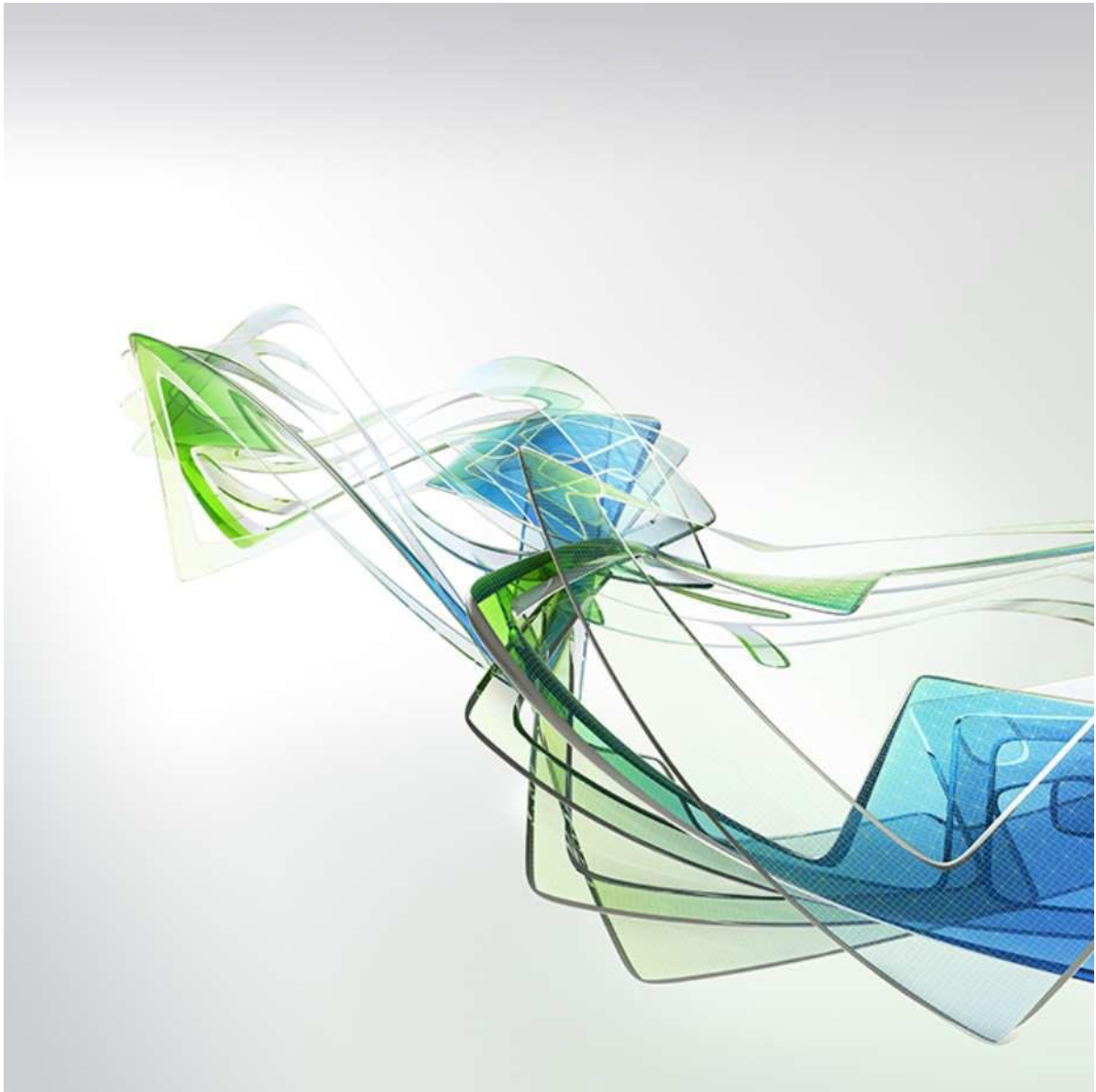


Autodesk®  
New Education Software Delivery  
Model for Educational Institutions  
Frequently Asked Questions (FAQ)  
*U.S. and Canada*



# New Education Software Delivery Model for Educational Institutions

## ***U.S. and Canada***

In May 2014, Autodesk began providing free\* access to Autodesk's professional desktop and suites to **educational institutions** in U.S. and Canada.

