

# Questions and Answers

The new Subscription Center delivers new services and more personalized information to engage and delight Subscription customers.

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# 1. General Information

## 1.1 What improvements and features should I expect in the new Subscription Center?

The new Subscription Center delivers new services and more personalized information to you through:

### Personalized information

- The new Subscription Center's ability to target specific profiles (based on product, level of subscription, etc.) delivers relevant and timely information to all Subscription customers.
- Subscription Center will now be updated frequently with more content.

### Downloadable products

- The new Subscription Center enables customers (Contract Managers and Software Coordinators) to download 2009 Autodesk products in the Media & Entertainment industry. All other products are expected to be available for download by January 2009.
  - The following Media & Entertainment products will be available for download using this new service when the new Subscription Center launches in September: Autodesk® Maya® Complete, Autodesk® Maya® Unlimited, Autodesk® MotionBuilder®, Autodesk® Toxik™ and Autodesk® Mudbox™.

### Expanded browser capabilities

- In addition to supporting Internet Explorer 6 or above, the new Subscription Center will include support for Firefox 2 or above and partial support for Safari 2 or above.

### Improved navigation and search functionalities

- With improved navigation consistent with other Autodesk web properties, customers can easily find the information they need.
- The new Subscription Center now offers site search and sort ability in critical areas like product downloads.
- Integration of the Annex site content for Subscription Customers with our Media and Entertainment products simplifies navigation and locating information for Subscription Center customers.

### Single online ID

- The new Subscription Center will feature a single Autodesk online ID that will allow seamless navigation between Autodesk web sites such as Autodesk Discussion Groups, Autodesk Communities, Autodesk University and Autodesk Labs.

## 1.2 When will these changes occur?

The new Subscription Center will be available to Subscription customers on September 21, 2008.

### 1.3 What communication can I expect around these changes?

The Autodesk Subscription Program team will communicate with our customers and partners via email and direct mail about the exciting changes to Subscription Center. We encourage you to login and start using the enhanced benefits today!

## 2. Signing in

### 2.1 How will I sign in to Subscription Center?

You will continue to sign in to Subscription Center in the same way you have in the past by using your existing User ID and Password. You can access Subscription Center directly from your product desktop via the Info Center or at [www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin)

### 2.2 What will the new login page look like?

See an example of the new login page below:

**Autodesk** Subscription

English

**No Worries. No Hassles. No Waiting.**  
Enjoy increased productivity, predictable budgeting, and simplified license management with Autodesk Subscription.

#### 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?](#)

#### Program Information

[Program Guide \(pdf - 107Kb\)](#)  
This comprehensive document covers the facts of Subscription from purchase through renewal.

[Terms & Conditions \(pdf - 142Kb\)](#)  
Your purchase of Subscription is subject to these terms and conditions.

[Need Help? Contact Us](#)

**Not a Member? Learn More**  
Learn about the smartest way to optimize your investment in Autodesk software.

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### **2.3 What if I cannot remember my User ID and/or Password?**

Click on the Forgot User ID and/or Forgot Password links in the gray box to retrieve your login information. After providing the requested information, you will receive an email with your User ID and/or temporary Password information.

### **2.4 What if I have problems retrieving my sign in information for Subscription Center?**

If you are unable to retrieve your sign in information using the self help links, then click on the "Need Help? Contact Us" box in the upper right hand box of the screen and simply fill out the support form.

