

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



The Step-By-Step Guide to setting up your account

Plus, answers to the most frequently asked questions.



It's as easy as 1, 2, 3...

The Subscription Center Account Setup is a one-time process that takes only a few minutes to complete. As the Contract Manager/Software Coordinator, once you are setup and have your login, you can invite your user(s) to access Subscription Center for web support, e-Learning, product enhancement downloads, and more.

Access your member-only benefits. You should have already received an email with your user ID and temporary password inviting you to set up your Subscription Center Account. If you cannot locate this email, you can easily request another “invitation”. Simply:

- Visit **www.autodesk.com/subscriptioncenter**
 - Click “Subscriber Help” (on the left side of the web page)
 - Select “Help Request Form”
 - Fill out the required information and in the “Please help me with” box, choose “Need Invitation to Subscription Center”
- Or you can call the Autodesk Business Center at 800-538-6401.

Step 1 Contract Manager/Software Coordinator Account Creation

1. Refer to your welcome email for your user ID and temporary password. Click on the Subscription Center URL.
2. Sign in using the information provided in the welcome email. Select your own permanent password when prompted.
3. Accept Subscription terms and conditions.
4. Verify customer profile information (shipping address and contact information).
5. Account creation is complete. You should see your personalized home page.

Step 2 Invite Your Users to Access Subscription Center

1. Go to Subscription Administration and select “Manage Users”.
2. Add single or multiple users. You can invite as many users as you have licenses on contract.
3. Add user information. Click “Add User” button to send invitation(s) to user(s).

Step 3 User Account Creation and Setup

1. User(s) receive an email inviting them to set up their Subscription Center account(s) including a User ID and temporary password.
2. Users provide registration info and select “Member Name” and Password.
3. Registration is complete. User(s) will see their personalized home page.