To implement this change, Autodesk has deployed the **Autodesk Academic Resource Center (ARC)** to deliver Autodesk® software and technology to qualifying educational institutions: [www.autodesk.com/academic](http://www.autodesk.com/academic).

This unique opportunity allows educational institutions to freely access Autodesk software to empower educators and students. The next generation of designers, innovators, and creators are today's students. That's why Autodesk gives educational institutions free access to the design software and apps used by engineers, designers, and digital artists to imagine, design, and create a better world. Using professional tools to solve real-world problems helps students develop an intuitive understanding of complex ideas they begin to master with professional tools and workflows that lead to 21st century careers.

- With millions of professional users, Autodesk is a world leader in 3D design, engineering, and entertainment software for manufacturing, building and construction, and media and entertainment.
- Educational licenses put Autodesk software and creativity apps in the hands of students, educators, and educational institutions.
- Learning resources mapped by discipline and curriculum standard introduce design thinking, problem solving, and collaboration skills, essential to 21st century careers.
- Certification on Autodesk products and the Education Expert Network help validate skills, build experience, and enhance a resume or college application.
- A market leader for more than 30 years, Autodesk offers deep industry connections to inspire academic success and prepare graduates for careers.

Supported by a firm financial foundation, thousands of software developers, and \$500 million in annual R&D investments, Autodesk continues to develop innovative software and solutions to help you inspire, engage, and prepare your students to create a better world.

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**1. Which educational institutions are eligible for free access to Autodesk software in U.S. and Canada?**

Free\* access to Autodesk software via the Autodesk Resource Center is limited to qualified educational institutions,\*\* including middle schools, high schools, and higher education institutions in North America, to empower the next generation of designers, innovators, and creators who are today's students. Learn more: [www.autodesk.com/academic](http://www.autodesk.com/academic).

**2. Why is Autodesk providing educational institutions with free\* access to software?**

- To better empower the current and next generation of designers, engineers, architects and digital artists
- To help fill the void of skilled workers for unfilled, high-paying positions due to the lack of qualified high school and university graduates
- To create preference for Autodesk solutions among the current and next generation of designers
- To help students and educators imagine, design and create a better world through access to Autodesk software licenses

**3. Where can I or my educational institution obtain free access to educational software?**

As a qualified Student or Faculty member, you can obtain free\*\*\* access to educational software by registering for the [Autodesk Education Community](http://www.autodesk.com/education).

As a qualified Educational Institution, you can obtain free\* access to educational software by registering for the [Autodesk Academic Resource Center \(ARC\)](http://www.autodesk.com/academic).

**4. What is the opportunity for educational institutions who register for free access to Autodesk software?**

The next generation of designers, innovators, and creators are today's students. That's why Autodesk gives educational institutions free\* access to design software and apps used by engineers, designers, and digital artists everywhere. Using tools to solve real-world problems helps students develop an intuitive understanding of complex ideas as they begin to master the tools and workflows that lead to 21st century careers.

**5. Can an educational institution utilize educational software licenses for facilities use in U.S. and Canada?**

On May 7th, 2014 Autodesk announced the change in its education business model, and reminded Facilities Use was considered “non-compliant”, or to put it another way, the license terms for Education Facilities customers no longer allowed for “Facilities Use” under educational pricing. As a result, Educational Facilities customers need to purchase or subscribe to a commercial desktop license for use of Autodesk software for facilities purposes.

The license agreements for certain 2013 and 2014 Educational products were allowed for Facilities Use rights under educational license pricing, and in some cases, Autodesk provided Facilities Use rights outside of the standard license agreement in a separate agreement. In

either case, an Educational customer can continue to use those specific versions of the products for Facilities Use.

For qualifying 2014 educational suite products, Facilities Use rights are as defined in Section 12 of the applicable Autodesk license agreement. Please review the license agreement here: <http://download.autodesk.com/us/FY14/Suites/LSA/en-US/lisa.html>

For 2015 educational products, and beyond, Autodesk does not permit Facilities Use for such products given that Autodesk is offering free access to licenses to educational institutions for instructional purposes. As Facilities Use is not for instructional purposes, Education customers must purchase a standard commercial license.