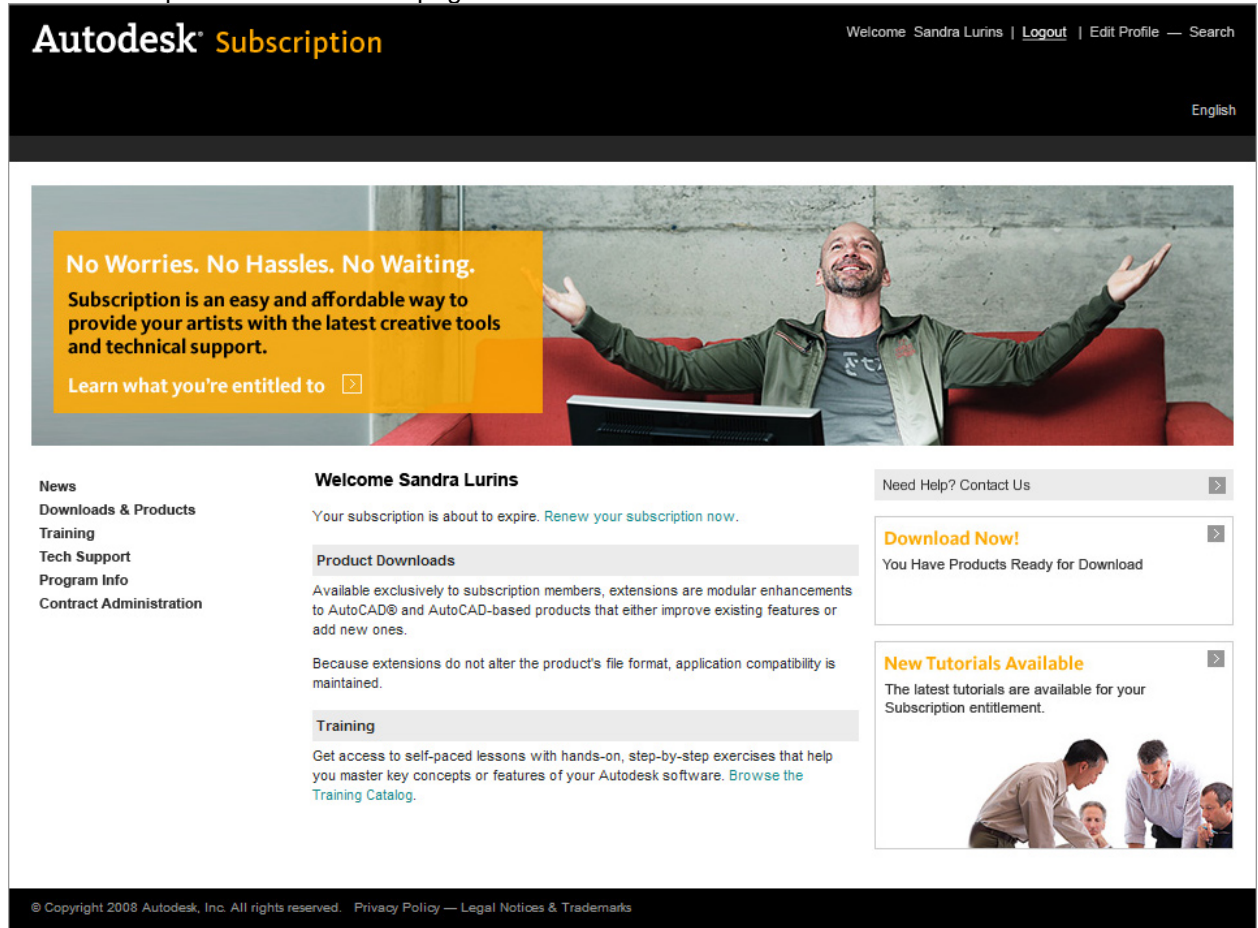
### **2.5 What will happen once I sign in?**

After your User ID and Password are accepted, you will be free to access the benefits of Subscription Center as you have in the past.

## **3. Home Page**

### **3.1 What will the new Home page look like?**

See an example of the new Home page below:



### 3.2 Will I still have a personalized experience?

Yes, Subscription Center will continue to provide customers with a personalized experience and provide access to all the support and information they are entitled to for their software.

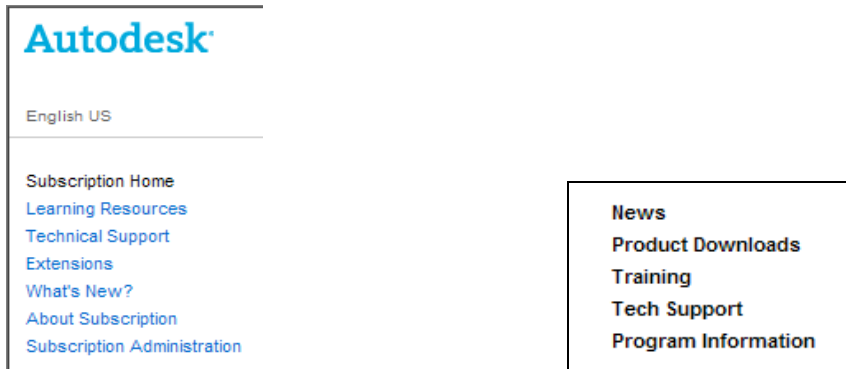
While we will be expanding the amount of content that you have access to, we are also going to be better target the content we display to your needs based on what we know about you, i.e. your location, your product set, your language, etc.

