



Subscription Guide and Glossary

This guide describes the various components of Autodesk® Subscription. You can learn how to access your program benefits and manage your subscription contract through the members-only Subscription Center. You can also find definitions of common Subscription terms and whom to contact if you need assistance.

For current general information about Autodesk Subscription, contact your Autodesk or Discreet reseller or visit www.autodesk.com/subscription.

- Overview 2
- Getting Started..... 2
 - Subscription Roles 2
 - Invitation to the Subscription Center 2
 - Personal Access URL 3
 - Subscription Setup Wizard 3
 - Subscription Home Page 3
- Using Subscription 3
 - e-Learning 3
 - Web Support..... 4
 - Extensions..... 4
 - Managing Extensions 4
 - Downloading Extensions 4
 - Product Upgrades 4
 - Registration and Authorization Codes..... 5
- Managing Subscription..... 5
 - Coverage Reports 5
 - Renewal Reports..... 5
 - Contract Consolidation 5
 - Naming Users and Coordinators 5
 - Managing Coordinators..... 6
 - Managing Users 6
 - Keeping Contact Information Current..... 6
- Purchasing Subscription 6
 - Adding Products 6
 - Migrating to a Different Product 6
 - Renewing Your Subscription Contract 7
 - Renewal Notices 7
- Getting Help..... 7
 - Resellers 7
 - Autodesk Business Center..... 7
 - Web Support..... 8
- Subscription Glossary 8

Overview

Autodesk® Subscription is the best way to stay current with the latest design technology—while gaining the benefits of simplified software management, easy budgeting, e-Learning, and Web support. For a fixed annual fee, you get access to software enhancements that keep your design tools up-to-date and make the most of your investment. Autodesk Subscription includes the following at no additional charge:

- Access to all upgrades released during the subscription term
- Download of extensions for products under subscription
- Use of e-Learning lessons and knowledge assessments
- Web support for your Autodesk products under subscription (if included in your contract)
- Access to the members-only Subscription Center
- Subscription contract administration tools

Note: Certain program features may vary according to the product under subscription.

Getting Started

With Autodesk Subscription you can set up different user types to manage the various aspects of your subscription. The subscription services are delivered online through the members-only Subscription Center.

Subscription Roles

There are three role assignments with varying levels of access to subscription services:

1. **Contract Manager (CM)**—The person who receives renewal notices and has full contract-related privileges within the Subscription Center. The CM also names users to access the Subscription Center. **Note:** The Contract Manager can assume all three program roles.
2. **Software Coordinator (SC)**—A person who is named by the Contract Manager to receive email notifications to order or download applicable new releases or extensions. Software Coordinators also name users to access the Subscription Center. An SC typically has product responsibilities but also has specific contract-related privileges within the Subscription Center.
3. **User**—Any person designated by a Contract Manager or Software Coordinator to access the members-only Subscription Center, including e-Learning and Web support (if included in the contract). This person may also be granted download privileges for extensions and upgrades.

See [Glossary](#) for more information on each role.

Invitation to the Subscription Center

After joining Autodesk Subscription, you receive an email with a personal access URL inviting you to set up your Subscription Center access.

Contract Managers get an invitation when a subscription contract begins. If you are a Contract Manager, you must activate your account first and accept the Subscription Terms and Conditions. (This is a program requirement; no further invitations will be sent until you accept the Terms and Conditions.)

Invitations are issued in sequence as each individual is named:

Contract Manager > Software Coordinator > User

Note: If Contract Managers or Software Coordinators lose their invitation to the Subscription Center, they can click the Subscription Help link to send email to the Autodesk Business Center for assistance. If Users do not receive an invitation, they must ask their coordinator to add their name (Subscription Administration > Manage Users) in the Subscription Center. If they lose their invitation, they must ask their coordinator to delete and rename them.

Personal Access URL

Your Personal Access URL is located in your invitation email. When you click on this link, you'll be guided through the Subscription Setup wizard.

Note: It is important to use only your own access URL, as it is tied to your personal information. Do not share your URL with anyone else or use anyone else's URL.

