

Autodesk Online Support for Subscription Customers

As a Subscription Customer, you are entitled to direct one-to-one communication with Autodesk support technicians via web support. Following are instruction to access this service.

To access Support online you will need your email login and password. If you do not have this information you will have to call the Subscription center at [800-538-6401](tel:800-538-6401) (Press 2).

To access Support Request online:

From Autodesk.com, at the top in the Services & Support menu, select Subscription, then select Log in to Subscription Center on the right. Alternatively, you can use this link -www.autodesk.com/subscriptionlogin. This allows you to both submit and review your support requests online.

If you have forgotten your subscription password, login and request a password token. You will be emailed a temporary password, which you will want to change once you login again.

Autodesk strives to respond to all requests within four business hours of your submittal. This response will come via email in the form of an answer to your question, a request for more information, or an email notifying you that your case has been escalated to a senior technician. Autodesk Product Supports makes an effort to have an answer for all issues within three business days.

When you receive an email update from our support technicians:

Autodesk uses a few styles of templates for technician-to-customer communication. One or more of the methods listed here should work for your situation and help you to stay in direct contact with your technician.

SR Hyperlink --- This is located at the top of the email. Click the hyperlink of your SR number, SR: X-XXXXXXXXXX (Click to update or review), to update your support request online. Technician's Signature Hyperlink --- You can add updates and file attachments to your Support Request at any time: **click here**. Or simply reply to this email** and include your updates and attachments. Online Update --- Go to www.autodesk.com/supportrequest, Login, from the tabs across the top select My Support Requests, and locate the SR that you would like to update with a reply to the technician. Open the SR by clicking on the Support Request # hyperlink, scroll down the Updates section and click Add. Give it a title like a subject in an email, input your reply and click Submit.

****Please Note:** When using an email method, be sure to include the whole of the original message from the technician. There is tracking information embedded so that the update gets back into your Support Request in our system. In addition, if you receive an email update and the email address in the From area, says (Do not reply), you will have to use the online method to update your support request because the information will not get back into the case notes from this reply.

How to attach files to an online Support Request:

The user should fill in the support request with all info except the attachments and submit it. Users can then go back to view their support requests and select the SR they have submitted using the hyperlink on the SR number. When that support request opens up or expands, in the second section down, there is an option to attach files. Click Add, when the window opens it will have two fields – File and Comments. Click the “lookup box” on the right of the File field; a new window will pop up that allows the user to browse for a file or in put an URL. It sounds long, but the process only takes a couple of seconds.