### 3.3 What navigation changes can I expect to see?

See an example of the old and new left hand navigation for Subscription Center:

Existing Site

New Site



### 3.4 How do I get back to the home page?

Consistent with all other Autodesk web properties, you can return to the home page by clicking on the Autodesk logo in the upper left hand corner of every Subscription Center page.

### 3.5 Where can I find the “Learning Resources” link?

The Learning Resources link has moved from the left hand navigation in the existing site into the Training link in the new site. This will give customers the opportunity to access all Training such as e-Learning, web casts, white papers and other content to enrich their ability to train on Autodesk Products in a single consistent location. No more hunting for training materials.

### 3.6 Where can I find the “Technical Support” link?

The Technical Support link has been renamed to Tech Support in the new site. Customers will still be able to access their support tools in this area.

### 3.7 Where can I find the “Extensions” link?

The Extension link has been moved to Product Downloads in the new site. As a Autodesk Subscription customers, you have access to periodically released downloads which provide new and specialized functionality, tools, and content immediately after it is developed.

You benefit from leading-edge capabilities, convenient implementation without disruption to ongoing projects, and increased productivity across your organization. All downloads are now available in a single, easy to access location and the most recent items will be displayed right on the Home page.

### 3.8 Where can I find the “What’s New” link?

The What’s New link has been renamed to News in the new site. Access all the latest information about new features and events open only to Subscription customers. Make sure to check this section often for the most to date information. In addition, we will be expanding the scope of this section to present Subscription news and events in your region or country.

### 3.9 Where can I find the “About Subscription” link?

The About Subscription link has been renamed to Program Information in the new site. Customers will continue to have access to all the relevant information you need regarding your benefits under the Subscription program.

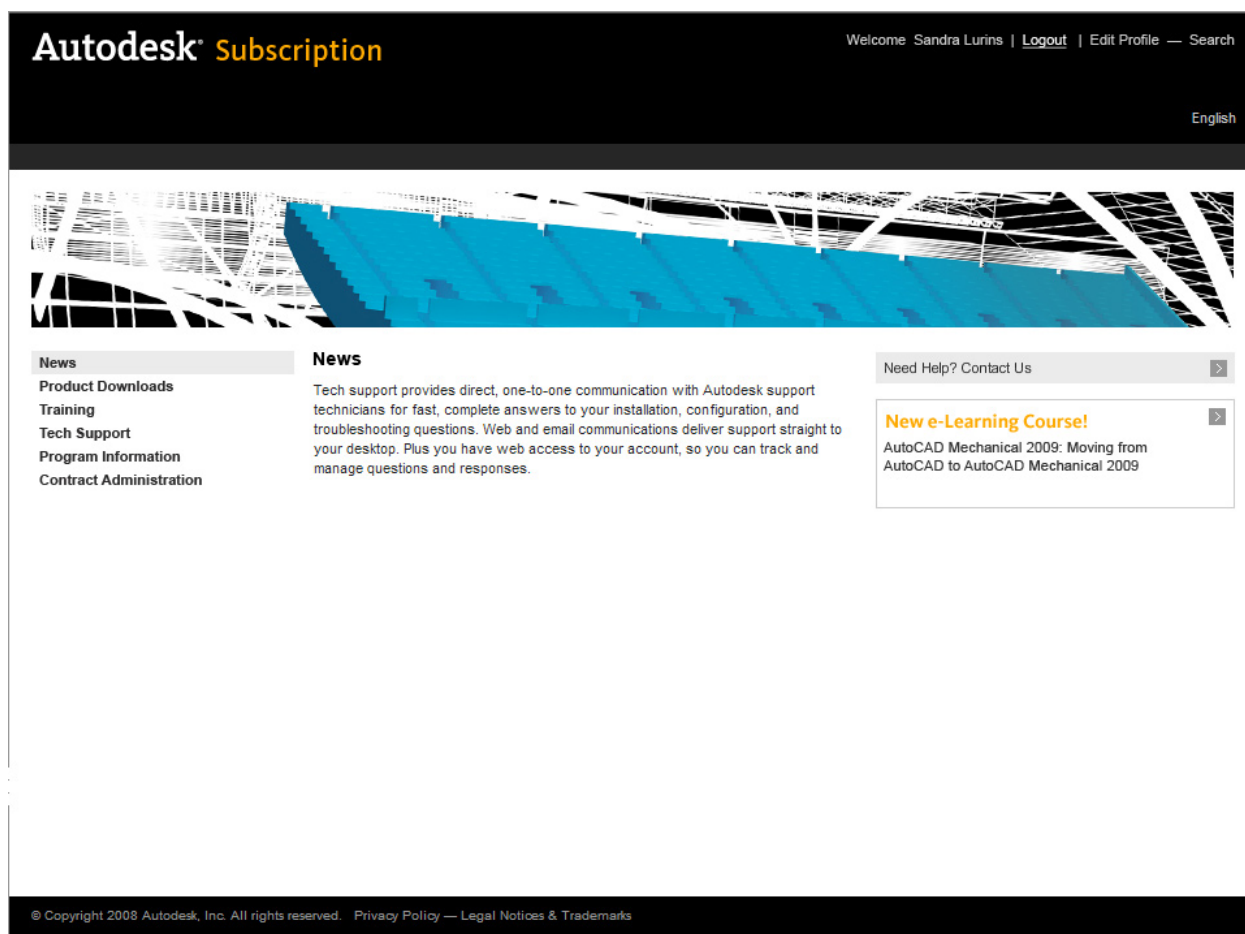
### 3.10 Can I now search the entire Subscription Center for information?

