

In-Product Access to Subscription Benefits

Questions and Answers for Autodesk Customers

Accessing Subscription benefits from within your Autodesk® software is easier and more convenient than ever before. This document provides answers to frequently asked questions about new features that enable improved, in-product access to Autodesk Subscription benefits.

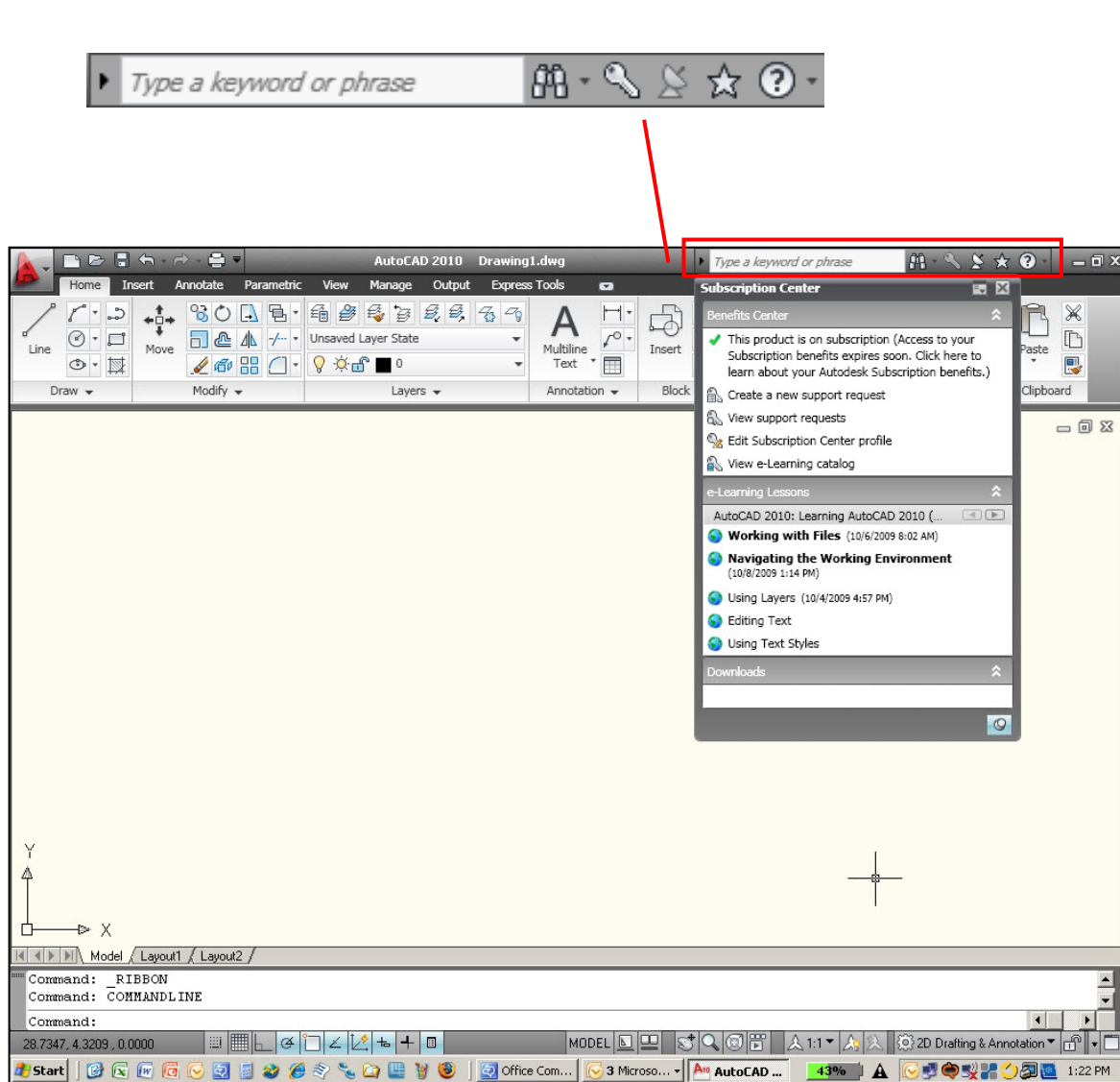


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1. How is Autodesk making it easier to access Subscription benefits?

Autodesk is introducing software changes that will make it easier to access Subscription benefits directly from within your product. With the latest service pack or hot fix installed for your 2010 Autodesk software, you'll be able to access your Subscription benefits by merely clicking on in-product icons, located in the upper right-hand corner of the product screen.



