

Autodesk® 360 Cloud Credits 2013

Frequently Asked Questions

Table of contents

Frequently Asked Questions	1
1. General Information	3
1.1 What are cloud credits?	3
1.2 What Autodesk® 360 products and services use cloud credits? Which cloud services are subscription benefits?	3
1.3 Will additional Autodesk® 360 products require the use of cloud credits in the future?	3
1.4 In what regions are cloud credits functioning and available?	3
2. Cloud Credits Allocations	3
2.1 What are the changes being announced in cloud credits allotment? <small>New/Updated!</small>	3
2.2 What are the changes being made? <small>New/Updated!</small>	3
2.3 What is the difference between Shared and Individual Cloud Credits? <small>New/Updated!</small>	3
2.4 What is the cloud credit experience when a Autodesk Subscription or Rental plan is purchased? <small>New/Updated!</small>	4
2.5 Who will be impacted and how? <small>New/Updated!</small>	4
2.6 What products are exempted from this new cloud credit allocation? <small>New/Updated!</small>	4
2.7 What will happen to my shared cloud credits at the end of my Subscription, Rental Plan, or standalone cloud service contract term this year? <small>New/Updated!</small>	5
2.8 Will individual cloud credits be given to everyone, even M&E customers that can't use them? <small>New/Updated!</small>	5
2.9 How many cloud credits do I receive when I purchase a standalone Autodesk® 360 service?	5
2.10 What happens if I am a named user is on multiple contracts? <small>New/Updated!</small>	5
2.11 What happens if I am a named user is on multiple products? <small>New/Updated!</small>	5
2.12 What happens when all of the 100 individual cloud credits are consumed? <small>New/Updated!</small>	5
2.13 What is the pricing for additional cloud credits?	5
2.14 Are individual cloud credits combined at the contract level? <small>New/Updated!</small>	5
2.15 When do shared (purchased) cloud credits that are associated with a Rental Plan (annual, quarterly, monthly) expire? <small>New/Updated!</small>	5
2.16 What are the policies around add-on capacity packs (additional purchased cloud credits) and when do they expire? <small>New/Updated!</small>	5
2.17 What happens if I am late with a renewal? <small>New/Updated!</small>	6
2.18 How do I allocate cloud credits to users within our organization?	6
2.19 Who can purchase additional cloud credits?	6
2.20 How can I find how many cloud credits I consumed or have available?	6
2.21 How are we alerted (Contract admin/Software Coordinator/End User) that we are reaching their cloud credit limit?	6
2.22 What happens to our cloud credits when our Subscription or cloud service contract ends?	6
2.23 What happens to a user's cloud credits when they leave the company? <small>New/Updated!</small>	6
3. Cloud Storage Allocation	6
3.1 Is cloud storage pooled at the contract level? <small>New/Updated!</small>	6

3.2 How much cloud storage do we get with a contract?	6
3.3 How much cloud storage do we receive with purchased stand-alone cloud services?	6
New/Updated!	6
3.4 What happens to a users' cloud data if they go from 25GB to 5 GB?	6
3.5 How long does a user have access to their data if they are over their storage limit?	6
4. Metering Usage	7
4.1 Which services meter (track) cloud credit usage?	7
4.2 Are all cloud credits measured the same?	7
4.3 What are the usage rates for the different tasks that require cloud credits?	7
4.4 What does Variable mean?	7
5. Resources	7
5.1 How can we find out more about our Cloud Credits?	7

1. General Information

1.1 What are cloud credits?

Cloud credits are the unit of measurement required to perform certain tasks, such as creating a rendering or running a simulation in a cloud environment using Autodesk cloud services.

1.2 What Autodesk® 360 products and services use cloud credits? Which cloud services are subscription benefits?

Service	Subscription Benefit	Usage Based
Rendering	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Autodesk® SIM 360		<input checked="" type="checkbox"/>
Autodesk® Simulation Moldflow Insight 360		<input checked="" type="checkbox"/>
Autodesk® Simulation Mechanical 360		<input checked="" type="checkbox"/>
Autodesk® Simulation CFD 360		<input checked="" type="checkbox"/>
Autodesk® Simulation RSA 360		<input checked="" type="checkbox"/>
Autodesk® InfraWorks 360*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Structural Analysis for Autodesk Revit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Optimization for Autodesk Inventor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Autodesk® Configurator 360		<input checked="" type="checkbox"/>

*Only the profile optimization service offered via InfraWorks 360 is currently metered.

