

Autodesk Assistance Program

Frequently Asked Questions for Customers & Program Participants

Contents

Program Overview.....	1
Downloading Software.....	5
Installing & Activating the Software.....	6
Product Support.....	7
Training & Learning Resources.....	7
Autodesk Certification Program.....	8
Product Discount Programs.....	9

Program Overview

The Autodesk Assistance Program has been extended through January 31st, 2011, and includes a number of program changes.

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 tools to qualified program participants, including:

- **Free* Software License:** Student licenses of over 25 Autodesk® products including AutoCAD® software and other industry focused products supporting Building Information Modeling and Digital Prototyping technology.
- **Free Online Training:** On-demand training available 24 hours a day, 7 days a week. (requires internet access)
- **Classroom Training:** Many Autodesk Authorized Value Added Resellers and Autodesk Training Center (ATC®) partners are offering classroom training at their facilities at a discounted price for Autodesk Assistance Program members. (Offers vary by partner, 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)
- **Software Discounts:** Commercial product discounts are available for select products exclusively for Autodesk Assistance Program members, or employers that hire them. Contact your local Autodesk Authorized Value Added Reseller for more information about this and other programs. (approval by an Autodesk Territory Manager is required)

* Free products **MAY NOT** be used for commercial, professional or other for-profit purposes, and are subject to the terms and conditions of the end-user license agreement that accompanies the software. A copy of this agreement can be found here: <http://usa.autodesk.com/company/legal-notices-trademarks/software-license-agreements>

1. What changes have been made to the Autodesk Assistance Program for FY2011?

A number of changes have been made to the Autodesk Assistance Program to make the program more sustainable. A summary of changes include:

- Program extended through January 31st, 2011
- Program eligibility extended to Military Veterans transitioning to a civilian career within 2 years of leaving active service
- 13 month licenses for over 25 Autodesk Products
- Simplified training partner discounting
- Consolidated on-line learning now focused on Autodesk University Online

2. How will the Autodesk Assistance Program benefit program participants?

Program participants learn about valuable benefits that may affect their employability in a tough job market, including:

- Experience using recent product releases, and industry specific vertical solutions
- Self-paced learning tools to support independent study
- An opportunity to take certification exams for Associate or Professional certification at a discount
- The option to purchase select Autodesk® products at a significant discount

Autodesk Assistance Program participants will have access to resources that help promote updated and contemporary skills that selective employers will be seeking in a tight job market.

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

Interested persons must apply for program participation online at <http://www.autodesk.com/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).

4. During what time period is the Autodesk Assistance Program being offered?

Enrollment in the Autodesk Assistance Program and software download availability has been extended through January 31st, 2011. Classroom training is subject to training center participation, scheduling and availability.

5. What eligibility criteria will Autodesk Assistance Program participants need to meet?

Applicant must meet the following requirements for eligibility:

- Be over age 13
- Be currently unemployed, or a Military Veteran transitioning to a civilian career within 2 years of leaving active service
- Have worked in the architecture, engineering, design or manufacturing community
- Complete online application required elements, including personal contact information, and industry
- Specify their date of departure from their former employer, employer name, and HR contact information (except Military Veterans)
- Self-certify that they meet eligibility requirements

6. Will Autodesk confirm program eligibility requirements have been met?

Autodesk reserves the right to contact the former employer's HR department to confirm program eligibility and applicants will be asked to consent to such enquiries. Participating partners make request separate confirmation (please contact participating partners for details)

7. I'm not unemployed, but my hours have been substantially cut back. Can I participate?

The purpose of the Autodesk Assistance Program is to provide access to software and training resources to those that don't have the resources of an employer. While those that don't meet the eligibility requirements can't participate in the program, it is suggested that you consult with your local Autodesk Partner to inquire about assistance that they may be able to provide to you.

8. Which products are available under the Autodesk Assistance Program?

Autodesk is providing over 25 student licenses of its most popular products to program members as part of the Autodesk Assistance Program, including:

- **For AEC Professionals:** Increasing the products available under the program to include a broader representation of the Building Information Modeling (BIM) portfolio, including: AutoCAD®, Autodesk® Revit® Architecture, AutoCAD® Architecture, AutoCAD® Civil 3D®, Autodesk® Revit® Structure, Autodesk® Revit® MEP Suite, Autodesk® Ecotect® Analysis, Autodesk® Navisworks® Manage, AutoCAD® P&ID and AutoCAD® Map 3D software.
- **For Manufacturing Professionals:** Increasing the products available under the program to include a broader representation of the Digital Prototyping (DP) portfolio, including: AutoCAD®, Autodesk® Inventor® Professional, Autodesk® Alias® Surface , Autodesk® Alias® Design, AutoCAD® Electrical, and AutoCAD® Mechanical software.
- **For Geospatial Professionals:** The program now includes AutoCAD® Map 3D software.
- **For Media & Entertainment Professionals:** The program now includes licenses of Autodesk® 3ds Max® and Autodesk® Maya® software.