2. Which Autodesk products will have improved access to Subscription benefits?

The 2010 Autodesk software versions listed below will have improved access to Subscription benefits. To enable the new features, you must install the 2010 version of your software, along with the latest product update, service pack or hot fix. Additionally, you must have a current software license on Subscription.

AutoCAD-based Products

AutoCAD® 2010

AutoCAD® Architecture 2010

AutoCAD® Mechanical 2010

AutoCAD® MEP 2010

AutoCAD® P&ID 2010

Architecture, Engineering & Construction

AutoCAD® Revit® MEP 2010

AutoCAD® Revit® Structure 2010

AutoCAD® Revit® Architecture 2010

AutoCAD® Map 3D 2010

AutoCAD® Civil 2010

AutoCAD® Civil 3D® 2010

Manufacturing

Autodesk® Inventor® Professional 2010

Autodesk® Inventor® Routed Systems Suite 2010

Autodesk® Inventor® Suite 2010

Autodesk® Inventor® Simulation Suite 2010

Autodesk® Inventor® Tooling Suite 2010

AutoCAD® Electrical 2010

Media & Entertainment

Autodesk® 3ds Max® 2010

Autodesk® 3ds Max® Design 2010

3. Will in-product access work with both network and standalone software licenses?

Yes.

4. When will new in-product access features be available?

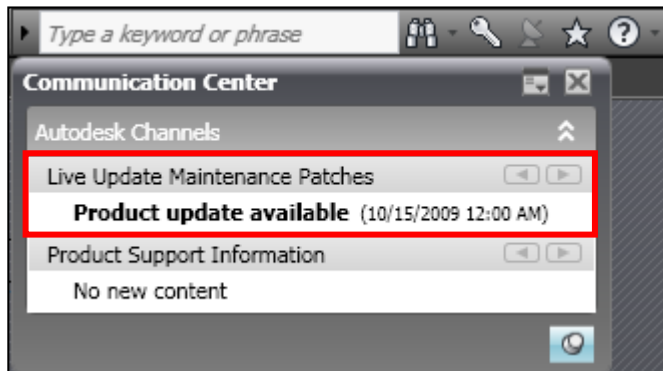
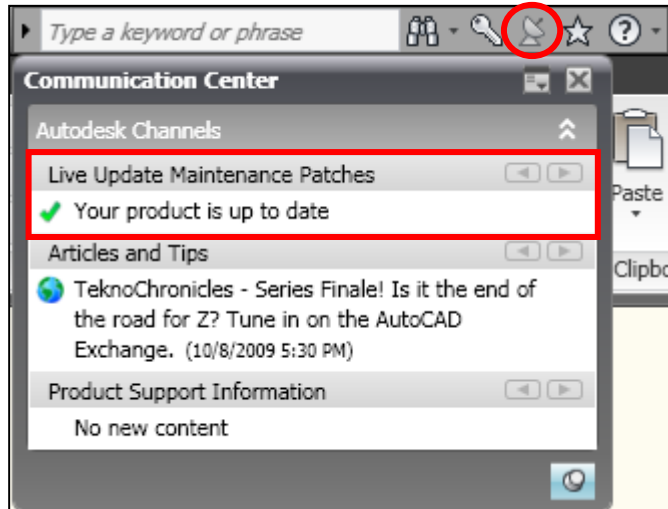
New in-product access features will be available beginning in late October for select products in some, but not all, languages. Users must install the latest product update, service pack or hot fix to take advantage of all of the new in-product access features.

5. How do I install the latest product update, service pack or hot fix?

Users must install the latest product updates to take full advantage of the new in-product access features.

Click the “satellite dish” icon to access the Communication Center menu and you will find “Live Update Maintenance Patches.”

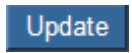
“Your product is up to date” will be displayed if you have installed the latest product updates.



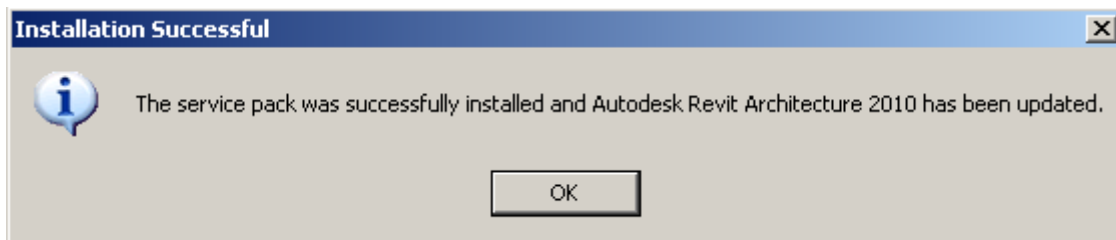
“Product update available [Update Date]” will be displayed if you have not installed the latest product updates.

