

# Questions and Answers

Get the information you need to open and sign in to your Autodesk Subscription Center account.

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## Welcome to Autodesk Subscription Center

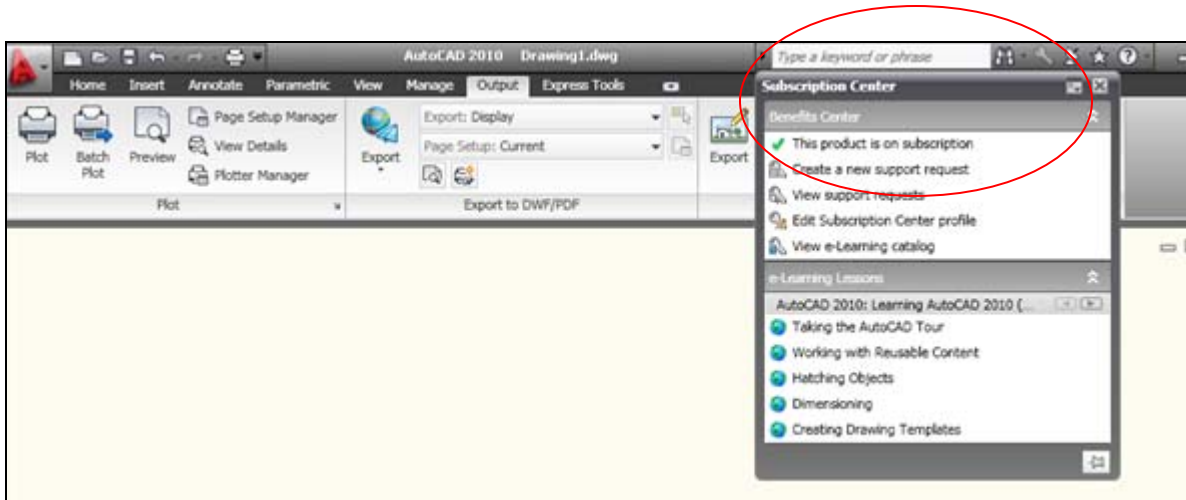
Welcome to the Autodesk Subscription Center! Please follow these step-by-step directions to sign in and access all of the benefits\* your Subscription offers, such as:

- Product downloads, including any new versions or add-ons released during your Subscription term.
- Online training, including interactive e-Learning, Autodesk University course materials, and more.
- Technical support direct from Autodesk, including the ability to submit support requests through Subscription Center.
- Exclusive license terms that give you the right to use previous versions and/or use your software at home.

\* Please note: all benefits are not available for all products in all languages and/or regions. Access to certain benefits may be restricted depending on your user profile and assigned access privileges. For more information about the benefits available with your Subscription, please refer to the [Program Guide](#).

## Q1. How do I know if I am eligible for a Subscription Center account?

1. Open your Autodesk software product and click on the key icon in the Information Center, which is in the upper right-hand corner of the screen.
2. The first entry in the Benefits Center will inform you if your product is on Subscription.



3. If your product license is not eligible for Subscription services, we're sorry but you do not have access to Subscription Center. If you would like to add Subscription to any of your Autodesk products, please contact your reseller for additional information.

## Q2. My product is on Subscription, but I don't know if I have a Subscription Center User ID. How can I find out?

1. Click on the *Forgot User ID?* link under the User ID box on the Subscription Center sign-in page at [www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin).

### Sign in to Subscription

Enter your User ID and Password to access additional features of this site.

\*Required Field

\*User ID                      \*Password

[Forgot User ID?](#)                      [Forgot Password?](#)

Remember Me

[Learn more](#) about using a single Autodesk account to sign in to multiple Autodesk sites.

[Need Help?](#)                     

2. This will take you to a screen where you can enter the email address associated with your Autodesk Subscription account; in most cases, this is your primary business email address.

### Forgot User ID — Autodesk Subscription

Forgot your User ID? Submit the information below to receive your User ID by email.

\* Required Field

\* Email

[Need Help?](#)                     

3. Once you enter your email address and click the *Submit* button, we will send your User ID via email—provided that you have a Subscription Center account associated with this email address.

4. If your license is not eligible for Subscription, or it is eligible but you haven't yet opened or activated a Subscription Center account associated with this email address, you will receive a message telling you that the email address you entered does not match an account on record.