Subscription Setup Wizard

The Subscription Setup Wizard is a one-time process that takes only a few minutes to complete. It guides the Contract Manager, Software Coordinators, and Users through the process of setting up their login on the Subscription Center.

Subscription Home Page

After you complete the Subscription Setup Wizard, you will be able to explore the Subscription Center. Only the Contract Manager and Software Coordinators will see the Subscription Administration link, and only subscribers with Web support will see the Technical Support link that goes to the Support Request system. To log in to the Subscription Center on future visits, just go to www.autodesk.com/subscriptionlogin.

Using Subscription

Your subscription is easy to use. After you have activated your subscription account by completing the one-time Subscription Setup Wizard, simply log in to the Subscription Center at www.autodesk.com/subscriptionlogin. You will find subscription resources and information conveniently located in the members-only Subscription Center.

e-Learning

e-Learning features self-paced, interactive lessons for select Autodesk and Discreet products. Every registered member of the Subscription Center has access to the e-Learning that is available under their contract terms.

Each lesson is 15-30 minutes in length. Lessons are organized into product catalogs. Each catalog contains 15-20 lessons, and new lessons are added periodically. The lessons feature hands-on exercises, with an option to utilize a simulation instead of the software application. Users also have the ability to take a pre-test to identify skills gaps and the lessons that will help most. A post-test then helps the users to gauge their progress. Access product e-Learning catalogs via the e-Learning link in the Subscription Center.

Extensions e-Learning reviews new features in product extensions and are available only to Subscription customers. Take the self-paced lessons at any time to help you master a new concept or feature. Download extension e-Learning lessons via the e-Learning link in the Subscription Center.

Note: Product e-Learning is currently available in English and French; extensions e-Learning is available in English only.

Web Support

Web support provides access to a secure website where customers can submit technical questions to Autodesk support staff through an interactive online interface (Support Request system). Questions are routed to Autodesk technicians who provide responses through the Web and email. The website also includes incident reporting and tracking tools to monitor the status of all questions asked by the customer's organization and all responses provided by Autodesk.

If your contract includes Web support, please make sure to name users to access the Support Request system. You will be able to name one user for each seat you have covered by your contract.

Note: Web support is currently available in English and French.

Extensions

Extensions are modular enhancements to some Autodesk and Discreet software. An extension does not interfere with preexisting commands or file format. Extensions do not change the way the software works with third-party add-on applications or user scripts and routines. Compatibility is maintained between users on the same product or version even if they are not using the same extensions.

Note: Localized extensions for Autodesk products are available only where localized versions of Autodesk software are sold on subscription.

Managing Extensions

Choose the best deployment method for your business. As a Contract Manager or Software Coordinator, you have a choice: Empower your users to download and install extensions when they want them, or restrict their access until you are ready to deploy each extension. Software Coordinators are notified by email whenever an extension for the subscription product is available.

For security purposes, you can remove users or their permissions with just a few clicks (see [Managing Subscription](#) section below).

Downloading Extensions

There's plenty of background information on each extension. Just click on the Extensions link and choose an extension that works with products you have under subscription. From there you can learn about the extension, and, if you have permission set by your Contract Manager or Software Coordinator, click the Download button to access the extension and begin using it right away.

Extensions can be installed in either interactive or silent mode. Silent mode installations can be scripted from a command prompt, so CAD or IT managers can easily deploy extensions over multiple seats on a network. An interactive installation is a menu-driven wizard that walks users through the installation process.

Product Upgrades

With subscription you are eligible to receive any upgrades that become available for your products under subscription during the term of your contract. An upgrade is a commercial

release of the software that enhances or improves the software and for which Autodesk normally charges a fee. If you're a Software Coordinator, Autodesk may either automatically send you any upgrades that become available or notify you of the upgrade and let you choose whether to request it. You decide when you're ready to receive and install the software. For some products, upgrades are available by download.

Registration and Authorization Codes

All licenses on subscription are pre-registered to the Contract Manager named in the subscription system when the order is placed. For both reauthorizations (when you move or reinstall your software) and installation of upgrades, you follow the standard Autodesk process to request an authorization code for a product on subscription. If your product does not lead you through the registration and authorization process, go to www.autodesk.com/register to request an authorization code using your Group ID number.

