info** You get access to this service as a benefit of the below subscription(s).

**Description** Take your designs beyond the desktop to perform faster, more accurate energy analysis, optimize energy efficiency, and improve the carbon footprint of multiple design options.

**More details** [Product info](#)  
[Product help](#)

**Storage**  
Included with Subscription Access now

**QUICK LINKS**

- [Network License Manager](#)
- [Product Enhancements](#)
- [Download extensions, service](#)

# How to perform more actions

The screenshot displays the Autodesk Account interface. At the top left is the 'AUTODESK ACCOUNT' logo. A navigation sidebar on the left includes 'PRODUCTS & SERVICES' (highlighted), 'All', '- Products' (highlighted), '- Services', 'Product Updates', 'Trials', and 'QUICK LINKS' (containing 'Network License Manager', 'Product Enhancements', and 'Download extensions, service'). The main content area is divided into sections: 'DOWNLOAD & INSTALL' (with options 'Download now (fast) through Download Manager', 'Browser download (slowest) through your browser', and 'Can't decide?'), 'REQUESTS' (with 'Get previous versions' and 'Get a physical copy'), and 'PAYMENT' (with 'Subscription details'). A 'Support' dropdown and 'Shane Watson' profile are in the top right. A 'Manage Users' button is also present. A 'Download now' button and a 'More actions' dropdown are visible. The 'More actions' dropdown is open, showing a list of options: 'DOWNLOAD & INSTALL' (with 'Install now (fastest)', 'Download now (fast) through Download Manager', 'Browser download (slowest) through your browser', and 'Can't decide?'), 'REQUESTS' (with 'Get previous versions', 'Get home use license', and 'Get a physical copy'), and 'PAYMENT' (with 'Subscription details'). A blue arrow labeled 'Non-Sub' points to the 'More actions' dropdown. Another blue arrow points to the 'Can't decide?' link in the dropdown menu.

**AUTODESK ACCOUNT**

Support ▾ Shane Watson ▾

**PRODUCTS & SERVICES**

All

- Products

- Services

Product Updates

Trials

**QUICK LINKS**

Network License Manager

Product Enhancements

Download extensions, service

**DOWNLOAD & INSTALL**

Download now (fast) through Download Manager

Browser download (slowest) through your browser

Can't decide?

**REQUESTS**

Get previous versions

Get a physical copy

**PAYMENT**

Subscription details

Manage Users

Download now

More actions ▾

DOWNLOAD & INSTALL

Install now (fastest)

Download now (fast) through Download Manager

Browser download (slowest) through your browser

Can't decide?

REQUESTS

Get previous versions

Get home use license

Get a physical copy

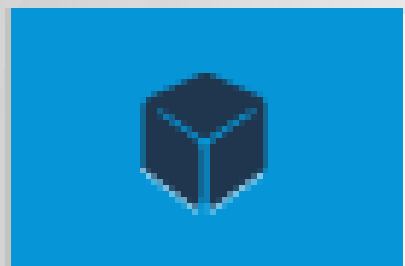
PAYMENT

Subscription details

Install now

More actions ▾

Non-Sub



# Flexible Licensing Rights

# How to request previous version use



AUTODESK ACCOUNT PROFILE **MANAGEMENT** Support Shane Watson

PROFILES

Get Previous Versions: Autodesk AutoCAD

Use previous versions of your products. [Check eligibility and learn more.](#)  
View previous version information for [Educational institutions.](#)

	Standalone License	Network License
Maintenance Subscription	<a href="#">Send a request</a>	Included with network license
Desktop Subscription	Just download the version and activate	Not Applicable

Products without Subscription are not eligible.

Manage Users

Download now

More actions

DOWNLOAD & INSTALL

- Install now (fastest)
- Download now (fast) through Download Manager
- Browser download (slowest) through your browser
- Can't decide?

