Desktop Subscription

What Communications to Expect from Advanced Solutions & Autodesk

How to Set-up & Manage User Permissions in Autodesk Account

How to Download Software from Autodesk Account

Overview of the (3) Roles in Autodesk Account

Links & Resources

Desktop Subscription – What to Expect & How to Set-up

An order confirmation email is sent by Autodesk to the Contract Manager/contact on the order and Advanced Solutions Customer Care sends a thank you email to the contact on the order as well.


Dear Justin,

Thank you for your Desktop Subscription Order. If you need help getting up and running with this contract (adding users & setting up access to the software), Customer Care can help you with that.

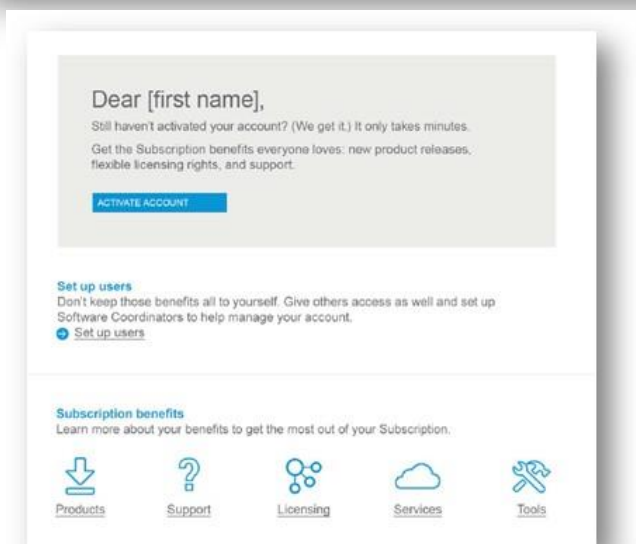To reach us just call **877-438-2741** or email CustomerCare@AdvancedSolutions.com

We appreciate your business very much so please let us know how we can assist you.

Sincerely,

Marina Hill LinkedIn Profile "Customer Service at the Highest Level"
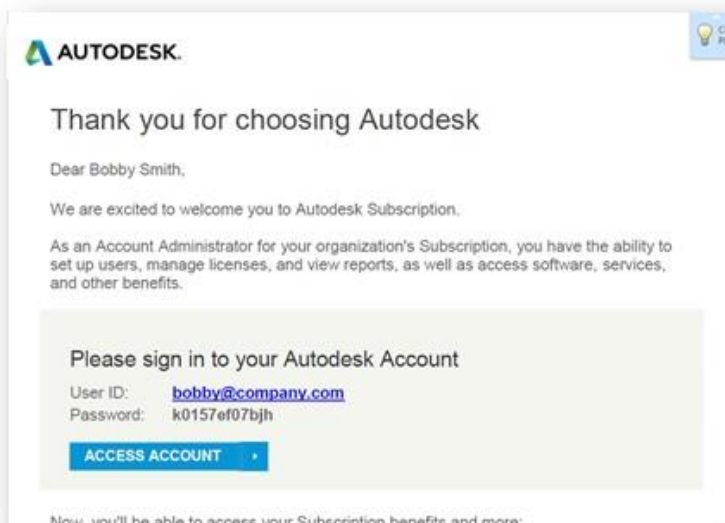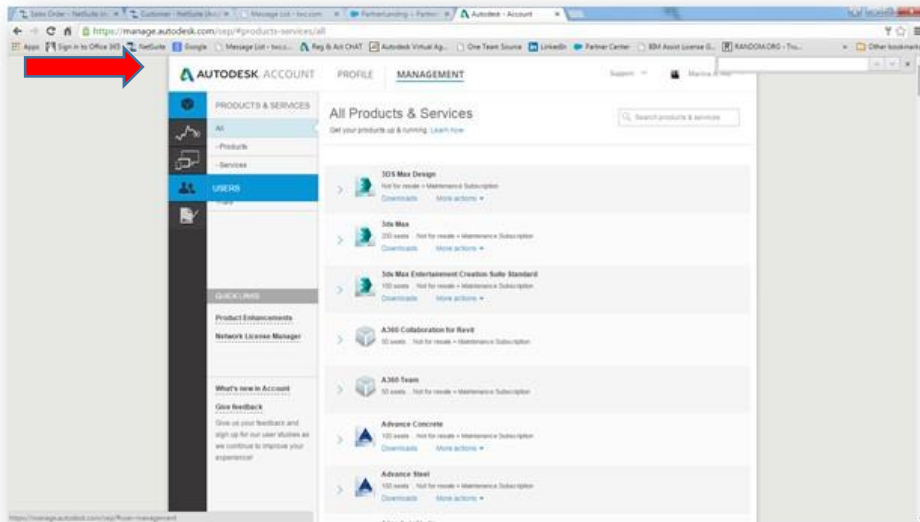