**6. Where can customers find the software license agreement for the Autodesk software they plan to license?**

Customers can find Autodesk software license agreements on the [Software License Agreements page](#) on the Autodesk website. The Platform & Design Suites License and Services Agreement applies to most Autodesk software products, but some Autodesk software products are subject to the terms of a different software license agreement. To find the software license agreement that applies to the software you would like to license, go to [Software License Agreements](#), scroll down until you find that software product listed, and then click on the license agreement posted for that software product. For example, if you plan to license AutoCAD® 2015 software, scroll down until you see “AutoCAD 2015.” You will see that the 2015 Platform & Design Suites License and Services Agreement apply to this software product. Then scroll down and click on the link for that license agreement.

**7. Are there restrictions on how educational institutions can use Autodesk Software products licensed under an Educational license?**

Yes. Software licensed under an Educational Network License, Educational Multi-seat Stand-alone License or an Educational Stand-alone (Individual) License may be used only for Educational Purposes by Qualified Educational Institutions (i.e., educational institutions which have been accredited by an authorized governmental agency within its applicable government and have the primary purpose of teaching their enrolled students). You can find more details about these terms and restrictions in Exhibit A and Exhibit B of the License and Services Agreement that applies to the software you are licensing. You can find Autodesk software license agreements [here](#).

**8. Can educational institutions use Autodesk software licensed under an Educational license to conduct research?**

Yes, as long as the research is conducted by Students or Faculty as part of the educational institution’s accredited educational programs. Research conducted by any commercial programs or entities operated by or affiliated with the educational institution for a commercial purpose is not considered part of the educational institution’s accredited educational programs, so Autodesk software subject to an Educational license cannot be used to conduct this research.

**9. Are educational licenses for Autodesk products still sold by Autodesk partners to educational institutions?**

Autodesk partners, distributors and resellers no longer sell Educational licenses in U.S. or Canada, but may continue to sell physical media kits and other services to support customer use of Autodesk software. Please contact your partner for details regarding this process and additional offers and services. If you are a current Maintenance Subscriber, please see question number 11 below.

**10. Which products are available through the Academic Resource Center (ARC)?**

Most desktop products previously offered for a fee to education customers can now be accessed by educational institutions for free\* through ARC. Please refer to <http://www.autodesk.com/education/free-software/academic-resource-center> for a complete list of products available through ARC.

**11. How does my Educational Institution receive Maintenance Subscription?**

Educational institutions automatically receive Maintenance Subscription for products when they obtain an Educational license and register for a current version of the product through the Academic Resource Center.

Even if you obtain an older version of the product, ARC provides support options along with the latest versions of the Autodesk products. However, by simply upgrading to the current version, you can take advantage of enhanced support offerings available with Maintenance Subscription.

See: [About Maintenance Subscription for Educational Institutions](#)

**12. How can my educational institution expand its existing installation?**

Educational Institutions cannot expand their existing installations. Qualifying educational institutions can register on the [Autodesk Academic Resource Center \(ARC\)](#), and download new seats and install them as a new deployment. If you require additional assistance with your installation, you can access ARC support via <http://www.autodesk.com/education/support/arc-requests>

**13. Where can educational institutions go to learn more about the Academic Resource Center and how to obtain free access to Autodesk software?**

Educational institutions can visit the Academic Resource Center (ARC) at the following address: [www.autodesk.com/academic](http://www.autodesk.com/academic). You can also refer to questions 19, 32, and 33 below to learn how to register, download and install the software.

**14. As an IT administrator, how can I best advise educational staff about how to obtain free access to Autodesk software?**

IT administrators are advised to share the communication delivered by Autodesk with their

institution departments and administrators to alert the educational institution to this free\* offering should new and existing staff want to download licenses for deployment in labs and classrooms. IT administrators are also advised to share the availability of the same software, for free, for use on individual students' and educators' personal computers, which is downloadable at the Autodesk Education Community.