1.3 Will additional Autodesk® 360 products require the use of cloud credits in the future?

The cloud credit model is being gradually rolled out and overtime some of the existing and new services will also use cloud credits. More information regarding which services are affected and the amount of units they use will be communicated as they are rolled out.

1.4 In what regions are cloud credits functioning and available?

Cloud credits are available and functional in all price regions worldwide. There are currently cloud consuming services in all regions worldwide and cloud credits function where those products are available.

2. Cloud Credits Allocations

2.1 What are the changes being announced in cloud credits allotment? New/Updated!

Autodesk is changing the way existing Subscription, Rental Plan and standalone Autodesk cloud service customers get provisioned their cloud credits. Autodesk is introducing individual cloud credits to encourage individual adoption and usage. You will now benefit by being able to provide individual users with direct access to usage-based services and the ability to try out new Autodesk cloud services easily.

2.2 What are the changes being made? New/Updated!

Originally, users were automatically assigned 100 cloud credits when they purchased a Subscription or Rental Plan contract. The 100 cloud credits would automatically be reallocated when the contracts were renewed. These cloud credits could be pooled together and shared by anyone that had a seat on the contract. Starting on December 13, 2013, all existing contracts will no longer be reallocated the 100 cloud credits. Instead Individual cloud credits are now introduced, and each user will be allocated 100 individual cloud credits. Users associated to all new contracts will also be allocated 100 individual cloud credits. Shared cloud credits will need to be purchased in order for contracts to receive more cloud credits to run their cloud services. Education customers will follow the same policy set for commercial customers, but it is important to note that Education customers were originally assigned a smaller amount, 30 cloud credits per seat.

2.3 What is the difference between Shared and Individual Cloud Credits? New/Updated!

Shared cloud credits are available for anyone on a contract to use. They are purchased and are co-terminus with their associated contracts.

Individual cloud credits are assigned at a user level, and cannot be reissued once they have been consumed. Individual cloud credits are not purchasable or transferred, and can't be shared with other individuals.

2.4 What is the cloud credit experience when a Autodesk Subscription or Rental plan is purchased? New/Updated!

Individual cloud credits will be introduced. These cloud credits will be distinct and are user-specific. They are assigned to all named users for a given contract. Individual cloud credits are not transferable and cannot be shared. Each individual named user is assigned 100 cloud credits.

Cloud Credits General Attributes,

- Cloud credits are the unit of measurement required to perform certain tasks, such as creating a rendering or running a simulation, in Autodesk® 360
- Cloud credits work with any consumption-based service,
- Users will be able to access both Shared and Individual cloud credits
- Administrators will be able to view and track usage of both individual and shared

	Shared cloud credits	Individual cloud credits
Attribute		
Purchasable	Yes	No
Use	Can be shared and used by many users	Is specific to a named user Cannot be shared or transferred
Expiration	Co terminus with contract	Available to users as long as they are current (renew their services)
Consumption	Consumed after Individual cloud credits are consumed	Consumed first if both are available
Come with Subscription	No	Yes
Come with Rentals	No	Yes
Come with Cloud Services	With some standalone cloud services	Yes
When are they effective	With purchase (cloud or additional capacity)	When a user is created
Renewable	Yes (with some standalone cloud services)	No

2.5 Who will be impacted and how? New/Updated!

- All existing subscription, Rental Plan and cloud customers who have been provisioned cloud credits will see their allocations reduced from 100 to 0 at renewal (December 13, 2013) of commercial contracts and 30 to 0 at renewal (December 13, 2013) of education contracts. New Subscription and Rental Plan and cloud customers will no longer be provisioned cloud credits with purchase.
- Users with Multi-Year Subscription contracts will see their allocations reduced from 100 to 0 on the anniversary date of their contract purchase.
- Existing Multi-Flex customers will continue to be issued pooled credits on an annual basis during their current contract term. Starting December 13, 2013, pooled cloud credits will no longer be issued to **new or renewing** Multi-Flex customers.
- Product lines that require cloud credits in order to function are exempt from the shared cloud credit restriction. Please refer to the exempt product list for more information- See question 2.6

2.6 What products are exempted from this new cloud credit allocation? New/Updated!

The exception rule:

For some standalone cloud services, Autodesk will continue to give shared cloud credits with purchase and renewal. There are the two criteria.