9. What online training resources are available to Autodesk Assistance Program Members?

In addition to classroom training being offered by participating partners, Autodesk is also offering complimentary access to Autodesk University Virtual. Autodesk Assistance Program members can register for FULL ACCESS to Autodesk product training—FREE, including more than 1,000 sessions and handouts. Tools allow you to set up a personalized learning path for tracking sessions of interest, and you can network with other AU Online members and send questions to AU speakers.

10. 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.

If you have lost this email, please visit www.autodesk.com/assistance, and select the option to have your information re-sent to you.

11. How do I get started in the 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.com/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.

Downloading Software

12. Where can I download the software?

Software downloads can be accessed at the Autodesk Assistance Program web site at <http://www.autodesk.com/assistance>. Follow these steps to access the software:

1. Register for the program at <http://www.autodesk.com/assistance>. Shortly after registration, you will receive a confirmation email with a link that must be visited in order to activate your account.
2. Log into the site using your email address and password used in creating the account
3. Select Software Downloads from the top navigation menu
4. Select the product you would like from the list, and select the download button

13. How long will it take to download the software?

The applications to be downloaded are large files. The length of downloading time is dependent on many factors such as internet speed, connection speed, computer speed, downloading tool speed, site traffic, etc...

On a typical system with high-speed internet access, downloading the applications takes approximately 1 to 3 hours.

14. The download is complete, but the software didn't install. What now?

In some cases anti-virus or firewall software may prevent running executables downloaded from web sites. If the download is complete but didn't install, the file may be stored in your cache folder for the Akamai downloader in the following location:

C:\Program Files\Common Files\Akamai\Cache\37309

15. Is there a way to reset the download process?

In rare cases, downloads from the Autodesk Assistance Program website may become corrupt, and prevent the completion of downloading or installation. If you suspect this is the case, you can uninstall the Akamai Downloader, which will reset your downloads.

To uninstall the Akamai Downloader, follow these steps:

1. Start > Settings > Control Panel
2. Add / Remove Programs
3. Select Akamai Netsession Interface
4. Select Change/Remove and uninstall

Once uninstalled, close and re-open your browser and visit the Autodesk Assistance Program web site. The downloader will automatically re-install when you initiate the download process again.

16. Does Autodesk provide CDs or DVDs of the software?

Autodesk does not provide physical media for the Autodesk Assistance Program.

As an alternative to the download process on the Autodesk Assistance Program web site, you may use trial software media for your installation. Using this process requires that you must activate the software using the serial number and product key obtained from the Autodesk Assistance Program web site to enable your student version of the software.

Many popular Autodesk software trials are available from the following online location: <http://usa.autodesk.com/products/free-product-trials>.

Installing & Activating the Software

17. Where is my serial number?

A unique serial number is issued to each Autodesk Assistance Program member for each product. It is available on the "Software Downloads" page of the Autodesk Assistance Program where it will be stored. If you have not yet been issued a serial number, proceed to the Software Downloads page, select the product that you downloaded, and press the "Get Serial" button to generate one.

Autodesk will also be sending an email to you with this information upon product download.

18. How do I get an activation code?

To activate your software, you will need to visit the Autodesk product activation system: <https://registeronce.autodesk.com>.

Autodesk's online product activation system requires a username and password. This is a **separate username and password required for the Autodesk product registration system**. Your Autodesk Assistance Program login credentials will not give you access to the product activation website. Please create a new Autodesk ID in order to activate your student software.

Product activation is a software-based license management technology incorporated into many Autodesk® products. It is a secure and relatively easy process that authenticates licensed users running Autodesk software. This is an automated, electronic process that requires an Internet connection.

To obtain your activation code, in the product you can select "Get your activation code". You will need to fill out an activation form and you will be sent an email with your activation code.

In doing so, you will be asked to provide your request code.

The request code is a numerical code that is a combination of your serial number and your computer's ID. This number must be submitted to the Autodesk product activation system in order to obtain an activation code. You will need to enter that activation code in order to fully activate the product.