### Forgot User ID — Autodesk Subscription

Forgot your User ID? Submit the information below to receive your User ID by email.

The email address entered below does not match any account on record. Please try again or register to create an account.

\* Required Field

\* Email

yourname@yourcompany.com

Need Help? Back Submit

5. If your license is eligible for Subscription services and you receive this message, please complete and submit the email form at [www.autodesk.com/subscriptionhelp](http://www.autodesk.com/subscriptionhelp). In the *Please Help Me With* window on the form, select *Need Invitation to Subscription Center* in the pull-down menu.

**Autodesk**

**Subscription: Autodesk Business Center** Choose Language:

Use the form below to contact the Autodesk Business Center about your Subscription account.

We also suggest reviewing the [program information](#) section of this web site for answers to common questions

Contract Managers who want to add, delete, or edit Coordinators should use the Subscription Administration tools available when logged into the Subscription Center.

(Fields marked with \* are required entries.)

\* Country

\* First Name

\* Last Name

\* Company Name

\* Phone Number

\* Email Address

Contract Number

\* Please Help me with:

\* Please provide detail in your own words

**Q3. I know I have a Subscription Center account, but I can't remember my sign-in information (User ID and/or password). What should I do?**

1. To get your User ID, click on the *Forgot User ID?* link under the User ID box on the Subscription Center sign-in page at [www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin). This will take you to a screen where you can enter the email address associated with your Autodesk account; in most cases, this is your primary business email address.
2. Once you enter your email address and click on the *Submit* button, we will send your User ID via email. (Note: If you have not yet opened a Subscription Center account associated with this email address, you will receive a message letting you know that the email address you entered does not match an account on record.)
3. When you have your User ID, you can go back to the Subscription Center sign-in page at [www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin) to retrieve a new password by clicking on the *Forgot Password?* link under the Password box. You must provide your User ID and email address associated with the account. You will receive a new password via email, which you can change at any time.
4. Once you have your User ID and password, you can sign in to Subscription Center.

#### **Q4. I know my software license is eligible for Subscription, but I haven't created a Subscription Center account. How can I create one?**

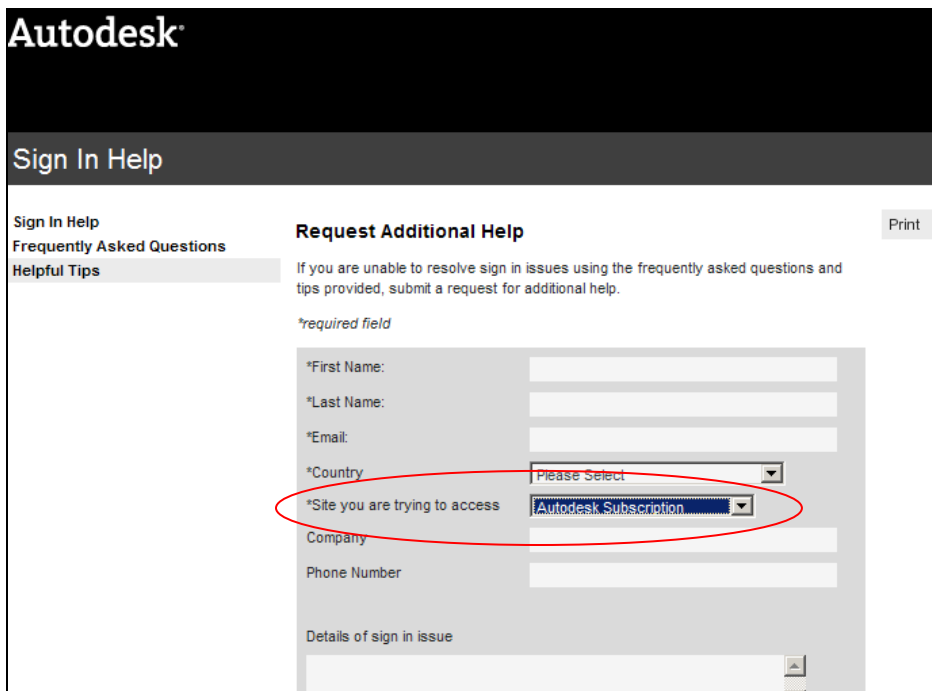
1. If your software license is eligible for Subscription, please complete and submit the email form at [www.autodesk.com/subscriptionhelp](http://www.autodesk.com/subscriptionhelp).
  - In the *Please Help Me With* window on the form, select *Need Invitation to Subscription Center* in the pull-down menu.

