

**Autodesk Account****Questions and Answers for Customers**

*A more efficient way to manage your business relationship with Autodesk.*

## Table of contents

<b>1. Overview</b>	<b>2</b>
1.1 What is Autodesk Account and will it replace Subscription Center?	2
1.2 Why is Autodesk making this change?	2
1.3 Who will be affected by this change?	2
1.4 How is Autodesk Account better than Subscription Center?	2
1.5 How do I access Autodesk Account?	2
1.6 Is there anything specific I need to do the first time I log in to Autodesk Account?	2
1.7 What if I can't access my benefits in Autodesk Account?	2
<b>2. Downloads</b>	<b>3</b>
2.1 How do I download software on Autodesk Account?	3
2.2 How do I access product updates and enhancements on Autodesk Account?	3
<b>3. Flexible Licensing</b>	<b>3</b>
3.1 How do I request previous version and home version licenses on Autodesk Account?	3
<b>4. Support</b>	<b>3</b>
4.1 How do I access my web support benefits on Autodesk Account?	3
4.2 How do I access and manage my phone support benefits on Autodesk Account?	3
4.3 Will I still be able to share my support cases with my reseller?	3
4.4 Where is self-service help located in Autodesk Account?	3
<b>5. Administrative Tools</b>	<b>4</b>
5.1 How do I manage access and permissions on Autodesk Account?	4
5.2 How do I track licenses and renewals on Autodesk Account?	4
5.3 How do I track cloud credit consumption on Autodesk Account?	4
5.4 Will administrators have the ability to assign product updates to users on Account?	4
5.5 Will end users be able to create an account to access Subscription benefits?	4
5.6 How do I update my address information on Autodesk Account?	4
5.7 Will I still be able to organize my licenses by group name?	4
<b>6. Cloud Services</b>	<b>5</b>
6.1 How do I access my cloud benefits on Autodesk Account?	5
<b>7. Communications</b>	<b>5</b>
7.1 When and how will I be notified of the change from Subs Center to Autodesk Account?	5

## 1. Overview

### 1.1 What is Autodesk Account and will it replace Subscription Center?

Effective March 13, 2015, Subscription Center, the online site where Maintenance Subscription customers have historically accessed their Subscription benefits, will be retired and all customers will be directed to Autodesk Account, a personalized and easy-to-use portal where customers can track and manage all of their Autodesk products, services, and benefits in one place.

### 1.2 Why is Autodesk making this change?

We want to make it easier and more efficient to manage your business relationship with Autodesk by providing one place to access all of your programs and benefits rather than separate portals.

### 1.3 Who will be affected by this change?

Subscription customers who currently go to Subscription Center to access their Subscription benefits will now go to Autodesk Account.

### 1.4 How is Autodesk Account better than Subscription Center?

Autodesk Account features a streamlined workflow that helps you quickly find everything you need to manage your Autodesk products and services in one easy to navigate portal:

- Download products and trials – including product updates and enhancements
- Access technical support – get installation, configuration, troubleshooting, and other support
- Manage permissions – grant users access to software and benefits
- Track usage – of licenses, cloud credit consumption and trial downloads
- Purchase and renew license – based on usage and requirements\*

**\* If you currently purchase or renew licenses from an Autodesk reseller partner, your reseller contact information will be provided for efficient transactions.**

### 1.5 How do I access Autodesk Account?

Go to [www.autodesk.com/account](http://www.autodesk.com/account) and log in using your existing Subscription Center login credentials or Autodesk ID.

### 1.6 Is there anything specific that I need to do the first time I log in to Autodesk Account?

At first time log in, it is important that Contract Managers and Software Coordinators go to the User Management tab to confirm all roles and permissions are set properly so users have access to their benefits. If you are a new user needing access to your benefits and do not know who your Contract Manager or Software Coordinator is, please contact your reseller or the [Autodesk Customer Service](#).

To learn more about the User Management features in Autodesk Account, including how to make changes to assigned roles, please refer to Account Management Help at: <http://knowledge.autodesk.com/topics/account-management/subscription-management>. [note: tutorial will be updated to reflect the changes March 13, 2015].