REQUESTS

- [Get previous versions](#)
- Get home use license
- Get a physical copy

PAYMENT

# How to request home use license



**AUTODESK ACCOUNT** PROFILE MANAGEMENT Support ▾ Shane Watson ▾

**PRODUCTS**

- All
- Products
- Services
- Product Updates
- Trials

**QUICK LINKS**

- Network License
- Product Enhancement
- Download extensions

### Get home use: Autodesk AutoCAD

Get an additional copy of your product installed at your home office for business-related work.  
[Check if your product is eligible and learn more](#)

	Standalone License	Network License
Maintenance Subscription	✓ Just use your existing serial number	✓ <b>Send us a request</b>
Desktop or Cloud Service Subscription	✓ Just sign in or use your existing serial number	✗ Not Applicable

Education or products without subscription are not eligible.

Manage Users

Download now

**More actions ▾**

DOWNLOAD & INSTALL

- Install now (fastest)
- Download now (fast) through Download Manager
- Browser download (slowest) through your browser
- Can't decide?

REQUESTS

- Get previous versions
- Get home use license**
- Get a physical copy

PAYMENT

- Subscription details

Install now

More actions ▾



# Support

# How to access self-help

The screenshot displays the Autodesk Support website interface. At the top left is the Autodesk logo. The main heading is "SUPPORT". Below this are three tabs: "Products", "Suites", and "Cloud Services". The "Products" tab is active, showing a grid of product categories with representative images and labels:

- 3ds Max
- Alias Products
- AutoCAD
- AutoCAD Architecture
- AutoCAD Civil 3D
- AutoCAD LT
- AutoCAD Map 3D
- AutoCAD Mechanical
- Inventor Products
- Maya
- Navisworks Products
- Revit Products
- Simulation Moldflow Adviser
- Simulation Moldflow Insight
- Vault Products






A "Show All Products" link is located at the bottom right of the product grid. Below the grid, there are three main sections:

- Up & Running**
  - System Requirements
  - Software & Downloads
  - Installation, Activation & Licensing
  - Product Registration
  - Account Management
- Downloads**
  - Find updates, service packs, hot fixes and more downloads for your products & services.
  - Browse Downloads
- Forums**
  - Ask questions and share information about using Autodesk software in one of our peer-to-peer forums.
  - Visit the Forums

On the right side of the page, there is a vertical navigation menu with several buttons and links, including "Maintenance", "Manage Users", "Download now", "Options", "Download now", "Download now", "Download now", and "Download now".

# How to subr

 **AUTODESK.** ACCOUNT

-  PRODUCTS & SERVICES
-  All
-  - Products
-  - Services
-  Product Updates
-  Trials

## QUICK LINKS

- [Network License Manager](#)
- [Product Enhancements](#)
- [Download extensions, service packs, design content, etc.](#)

## CONTACT US



Find the best way to get support for your Autodesk products and services.

### 1. What can we help you with?

Using your Product or Service

#### Have you tried this?

- [Browse Support for troubleshooting articles](#)
- [Find learning resources for your product](#)
- [Provide feedback about your product or service](#)

#### Check System and Hardware Requirements

- [System Requirements](#)
- [Operating System Compatibility](#)
- [Recommended graphics hardware](#)
- [Find recommended hardware](#)
- [Certified hardware FAQ](#)

### 2. Select a topic:

Learning Resources


#### Have you tried this?


- [Learn how to use your product](#)
- [Training and Certification](#)
- [Learning tools provided by Autodesk partners](#)
- [Classes on demand offered at Autodesk University](#)

### Contact Options:

 **Community**  
Product Forums

### Additional Options:

 **Web Support**  
Submit a Case

 **Phone Support**  
Call an Agent

#### Express Service ID: 42626236

Please have this ready to expedite your call.

