

Autodesk Subscription Fulfillment Overview

Earlier this year, Autodesk announced that **software download** through the Subscription Center is now the **default** method of delivering software upgrades to all Autodesk Subscription customers. Below are frequently asked questions and screenshots that help you step through the process.

Advantages to this new method include:

- Access to new Autodesk software upgrades as soon as they are released, without waiting for the box to be shipped and delivered.
- Online backup available 24/7 wherever there is an Internet connection.
- More environmentally friendly — no printing, packaging, or shipping.

FAQ

Why was this change made?

By making new product releases available for download as soon as they are released, Autodesk has made it possible for Subscription customers to immediately begin using the most current version of the software they need to do their jobs. And, making software download the default upgrade delivery method reduces the environmental impact of producing and shipping materials worldwide.

What if I prefer to receive my software in a boxed shipment?

Login to the Autodesk Subscription Center and change your delivery preference in your Subscription Center profile from “download” to “box.”

Can I get both a boxed shipment and download the software?

Yes. Software Coordinators who want a boxed shipment along with a download can change the delivery preference in their Subscription Center profile to “box”. This will ensure that a boxed shipment is automatically sent as soon as the upgrade is available. Software Coordinators who also want to download the product can go to the Download section in Subscription Center and download upgrades for any licenses your company has on Subscription.

Is there an additional cost if I choose a boxed shipment?

No, there is no additional cost to receive a boxed shipment.

Can Hagerman & Company change your delivery preference for you?

No. We are not able to set or change your delivery preference.

How will you be notified your upgrade is available?

You will be guided through the download process once you receive your upgrade notification email.

Can Contract Managers or Software Coordinators give end users direct access to downloads?

Yes, Contract Managers and Software Coordinators can grant their end users access to software downloads. Access can be granted the same way other permissions are granted through Subscription Center.

Can Hagerman & Company access your Subscription Serial Number and Product Key should you need assistance?

Yes, our ability to assist you in your software purchase has not changed.

What if your Internet access is restricted?

If your company has set limits for access to the Internet, and cannot download the software, Software Coordinators can do any one of the following:

- Change their delivery preference in their Subscription Center profile to “box”.
- Complete the Boxed Shipment Request form by selecting the Request DVD/CD option on the Downloads page in Subscription Center.
- Ask Hagerman & Company to order a box on their behalf.
- Contact the Autodesk Business Center to set their delivery preference or request a boxed shipment.

Software Coordinators can also request help at www.autodesk.com/subscriptionhelp .

Can you download the same file multiple times?

Autodesk Subscription customers can download the software upgrade as many times as needed; however, standard software license usage rights apply.

What about new software purchases?

A boxed shipment is still sent for all new orders. New licenses added to existing Autodesk Subscription orders will be available for download from Subscription Center.

Access to Subscription Portal

<http://subscription.autodesk.com/sp/servlet/public/index?siteID=11564774&id=11607975>

Listed above is the link to log onto the Subscription Portal. If you cannot remember your user id and password, there are options on the login page to have that login information sent via e-mail. If the user id and password do not work, send a note to subscription-team@autodesk.com.

See screenshots below for images of the user login and My Profile screens that are used to change your delivery preference.

Discover the Autodesk Subscription Advantage

Maximize your investment in Autodesk software with exclusive product upgrades, training resources, and technical support available through Subscription Center.

Sign in to Subscription

Enter your User ID and Password to access additional features of this site.

*Required Field

*User ID

michael.hall@autodesk.com

[Forgot User ID?](#)

Remember My User ID

Keep Me Signed In [What is this?](#)

*Password

[Forgot Password?](#)

Create a Subscription Account

If you don't have a Subscription user ID and password or you're uncertain if your product is associated with a Subscription contract, we can help you [create an account](#) in a few simple steps.

[Check to See if You're on Subscription](#)
[Find Out About Subscription Benefits](#)

Program Information

[Sign in E&O \(Self-130K\)](#)

[Get Answers to Your Questions About Subscription Center Login](#)

Not a Subscription Member?

[Learn about the smartest way to optimize your investment in Autodesk software.](#)

Select "My Profile"

Subscription Home
Contract Administration Home

[Subscription Help](#)

Edit Subscription Center Profile

You must logout of Subscription Center, close this browser window, and open a new browser window and session to see your preference changes.

To edit your reseller viewing permission, [click here](#).

Software Coordinators (or Contract Managers who are also Software Coordinators) have the ability to change their delivery preference

* Are required entries.

Delivery Preference

* Delivery Preference for future upgrades Download Box

Changing this setting does not affect upgrades that have already shipped or are in progress.

Contract Managers and End Users do not have the ability to change their delivery preference. This is because boxes are shipped to the Software Coordinator

Edit Subscription Center Profile

You must logout of Subscription Center, close this browser window, and open a new browser window and session to see your preference changes.

* Are required entries.

Delivery Preference

* Delivery Preference for future upgrades Download

Changing this setting does not affect upgrades that have already shipped or are in progress.

Delivery Preference

You may still receive box deliveries if you wish. To do so, your company's Software Coordinator should go to the Autodesk Subscription site (<http://subscription.autodesk.com>) and change their delivery preference in the Subscription Center profile from "download" to "box." Changing this setting, however, does not affect upgrades that have already shipped. To receive media for upgrades that have already shipped, after changing the delivery preference you should log a Support Request through the Autodesk Subscription Center.

Summary Overview of Delivery Preference section

- Determines delivery method for upcoming upgrades.
- Does not affect upgrade orders that have already shipped or are in process
- Only Software Coordinators (or Contract Managers who are also designated as Software Coordinator) are able to set their delivery preference. Contract Managers and End Users will see this option as unselectable (option will be grayed out)

Prior Release Usage

Under Contract Administration, the Contract Manager can use the Previous Versions option to fill out the request for a prior release serial number AND can request media to be sent for a prior release.

How to Receive Assistance

If you are the Software Coordinator and you are unable to set your delivery preference, contact the Autodesk Business Center for assistance; otherwise, contact your company's Software Coordinator.

- Customers may submit a service request from within Subscription Center (from "Need Help, Contact Us" links)
- Customers may email subscription-team@autodesk.com

Adding Users to the Subscription Contract:

Only the assigned Contract Manager (CM) can invite new users. Once the Contract Manager logs on the site, there will be an option for Contract Administration. Under that menu, the Contract Manager will have several options including Invite New Users and Edit Users. If the Contract Manager cannot add users to the contract, a note should be sent from the Contract Manager to subscription-team@autodesk.com.

See screenshot below:



- Downloads
- Training
- Tech Support
- Program Information
- Contract Administration**

Contract Administration

Coverage Report
View the details of your Subscription contract including the account type, number of seats per license, level of support available, and list of products on Subscription.

Renewal Report
Review a list of Subscription contracts currently within 90 days of their expiration date and get information on how to renew a contract.

Invite New Users
Invite users to set up their own Subscription Center accounts or control whether users can create their own accounts. Assign download privileges.

View / Edit Users
See list of invited users and edit user permissions.

Manage Software Coordinators
Add, remove, or assign coordinators to perform Subscription administrative tasks.

Set Access from Product
Allow users accessing Autodesk Subscription from products to create their own Subscription Center accounts. Also, assign the subscription services such users can access.

Request Home Use
Request serial numbers that will allow your employees to use licenses on a home computer.

Previous Versions
Use the previous versions of the products under your Subscription contract.

Need Help With Subscription? Contact Us

Online Contract Renewal
Do you have questions about renewing your Subscription contract online? Find out more now.