Yes. We are pleased to announce a new Search feature with the new Subscription Center. Customers can search and find information easily throughout the site.

## 4. News

### 4.1 What will the new News page look like?

See an example of the new News page below:



The screenshot shows the Autodesk Subscription website's News page. At the top, the header includes the Autodesk logo, the word "Subscription" in orange, and user navigation links: "Welcome Sandra Lurins | Logout | Edit Profile — Search". A language selector for "English" is in the top right. Below the header is a large banner image of a modern building's interior with a blue ceiling. The main content area is divided into three columns. The left column is a navigation menu with links: "News", "Product Downloads", "Training", "Tech Support", "Program Information", and "Contract Administration". The middle column is titled "News" and contains a paragraph: "Tech support provides direct, one-to-one communication with Autodesk support technicians for fast, complete answers to your installation, configuration, and troubleshooting questions. Web and email communications deliver support straight to your desktop. Plus you have web access to your account, so you can track and manage questions and responses." The right column contains two boxes: "Need Help? Contact Us" and "New e-Learning Course! AutoCAD Mechanical 2009: Moving from AutoCAD to AutoCAD Mechanical 2009". At the bottom, a footer contains copyright information: "© Copyright 2008 Autodesk, Inc. All rights reserved. Privacy Policy — Legal Notices & Trademarks".

### 4.2 Will there be an archive of the News section?

Yes, in the new Subscription Center customer will be presented with the most recent content released and have the opportunity to review any past updates in the newsletter archive.

### 4.3 Will there be any local content?

Yes, we are going to be adding local content as quickly as we can. Please keep an eye out for articles, announcements and events in your community.

