

This document is intended to provide some basic information about your D3 Support, Autodesk Subscription, Product Training and Autodesk Software download & support.

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D3 CAD or DM Support

Those who have purchased CAD **OR** Data Management Support from D3 Technologies can access the following D3 customer support resources:

- **D3 Web Support** – Go to <http://www.d3tech.net/support.php> - Select Chat Online
- **Phone CAD Support** – D3 toll free support line - 877.731.7171 Dial **1** then **2**
- **Phone DM Support** – D3 toll free support line - 877.731.7171 Dial **1** then **1**

Autodesk Subscription Center

Subscription Center is a Password protected portal for members only. Subscription Center contacts will receive a Welcome email once they are granted access to the site either through purchase or being added by a contract manager or software coordinator. This will include login information which can be modified once signed in. Users that have set up Autodesk Portal accounts may not get a Welcome Email, but rather a “Role Update Email” with link to Subscription Center. The User name and password of the original portal can be used to access Subscription Center.

The [Autodesk Subscription Center](#) sign in provides access to the latest software upgrades, early access to product enhancements, technical support, set delivery preference, e-Learning and more. You will need to request a login the first time you go to the site. Here's how you access some of the common tools within the Subscription Center:

- [Download](#) Subscription Advantage Packs and other Autodesk product enhancements and get early access to the latest software technology.

- Set your delivery preference – After your original product shipment, the “delivery preference” is set to “download”. Do the following to set your delivery preference from the main Subscription Center page:
 - Select **Access Your Subscription Benefits**
 - Select **Delivery Preference** for Future Upgrades’ which is located directly below Get Your upgrade.
 - Select the delivery preference and they will remain that way for all future releases.
 - Optionally, you can call Autodesk to request it - 800-538-6401.
- [Autodesk University \(AU\) Course Materials](#) - As a Subscription customer, you have full access to Autodesk University course materials. You can access the entire library of AU class handouts and podcasts, as well as screencasts from a selection of AU 2010 classes on the AU Online web site
- [Autodesk Online Support](#) - A wealth of online support resources are available, including Documentation & Online Help, Product-Specific Knowledge Bases, Installation Tutorial Videos Service Packs & Downloads, and System Requirements

Welcome Email

From: DOWNLOAD@AUTODESKSUBSCRIPTION.COM [mailto:DOWNLOAD@AUTODESKSUBSCRIPTION.COM]

Subject: Important Notification: Your Autodesk Upgrade is Ready for Download

End Users will be able to view the [Program Guide](#) as well as [Terms & Conditions](#) prior to Sub Center entry. These are the exclusive rights to Subscription End Users.

If your End User is having trouble with login in, they can use the **Forgot User ID and Forgot Password** tools. There is also a “Need Help?” icon. This will allow you to get quick answers to common questions about your Autodesk sign in account. This will lead to an FAQ page to assist with problems logging in. At the end of the FAQ there is a “Request Additional Help form” featured. By filling in this form, the End User’s request is sent directly to the Autodesk Business Center for expert help. Our Business Center Reps are highly trained for all Subscription Center log in issues. Please advise your End Users to give as much information as possible.

If access **can still not be gained**, end users can contact the Business Center directly by emailing subscription-team@autodesk.com. Information like Contract number, email address, and / or Serial number will help quicken the process.

Other Subscription Benefits

- Subscription entitles you to prior version use of Autodesk supported products
- Prior to making each product release, Autodesk offers their software to select users to assist in testing and getting feedback on the new functionality. Subscription holders can request to be part of the Autodesk Beta program. See subscription center.

Autodesk Software Release Communication

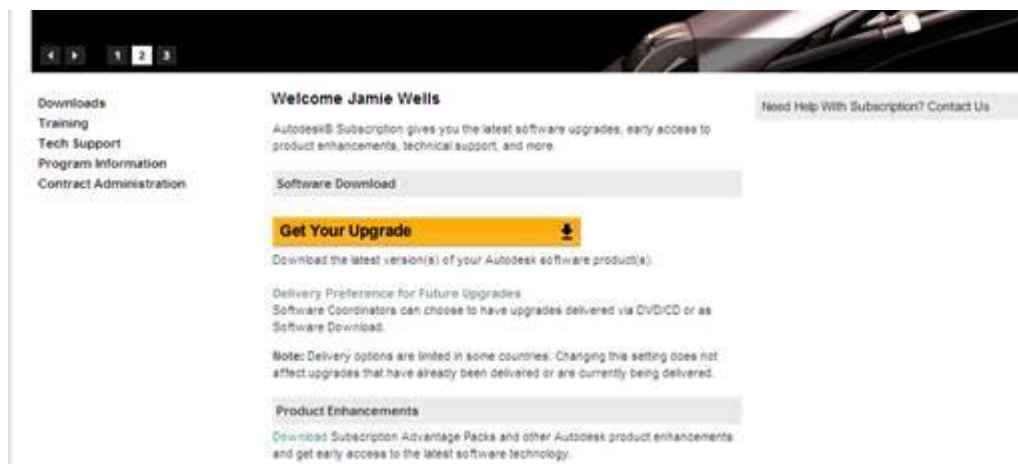
Autodesk typically comes out with a full release of their products about once per year. These releases will be shipped to customers under subscription. In-between releases Autodesk puts out product updates to address critical issues with the software. You can download the latest product updates by going to the Autodesk website www.autodesk.com. Select your product from the Product pull down, select the Support hyperlink, select the Data & Downloads option, and select Updates & Service Packs.