#### **15. What technical support options does my educational institution have once registered with the Academic Resource Center?**

The Academic Resource Center (ARC) provides a support infrastructure via the Autodesk Knowledge Network at <http://knowledge.autodesk.com/support>.

The Autodesk Knowledge Network can provide:

- Assistance in application and registration with the ARC
- Assistance in downloading the software
- Assistance in installing the software
- Assistance in activating the software

Additional web support is available via

<http://www.autodesk.com/education/support/arc-requests>.

If you require additional support offerings you can learn more via your Autodesk® Authorized Academic Partner: <http://www.autodesk.com/academicpartners>

#### **16. How do I locate an Academic Partner for additional educational support offerings?**

You can locate an Autodesk® Authorized Academic Partner here:

<http://www.autodesk.com/academicpartners>. The worldwide network of Autodesk® Authorized Academic Partners offers a wide variety of industry-relevant learning content, training, support, developmental services, and programs that utilize Autodesk's industry-standard tools—all tailored to the specific needs of your school's academic program. With access to these Autodesk tools and resources—as well as to our highly knowledgeable partners—schools, colleges, and universities can attract intelligent, motivated students, while educators and students enhance their skill with Autodesk® software, integrate it into their curricula and projects, and build a pool of on-campus faculty and student experts with real-world design skills.

## **ARC APPENDIX | Information for your institutions**

The ARC Appendix contains additional information regarding the Academic Resource Center not covered above.

#### **17. What is the Autodesk Academic Resource Center?**

The Autodesk Academic Resource Center (ARC) is an online software delivery portal that provided qualifying educational institutions with leading design software and technology. To



learn more, visit the Autodesk Academic Resource Center (ARC):  
[www.autodesk.com/academic](http://www.autodesk.com/academic).

**18. If I currently have a permanent or term educational license, should I still go to the Academic Resource Center?**

The Academic Resource Center (ARC) allows both new and existing customers to access new product versions and expand product mix.

**19. How does my educational institution register for the ARC?**

Qualified Educational Institutions can register at [www.autodesk.com/academic](http://www.autodesk.com/academic). For a detailed how-to guide please see [here](#). Individual Students and educators may visit the [Autodesk Education Community](#) to download one or more Autodesk software titles for use on their personal computers.

**20. Is there a fee or cost to register for ARC?**

No, but free\* access to Autodesk software is subject to the Terms of Use, applicable software license agreement, and eligibility requirements.

**21. Which Autodesk software may be licensed through the Academic Resource Center (ARC)?**

Leading products are included in Autodesk® Master Suite and Autodesk® Entertainment Creation Suite Ultimate as well as some specialized individual products. See [here](#) for a list of products available through ARC.

**22. Where can customers obtain physical media kits for installation?**

Customers can order physical media kits from Authorized Autodesk Resellers. Customers can locate resellers via <http://www.autodesk.com/resellers/locate-a-reseller>

**23. Is the Autodesk software available on the Academic Resource Center (ARC) without charge different from the software educational institutions could previously purchase?**

Software delivered via the ARC has the same functionality as purchased educational software licenses. Please refer to the Question 7 above for additional information on restrictions on use.

**24. How many licenses (and what type of licenses) are offered through the Academic Resource Center (ARC)?**

ARC offers licenses in increments of 125 seats. Both Educational Network and Educational Multi-seat Stand-alone licenses are offered through ARC.

**25. What if my educational institution needs more than 125 seats?**



Additional software licenses can only be requested in increments of 125. If you require more than 125 seats, you may request licenses for an additional 125 seats. If you would prefer not to manage multiple serial numbers, please refer to information on merging serial numbers below.

**26. What if my educational institution needs to merge multiple serial numbers for Autodesk software?**

You can learn how to merge serial numbers via the Contact Us page:  
<http://knowledge.autodesk.com/contactus>.

**27. Which version of the software is offered through the Academic Resource Center (ARC)?**

In addition to the current version of software, up to three prior versions of the software may also be available to license through ARC.

**28. How do educational institutions upgrade to new product versions when they are released?**

When a new version is released, the latest version will be available for download through the ARC. Customers will need to log into their ARC accounts to download the latest version.