866 681 4359 (Toll Free) / +1 646 217 0167  
(Accessible from mobile)  
Autodesk Smoke 800 925 6442 (Toll Free)

Autodesk BIM 360 Field 888-835-2797

Autodesk BIM 360 Glue 888-835-2797

#### Your Supported Products:

Autodesk AutoCAD

# Phone support

 laeuat Maintenance

Manage Users

Download now

More actions

Download now

Access now

Access now

Access now

# How to view support cases

The screenshot shows the Autodesk Account interface. On the left is a navigation sidebar with categories like 'PRODUCTS & SERVICES', 'All', '- Products', '- Services', 'Product Updates', and 'Trials'. The main content area is titled 'Create Case' and 'View Cases'. It features a 'Select a Case Type' section with options: 'Technical Product Support', 'Software Downloads', 'Installation & Configuration', 'Registration & Activation', 'My Subscription', 'Ideas & Suggestions', and 'Other'. Below this is a 'Self Help Resources' section with links to 'Knowledge Base & Online Help', 'Discussion Forums', 'Up & Ready Blog', and 'Subscription Center FAQs'. On the right, there are account management options: 'My Account', 'My Phone Support', and 'My Reseller Permissions'. A blue box highlights the 'Support' link in the top right navigation bar. Another blue box highlights the 'Support cases' link in the left sidebar. A third blue box highlights the 'Support & learning' link in the top right navigation bar. The user's name 'laeuat Maintenance' is visible in the top right corner. The bottom right corner of the page features the Autodesk logo.



# Managing Users

The following features can only be accessed by Contract Managers or Software Coordinators.

# How to add users to access benefits

*Tip!* Admins Only

AUTODESK ACCOUNT PROFILE **MANAGEMENT** Support Shane Watson

USERS Manage Users **USERS**

All Users (13) Search name or email

+ Add Actions Sort by: First name (A-Z) Filters

**Add Users** Bulk Add

User Info  
All fields are required

Email  
First Name  
Last Name

Id like to add access to the user(s) now.

Save & Continue Cancel

**Add Users** Bulk Add

Paste a list of user names and emails (max. 50 users)

e.g. John Doe <john.doe@email.com>; Jane Doe jane.doe@email.com, Jim Doe <Jim.doe@email.com>

Id like to add access to the user(s) now.

Save & Continue Cancel

Benefits	Status	Edit Access	
4	✓	-----	✕
2	✓	-----	✕
3	⋮	-----	✕
1	⋮	-----	✕
1	✓	-----	✕
0		-----	✕
1	✓	-----	✕

# How to edit users' permissions

*Tip!* Admins Only

**AUTODESK** Edit Access : lae Regression

All Benefits Products & Services Show: All Contracts

Benefits ⓘ

Product Downloads (All Products)  Assign

>	Product Extensions & Web Support Contract #110000129450	2/2	Benefit On	359	Seats Available	Edit
---	--	-----	------------	-----	-----------------	------

Products & Services ⓘ

>	AutoCAD Contract #110000129450	7/7	Service On	59	Seats Available	<input checked="" type="checkbox"/> Assign
---	-----------------------------------	-----	------------	----	-----------------	--

Save Cancel

# How to edit more than one user at one time

*Tip!* Admins Only

The screenshot shows the 'Edit Access' dialog box for 'lae Regression'. The dialog is divided into sections for 'Benefits' and 'Products & Services'. In the 'Benefits' section, there is a row for 'Product Downloads (All Products)' with an 'Assign' button. In the 'Products & Services' section, there is a row for 'AutoCAD' with an 'Assign' button. The dialog also includes a 'Show:' dropdown menu set to 'All Contracts', a 'Filters' button, and 'Save' and 'Cancel' buttons at the bottom.

Category	Item Name	Contract #	Seats Available	Action
Benefits	Product Downloads (All Products)			<input checked="" type="checkbox"/> Assign
Products & Services	AutoCAD	Contract #110000129450	59	<input checked="" type="checkbox"/> Assign