Managing Subscription

Contract Managers and Software Coordinators use the Subscription Administration link to review contract information, make their own updates and changes, and assign download privileges.

Coverage Reports

If you are a Contract Manager or Software Coordinator, you can easily review your software products on subscription by accessing your online Subscription Coverage Report. Access your Coverage Report from the link on the home page of the Subscription Center, or click on the Subscription Administration link, then choose View Coverage Report. View your contract by Group/Serial Number or by Product. To make your asset management even easier, you can download the reports in a CSV file (comma delimited format) for export to a spreadsheet. Use the reports to track license information and check renewal dates.

Renewal Reports

Contract Managers and Software coordinators will have access to a Renewal Report 90 days before a contract is due to expire. The report will continue to be available 30 days following the original contract expiration date. It will provide a list of products and seats covered under the contract. The report can be sorted by reseller or by expiration date. Access to your Renewal Report will be available via the link on the home page of the Subscription Center, or via the Subscription Administration link.

Contract Consolidation

If you have multiple contracts, you can request that they be consolidated. Click the Subscription Help link in the Subscription Center to send an email request to the Autodesk Business Center.

Naming Users and Coordinators

Contract Managers and Software Coordinators can easily identify other users for site access. Contract Managers can designate Software Coordinators and Users. Software Coordinators can name Users and control who has access to extensions and downloads. All three roles have access to e-Learning and (if included in your contract) Web support, and to other content in the Subscription Center, such as the Resource Center.

You can name Software Coordinators and Users by using the link in the Subscription Administration area of the Subscription Center.

Users for a designated contract can be named individually or in groups of multiple users. When naming multiple users, each user must have a unique email address, and each user by default will have access to available e-Learning and Web support for eligible products. Download privileges are not initially assigned when naming multiple users, and must be subsequently assigned.

Managing Coordinators

Choices include Add, Edit, Assign, or Remove Coordinators. You have the flexibility to assign coordinators by choosing either from a list of groups or from a list of names. This makes it easy to assign one person to multiple contract-group families. When you add coordinators, Autodesk sends them an email invitation to activate their Subscription Center login.

Managing Users

To give members of your team access to the Subscription Center, which will allow them to use e-Learning and Web support, and to specify which users should be able to download products or extensions, use the form located under the Manage Users menu in the left navigation. Autodesk will send an email invitation to the site. To find out who has site privileges, change permissions, delete a user who has left the company, or temporarily suspend download privileges for a product or user, go to the View/Edit Users option. Update users' privileges according to your needs.

Note: If your contract includes Web support, all users you name will have access to the Support Request system once they register on the Subscription Center.

Keeping Contact Information Current

For Autodesk to provide the best service possible, it's critical that we have current contact information. Help us make sure you always have access to your subscription benefits by keeping your contact information up-to-date. Make your changes through the Contact Information link in the Subscription Administration area.

Purchasing Subscription

Contact your Autodesk or Discreet Authorized Reseller or Autodesk Sales Representative for price quotations and assistance in placing additional orders for subscription. You will need to reference your contract number.

Adding Products

You can add new licenses or products to a subscription contract at any time. The coverage is aligned with the anniversary date of the original contract, and the fee is prorated on a monthly basis. The subscription contract number does not change for additional seats or new products.

Migrating to a Different Product

To make it easy to migrate to an industry-specific product (e.g., from AutoCAD® software to Autodesk® Civil Series), initially you pay only the standard product migration fee. The subscription fee you've already paid covers the industry-specific product subscription for the

remainder of the subscription term. The subscription fee for the product to which you've migrated starts when you renew your subscription.

Renewing Your Subscription Contract

Before expiration of the subscription contract, you can renew subscriptions for an additional term. Subscription contract terms are typically one year, although some customers with a significant commitment to Subscription may be eligible for two- or three-year terms. If interested, please contact Autodesk or your Reseller for complete details and to confirm eligibility for multi-year Subscription contracts.

Renewal Notices

Autodesk sends renewal email reminders to Contract Managers several times prior to contract expiration. (You are responsible for keeping your email address up-to-date by using the Contact Information link in the Subscription Center.) Your notices will include a summary of the resellers and order numbers associated with each contract. If you have more than one reseller associated with your contract, you will need to contact each one to ensure full Subscription coverage.

