Overview of Autodesk Subscription with Gold Support

For Former Platinum Membership Customers

Welcome Platinum Members to Autodesk Subscription with Gold Support. This Program Guide will help you become familiar with Subscription with Gold Support and how to access the various program benefits available to you through the Subscription Center.

This guide pertains to the following products: Autodesk® Maya® Complete, Autodesk® Maya® Unlimited, Autodesk® MotionBuilder™, mental ray® Standalone for Maya, Autodesk® AliasStudio™, Autodesk® Showcase™, Autodesk® ImageStudio, Autodesk® PortfolioWall®, and Autodesk® DirectConnect.

As with Platinum Membership, your Subscription with Gold Support program includes the following benefits:

- Access to all version upgrades and product updates released during your Subscription term
- e-Learning lessons and interactive training sessions
- Technical support for your Autodesk products under Subscription
- Use of previous versions of software after an upgrade has been issued
- Access to the members-only Subscription Center—including access for your product users, if desired
- Download of extensions and other available enhancements for products under Subscription
- Subscription contract administration tools
- *Ask Autodesk* discussion forums
- Access to an exclusive knowledgebase containing white papers, Tech Alerts, Tech Notes and FAQs

Note: Some services and benefits are not available in all languages or in all regions.

Subscription Terms and Conditions

Alias Platinum Membership customers continue to be covered under their existing Platinum Membership Terms and Conditions until the end of the term of the Platinum Membership. At the expiration of the term and upon contract renewal, customers will be subject to the standard Autodesk Subscription Terms and Conditions.

Understanding Subscription Roles

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

Contract Manager (CM) — The Site Owner for Platinum Membership is the equivalent of the Subscription Contract Manager. The CM 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. If you serve as a Contract Manager, you are agreeing to let us provide your name, contact information, and other identifying data that you provide, to Users in your company.

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, and to receive shipments of upgrades. Software Coordinators also name users to access the Subscription Center. If you serve as a Software Coordinator, you are agreeing to let us provide your name, contact information, and other identifying data that you provide, to Users in your company.
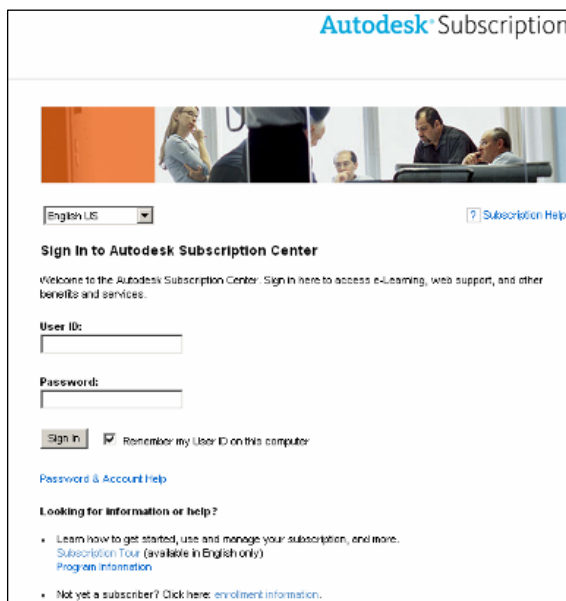
User — Any person designated by a Contract Manager or Software Coordinator to access the members-only Subscription Center, including e-Learning and web support. This person may also be granted download privileges for extensions and upgrades. As a user, please know that if you submit support requests, the information in your support request will be viewable by your Contract Manger, Software Coordinator, and other Users in your company. It may also be viewable by your reseller.

Note: Existing Platinum Membership Super Users are now designated Subscription Users. Should the Contract Manager or Software Coordinator wish to assign the User as a Software Coordinator, they may do so at anytime through the Subscription Center.

Named Caller — Any person who has been designated to call for phone support. Phone support request information may be accessible to the Contract Manager, Software Coordinator or Users in your company.

Note: When designating more than four named callers eligible to receive phone support, you will receive a pop-up warning from within the Subscription Center stating that you have surpassed the allowable named callers. Simply click the "OK" button on the warning message. This will allow you to continue setting up your designated named callers for the following products: Maya Complete, Maya Unlimited, MotionBuilder, mental ray Standalone for Maya, AliasStudio, Showcase, ImageStudio, PortfolioWall and DirectConnect.

Subscription Center Access

Autodesk has created a Subscription Center account for every existing Platinum Membership account that was active at the time of transition to Subscription with Gold Support. The Subscription Center replaces the Platinum Membership portal and Autodesk Insider Case Management tool.

Platinum Members can sign in to the Subscription Center by using their existing Platinum Membership login and password.

There are a limited number of former Platinum Membership customers who have been assigned temporary passwords. In this particular case, the temporary username and password can be found in the email you received informing you of the transition from Platinum Membership to Subscription with Gold Support.

Note: Platinum Membership customers who already have an Autodesk Subscription account, using the same contact name or email address may experience login problems.

To resolve this issue, please refer to the *Getting Help* section of this document and contact Autodesk directly to set up a new contact name or email address and password.

