

Installation of Desktop Products FAQ

Installation and Getting Started

When does, a subscription begin?

The subscription begins when you receive the order confirmation email.

What is a single-user, and who can be assigned?

A single-user is one who is assigned to use a subscription license. Users are assigned based on their Autodesk ID, which is associated with that individual's email address and gives them access to subscription software and benefits. Single-users can't share their Autodesk IDs with others, and they must be an employee or on-site contractor. Consult the [Autodesk Subscription Terms and Conditions](#) for more information.

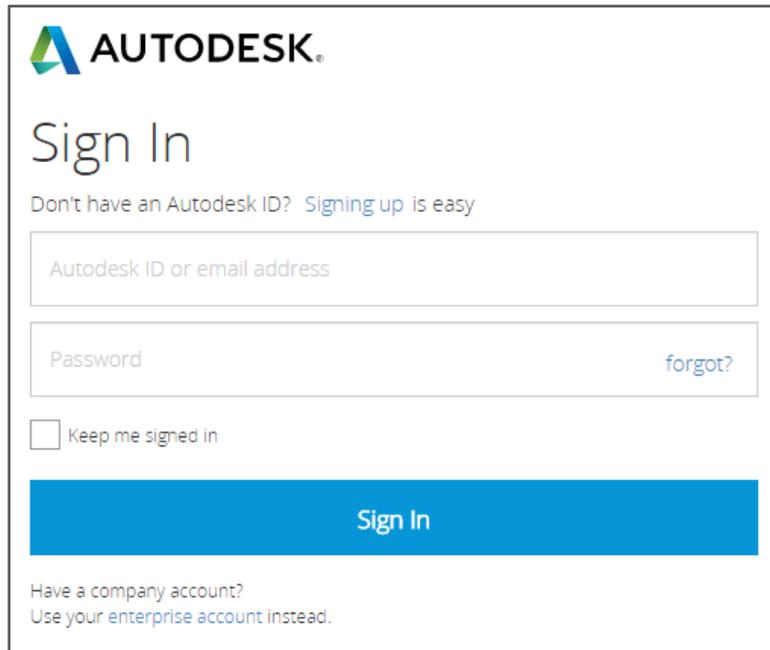
Single-user Reassignment

As employees join or leave your company, you may need to reassign subscription software to another user. Reassigning the single-user is permitted, subject to [Autodesk Subscription Terms and Conditions](#).

After I subscribe to subscription, how do I get started?

Step 1: Sign In

After your purchase, you'll receive an email with a link to the Autodesk Account sign in page. Login using your username and password (or the temporary username and password created for you).



The screenshot shows the Autodesk Sign In page. At the top left is the Autodesk logo. Below it is the heading "Sign In". A link "Don't have an Autodesk ID? [Signing up](#) is easy" is positioned below the heading. There are two input fields: "Autodesk ID or email address" and "Password". A "forgot?" link is located to the right of the password field. Below the password field is a checkbox labeled "Keep me signed in". A large blue "Sign In" button is centered below the form. At the bottom, there is a link "Have a company account? Use your [enterprise account](#) instead."

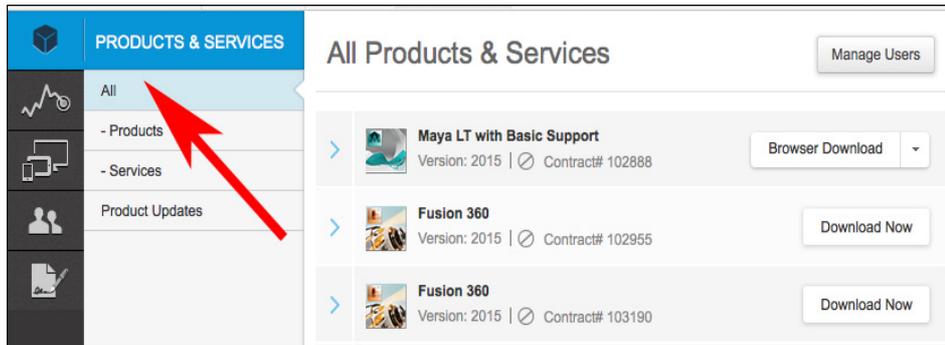
Step 2: Access Products & Services

After you sign in, click "Account" in the top navigation to land on the Products & Services page. This page includes all products and services you have purchased as an administrator and/or are entitled to use as an end user.

Locate your software in the list to find options for downloading and installing. This is also where you'll access cloud services. You will need to log in using your Autodesk ID the first time you launch the product.

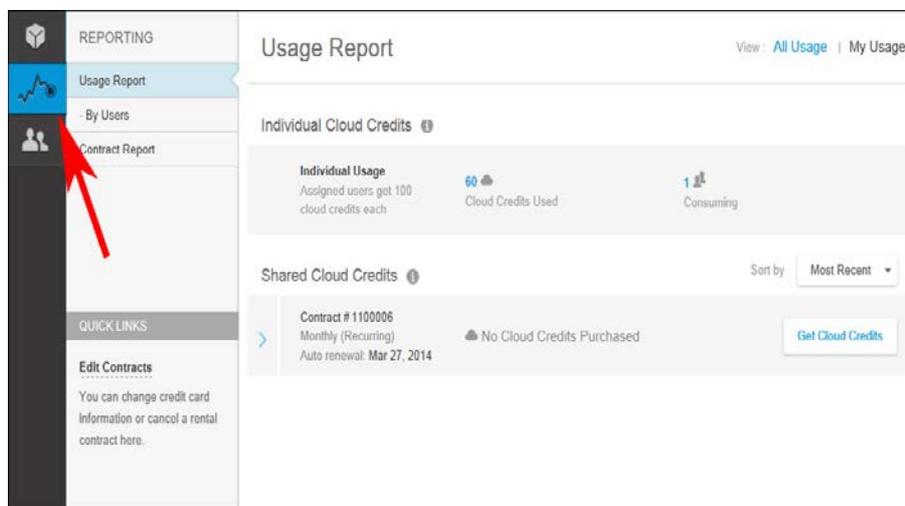
Note about Free Trials: If you are already using your software as a free trial, you don't need to re-install your software after buying a subscription. See Install & [Convert Trial to Active License](#) for information.

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Step 3: Track Cloud Credits usage

To view your shared or individual cloud credits usage, click on "Reporting" in the left navigation. In the Usage Report by Contract, expand the contract to view the breakdown of usage per Service and export a detailed .CSV report of all cloud credits used by date. If you need more credits, click "Get more cloud credits" to go to the Autodesk Store to purchase 100-packs; alternatively, you can contact Prokon to purchase more.



How do I find my serial number & product key and purchase more cloud credits?

There are two ways to obtain additional cloud credits:

- Through Prokon
- Autodesk Store (by clicking "Get more cloud credits on the Usage Report" within Autodesk Account)