Click “Product update available” to launch the product update installation process.

Select “Update” in the Autodesk Live Update window and follow the download and installation instructions. This will download and install the product update.



You will be notified when the product update installation is complete as shown below.



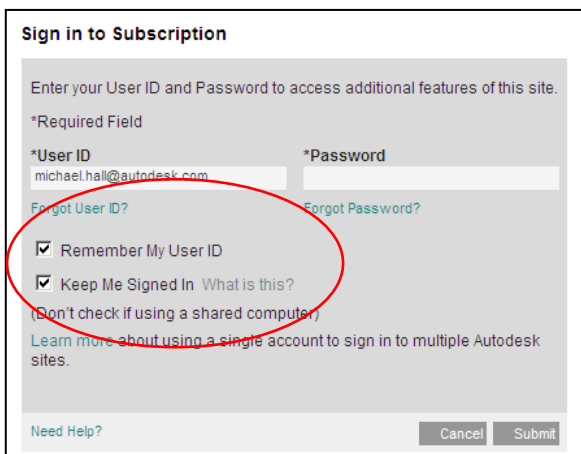
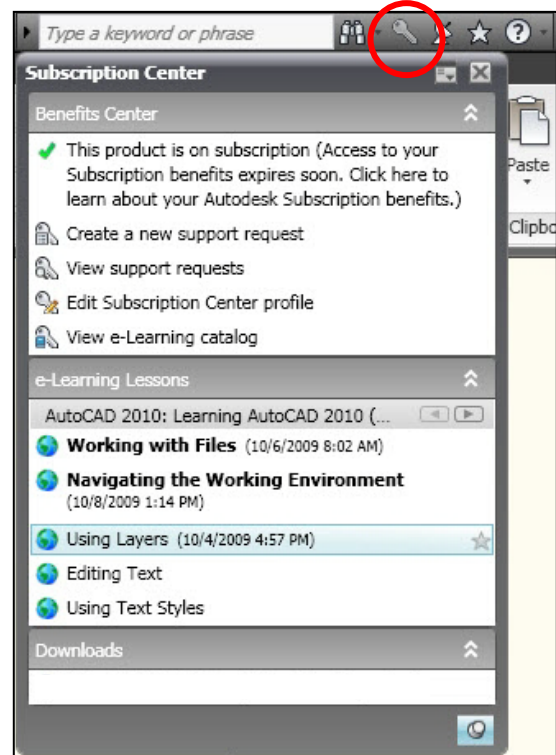
Restart your application and confirm that the product is up-to-date by looking in the Communication Center.

6. How do I access Subscription benefits in my Autodesk software?

If your 2010 software is up-to-date with the latest product update installed, you can:

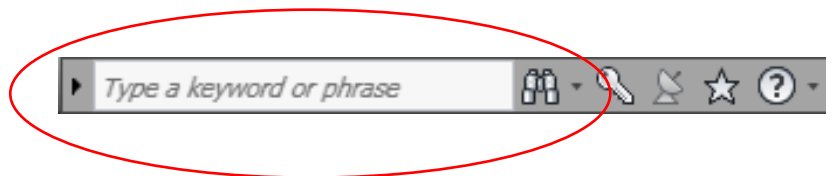
Click the **"key"** icon to access the Subscription Center menu, and you'll find direct links to:

- **Downloads:** The latest software enhancements and productivity tools—released exclusively for Subscription customers—will now be available for download from within your product—no sign-in required.
- **Learning and Training:** Access e-Learning lessons, instructional videos, and podcasts—directly from your product interface.
- **Technical Support:** A new "Keep Me Signed In" feature allows easy, in-product access to the Autodesk world-class Web support team—just set up your username and password, and submit your request.



Use the **"search" toolbar**, and you'll enjoy immediate access to:

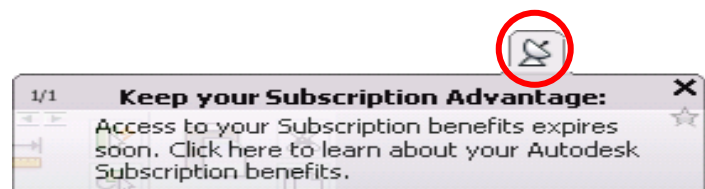
Subscription Premium Content: Get enhanced search results and in-product access to premium technical support content in the Autodesk® KnowledgeBase.