## 5. Product Downloads

### 5.1 What will the new Product Downloads page look like?

See an example of the new Product Downloads page below:

Autodesk Subscription Welcome Sandra Lurins | Logout | Edit Profile — Search

English

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**Product Downloads**

Extensions, Design Content, Patches & More

[[Title]]	[[Type]]	[[Release Date]]
<a href="#">FILES! - AutoCAD 2009 - Bonus Pack</a>	Extension	2008-07-24
<a href="#">FILES! - AutoCAD Civil 3D 2008 - PISTE Import Extension</a>	Extension	2008-07-24
<a href="#">FILES! - AutoCAD Civil 3D 2009 - LinzLink Extension</a>	Extension	2008-07-24
<a href="#">FILES! - Autodesk 3ds Max 2009 - Creativity Extension</a>	Extension	2008-07-24
<a href="#">FILES! - Autodesk 3ds Max Design 2009 - Creativity Extension</a>	Extension	2008-07-24
<a href="#">FILES! - Autodesk Data Exchange 2009</a>	Extension	2008-07-24
<a href="#">FILES! - AX-Maya 8 - Japanese Documentation</a>	Documentation	2006-10-01
<a href="#">FILES! - AX-Maya 8.5</a>	Extension	2007-01-01

Need Help? Contact Us

**Free AutoCAD Map 3D Industry Toolkits**

The latest tutorials are available for your Subscription entitlement.

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### 5.2 What will I be able to access in the Product Downloads section?

Autodesk Subscription customers will have the opportunity to periodically released, downloads which provide you with new, specialized functionality, tools, and content immediately after it is developed. You benefit from leading-edge capabilities, convenient implementation without disruption to ongoing projects, and increased productivity across your organization.

Customers will see the most recent downloads available to them based on the software they are entitled to based on their Subscription agreement.

In addition, starting in fall 2008 customers will be able to download product upgrades from the Product Downloads section.

### **5.3 Can I search by Title, Type or Release Date?**

Yes, another new feature is to provide customers with the ability to modify the Product Downloads section by Title, Type or Release Date. The default will be Release Date.

### **5.4 When will Product Upgrades be available for download through Subscription Center**

As new product upgrades release, they will be available for download starting with select Media & Entertainment products in September, 2008. Look for separate communications later this year to learn when other product upgrades will be available for download.

### **5.5 Will I be able to access the Product Download pages from the Download page?**

Yes. It will be the first link at the top of the page.

### **5.6 What is the difference between Product Downloads and the Downloads presented directly in Subscription Center?**

Product Downloads offer the option of downloading updates of the fully licensed products you have on Subscription. Downloads are products, add ons, extensions and other materials that you have right to use based on the ownership of other licensed products you have on Subscription.

## **6. Training**

### **6.1 What will the new Training page look like?**

See an example of the new Training page below:



**News**  
**Product Downloads**  
**Training**  
**Tech Support**  
**Program Information**  
**Contract Administration**

## Training

### Training Catalog

The training catalog provides a variety of learning experiences. For most products there is e-Learning featuring self-paced lessons that are a quick and convenient way to learn Autodesk software. Each lesson usually takes 15 to 30 minutes to complete and includes hands-on exercises so you can practice what you've learned.

NOTE: e-Learning is not available in all languages for all products. This catalog displays the e-Learning that is available to you and requires Microsoft Internet Explorer 6 or above.

#### [[Browse the Catalog]]

[AutoCAD](#)  
[AutoCAD Architecture \(Autodesk Architectural Desktop\)](#)  
[AutoCAD Land Desktop](#)  
[AutoCAD Revit MEP Suite \(AutoCAD Revit Series - System Plus\)](#)  
[Autodesk Impression](#)  
[Autodesk Inventor](#)  
[Maya](#)

#### New to e-Learning?

What is Autodesk e-Learning? [View the Tutorial \(English only\)](#)

[Need Help? Contact Us](#)

#### Questions about your account?

Need help with your product serial number? Have questions about your administration entitlements? We can help.

## 6.2 What will I be able to access in the Training section?

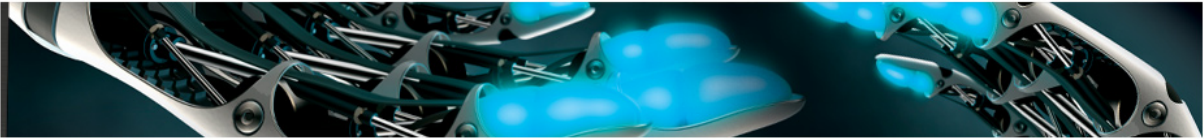
The Training area will now include all training for ex-Alias products.