**29. What is the term of the educational license for software obtained through the Academic Resource Center?**

Educational institutions receive a 3-year term license for the Autodesk software available through the ARC.

**30. When educational institutions download a new version of the software what will be the license period? Will it be a new term or continuation from the prior version?**

Once downloaded, installed and activated, the educational institution receives a new 3-year term license.

**31. What happens after the expiration of a 3-year license term?**

Autodesk is committed to supporting Education and has introduced the no fee\* Autodesk licenses to empower educators and schools to help create the next generation of designers. Our mission is to continue to support Education with offerings that support this mission and we have no plans to curtail the offering today. In addition, you do not need to wait until the end of the 3 year term to upgrade to the new version of the software made available for free through the Academic Resource Center. You may choose to upgrade to that new version during your 3-year term or at the end of your 3-year term.

**32. How do educational institutions install the software?**

Institutions can install the software themselves by referring to the installation guides and videos available [here](#). Alternatively, institutions may contact an Autodesk Authorized Academic

Partner for fee-based support.

**33. How do educational institutions activate the software?**

Institutions can activate the software themselves by referring to the activation guides and videos available on the [Autodesk Support Portal](#).

**34. Does Autodesk offer free\*\*\* access to Autodesk software to individual students and faculty?**

Yes. Individual students and educators may visit the [Autodesk Education Community](#) to download one or more Autodesk software titles for use on their personal computers.

**35. How can educational institutions get training to use the software?**

The worldwide network of Autodesk® Authorized Academic Partners offers a wide variety of fee-based industry-relevant learning content, training, support, developmental services, and programs that utilize Autodesk's industry-standard tools—all tailored to the specific needs of your school's academic program. With access to these Autodesk tools and resources—as well as to our highly knowledgeable partners—schools, colleges, and universities can attract intelligent, motivated students, while educators and students enhance their skill with Autodesk® software, integrate it into their curricula and projects, and build a pool of on-campus faculty and student experts with real-world design skills. You can learn more and locate an Autodesk® Authorized Academic Partner here:  
<http://www.autodesk.com/academicpartners>

\*No fee software available through Academic Resource Center (ARC) portal is limited to Autodesk qualifying educational institutions and subject to the applicable Terms of Use, software license agreement and eligibility requirements. Any software provided through ARC may only be used for purposes directly related to learning, teaching, training, research and development that are part of the instructional functions performed by a qualified educational institution and may not be used for commercial, professional or any other for-profit purposes. Autodesk software license agreements can be found online at <http://usa.autodesk.com/legal-notices-trademarks/>.

\*\* The terms below are applicable to educational licenses for 2015 product versions. You can find the full license agreement and terms that apply to the software you are licensing at  
<http://usa.autodesk.com/adsk/servlet/index?siteID=123112&id=10235425>

"Educational Licensee" means a Licensee who is also (a) a Qualified Educational Institution, (b) Faculty, (c) Student or (d) Other Authorized Educational Licensee. An Educational Licensee may be required to show proof of eligibility if requested by Autodesk. Autodesk, in its sole discretion, retains the right to determine the eligibility of an Educational Licensee.

"Other Authorized Educational Licensee" means a Licensee described at <http://www.autodesk.com/educationterms> or as otherwise authorized in writing by Autodesk.

"Qualified Educational Institution" means an educational institution which has been accredited by an authorized governmental agency within its applicable local, state, provincial, federal, or national government and has the primary purpose of teaching its enrolled students. Examples, without limitation, of entities that are included and excluded from this definition are described at <http://www.autodesk.com/educationterms>. Institutions or organizations not eligible for an Educational License may be eligible to apply for the Autodesk Technology Impact Program. Learn more: <http://www.autodesk.com/sustainable-design/software-partnerships/nonprofits#findoutnow>

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To participate in the Autodesk Education Community, you must be age 13 or older, agree to and comply with the applicable Terms of Use and also satisfy all eligibility requirements, including being one of the following: (a) a faculty member; or (b) a student; or (c) an Autodesk sponsored design competition competitor or mentor.

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