Under the **"satellite dish" icon** (Autodesk Communications Center) you'll now see:

"Keep your Subscription Advantage"

Notifications: Receive periodic notifications on the latest Subscription benefits, as they are released, as well as reminder notifications when your Subscription benefits are about to expire.



7. Can I still access my benefits through Subscription Center?

Yes, absolutely. While many of the latest Subscription benefits will now be easier to access directly from your Autodesk product, Subscription Center at www.autodesk.com/subscriptionlogin gives you complete access to the full range of Subscription benefits. This includes new releases of your Autodesk software, product enhancements, a comprehensive e-Learning catalog, web-based technical support and more. On Subscription Center, Contract Managers and Software Coordinators can also request home use rights, access previous versions of Autodesk software, view Subscription renewal reports, and manage software licenses.

For help accessing Subscription Center, read the [Sign-In FAQs](#).

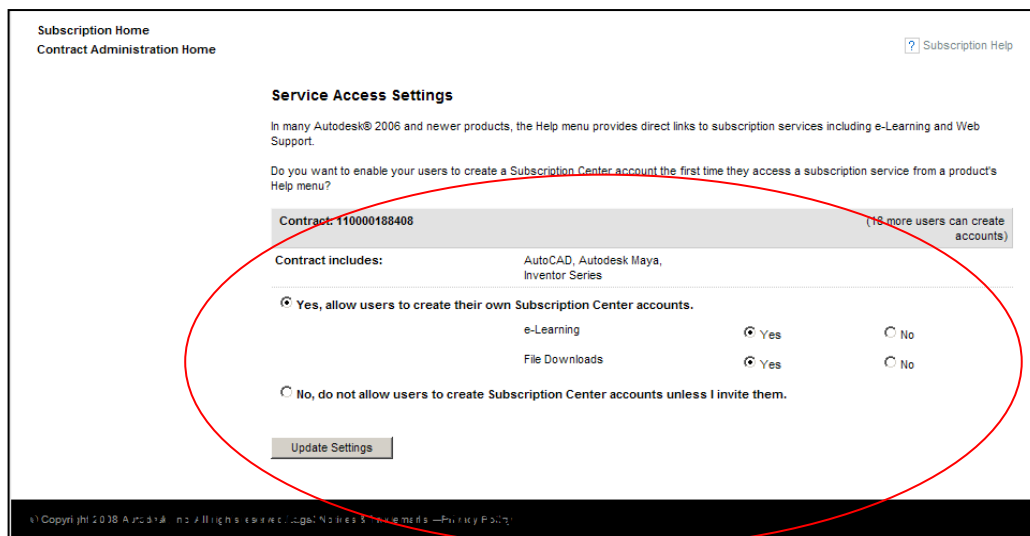
8. How do I set up user permissions and control in-product access to Subscription benefits?

If you are the Contract Manager or Software Coordinator for your Autodesk Subscription account, you have control over in-product access permissions for your Autodesk software users. This means that you may enable or disable in-product access to software enhancements and web support, as needed.

Please note that in-product access permissions are separate from standard Subscription Center user permissions.

To set or change in-product access permissions, Contract Managers or Software Coordinators should:

- Sign in to Subscription Center at www.autodesk.com/subscriptionlogin
- Click “Contract Administration” on the left-hand navigation
- Click “Set Access From Product”
- Select “Yes” to enable or “No” to disable in-product access to software file downloads



For help accessing Subscription Center, read the [Sign-In FAQs](#).

9. Is there an additional fee for in-product access to Subscription benefits?

No—in-product access is included with your Subscription. There is no additional fee for these new features.

10. What happens when my Subscription contract expires?

In-product access features will only be available to those customers with active Autodesk Subscription contracts.

11. What if I'm on Subscription, but can't access the new in-product features in my Autodesk software?

Contact your organization's Autodesk Contract Manager or Software Coordinator to determine if you have the appropriate access permissions. If you are the Contract Manager or Software Coordinator and need help, please contact your Autodesk Reseller or Account Manager.

12. What if I still have questions?

If you still have questions about in-product access to Subscription benefits and/or setting in-product access permissions, please either sign in to Subscription Center and log a Service Request, or email subscription-team@autodesk.com

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