Autodesk send a "Welcome to Autodesk Subscription" email on Day (2) after the order is confirmed.

Autodesk send a "Get Activated" email on Day (4) after the order is confirmed.

How to Set up Access to your Desktop Subscription

To set up access to Desktop subscription the Contract Manager (Contract Admin) needs to unassign Desktop access from themselves if they are *not* the intended user of the software.

Note: If the Contract Admin is the intended user of the Desktop subscription, this process does not need to be followed

If Desktop access needs to be set-up for someone other than the Contract Manager (Contract Admin), Contract Admin will need to unassign Desktop access from their permissions first. They do that by logging into Autodesk Account (www.autodesk.com/account) going to the Management Tab > Manage Users> click **Edit** Access under their name.
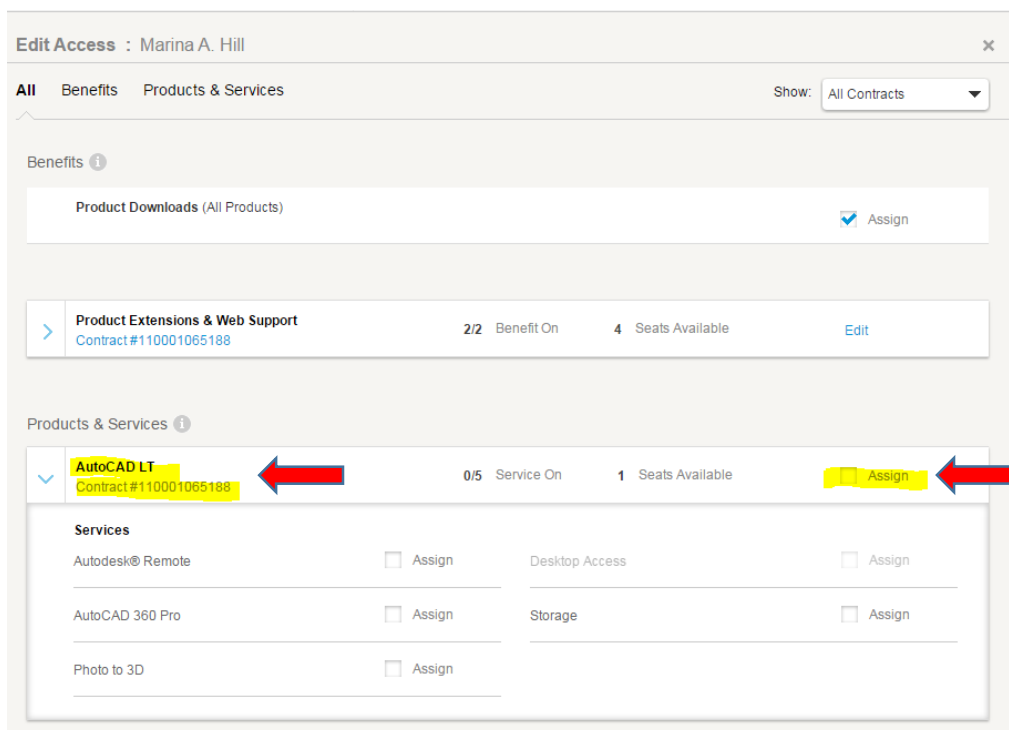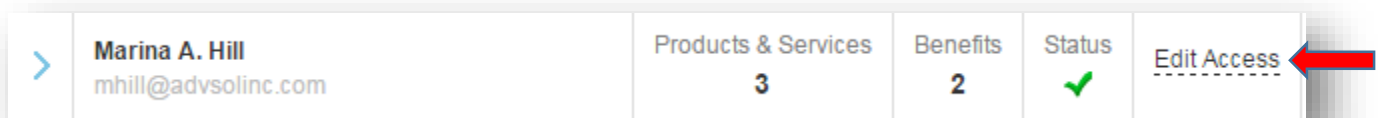

When the Contract Admin clicks **Edit Access** it opens up this permissions dialog box.