## 7. Tech Support

## 7.1 What will the new Tech Support page look like?

**Autodesk** Subscription Welcome Sandra Lurins | [Logout](#) | [Edit Profile](#) — [Search](#)

English



- News
- Product Downloads
- Training
- Tech Support**
- Program Information
- Contract Administration

### Tech Support

Need Help? Contact Us >

#### Phone Support

[[My Contact ID:]] 12345678 *[[Have this available when you call for support.]]*

Speak directly with a technician by calling:

PREVIEW PROVIDER

[[Toll free:]]	(800) 555-0000
[[Direct:]]	(415) 555-0000

The following products are entitled to phone support from PREVIEW PROVIDER

- Autodesk 3ds Max

[[Customer Service:]]	(415) 555-0000
-----------------------	----------------

#### [[Phone Support Personnel]]

[[Technical Support Coordinator:]] TSCFirstName TSCLastName TSC@autodesk.invalid

[[Products]]	[[Contracts]]
Autodesk 3ds Max	999-999999

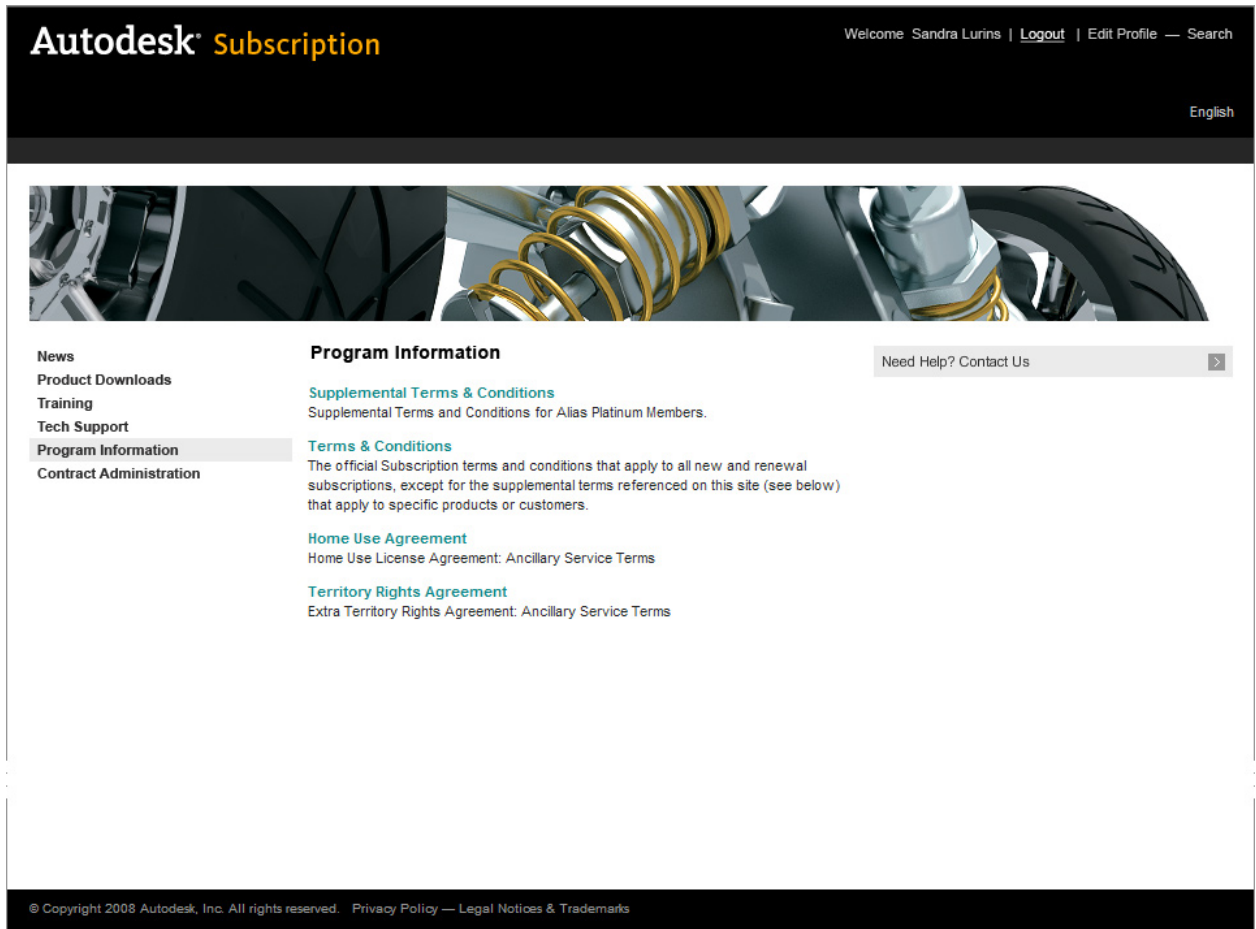
[[Autodesk Support Account Manager:]]