Contract Managers can also view a Renewal Report in the Subscription Center beginning 90 days prior to contract expiration.

Autodesk also provides resellers with tools to track renewals so that they can review subscription contract information online at any time.

Renew before your expiration date to keep your subscription active. If you do not renew a subscription and later decide you want to renew, you will have to purchase the next upgrade and rejoin the program. In some cases, recently expired Subscription contracts may be renewed upon payment of the Subscription renewal price plus a nominal late renewal processing fee for each seat of product on Subscription. If interested, please contact Autodesk or your Reseller for complete details and to confirm eligibility for late renewal.

Getting Help

You can get help for Autodesk Subscription through several channels.

Resellers

Your Autodesk or Discreet Authorized Reseller can help you with many of your subscription needs, including purchasing additional subscriptions or renewals. Your Coverage Report (available to Contract Managers and Software Coordinators in the Subscription Administration section of the Subscription Center) lists your Autodesk or Discreet Authorized Reseller. To locate an Autodesk Authorized Reseller or Autodesk Systems Center, visit www.autodesk.com/reseller or www.discreet.com/resellers.

Autodesk Business Center

If you have a question or need help with your subscription, or if an upgrade shipment you receive is incorrect, you can click on Subscription Help on any page in the Subscription Center to send email to the Autodesk Business Center: subscription-team@autodesk.com.

Alternatively, you can call the Autodesk Business Center at 1-800-538-6401.

Web Support

If your contract includes Web support, report any problems with the Support Request system by sending email to supportprograms@autodesk.com. Include specifics about the problem you are experiencing and your subscription contract number.

Subscription Glossary

Asset and Asset Management—Many companies consider software a capital investment and therefore a major asset. Autodesk Subscription enables asset management by giving customers an easy way to manage their “perpetual licenses.” Refer to your Coverage Report to see what products you have covered under Autodesk Subscription.

Assignment— The process of assigning or naming. Coordinators can be assigned by group or by name. Users can be assigned access to the Subscription Center, which includes access to Web support and e-Learning for many contracts, and permission to download extensions.

Autodesk Business Center The organization to contact for assistance with a subscription contract.

Autodesk Subscription—The easiest way to keep your Autodesk design tools up-to-date and manage your software budget. For an annual fee, you get the latest versions of your licensed Autodesk software, a single contract number to manage your software, and other benefits, such as e-Learning and (if included under your contract) Web support.

Authorization Code—Subscription customers must follow the standard Autodesk process to request an authorization code for a product on subscription, for both reauthorizations (when you move or reinstall your software) and installation of upgrades. If your product does not lead you through the registration and authorization process, go to www.autodesk.com/register to request an authorization code.

Contract Manager— The Contract Manager (CM) receives renewal notices and has full contract-related privileges within the Subscription Center, including the following:

- Naming Software Coordinators and Users
- Assigning download privileges
- Accessing Coverage and Renewal Reports

By default, a CM is initially designated as the coordinator for all roles (see other roles below) and all products until he or she assigns someone else. It is the CM’s responsibility to identify Software Managers and request that they be invited to the Subscription Center so they can perform their tasks (see Software Coordinator definition).

Coordinator Roles—There are two subscription program coordinator roles with varying levels of access to subscription program benefits. The roles are Contract Manager and Software Coordinator. For more information, see the individual definitions.

Coverage Report— An online report with full details of a company's subscription contract. The Coverage Report can be accessed only by Contract Managers and Software Coordinators and is located in the Subscription Administration section of the Subscription Center.

e-Learning— e-Learning features self-paced, interactive lessons for select Autodesk products. Each lesson is 15-30 minutes in length. Lessons are organized into product catalogs. Each catalog contains 15-20 lessons, and new lessons are added periodically. e-Learning is also available for extensions.

