

Autodesk Assistance Program

Frequently Asked Questions for Customers & Program Participants

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Program Overview

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:** Student licenses of 17 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)
- **Reduced Cost Classroom Training:** Many Autodesk Authorized Value Added Resellers and Autodesk Training Center (ATC®) partners are offering classroom training at their facilities for free or for a significantly 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 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.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).

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

Enrollment in the Autodesk Assistance Program, and software downloads will be available until December 31st, 2009. 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'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)

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

Autodesk is providing 17 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® Civil 3D®, Autodesk® Revit® Structure, Autodesk® Revit® MEP Suite, AutoCAD® Architecture, 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 90 day licenses of Autodesk® 3ds Max® and Autodesk® Maya® software.

7. 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 a variety of online training resources in English (internet access required):

- **Subscription e-Learning**
The same great learning resources available to our Autodesk Subscription Customers are now available to Autodesk Assistance Program Members, including 15-20 minute interactive modules that include hands-on exercises and/or knowledge-assessment tools.
- **Autodesk University Online**
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.
- **vBooks by Retrieve Technologies, Inc.**
Online training is a convenient way to learn Autodesk software from the comfort of your home PC. The online training is provided by vBooks, a service provided by Retrieve Technologies, Inc., who has partnered with Autodesk in making this content available.

8. 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.

9. 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

10. 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

11. 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.

12. 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

13. 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.

14. 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 13-month 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

15. 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 for 13 months. 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.

16. 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 for the 13 month use.

If online activation is not possible because you are not connected to the Internet, you would 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

17. 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.

18. 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.

19. 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

20. 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:

- **Reduced Cost Classroom Training:** Many Autodesk Authorized Value Added Resellers and Autodesk Training Center (ATC®) partners are offering classroom training at their facilities for free or for a significantly reduced fee. (Offerings will vary, please check with your local ATC or Reseller to get details)
- **Free Online Training:** English language on-demand training available 24 hours a day, 7 days a week provided online via vBooks - powered by Retrieve Technologies, Inc. (Requires internet access)
- **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 2008.

21. 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 training details.

22. How will program participants obtain online training via vBooks, powered by Retrieve Technologies, Inc?

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

vBooks is a service provided by Retrieve Technologies, Inc., who has partnered with Autodesk in making this content available. Additional registration is required to access online content, and is subject to the terms and conditions of Retrieve Technologies, and their vBooks offering. For more information, please visit the [Retrieve Media](http://www.retrievemedia.com) (<http://www.retrievemedia.com>) website help for more details.

Autodesk Certification Program

23. 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 \$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®

24. 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' in the US or Canada
3. Select 'Buy' for the exam you wish to purchase.
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, Autodesk Inventor Professional 2009, Revit Architecture 2009, and AutoCAD Civil 3D 2009 software are available at discounted rates as part of this program.

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

25. 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

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

Yes, the Autodesk Assistance Program Employer Discount provides discounts on new licenses (seats) of select Autodesk® products to employers that hire members of the Autodesk Assistance Program. For more information and pricing, contact your local Autodesk reseller.

27. Can Autodesk Assistance Program Members take advantage of the Autodesk Assistance Program Employer Discount?

Yes, Autodesk Assistance Program members that have a need for a commercial license of software to perform work may take advantage of this pricing to purchase new licenses (seats) of Autodesk products. For more information and pricing, contact your local Autodesk reseller.

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 Term License, AutoCAD LT 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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