1. The services require cloud credits to function otherwise it has no customer value (example: Autodesk® Sim 360™)
2. Cloud credits are associated with the purchase of the service thus individuals are actually buying cloud credits (Sim Moldflow 360 with Local Solve)

The following commercial products/services will continue to receive shared cloud credits when purchased and renewed

- Autodesk Simulation Moldflow Insight 360
- SIM 360 Pro products (with and without local solve)
 - Autodesk® Simulation Mechanical 360
 - Autodesk® Simulation CFD 360
 - Autodesk® Simulation RSA 360
- Autodesk® Configurator 360
- Autodesk® SIM 360™
- Autodesk® Infracore™ 360 Pro

2.7 What will happen to my shared cloud credits at the end of my Subscription, Rental Plan, or standalone cloud service contract term this year? New/Updated!

All unused allocated cloud credits will be lost when you renew, instead, you will receive 100 individual cloud credits. If you want any additional cloud credits, you must purchase shared cloud credits.

2.8 Will individual cloud credits be given to everyone, even M&E customers that can't use them? New/Updated!

Yes

2.9 How many cloud credits do I receive when I purchase a standalone Autodesk® 360 service?

The cloud credit allocations vary depending on the product or service purchased and the license type.

2.10 What happens if I am a named user is on multiple contracts? New/Updated!

You only get 100 individual cloud credits regardless of the number of contracts or services that you are associated with.

2.11 What happens if I am a named user is on multiple products? New/Updated!

You only get 100 individual cloud credits regardless of the number of contracts or services that you are associated with.

2.12 What happens when all of the 100 individual cloud credits are consumed? New/Updated!

You will need to start using shared cloud credits that have been purchased. Individual assigned cloud credits are no longer shared, and are not transferable between different users. Shared cloud credits are available for purchase from the Autodesk Store*, Autodesk resellers and Autodesk direct.

**To purchase through Autodesk Store: Go to Subscription Center or accounts.autodesk.com and select "buy more cloud credits" to a specific contract to purchase. This will take you through a guided Autodesk Store experience.*

2.13 What is the pricing for additional cloud credits?

Cloud credits are sold in packs of 100 for \$100USD, based on US SRP.

2.14 Are individual cloud credits combined at the contract level? New/Updated!

No, individual cloud credits cannot be pooled at the contract level. Shared cloud credits must be purchased.

2.15 When do shared (purchased) cloud credits that are associated with a Rental Plan (annual, quarterly, monthly) expire? New/Updated!

Annual and Quarterly Rental Plans:

Cloud credits purchased with a service (for example SIM 360 Pro) for all quarterly and annual rental plans are co-terminus with the contract. When the contract ends the cloud credits expire, even if the contract is renewed. Upon renewal, customers are re-provisioned their purchased cloud credit allotment.

Monthly Contracts:

Cloud credits (purchased) for all monthly contracts will accumulate for up to 12 months. Autodesk allows each month to carry over for up to 12 consecutive months. This is called TTM (trailing twelve months). On the thirteenth month the unused credits from the first month expire.

If the user consumes all their individual cloud credits, they must start using shared cloud credits from a pool of purchased cloud credits. Once individual cloud credits are consumed, they are not refilled. Individual cloud credits cannot be purchased as this time.

2.16 What are the policies around add-on capacity packs (additional purchased cloud credits) and when do they expire? New/Updated!

- The add-on capacity packs are co terminus with the contract they are associated with.

- Add-on capacity packs are not be part of renewals

2.17 What happens if I am late with a renewal? New/Updated!

For standalone cloud services, once the contract is current, you will receive your cloud credit allocations based on the number of licenses on subscription or rental plan.

For Subscription and Rental Plan contracts, shared cloud credits are co-terminus and expire at the end of their contract. New shared cloud credits must be purchased.