Entitlement—A set of rights granted to a customer. There are different types of entitlement, and a subscription contract can have multiples of each type. For example:

- Entitlement to any upgrades during the term of a subscription
- Entitlement to any Autodesk Subscription benefits during the term of subscription
- A license entitlement to use a copy of the software

Expired Contract—A subscription contract that has reached its date of expiration. A contract should be renewed prior to the date of expiration to ensure continuous service. If a subscription contract has expired, you are entitled to use your Autodesk or Discreet software as is, but you will no longer be eligible for software upgrades or other benefits of Autodesk Subscription, including access to the Subscription Center. Upgrades may be purchased through your reseller. In some cases you may be able to reinstate an expired contract by paying a late renewal fee; check with your ABC office for more information (see [Autodesk Business Center](#) section above).

Extension—Extensions are modular enhancements to some Autodesk software. They provide new functionality, are fully compatible with the base product, and are easy to learn. Extensions are available only to Autodesk Subscription members and can be downloaded from the Subscription Center. Download permissions are assigned by the Contract Manager or Software Coordinators.

Group—A subscription contract may contain one or more groups. A company may choose to have several groups. Groups can be used to organize a subscription contract in different ways—for example, by product, office location, or department. Groups may also be organized by deployment—one group with stand-alone versions of a product and another group with a network version. (It is not possible to combine stand-alone and network versions in the same group). Each group is assigned a Software Coordinator. All products within a group share the same serial number.

Group ID Number— A group ID is the unique numerical identifier that is part of the overall group name. It is derived from the serial number used to validate the first subscription put into the group. Each product added to that group subsequently assumes the group number.

Note: The contract number for the company is derived from the first group put on the contract.

A group name can be any 20 alphanumeric characters, designated by the Contract Manager, to provide a unique label for a group.

Example:

Group ID: 339-11235813

Group Name: San Rafael

Invitation— After a company enrolls in Autodesk Subscription, Autodesk sends an email invitation so each Contract Manager, Software Coordinator, and User can set up access to the Subscription Center. The first invitation is sent to the Contract Manager when a subscription contract is executed. Other invitations are issued in sequence as each individual is named:

Contract Manager > Software Coordinator > User

Maintenance—See Software Maintenance.

Multiseat Stand-Alone—Autodesk software may be installed as a network, stand-alone, or multiseat stand-alone deployment. Multiseat stand-alone deployments are installed on multiple individual computers but use only one serial number to represent and authorize the multiple licenses.

Network—Autodesk software may be installed as a network, stand-alone or multiseat stand-alone deployment. Network deployments are installed on single server and one serial number represents and authorizes one or more licenses.

Order Complete— The term for an email message sent to Contract Managers to confirm that their subscription order has been placed and to provide information about that order. The message is sent when a new order is placed, when additional seats are ordered, and when a renewal order is placed. The Order Confirmation also includes the Customer Reference number if one was provided on the purchase order.

Order Number— The Order Number is generated by the Subscription System when an order has been entered and saved, or submitted. The easiest way to renew your Subscription is by contacting your Reseller or account representative with the Renewal Order Number from your Renewal Notice or Renewal Report.

Personal Access URL— An encrypted URL with a personalized ID for each subscriber. The Personal Access URL is required for you to access the Subscription Center. The URL is provided in the email sent to a Contract Manager, Software Coordinator or User when they have been named in the subscription system.

Note: Each Personal Access URL contains encrypted data that tells us who you are when you first come to the Subscription Center. Please do not forward your URL to others to use or use someone else's URL.

Program Guide—A guide to help subscription members understand and manage all the components of their subscription. Customers access the Program Guide in the Subscription Center.

Registration—All licenses on subscription are pre-registered to the Contract Manager named in the Subscription System when the order is placed.

Renewal— Renewal email reminders are sent to Contract Managers several times prior to the contract expiration date. Subscribers must renew before the expiration date to remain in the program. Subscription can be purchased only with a new product or an upgrade, so customers who do not renew on time have to wait until the next release. In some cases, recently expired Subscription contracts may be renewed upon payment of the Subscription renewal price plus a nominal late renewal processing fee for each seat of product on Subscription. Also see Expired Contract.

Renewal Report—An online report with details relating to a company's subscription contract that is due for renewal. The Renewal Report can be accessed only by Contract Managers and is located in the Subscription Administration section of the Subscription Center. It will be available 90 days before a contract is set to expire and will continue to be available until 30 days following the original expiration date.

