

# AUTODESK ASSISTANCE PROGRAM

## Frequently Asked Questions for Customers & Program Participants

The Autodesk Assistance Program is designed to help displaced employees update their skills and improve their employability in a down economy. As members of the architecture, engineering, design and manufacturing communities, Autodesk and its partners will be providing important deliverables to qualified program participants, including:

- **Free\* Software License:** A 13 month term student license of a number of Autodesk software applications. Available as on-line downloads only.
- **Free Online Training:** On-demand training available 24 hours a day, 7 days a week provided through the Autodesk Assistance Program Portal (Requires internet access).
- **Free access to Autodesk University Online:** View more than 1,000 sessions and handouts, including more than 400 sessions from Autodesk University 2008. Network with other AU Online members and send questions to AU speakers.
- **Reduced Cost Classroom Training:** Many Autodesk Authorized Value Added Resellers and Autodesk Training Center (ATC®) partners are offering classroom training at their facilities for a reduced fee. Offerings will vary, please check with your local ATC or Reseller to get details.
- **Certification:** Certification preparation and exams available at discounted rates through Autodesk Authorized Certification Centers. Offerings will vary, please check with your local Certification Center to get details.
- **Free Product Support:** Direct installation and licensing support from Autodesk to program participants.

\* Free products are subject to the terms and conditions of the end-user license agreement that accompanies the software.

### 1. How will the Autodesk Assistance Program benefit program participants?

Program participants will receive valuable benefits that may improve their employability in a tough job market, including:

- Experience using recent product releases, and industry specific vertical solutions
- An opportunity to attend formal training by qualified professionals that service the engineering community on a space available basis for a reduced fee
- Self-paced learning tools to support independent study
- An opportunity to take certification exams for Associate or Professional certification at a discount

### 2. How can displaced employees leverage benefits from the Autodesk Assistance Program?

Interested persons must apply for program participation online at

<http://www.autodesk.co.uk/assistance>

In order to be considered for the program, applicants must register and provide information

that will allow Autodesk to verify their employment status. All personal information provided will be subject to the [Autodesk Privacy Policy \(http://www.autodesk.com/privacy\)](http://www.autodesk.com/privacy).

### **3. During what time period is the Autodesk Assistance Program being offered?**

Enrollment in the Autodesk Assistance Program, and software downloads will be available from July 1<sup>st</sup>, 2009 until March 31<sup>st</sup>, 2010. Classroom training is subject to training center scheduling and availability.

### **4. What eligibility criteria will Autodesk Assistance Program participants need to meet?**

Applicants must meet the following eligibility requirements:

- Must be currently unemployed
- Must have worked in the architecture, engineering, design or manufacturing community
- Must complete online application required elements, including personal contact information
- Must specify their date of departure from their former employer, employer name, and HR contact information
- Must self-certify that they meet eligibility requirements

### **5. Will Autodesk confirm program eligibility requirements have been met?**

Autodesk reserves the right to contact the former employer HR contact to confirm program eligibility and applicants will be asked to consent to such enquiries.

### **6. Which Autodesk Software is available to program participants?**

A number of Autodesk software that supports several industries is available to program participants.

#### **General Design**

[AutoCAD®](#)

#### **Architecture, Engineering & Construction (AEC)**

[Autodesk® Revit® Architecture](#)

[Autodesk® Revit® Structure](#)

[Autodesk® Revit® MEP](#)

[AutoCAD® Civil 3D®](#)

[AutoCAD® Architecture](#)

[Autodesk® Navisworks® Manage](#)

#### **Manufacturing**

[Autodesk® Inventor®](#)

[Autodesk® Alias® Design](#)

[AutoCAD® Electrical](#)

[AutoCAD® Mechanical](#)

#### **Media & Entertainment**

[Autodesk® 3ds Max®](#)

[Autodesk® Maya®](#)

#### **Geospatial**

[AutoCAD® Map 3D](#)

## **7. How will program participants obtain classroom training from participating partners?**

Program participants should visit the Autodesk Assistance Program website, and select the Training tab, and then Reduced Cost Classroom Training for a list of Autodesk Authorized Partners participating in this program.

Offerings will vary by partner, so please check with individual partners regarding training details.

## **8. How will program participants obtain online training?**

Access to online training will be available through the Autodesk Assistance Program website, <http://www.autodesk.co.uk/assistance>. Once you receive your confirmation email, log into the site, and select the Training tab, and then Online Training.

Program participants will also be provided with free access to Autodesk University Online, a web portal with more than 1,000 recorded sessions and handouts from Autodesk University 2008.

## **9. What will the customer cost be for Certification Exams and which Exams are offered?**

Certification exams will be available to program participants at the discounted rate of €20 per exam. Autodesk is offering exams at an incredible savings - The cost for Associate Certification Exams is €20 (originally €50), and €20 for Professional Certification Exams (originally €125)! Discounted exams available to program participants for the following products:

- AutoCAD®
- Autodesk® Inventor® Professional
- Revit® Architecture
- AutoCAD® Civil 3D®

## **10. How will program participants obtain their discounted certification exams?**

Customers should use the following procedure:

1. Log into the Autodesk Assistance Program portal ([www.autodesk.co.uk/assistance](http://www.autodesk.co.uk/assistance)) and locate a participating Autodesk Authorized Training Center through the 'Training' tab.
2. Contact the Autodesk Authorized Training Center closest to your location to book your exam.

It is important to note that only Associate and Professional Certification Exams for AutoCAD 2010, Autodesk Inventor Professional 2010, Revit Architecture 2010, and AutoCAD Civil 3D 2010 software are available at discounted rates as part of this program.

The 2010 Certification exams are scheduled to be released at the end of July 2009.

See program website (<http://www.autodesk.co.uk/assistance>) for discount codes

## **11. How will Autodesk Resellers and ATCs know I qualify for discounts under the Autodesk Assistance Program?**

Program participants will be asked to provide the acceptance confirmation email from the Autodesk Assistance Program in order to qualify for discounts on Certification Exams,

and/or partner training services that are offered in conjunction with this program.

## **12. How do I join the Autodesk Assistance Program?**

Getting started in the Autodesk Assistance Program is easy! Just refer to the following steps:

1. Determine if you meet program eligibility requirements at <http://www.autodesk.co.uk/assistance>
2. Register for Program Participation and certify your program eligibility
3. Receive your confirmation email
4. Log in to the secure site with your new credentials

Once enrolled in the program, you can refer back to the Autodesk Assistance Program website to continue receiving the program benefits outlined in this document and on the program web site.

Autodesk, AutoCAD, Autodesk Inventor, Civil 3D and Revit are registered trademarks or trademarks of Autodesk, Inc., in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders. Autodesk reserves the right to alter product offerings and specifications at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.

© 2009 Autodesk, Inc. All rights reserved.