# How to add and manage Software Coordinators

*tip!* Admins Only

**AUTODESK ACCOUNT** PROFILE | MANAGEMENT Support ▾ Shane Watson ▾

**USERS**  
Manage Users  
**USERS**  
QUICK LINKS  
Manage Phone Support  
**Manage Software Coordinators**

### 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

<b>Contract:</b> 110000121909	<b>Contract Manager</b>	<b>Company Details</b>
<b>Program:</b> Enterprise Priority Support	<b>Name:</b> laeuat Tflex	<b>Name:</b> Reseller3000_STG214339
<b>Start Date:</b> 2/3/2015	<b>Email:</b> laeuat-tflex02@ssttest.net	<b>Address 1:</b> 1020 Lake Sumter Lndg
<b>End Date:</b> 02/02/2016	<b>Phone #:</b>	<b>Address 2:</b>
<b>Status:</b> Active	<b>Extension:</b>	<b>Address 3:</b>
		<b>City:</b> The Villages
		<b>State:</b>
		<b>Country:</b> United States
		<b>Postcode:</b> 32162-2699

13 results

Software Coordinators	Products				
<input type="text" value="Search"/>	Software Coordinators <input type="button" value="Edit..."/> <input type="button" value="Remove..."/> 1 - 1 of 1				
First Name	Last Name	Email	Phone	Shipping Location	Edit Access
◆ laeuat	Tflex	laeuat-tflex02@ssttest.net		1020 Lake Sumter Lndg	<input type="button" value="x"/>

# How to add and manage phone support users

*tip!* Admins Only

**AUTODESK. ACCOUNT**

Support | Stagephone Mainte... | e Watson

**USERS**

Manage Users

**USERS**

QUICK LINKS

**Manage Phone Support**

Manage Software Coordinators

### Manage phone support users

[Close this page](#)

To assign Phone Support User, select and move the user to the appropriate list using the Add and Remove buttons.

Phone support has been purchased for the following account(s).

1. Select account to manage:  
Account Stagephonesupport-Maintenance - 511569982

2. Select and move users to the appropriate list using the Add and Remove buttons:

Available users	Selection details:	Phone support users
Meghana Prakash		David Wong Stagephone Maintenance

Or search for the user by email address

Enter email address:  >>

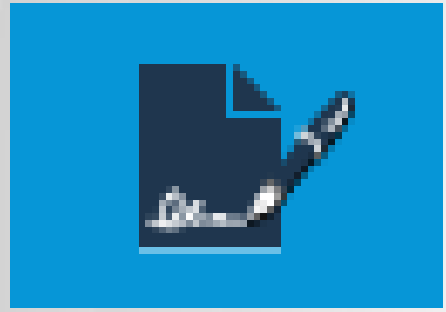
Note: Users appearing in gray have access to phone support by role and cannot be removed from this list.

Save | Reset

Filters

13 results

Product & Services	Benefits	Status	Edit Access
laeone Perpetual			



# Contracts & Orders

# How to view contract details and renew

*Tip!* Admins Only

## < Details of Subscription #1100001594

Products 1	Seats 1	Support Level Basic
---------------	------------	------------------------

You have products up for renewal.  
Please renew them below.

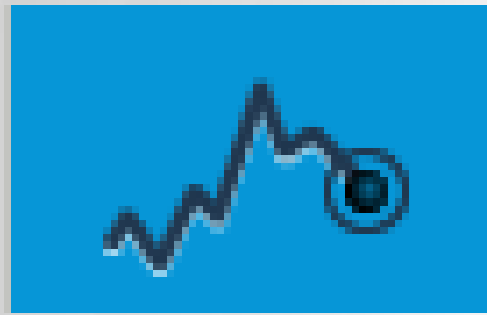
### Products and Services

Export

Product	Serial / Key	Seats	Support	Reseller	Renewal Number
> Autodesk 3ds Max	391-04055904 / 128B1	1	Basic	Jenny Jones	1-EOY3ALT

Jenny Jones  
123 COMPANY  
905-345-3456

Renew ▾  
Renew Online  
or  
Contact Reseller  
Jenny Jones  
905-345-3456



# Reporting

# How to view cloud credit usage

**tip!** Admins see "Shared Cloud Credits" Only

- REPORTING
- Cloud Services Usage**
  - By Users
- Users
- Mobile
- Documents

QUICK LINKS

**Give feedback**  
Give us your feedback and sign up for our user studies as we continue to improve your experience!

## Cloud Services Usage By Users

Reminder: You are responsible for compliance with privacy and data protection laws related to personal data provide... [More ▾](#)