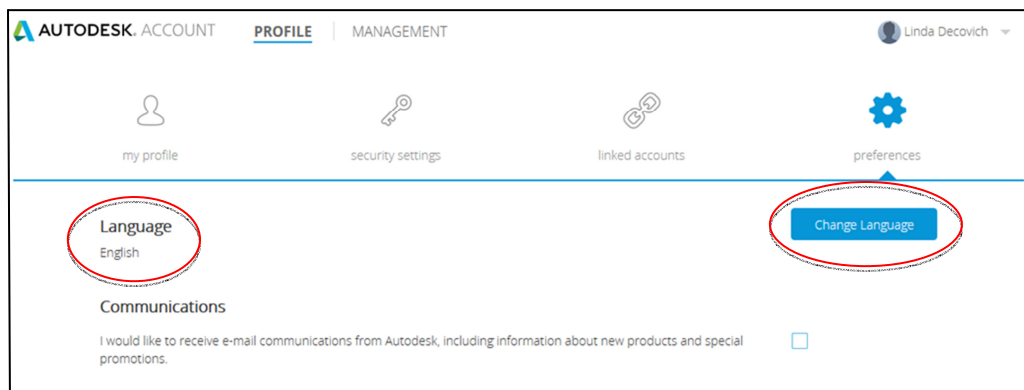
The screenshot shows the Autodesk Account Management interface. The top navigation bar includes 'AUTODESK ACCOUNT', 'PROFILE', and 'MANAGEMENT'. The user 'Linda Decovich' is logged in. The main content area is titled 'All Users (4)' and displays a table of users with columns for 'Products & Services', 'Benefits', 'Status', and 'Edit Access'. Below the table, there are sections for 'Benefits (Benefits 3)' and 'User Info'.

Check	Name	Products & Services	Benefits	Status	Edit Access
<input type="checkbox"/>	John Janzen john.janzen@ssttest.net	0	1	⋮	Edit Access
<input type="checkbox"/>	Linda Decovich linda_estore@ssttest.net	1	3	✓	Edit Access

Benefits (Benefits 3): Product Extensions, Web Support, Product Downloads

User Info: Role(s) Contract Manager, Contract# 110000826102

Secondly, it is important to go to the Profile Tab to confirm your **language preferences** as this will ensure consistency of language for support and other ongoing communications.



### 1. What if I can't access my Subscription benefits in Autodesk Account?

If you are an end user and unable to access your Subscription benefits, please contact your Contract Manager or Software Coordinator. If you do not know who your Contract Manager or Software Coordinator is, please contact your reseller or the Autodesk Customer Service.

## 2. Downloads

### 2.1 How do I download software on Autodesk Account?

Downloadable versions of all eligible software releases are available worldwide on Autodesk Account. To learn more about software delivery options and how to install software once it is downloaded, please refer to: [www.autodesk.com/howtownloadproducts](http://www.autodesk.com/howtownloadproducts) [note: tutorial will be updated to reflect the changes March 13, 2015]

### 2.2 How do I access product updates and enhancements on Autodesk Account?

Autodesk Account displays product updates and enhancements so you always know when they become available. Product enhancements provide early access to new functionality and are released periodically. To learn how to download updates and enhancements, please refer to Account Management Help at: [www.autodesk.com/howtownloadenhancements](http://www.autodesk.com/howtownloadenhancements) [note: tutorial will be updated to reflect the changes March 13, 2015]

## 3. Flexible Licensing

### 3.1 How do I request previous version and home version licenses on Autodesk Account?

Maintenance Subscription features flexible licensing rights so you always have access to the right tools at the right time. To check eligibility and learn how to request home or previous version licenses on Autodesk Account, please refer to Account Management Help at:

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

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

[note: tutorials will be updated to reflect the changes March 13, 2015]

## 4. Support

### 4.1 How do I access my web support benefits on Autodesk Account?

Request one-on-one support web support for installation, configuration, or troubleshooting of your Autodesk products by first going to: [www.autodesk.com/customerservice](http://www.autodesk.com/customerservice) where you can quickly find answers to some of the most common support questions. If you aren't able to find the answers you need, you can submit a support case form by following a few simple steps found here: [www.autodesk.com/howtousesubscriptionsupport](http://www.autodesk.com/howtousesubscriptionsupport) [note: tutorial will be updated to reflect the changes March 13, 2015]