Resource Center—A section in the Subscription Center that gives subscription members direct access to resources such as Discussion Groups, Service Packs, Online Documentation, and Knowledge Base.

Role—There are three role assignments in Autodesk Subscription with varying levels of access to subscription program benefits:

- Contract Manager
- Software Coordinator
- User

Single Serial Number—In many cases, customers can choose to have one serial number for all licenses under subscription. However, there are exceptions.

SKU—SKU stands for Stock Keeping Unit. It is a product reference code, a number associated with a product for identification and inventory purposes. Each product has a SKU.

Software Coordinator—The Software Coordinator (SC) is a contact who is named by the Contract Manager to receive email notifications to order or download applicable new releases or extensions. An SC typically has product responsibilities but also has the following specific contract-related privileges within the Subscription Center:

- Naming Users
- Assigning download privileges
- Accessing reports

Note: If a Software Coordinator is not named, the Contract Manager is the default Software Coordinator.

Software Maintenance—The process of keeping software up-to-date. Autodesk Subscription is an annual software maintenance program.

Stand-Alone—Autodesk software may be installed as a network, stand-alone or multiseat stand-alone deployment. Stand-alone deployments have one serial number to represent and authorize one license. Subsequent stand-alone, multiseat stand-alone, or network deployments of the same product must be represented by subsequent serial numbers. Therefore, multiple stand-alones of the same product must be entered into multiple distinct groups. Each stand-alone install will receive a different authorization code.

Subscription Center Registration—After you enroll in Autodesk Subscription you receive an email invitation to set up your access to the Subscription Center. **This is a very important step in accessing your Subscription benefits.** Contract Managers must activate their account first. Invitations are issued in sequence as each individual is named:

Contract Manager > Software Coordinator > User

Subscription Administration— An area within the Subscription Center that is visible only to Contract Managers and Software Coordinators. Subscription Administration gives Contract Managers and Software Coordinators the ability to set up and administer user access and download privileges, and to view Coverage and Renewal Reports online. (Only Contract Managers can name coordinators and view Renewal Reports.)

Subscription Center—A password-protected website where subscription members access e-Learning, Web support (if included in the contract), extensions, downloads, Subscription Administration, and other program benefits.

Subscription Contract—Each subscription customer has at least one contract. All products on subscription within a company can be managed under a single contract. An additional contract will be created at customer request (to divide licenses between two locations or departments, for instance). All licenses on a contract have the same expiration date.

Subscription Contract Number—A number identifying a subscription contract. The subscription contract number should be used in any communication or transaction with Autodesk or a reseller regarding subscription. To simplify subscription software management, the contract number is the serial number (found on the product box) from the first subscription product included in a contract.

Subscription Program Tour—An online, streaming media overview of the Subscription program from the customer's viewpoint, including Getting Started, Using Subscription, Managing Subscription, and Roles. Available in English only.

Subscription Setup Wizard—Guides new registrants through the process of setting up their login on the Subscription Center.

Support Request—The Support Request system is the tool customers with Web support use to submit technical support questions to Autodesk.

Technical Support—For customers with Web support, this is the link used to submit a request for technical support.

Terms and Conditions—The Terms and Conditions of use of Autodesk Subscription are posted for acceptance when the Contract Manager first goes through the Subscription Setup Wizard to set up the account. The Terms and Conditions must be accepted for the account to be activated.

Upgrade—With subscription you are eligible to receive any upgrades for your products under subscription that become available during the term of your contract. An upgrade is a commercial release of the software that enhances or improves the software and for which Autodesk normally charges a fee. Autodesk may either send upgrades to the Software Coordinator automatically or notify them of the upgrade and let them choose whether to request it.

User—A User is any person designated by a Contract Manager or Software Coordinator to access the members-only Subscription Center. A user may access e-Learning and (if included in the contract) Web support, and download product extensions if they are assigned to do so by the Contract Manager or Software Coordinator.

Web Support—Provides access to a secure website where customers can submit technical questions to Autodesk support staff through an interactive online interface (Support Request system). Contract Managers, Software Coordinators, and Users all can access Web support, if it is included in their contract.



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