Login to the Subscription Center today at: www.autodesk.com/Subscriptionlogin and check to see that your contract information is up-to-date and accurate.

Upon signing into the Subscription Center for the first time, you will be prompted to the *Edit Profile* page where you will be able to select a security question/answer and can verify that your contact information is accurate.

From the Autodesk Subscription Center home page, you can:

- Access technical support contact information & log web cases*

- View software licenses and Subscription entitlements via the Subscription Administration section

- Access "the Annex" – an exclusive section for former Platinum Membership customers. The Annex contains a variety of learning tools including:

  o Downloadable DVDs, e-books, recorded live sessions

  o Knowledgebase articles, including white papers, Tech Alerts, and FAQs

  o Ask Autodesk forums

  o A library of textures and shaders (Autodesk Maya)
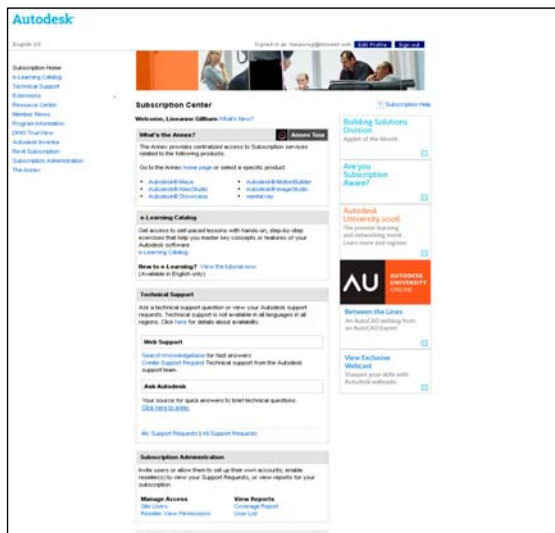
Subscription Center homepage
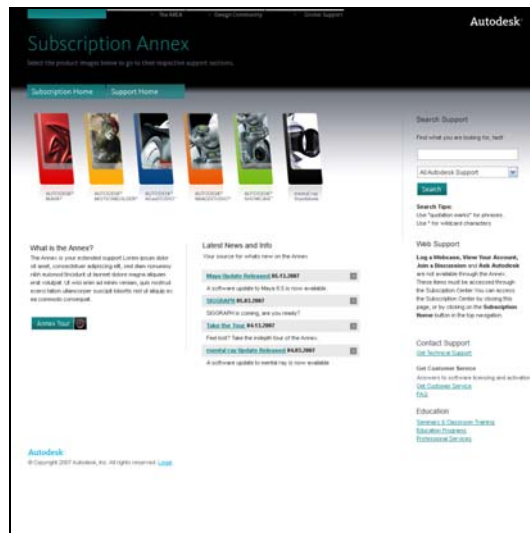
The Annex

Note: Only the Contract Manager and Software Coordinators will see the Subscription Administration link, and only users who have technical support access will see the Technical Support links.

* Asia-Pacific customers, other than Australia / New Zealand should contact their Reseller directly for support

Inviting Users to the Subscription Center

To request that Autodesk create Subscription Center accounts for users, CM/SCs should use the Manage Users link on the Subscription Center homepage. Autodesk will create the accounts and send a welcome email to the users.

Technical Support via the Subscription Center*

Overview

The Subscription Center allows members to submit technical questions to Autodesk support staff through an interactive online interface (Support Request system). This tool replaces the Autodesk Insider Case Management system.

Questions submitted through the Support Request system 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. Similar to AICM, this system also allows for the reporting and tracking of software defects, however, there is a change to the way in which defects are viewed. In order to determine whether a defect is associated with a particular support case, please click on the case to view it in its entirety.

If your organization had open or pending cases in AICM prior to the transition to Subscription with Gold Support, those cases will be accessible through the new Support Request system on the Subscription Center provided that they are related to the either the current and/or 2 versions prior software releases.

*Asia-Pacific customers, other than Australia / New Zealand should continue to contact their Reseller directly for support

Reseller View Permission

Where applicable, your reseller will be kept informed of your company's web support cases submitted through the Subscription Center. If you chose not to have your reseller receive read-only versions of your web support cases, simply change your Subscription administrative settings within the Subscription Center: go to Subscription Administration > Manage Reseller View Permission.

Note: In the Americas, Europe, Middle East, Africa, Australia, and New Zealand, all responses to your support requests will be answered by trained Autodesk technicians. Your reseller will view your requests on an information-only basis.

Subscription Gold Phone Support

Phone support is accessed by calling the toll-free number provided to you in the Subscription Center. Former Platinum Membership telephone support numbers may also be used.

There are no changes to support hours of operation with the Platinum Membership transition to Autodesk Subscription with Gold Support. Support hours of operation continue as follows:

Weekday Hotline Support Hours
(Americas, Europe, Middle East, Africa, Australia, and New Zealand)
On weekdays the hotline is open from 3 a.m. to 10 p.m. EST (9 a.m. to 4 a.m. CET).

Weekend Licensing and Installation Support
(Americas, Europe, Middle East, Africa)
On-demand weekend support, from 6 a.m. to 6 p.m. EST (12 p.m. to 12 a.m. CET).