Contract Admin needs to deselect themselves from Desktop access by clicking **Assign** under **Products & Services** under the Desktop subscription number and click **Save**.

This deslects Desktop subscription access from the Contract Admin. They can now assign Desktop access to the intended user of the software.

Note: all boxes under Products & Services for the Desktop Subscription contract should now be empty.

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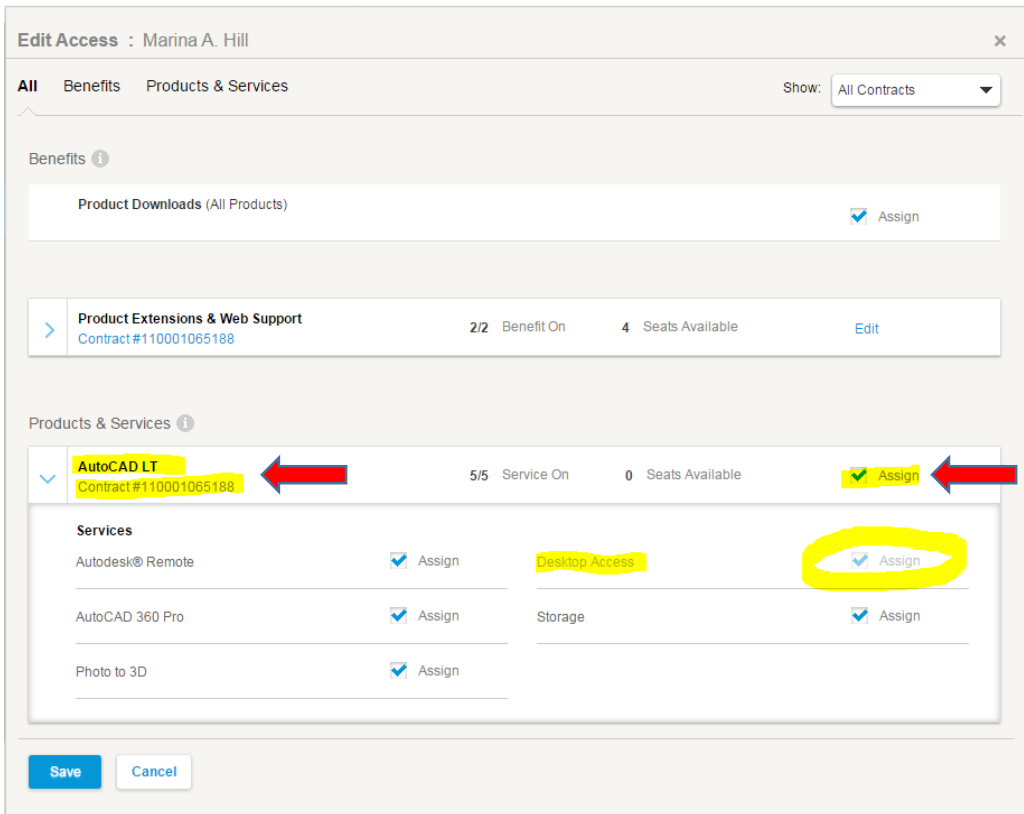
Now that the Contract Manager/Contract Admin has unassigned Desktop subscription access from themselves, the next step for them is to assign Desktop access to the intended user of the Desktop subcription.

Contract Managers do that by going into the intender users **Edit Access** panel.

Under the Desktop Subscription contract number click **Assign** under **Products & Services.**

Desktop Access is now selected.

 Note: all boxes under Products and Services for the Desktop Subscription contract should now be selected for the user.

The process we followed of assigning permissions to the intended user means when they go to activate their Desktop software they will *not* get this error message saying **Contact your administrator to request permission to use this product**. The user already has permission(s) to download and activate the software.