### 4.2 How do I access and manage my phone support benefits on Autodesk Account?

Subscription customers with Advanced Support or Enterprise Priority Support are entitled to receive Autodesk technical support by telephone. To do this, go to the Support tab and click on *View Support Cases*. Enterprise Priority Customers can also contact their Designated Support Specialist or Support Account Manager for assistance. To learn more about how Contact Managers can manage their phone support users from Autodesk Account, please refer to Account Management Help at: [www.autodesk.com/howtousephonesupport](http://www.autodesk.com/howtousephonesupport) [note: tutorial will be updated to reflect the changes March 13, 2015]

### 4.3 Will I still be able to share my support cases with my reseller?

Yes, you will be able to share your support cases with your resellers (and we highly recommend it – giving your reseller access to your support cases enables them to be another channel of support). To do this, go to the Support tab and click on *View Support Cases*.

#### 4.4 Where is self-service help located in Autodesk Account?

Autodesk Account features “in-context help” so you can get help when and where you need it. You can also go the Support tab and click on *Browse Support and Learning*.

## 5. Administrative Tools

### 5.1 How do I manage access and permissions on Autodesk Account?

Autodesk Account makes it easy for Contract Managers and Software Coordinators to grant users access to software and benefits. To learn about the User Management features available, please refer to Account Management Help at [www.autodesk.com/howtomanageusers](http://www.autodesk.com/howtomanageusers) [note: tutorial will be updated to reflect the changes March 13, 2015]

### 5.2 How do I track licenses and renewals on Autodesk Account?

Administrators can access detailed license and renewals information under the Contracts and Orders menu on Autodesk Account. Although the consolidated view of your contracts provided through the current Licensed Asset Report will no longer be available, Administrators will be able to export contracts individually to create a consolidated report showing all licenses.

Product	Serial / Key	Seats	Support	Reseller
Autodesk Building Design Suite Ultimate 2015	395-12401455 / 75601	21	Basic	Autodesk-CSC

### 5.3 How do I track cloud credit consumption on Autodesk Account?

The same Cloud Credits Usage report that is currently available on Subscription Center to keep track of cloud credits consumed is available on Autodesk Account under the Reporting menu.

### 5.4 Will administrators have the ability to assign product updates to users on Autodesk Account?

Yes. To learn about the User Management features available on Autodesk Account, please refer to Account Management Help at [www.autodesk.com/howtomanageupdates](http://www.autodesk.com/howtomanageupdates) [note: tutorial will be updated to reflect the changes March 13, 2015]

### 5.5 Will end users be able to create an account to access Subscription benefits?

In Autodesk Account, only Contract Managers and Software Coordinators will have the ability to add individual users or multiple users at once by going to the User Management Tab. To learn more about the User Management features available, please refer to the Account Management Help at [www.autodesk.com/howtomanageusers](http://www.autodesk.com/howtomanageusers) [note: tutorial will be updated to reflect the changes March 13, 2015]

### 5.6 How do I update my address information in Autodesk Account?

As of March 13, 2015, please contact your Partner or Autodesk Customer Service if you need to update your physical address as this functionality will not yet be fully available. Once it is available, customers will be contacted and will have the ability to update their address under the Profile Tab.

### 5.7 Will I still be able to organize my licenses by group names?

We are moving away from traditional group names which historically allowed you to label specific serial numbers. In place of group names we are moving to an improved functionality that gives you the ability to organize your licenses based on users and groups of products and services.

## 6. Cloud Services

### 6.1 How do I access my cloud benefits on Autodesk Account?

Log in to [www.autodesk.com/account](http://www.autodesk.com/account) to see what cloud benefits are available to you. To view cloud credits consumed, go to the Cloud Credits Usage report under the Reporting menu on Autodesk Account. To learn more about cloud benefits included with your Maintenance Subscription go to: [www.autodesk.com/subscription-cloud](http://www.autodesk.com/subscription-cloud).

## 7. Communications

### 7.1 When and how will I be notified of the change from Subscription Center to Autodesk Account?

All Contract Managers and Software Coordinators associated with an active contract will be notified of the change via an emailed Subscription Change Communication on or shortly before March 13, 2015. In addition, we will include a notice on Subscription Center so anyone logging in will be notified of the change and redirected to Autodesk Account.

If you would learn more about Autodesk Account, please view the [Autocast](#).