Name	Individual <i>i</i> ▾	Shared (On Contract) <i>i</i> ▾
laeone Nfr	0 / 100 Used	#110000795783 0 Used
Glen Maxwell	0 / 100 Used	#110000795766 No Cloud Credits Purchased #110000795782 0 Used <a href="#">3 More</a>
Supriyaaaaa One	0 / 100 Used	#110000796379 No Cloud Credits Purchased

# And more to explore on your own

The image shows a screenshot of the Autodesk Account Management interface. The page is titled "AUTODESK ACCOUNT" and has tabs for "PROFILE" and "MANAGEMENT". The "MANAGEMENT" tab is active, showing "All Products & Services". The left sidebar contains a navigation menu with sections: "PRODUCTS & SERVICES" (All, - Products, - Services, Product Updates, Trials), "QUICK LINKS" (Network License Manager, Product Enhancements), "What's new in Account", and "Give feedback". The main content area lists various products and services, including 360 Light Analysis RDA, 3DS Max Design, Algor Simulation MES, Alias Surface, and AutoCAD. A "Manage Users" button is visible in the top right corner. The user's name "Shane Watson" is displayed in the top right. Six blue circular callouts with arrows point to specific features: "Manage Devices" points to the "Trials" link; "Trials" points to the "Trials" link; "Network License Manager" points to the "Network License Manager" link; "Tutorials" points to the "Give feedback" link; "Give Feedback" points to the "Give feedback" link; and "Linked Accounts (on Profile)" points to the "MANAGEMENT" tab.

Manage Devices

Trials

Network License Manager

Tutorials

Give Feedback

Linked Accounts (on Profile)

AUTODESK ACCOUNT PROFILE MANAGEMENT

Shane Watson

Manage Users

PRODUCTS & SERVICES

- All
- Products
- Services
- Product Updates
- Trials

QUICK LINKS

- Network License Manager
- Product Enhancements
- Download extensions, service packs, design content, etc.

What's new in Account

Give feedback

All Products & Services

- 360 Light Analysis RDA  
Included with Subscription
- 3DS Max Design  
Enterprise Token Flex (Expires) [Install now](#) [More actions](#)
- Algor Simulation MES  
Enterprise Token Flex (Expires) [Install now](#) [More actions](#)
- Alias Surface  
Enterprise Token Flex (Expires) [Install now](#) [More actions](#)
- AutoCAD  
4 seats . Education + Maintenance Subscription (Expires) [Download now](#) [More actions](#)
- AutoCAD  
4 seats . Not for resale + Maintenance Subscription (Expires) [Download now](#) [More actions](#)
- AutoCAD  
4 seats . Maintenance Subscription (Expires) [Download now](#) [More actions](#)

# On March 13, existing you will receive....

**AUTODESK.**

## Important Update

Dear Autodesk Customer,

On March 13, 2015, we will be retiring Subscription Center and directing you to the newly enhanced Autodesk Account, a personalized and easy-to-use portal where you can track and manage all of your Autodesk products, services, and benefits in one place.

The new Autodesk Account features a streamlined workflow that helps you quickly find everything you need in one easy to navigate portal:

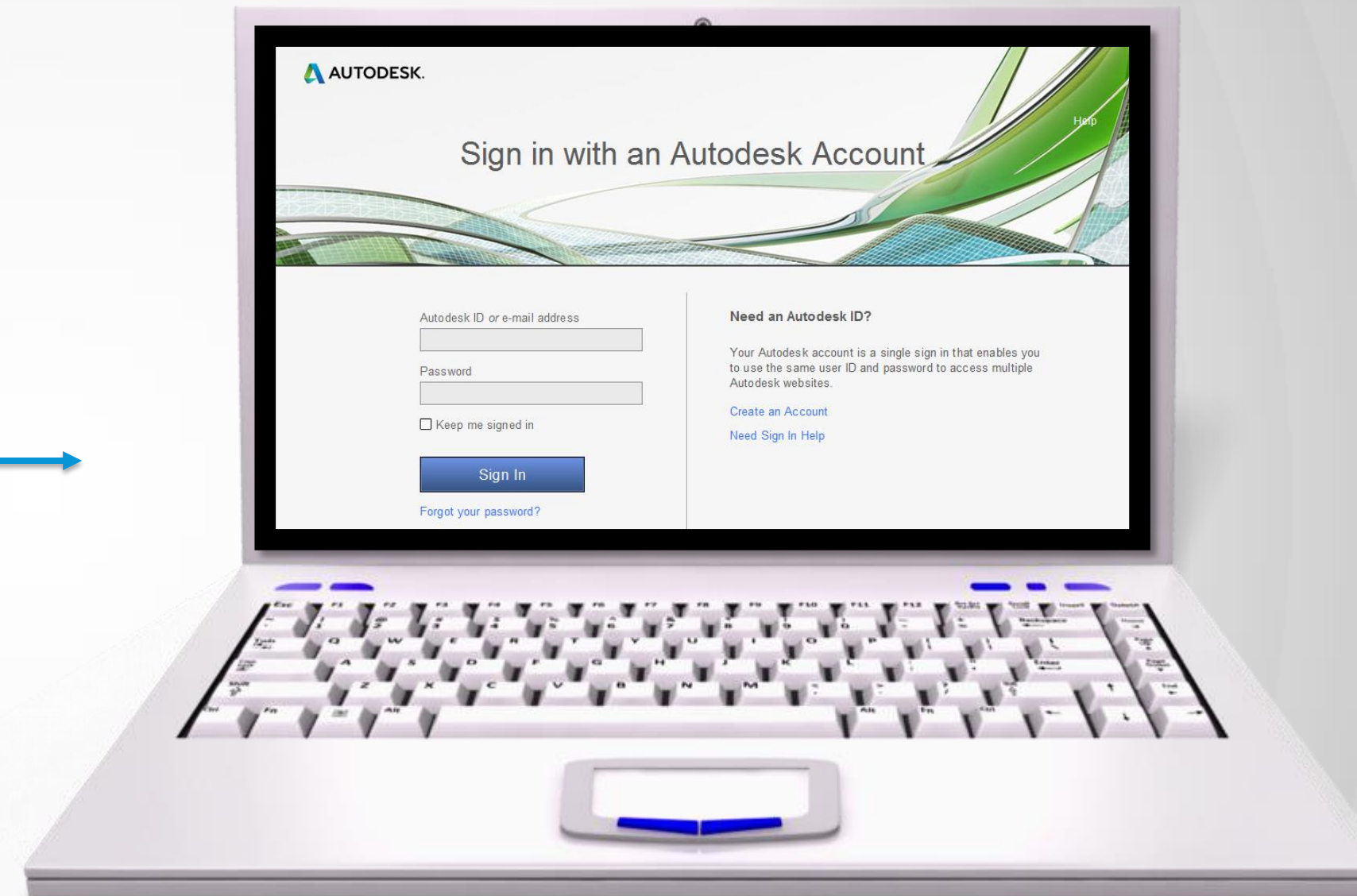
- Download products – including product updates and enhancements
- Access technical support – get installation, configuration, troubleshooting, and other support
- Manage permissions – view licenses and grant access to software and benefits
- Track usage – of licenses (including trials), benefits and consumption

If you would like to learn more about Autodesk Account, please read the [FAQ](#). If you have any additional questions, please contact your Autodesk Authorized Reseller or your Autodesk sales representative.

**Check it out for yourself**  
Go to [www.autodesk.com/account](http://www.autodesk.com/account) and use your existing Subscription Center login credentials to sign into Autodesk Account.

Be sure to share this with your team.

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Sign in using existing login/password  
[www.autodesk.com/account](http://www.autodesk.com/account)

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If you need further assistance, please contact your reseller.

