

Frequently Asked Questions

1. What has changed with Platinum Membership?

Autodesk has rebranded Platinum Membership to *Subscription with Gold Support*. In addition, the Platinum Membership portal has been replaced by the Subscription Center.

2. What is the reason for the change to Subscription with Gold Support?

The primary reason for the change is to provide program consistency across all Autodesk® products and that all Subscription customers enjoy one single point of access to e-learning resources, software downloads and Web support.

3. Who is affected by the transition from Platinum Membership to Subscription with Gold Support?

Customers with active Platinum Membership accounts for any of the following products will be affected by this transition:

- Autodesk® Maya® Complete
- Autodesk® Maya® Unlimited
- Autodesk® MotionBuilder™
- mental ray® Standalone for Maya®
- Autodesk® AliasStudio™ (DesignStudio®, Studio, AutoStudio, SurfaceStudio)
- Autodesk® Showcase™ and Autodesk® Showcase™ Professional
- Autodesk® ImageStudio
- Autodesk® PortfolioWall®
- Autodesk® DirectConnect CAI, Autodesk® DirectConnect for Catia® V5, Autodesk® DirectConnect for UGS® NX, Autodesk® DirectConnect for JT

4. Does Subscription with Gold Support offer the same benefits as Platinum Membership?

Yes, core program benefits remain the same. There are no changes to support hours of operation, the ability to log and view support requests online and entitlement to receive product upgrades and updates if and when they become available. In addition, customers will still enjoy access to a comprehensive Knowledgebase (white papers, technical self-help tools) and e-learning resources.

5. Aside from the name change from Platinum Membership to Subscription with Gold Support, are there any other changes to be aware of?

Platinum Membership customers will now be directed to use the Autodesk Subscription Center to log support requests and access e-learning and other program benefits. The Autodesk Subscription Center replaces the Platinum Membership portal. Customers wishing to login to the Autodesk Subscription Center at www.autodesk.com/subscriptionlogin, can, for the most part, use their existing Platinum Membership login and password.

6. Are there any new benefits included in Subscription with Gold Support that I should be aware of?

Yes. The Subscription Center offers improved Subscription contract management functionality. Subscription with Gold Support Contract Managers will be able to view their software licenses and corresponding serial numbers online via the Subscription Center. Please note that your former Alias serial numbers have been replaced with standard Autodesk serial numbers.

7. I am having trouble logging into the new Subscription Center. What should I do?

First, confirm that you have the correct login and password. Customers should use their existing Platinum Membership login ID and password to access the Subscription Center. There are a limited number of Platinum Membership customers who have been assigned temporary passwords. In this particular case, the temporary username and password can be found in the email you received informing you of the transition from Platinum Membership to Subscription with Gold Support.

If you are still having problems logging in, please contact Autodesk customer service at: <http://www.autodesk.com/abc>

8. Are there any tools available to become more familiar with the Subscription Center?

Please consult the Flash tour on the homepage of the Subscription Center for help in navigating the new portal. In addition, you may consult the [Subscription Program Overview](#) to become more acquainted with Subscription administration tools.

9. I am the site contact/site owner for Platinum Membership. Does my profile change at all with the transition to Subscription with Gold Support?

Platinum Membership site owners will be assigned as "Contract Managers" and "Software Coordinators" under the Subscription with Gold Support program.

The Contract Manager has full administrative privileges within the Subscription Center and receives renewal notices prior to contract expiry. The Contract Manager can also name users to access the Subscription Center and view/edit users at anytime.

Software Coordinators are named by the Contract Manager to receive email notifications to download applicable new releases or extensions, and to receive shipments of upgrades. Software Coordinators can also name users to access the Subscription Center.

A User is any person designated by a Contract Manager or Software Coordinator to access e-learning resources, software downloads and Web support (if specified) within the Subscription Center.

All Platinum Membership "Users" and "Super Users" have been migrated to the Autodesk Subscription Center as "Users". Should the Subscription Contract Manager associated with a particular Subscription account choose to change a User to a Software Coordinator they can do so at anytime through the Subscription Center.

Former Super User's status and administrative capability under Platinum Membership will no longer exist in the Subscription Center, these functions for the most part being assigned to the roles of Contract Manager and Software Coordinator. As with all Users, Super Users will have the ability to view all Support Requests associated with their contract. Former Super Users wishing to cause specific administrative tasks to be performed can do so by contacting their Contract Administrator and requesting the required changes, or requesting to be assigned Software Coordinator status. Users can identify their Contract Manager by clicking the "Edit Profile" function located in upper right corner of the Subscription Center.

10. I have successfully logged into the Subscription Center. What do I need to do?

Upon logging into the Subscription Center, you will be immediately directed to the "Edit Profile" page of the Subscription Center where you will be prompted to choose a security question. Please also verify that your contact information is accurate. Simply edit your profile using the online form if your contact information needs to be updated.

The Contract Manager should also select their Subscription with Gold Support *Named Callers*. A named caller is an individual whom you designate to receive phone support. To set up your phone support Named Callers, please use the left-hand navigation: Subscription Administration > Manage Users > Manage Phone Support Users.

In addition, Contract Managers should go to Subscription Administration > View Coverage Report to view their software licenses.

11. When using the Subscription Center to set up Named Callers eligible to receive phone support, I receive a warning message stating that I have exceeded the Named Caller limit. What should I do?

Customers with Subscription with Gold Support for the following products are not restricted to four (4) Named Callers and should therefore ignore the warning. Simply click the "OK" button on the warning message. This will allow you to continue setting up your designated Named Callers.

- Autodesk® Maya® Complete
- Autodesk® Maya® Unlimited
- Autodesk® MotionBuilder™
- mental ray® Standalone for Maya®
- Autodesk® AliasStudio™ (DesignStudio®, Studio, AutoStudio, SurfaceStudio)
- Autodesk® Showcase™ and Autodesk® Showcase™ Professional
- Autodesk® ImageStudio
- Autodesk® PortfolioWall®
- Autodesk® DirectConnect CAI, Autodesk® DirectConnect for Catia® V5, Autodesk® DirectConnect for UGS® NX, Autodesk® DirectConnect for JT

12. I have successfully logged into the Subscription Center, however, I am not able to see all of my software licenses in the administrative section of the Subscription Center. What should I do?

Should you notice that your software license information within the Subscription Center is inaccurate or incomplete, please contact Autodesk customer service by phone or email at:

<http://www.autodesk.com/abc>

13. I had open technical support requests in the Platinum Membership portal. Are these cases accessible through the Subscription Center?

Yes, open and pending support requests will be accessible through the Subscription Center for those individuals designated to submit Web and telephone support requests. To view open/pending technical support requests, please click Technical Support, then scroll down and

click My Support requests. To determine whether a software defect is associated with a particular support case, please click on each case individually.

14. Are there any changes to Platinum Membership Terms and Conditions?

Existing Platinum Membership Terms and Conditions will remain in effect until expiration of your Platinum Membership (Subscription with Gold Support) contract. Upon renewal, the standard Autodesk Subscription Terms and Conditions will apply.

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