If you are not recognized as having Subscription Center access, please contact your company's Autodesk Contract Manager or Software Coordinator and ask him/her to add you as a new Subscription Center user.

- If you are the Contract Manager or Software Coordinator for Autodesk Software for your company, you are already pre-registered for a Subscription Center account. Simply follow the steps in Question 3 above to access your Subscription Center account for the first time. If you are still not able to access Subscription Center, please contact your Autodesk reseller for assistance.
2. When you have your User ID, you can go back to the Subscription Center sign-in page at [www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin) to retrieve a new password by clicking on the *Forgot Password?* link under the Password box. You must provide your User ID and email address associated with the account). You will receive a new password via email, which you can change at any time.
  3. Once you have your User ID and password, you can sign in to Subscription Center.

## Q5. I know my User ID and password, but I still can't access my Subscription Center account. What do I do now?

1. If you have the correct User ID and password, but can't successfully sign in to Subscription Center, please click on the *Need Help?* link on in the lower left corner of the sign-in page at [www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin). This will take you to the *Frequently Asked Questions* page of *Sign In Help*.
2. On the *Frequently Asked Questions* page, click on the link in the answer to Question #10, "How can I get additional help if I am still unable to resolve sign in issues?"
3. Complete and submit the form provided (sample below); an Autodesk support representative will contact you with assistance.
  - Please select "Autodesk Subscription" in the "Site you are trying to access" menu.



**Autodesk**

### Sign In Help

Sign In Help  
Frequently Asked Questions  
Helpful Tips

**Request Additional Help** Print

If you are unable to resolve sign in issues using the frequently asked questions and tips provided, submit a request for additional help.

*\*required field*

\*First Name:

\*Last Name:

\*Email:

\*Country:

**\*Site you are trying to access**:

Company:

Phone Number:

Details of sign in issue:

# Special Instructions for Contract Managers and Software Coordinators

1. You can confirm a user's status by logging into Subscription Center>Contract Administration>View/Edit Users.

### View/Edit Users

View and Edit user information for each contract below.

You can view details for each user by clicking on the "Edit User" button. "Status: Pending" users have a Subscription Center account but have not yet signed in.

**Select Contracts and Users to Show**

Contracts:

All Users: [abc](#) | [def](#) | [ghi](#) | [jkl](#) | [mno](#) | [pqr](#) | [stu](#) | [vwx](#) | [yz](#) | [Other Characters](#)

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Showing: 1-10 of 79 | [Next >](#)

Note: End users will be able to access the electronic Product Library and download full product versions once they have permissions to file downloads via the settings below. Please be sure to provide them with the Serial Number(s) and Product Key(s) that they will require for installation and activation of products.

michael hall	adesksubtest@gmail.com	Status: Active	<a href="#">Edit User</a>	
Contract #	Phone Support	Web Support	e-Learning	File Downloads
341-83042303	✓	✓	✗	✗
ads o'donnell	adsxyz@mailinator.com	Status: Active	<a href="#">Edit User</a>	

2. If a user doesn't have a Subscription Center account, it's easy to add them as a user. Once you have logged into Subscription Center, go to *Contract Administration*>*Invite New Users*. You can add up to 20 new users at one time, and you can also set unique privileges for each user, specifying what content he/she can access on Subscription Center.

**Invite New Users**

Enter e-mail addresses (not e-mail aliases or groups) separated by commas or returns. An invitation will be sent to each e-mail address you provide. The number of users you can invite is indicated in the contract information, below.

To invite a list of recipients, paste the list in the space below. A recipient must include an email address, first name and last name each separated by a comma. Each recipient must appear on a separate line.

**Quick Add Recipient:**

<b>*E-Mail address</b>	<b>*First name:</b>	<b>*Last name</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Recipient List:**

Field order: email,first name,last name

Example: fredsmith@example.com,Fred,Smith

**Choose Contracts and Assign Privileges**

<input checked="" type="checkbox"/> Contract: 341-83042303	(You can invite 26 more users)
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