If online activation is not possible because you are not connected to the Internet, you would you need to use the Manual Registration method. Manual activation is available as follows:

United States, Canada, and Latin America

- Phone: 800-551-1490 or 415-507-4690
- Fax: 800-225-6490 or 415-507-4937
- Email: authcodes@autodesk.com

You will also need to provide the following information:

USER INFORMATION

Salutation:
First Name:
Last Name:
Phone:
Fax:
Email:

ADDRESS INFORMATION

Full Individual Name:
Address 1:
Address 2:
City:
State/Region/Province:
ZIP/Postal Code:
Country:
Phone:
Fax:

Product Support

19. Is support available for the products as part of the Autodesk Assistance Program?

Support is provided to Autodesk Assistance Program members for installation and activation of Autodesk software only. The program includes comprehensive training & learning resources which will likely answer your questions about the use of Autodesk® products.

20. Where can I get installation & activation support?

Installation and activation support is available to Autodesk Assistance Program through the program website at <http://www.autodesk.com/assistance>. Once logged into the site, select the support tab, and fill out the online form. A support representative will contact you regarding your installation or activation problem and attempt to help you resolve it.

Note that issues related to the web site, download process, or other site features may be escalated to other teams, and response times will vary.

21. What resources are available for answering technical questions?

Autodesk strives to answer most product questions with resources within the product such as the integrated Help feature and tutorials. For questions that are not resolved with these resources, Autodesk maintains a number of options for its customers, which include:

- [Knowledge Base Support Database](#): Search for answers, hotfixes, product updates, tips, Vista support information, and service packs.
- [Discussion Groups](#): Join our discussion groups for fast peer-to-peer support for a variety of Autodesk® products.

Training & Learning Resources

22. What resources are available to help me learn Autodesk products available under the Autodesk Assistance Program?

The Autodesk Assistance Program is designed to help displaced employees update their skills and improve their employability, and training resources are a big part of the program. Autodesk maintains a number of training alternatives, including the following:

- **Classroom Training:** Many Autodesk Authorized Value Added Resellers and Autodesk Training Center (ATC®) partners are offering classroom training at their facilities at a discounted price for Autodesk Assistance Program members. (Participation and offers vary by partner, please check with your local ATC or Reseller to get details)
- **Autodesk University AU Online:** Autodesk Assistance Program Members may receive full access to Autodesk University AU Online with a separate AU Online membership at no cost by registering through the Autodesk Assistance Program website. This valuable resource provides 1,000-plus session screencasts and handouts, including more than 400 sessions from AU 2009.

Additional training resources may be available through partners. Be sure to visit the Partner Offers page for more information.

23. 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 partners participating in this program.

Offerings and eligibility will vary by partner, so please check with individual partners regarding details of their offers.

Autodesk Certification Program

24. What will the customer cost be for Certification Exams and which Exams are offered?

Specific Certification Exams will be available to program participants at the discounted rate of \$20 per exam. Autodesk is offering exams at significant savings - The cost for Associate Certification Exams is \$20 (originally \$75), 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®

25. How will program participants obtain their discounted Certification Exams?

Instructions on how to purchase discounted tests related to the Autodesk Assistance Program will be provided to program participants on the program portal web site, and in this FAQ document. Customers should use the following procedure:

1. Visit <http://autodesk.starttest.com>
2. Select 'Purchase as Professional'
3. Find the exam you wish to purchase and click 'add'
4. Enter the 'Promotional Code' appropriate for the test you wish to take
5. Select 'Place Order' to complete your shopping, and pay the balance for the exam
6. Click "Schedule" to schedule your exam at a Certification Center.

It is important to note that only Associate and Professional Certification Exams for AutoCAD® 2009 and 2010, Autodesk® Inventor® Professional 2009 and 2010, Revit® Architecture 2009 and 2010, and AutoCAD® Civil 3D® 2009 and 2010 software are available at discounted rates as part of this program.

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

26. Where can program members find the Promotional Codes for discounted Certification Exams?

Promotional codes for the Autodesk Certification Exams are located on the Autodesk Assistance Program website. To view the codes, program members should log in to the Autodesk Assistance Program website at <http://www.autodesk.com/assistance>, and use their username (normally your email address) and password to log into the site. Once logged in, select the Certification tab to view full Certification information, including Promotional Codes.

Product Discount Programs

27. Are there any discount programs available for employers that hire program participants?

Commercial product discounts are available for select products exclusively for Autodesk Assistance Program members, or employers that hire them. (subject to approval by an Autodesk Territory Manager)

Contact your local Autodesk Authorized Value Added Reseller for more information about this and other programs.

28. What other purchasing options are available for Autodesk Assistance Program members that have a need for commercial licenses of software?

Autodesk offers a wide variety of products, pricing, and programs that may be of interest to program members that require commercial licenses of software. Offerings such as AutoCAD LT® software may be appropriate for program members. Autodesk Value Added Reseller (VAR) Partners can help program members review the various options that are most appropriate based on program members needs.

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