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*Note that the information that you will see in your Tech Support page may not have all the information displayed above, like the Phone Numbers, etc which are specific to what type of Subscription contract you have.*

## 8. Program Information

### 8.1 What will the new Program Information page look like?



**Autodesk** Subscription

Welcome Sandra Lurins | [Logout](#) | [Edit Profile](#) — [Search](#)

English

**Program Information**

[Supplemental Terms & Conditions](#)  
Supplemental Terms and Conditions for Alias Platinum Members.

[Terms & Conditions](#)  
The official Subscription terms and conditions that apply to all new and renewal subscriptions, except for the supplemental terms referenced on this site (see below) that apply to specific products or customers.

[Home Use Agreement](#)  
Home Use License Agreement: Ancillary Service Terms

[Territory Rights Agreement](#)  
Extra Territory Rights Agreement: Ancillary Service Terms

[Need Help? Contact Us](#)

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## 9. Single Sign On

### Single Sign On

#### 9.1 What is Single Sign On?

The new Subscription Center features a single Autodesk online ID, making it easier to navigate between Autodesk websites.

#### 9.2 Which websites are included?

In addition to the new Subscription Center, your Autodesk sign in User ID and Password applies to:

- Registration & Activation

- Autodesk Discussion Groups
- Autodesk University
- Autodesk Labs
- Alias Design Community
- Civil Engineering Community
- Impression Community
- Manufacturing Community

### **9.3 Does this Autodesk sign in apply to all Autodesk web sites?**

Not yet. Autodesk Beta Programs, Student Engineering & Design Community, AREA, and DWF Community do not currently use this Autodesk sign in. More sites will be added in the future.

### **9.4 Why did my existing User ID or Password information change?**

Every effort was made to preserve your existing User ID and Password information. However, multiple sets of existing data were combined for this effort. Your information may have changed if you had multiple accounts, shared the same information as another user in separate legacy system, or your existing User ID and Password did not meet minimum standards.

### **9.5 I can't remember if I have an account. How can I confirm?**

If you were a registered user of any of the applicable web sites before this effort was launched, you should have received an email containing details about your User ID and a temporary Password. You will be asked to create a new permanent password. You can also use the Forgot User ID and/or Forgot Password processes to receive account information via email.

### **9.6 Can I change my account information, including my User ID, Password, and email address?**

Yes. Every site includes a link to edit account information. Changes apply across all applicable sites. You won't see the changes, until the next time you sign in.

### **9.7 What if I cannot remember my User ID and/or Password?**

Follow the Forgot User ID and/or Forgot Password process to retrieve account access information. After providing the requested information, you will receive an email with your User ID and/or temporary Password information.

### **9.8 Do the web sites have additional preferences?**

Yes. Many of the individual web sites include additional site settings to configure preferences for features and functionality. These are separate from your Autodesk sign in account. In some cases you will be required to add or choose additional settings to utilize the site, in other cases; it will suggest you complete the additional information.

### **9.9 Once I register and create an Autodesk sign in account, do I need to re-register for each web site?**

No, your single account will allow you to sign in to access all applicable web sites.

**9.10 Once I sign in, is my logged in state preserved across multiple web sites?**

Yes. Your logged in state is maintained as you navigate between applicable web sites. However, a logged in session can time out after periods of inactivity.

**9.11 How can I get additional help if I am still unable to resolve sign in issues?**

Please review the FAQ on the login page for additional help. If you are still unable to resolve your sign in issues, [click here](#) to request additional help with your sign in account

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\*Access to the Subscription web site requires purchase of Autodesk Subscription. Access to some content on Autodesk University requires attendance of Autodesk University.