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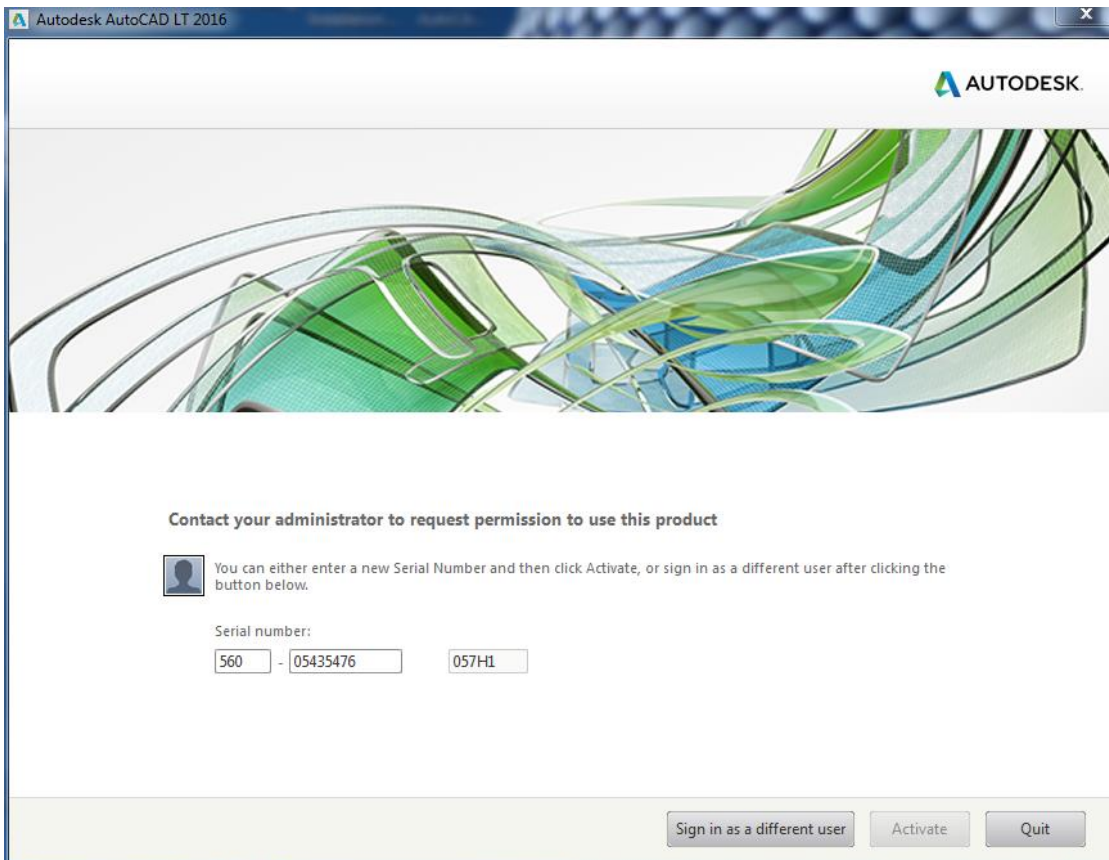
The next step for the user is to download the software. They go into their Autodesk Account, Management Tab > Products page > and click **Downloads**.

Before you start the download:

- Be sure to disable your pop-up blocker and anti-virus *before* you start the download
- Create a new folder in your desktop
- Download all files to the newly created folder
- Once all files are downloaded, click on the EXE file ONLY
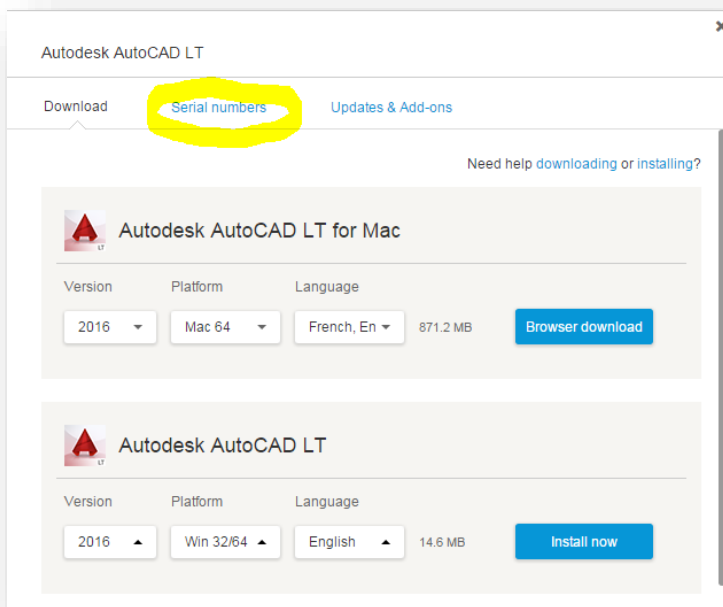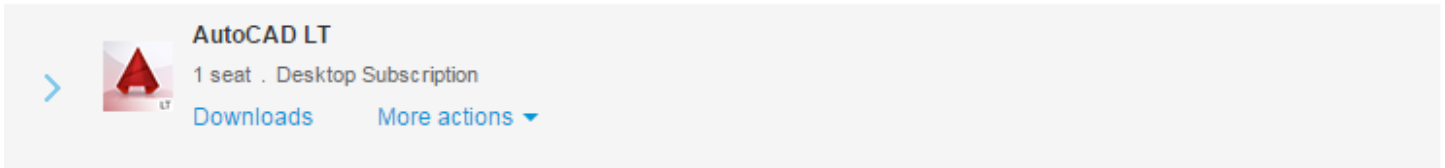
Choose from Download Now or Browser Download.
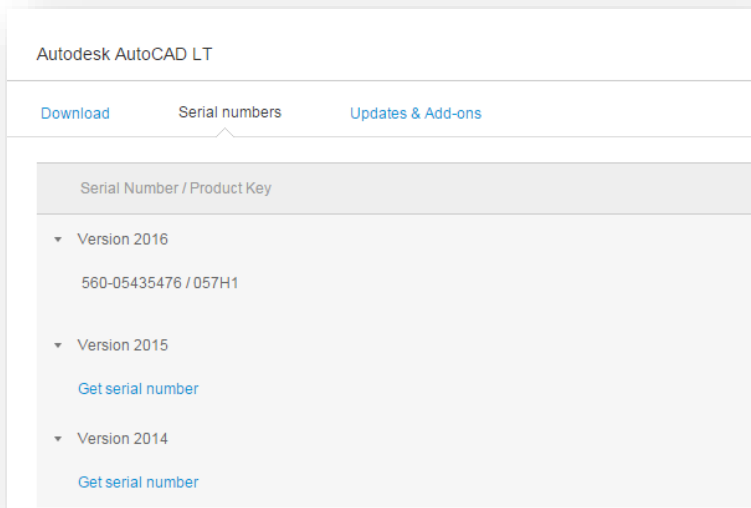
The user can get the serial numbers to activate the software by clicking the Serial Numbers tab.

Overview of the (3) Roles in Autodesk Account

1. **Contract Manager (CM)** is a contact role in a Subscription Contract Agreement. The Contract Manager (CM) receives renewal notices and has full contract related privileges within Autodesk Account, including the following: naming Software Coordinators and users, assigning download privileges, and accessing coverage and renewal reports.

   By default, a Contract Manager is initially designated as the coordinator for all roles (see other roles below) and all products until he or she assigns someone else to the role of Software Coordinator. It's the Contract Manager's responsibility to identify Software Managers and request that they be invited to Autodesk Account so they can perform their tasks as Software Coordinators.

2. **Software Coordinator (SC)** is a contact role on a subscription asset and is assigned by the Contract Manager. Software Coordinator receives the email notifications to order or download applicable new releases or extensions and to receive shipment of product upgrades. Software Coordinator physical addresses are the locations where physical media is shipped.

   A Software Coordinator typically has contract responsibilities but also has the following specific admin-related privileges within Autodesk Account: naming users, assigning download privileges, and accessing reports.

3. **A user** is any person designated by a Contract Manager or Software Coordinator to access the subscription-only Autodesk Account site. A user may access web support, and download product extensions if they're assigned to do so by the Contract Manager or Software Coordinator.

Links & Resources

If you get an error message "Establish an internet connection to continue" click on [Establish an Internet connection to continue](#) to get more information and help.

[Desktop Subscription: Licensing FAQ](#)

[Desktop Subscription: Flexible Licensing](#)

[Desktop Subscription: Previous Versions of Autodesk Software](#)

[Desktop Subscription: Transferring your Stand-Alone License](#)