2.18 How do I allocate cloud credits to users within our organization?

Cloud credits cannot be allocated at the user level. Contract administrators can turn on/off cloud services for named users.

2.19 Who can purchase additional cloud credits?

Only the Contract Administrator or Software Coordinators can purchase cloud credits.

2.20 How can I find how many cloud credits I consumed or have available?

Contract Managers and Software Coordinators will be able to view the usage report in Autodesk Account and Subscription Center.

2.21 How are we alerted (Contract admin/Software Coordinator/End User) that we are reaching their cloud credit limit?

Autodesk Account and Subscription Center will indicate the cloud credit usage. Some services will provide in-canvas notification.

2.22 What happens to our cloud credits when our Subscription or cloud service contract ends?

Individual cloud credits cannot be used if the subscription contract or service contract has expired. A user has to be on an active contract in order to continue to use their cloud credits. Any cloud credits from the shared pool that they have left over at the conclusion of the contract will expire and will no longer be usable.

2.23 What happens to a user's cloud credits when they leave the company? New/Updated!

Their company removes them from the named user list and their cloud credits will not be accessible.

3. Cloud Storage Allocation

3.1 Is cloud storage pooled at the contract level? New/Updated!

No. Cloud storage is assigned to an individual user

3.2 How much cloud storage do we get with a contract?

Users on Subscription contracts are entitled to 25GB of storage. The storage is specific to an individual (storage is not pooled in any way) thus each named user on a Subscription contract has access to 25GB.

As long as a user has a perpetual product on Subscription and they are a named user on the Subscription contract they will receive access to 25GB of storage.

If a user does not renew their Subscription contract or is removed as a named user they will no longer have access to 25GB of storage. Instead they will only have access to 5GB storage which is the free Autodesk® 360 storage level available to anyone.

3.3 How much cloud storage do we receive with purchased stand-alone cloud services? New/Updated!

All purchased stand-alone products have access to 25GB of storage.

3.4 What happens to a users' cloud data if they go from 25GB to 5 GB?

All of their data is still available and accessible. Users can access the data and pull it down from Autodesk 360. Users can not add more data until they are below the 5GB threshold, once they are under the 5GB threshold they are free to add and remove data as they please. If the user later decides to renew their Subscription or is re-associated to a Subscription contract their storage level will return to 25 GB.

3.5 How long does a user have access to their data if they are over their storage limit?

Users should bring their storage in alignment with the 5GB limit within 30 days.

4. Metering Usage

4.1 Which services meter (track) cloud credit usage?

All cloud services that consume cloud credits are metered. This means as cloud credits are used, they will be removed from the allocation of cloud credits. Once all the cloud credits have been used, services requiring cloud credits will no longer function unless additional cloud credits are purchased.

4.2 Are all cloud credits measured the same?

Cloud credits have a value of "1". Different tasks require different amounts of cloud credits depending on the type and size of the task.

4.3 What are the usage rates for the different tasks that require cloud credits?

Service	Usage Rate
Rendering	Variable (Based on size and quality)
Simulation Moldflow Insight 360	20 individual analysis, 100 for DoE(Design of Experiments) Optimizations
SIM 360	10 per simulation job
Simulation Mechanical 360	15
Simulation CFD 360	15
Simulation RSA 360	5
InfraWorks 360	Profile optimization service requires 100 (per 5km of road)
Structural Analysis for Revit	2
Inventor Optimization	5
Configurator 360	1 per configuration session

For all other cloud services included with a Subscription or service agreement, Autodesk® 360 services can be used—at no extra cost—until the end of the current contract or until otherwise notified by Autodesk ® (either directly or through our products or services) that cloud credits are available for purchase to run that service, whichever happens first. (I.e. Green Building Studio, Recap Photo)

4.4 What does Variable mean?

Variable usage rate provides you options, such as quality and size, for how your task is run that will impact the price of the task when using a service. For example a large, high quality rendering will have a higher usage rate than a low quality, small image. This price will depend on the service.

5. Resources

5.1 How can we find out more about our Cloud Credits?

You can contact your Autodesk ® Authorized Reseller. Information about cloud credits will be available on several Autodesk ® web properties including Subscription Center, Autodesk Account and the Autodesk Store.