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 new version of the software that enhances or improves the software and for which Autodesk normally charges a fee. Autodesk notifies Software Coordinators by email when upgrades are shipped. Software Coordinators should keep their shipping address current to ensure delivery of product upgrades.

Use of Previous Versions

While on Subscription you are welcome to continue to use previous software versions, according to the conditions outlined below.

- The previous version must be the same product installed on the same computer as the new version.
- The previous version cannot be transferred to a different computer unless the new version is also transferred at the same time.
- You (or your company) must have purchased and licensed the previous version.
- A single license may not be used to run the new version and a previous version concurrently.
- The maximum number of concurrent users for a version cannot exceed the total number of licenses that you had previously purchased and licensed for that version covered by Subscription. This applies to both standalone and network licenses.
- Autodesk will not provide any media related to previous versions (including software, serial numbers, manuals, or any other documentation).

If you have questions about this policy, please ask your reseller or contact the Autodesk Business Center listed in the Getting Help section of this document.

Registration and Activation (Authorization) Codes

All products on Subscription are pre-registered to the Contract Manager. When installing your product you will be required to obtain an activation code. When requesting an activation code for product installations and reinstallations, please be sure to have your Serial/Group ID number available. You can find this number on your Coverage Report in the Subscription Center. If you do not have access to the Subscription Center, contact your Contract Manager

or Software Coordinator. If your product does not lead you through the activation process, go to **www.autodesk.com/register** to request an activation code.

Managing Subscription

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

Coverage Reports

If you are a Contract Manager or Software Coordinator, you can easily review your software products on Subscription with Gold Support 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. You may View your contract by Serial/Group 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.

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. If your contracts have different end dates please contact your Authorized Reseller for pricing information.

Managing Coordinators

Contract Managers may name others in their company to serve as Software Coordinators. Software Coordinators assist in the administration of the contract(s) and are the primary contact for product fulfillments and other product-specific tasks. They also name users to access the site. You may 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 create their Subscription Center account.

Managing Users

Contract Managers and Software Coordinators can designate users to have their own Subscription Center accounts. All tools for managing users are located in the Manage Users section of the Subscription Center.

Use the View/Edit Users option to see the users who have either been invited (pending users) or registered on the Subscription Center. You can reinvite pending users and delete users using the tools in this area.

The View/Edit Users option will also display the number of users that are assigned to the contract(s) you manage. If upon adding users as named callers you receive a warning that you are over the limit, simply ignore and proceed with setting up your named callers.

To help manage your users, Autodesk will send emails notifying you of new user registrations.

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 or contact your reseller to update your information.

Purchasing Subscription

Contact your Autodesk Authorized Reseller or Autodesk Sales Representative for price quotations and assistance in placing orders for Subscription.

Adding Products

You can add Subscription coverage when you purchase a new or upgrade license, and you may add these new licenses or products to your existing Subscription contract at any time. The coverage is aligned with the anniversary end 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. The same rules apply to network licenses. If you purchase a Subscription for a network, it must be purchased for all licenses on the network.

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 may prefer to purchase 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.

Renew before your expiration date to keep your Subscription active. If you do not renew your Subscription and later decide you want to renew, you may have to incur late processing fees or have to purchase the next upgrade and rejoin the program.

Getting Help

You can get help for Autodesk Subscription through several channels.

Resellers

Your Autodesk 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 Authorized Reseller. To locate an Autodesk Authorized Reseller or Autodesk Systems Center, visit **www.autodesk.com/reseller**

Autodesk Business Center

If you have a question or need help with your Subscription or upgrade shipment, you can click on Subscription Help on any page in the Subscription Center. Or contact us at the appropriate local Autodesk Business Center:

United States &Canada
Subscription-team@autodesk.com
1-800-538-6401

Mexico, Central & Latin America
la.abc@autodesk.com

Europe, Middle East & Africa
EMEASubscriptions@autodesk.com

Japan jp.Subscriptions@autodesk.com

Asia Pacific ap.Subscriptions@autodesk.com

Subscription Glossary

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

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.

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 technical support.

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
- Accessing Coverage and Renewal Reports

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).

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.

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 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 that may be available for 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 for the same product). 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 when upgrades are shipped.

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

Named Caller—Anyone (user, CM or SC) who has been designated to place calls for phone support.

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

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.

Registration—All products on Subscription are pre-registered to the Contract Manager named in the Subscription System when the order is placed. Please note you must still obtain an activation code.

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.

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

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

Stand-Alone—Autodesk software may be installed as a network, stand-alone or multi-seat standalone deployment. Stand-alone deployments have one serial number to represent and activate one license. Subsequent stand-alone, multi-seat 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 activation code.

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, Subscription product support, 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 should have the same expiration date.

Support Request—The Support Request system is the web-based tool customers use to submit technical support questions to Autodesk.

Upgrade—With Subscription you are eligible to receive 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. While on Subscription you are welcome to continue to use prior software versions. For standalone licenses, use of prior software versions is limited to the same machine on which the current version is installed. For network licenses, the total number of software seats does not increase. This does not apply to cross-grades. 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 web support, and download product extensions.