When installing your software, you will need the Serial Number(s) and Product Key(s) listed below.

New Serial Number	Product Key	Current Serial Number(s)	Total Seats
XXX-XXXXXXXX	XXXXX	XXX-XXXXXXXX	X

Regarding Software and Software Downloads. With the Autodesk product release, those products under current Subscription maintenance can be downloaded from Subscription Center.

An email message, similar to this, will come out once new version is available and help you get started with current release and future releases if you want to change the delivery option:



*At that point select the delivery preference and they will remain that way for all future releases.

This will allow your media to be sent immediately upon release. If you have any questions, please let me know.

Once a product releases, Subscription End Users who are in the role of Software Coordinator, will receive this email as soon as their serial number has been upgraded. Their product will be issued a new serial number. For users who prefer download, the email is sent from download@autodesksubscription.com as shown below and this contains their serial number and product key needed for installation. If it has not been received, check the junk/spam folder.

End Users who have misplaced their notification email can access their serial number and product key directly from the Subscription center ->Contract Administration ->coverage report tab. The coverage report is only visible to the Software Coordinator and Contract Manager Role.

End Users who are **still experiencing problems** and with their subscription upgrade can contact the business center at subscription-team@autodesk.com

Where to locate my Serial Number (coverage report):

This can be found in the Coverage Report in Subscription Center. When you login select 'Contract Administration' from the left sidebar, that link will take you to a page that lists 'Coverage Report' at the very top. It may take a few minutes to load that information, but it will then give you that information.

Software Licensing

Autodesk assigns **Serial** and/or **Group Numbers** to each product or group of products that a customer owns. The serial number and group number is specific to an Autodesk product release.

Furthermore, Autodesk offers both **Standalone** licenses that are tied to a particular workstation and **Network** licenses that may be shared amongst users.



When you receive your **Standalone** media it will have a serial number on it. You will use that serial to activate the product with Autodesk during the installation. When on Subscription, you may Activate **(2) Standalone licenses per serial number**. The second activation is intended to be used at home or during travel as long as both **licenses are NOT being used at the same time or by separate individuals**. You can call the Autodesk Activation line to resolve your activation issues – 800-551-1490

When you receive your **Network** media it will also have a serial number on it. You will use that serial number along with the Physical Address (MAC Address) and name of the server you will use to manage the network licenses. Call the Autodesk Activation line – 800-551-1490 with the above listed info and they will generate a license file for you. Call same number if you need activation for Home Use.

D3 Product Training

- **Available Classroom & Onsite Classes** – Classes are held at our locations or we can come to your office.
- **Class Schedule** – Classes for a variety of needs are set up but we can also customize content. Go to <http://www.d3tech.net/events.php> and use filters to see what is available. Class description and details are listed.

User Groups, Staying connected...

- **D3 Technologies Social Media** -   D3 has wants to communicate information with you and enable you to ask less timely questions and raise less timely issues with our larger community. Furthermore, it is intended to allow you to share ideas with your colleagues in and outside of your company.
- **D3 Newsletter and Upcoming events** - D3 Technologies puts out a Quarterly Newsletter and a monthly e-mail to all of our customers. The monthly e-mail includes the next month's local training and events. This includes free events and web casts along with a classroom training schedule and other special events like AMUG meetings. Let us know if you want to receive them!
- **AMUG** – The Autodesk Manufacturing User Group (AMUG) is a group of local Autodesk customers that meet quarterly to share Autodesk manufacturing related information.
- **AUGI** – The Autodesk User Group International (AUGI) is a worldwide group of Autodesk users formed to for Autodesk related informational sharing - <http://www.augi.com/home/default.asp> Each year the group sponsors the Autodesk University event - <http://www.augi.com/autodeskuniversity/default.asp>
- **AutoCAD Exchange Plant Group** - The AutoCAD Exchange Plant Group is an online community for plant designers and engineers to get useful work and career information. You can network with each other, learn from experts, enhance professional skills, engage in discussions, and provide feedback to Autodesk product teams: <http://autocad.autodesk.com/?nd=home&setsite=1>