

## User Management FAQ

User Management includes a host of administrative tools to help contract administrators manage and control user access to benefits. This section includes information about how contract administrators can manage and control user access to benefits on subscription contracts in Autodesk Account.

### Named User Management

#### What is a named user and how many named users do I receive per product seat?

A **named user** is an individual who has been assigned to a product and the cloud services associated with that product. See the following for more information:

- [Access user management](#)
- [Add users](#)
- [Remove users](#)
- [Set user permissions for products](#)

Subscription customers can assign named users to products to grant those users access to the cloud services associated with those products. The number of named users you can assign per product is determined by the total number of seats available for that product.

#### Who will be assigned as a named user by default?

At the time of purchase, the Software Coordinator will be assigned as a named user for each product by default. If a Software Coordinator is not identified, then the Contract Manager will be assigned as a named user by default.

**Note:** If the Contract Manager or Software Coordinator will not be using the software assigned, sign into User Management and remove those benefits from the user(s) to free up seats for other users.

#### How do I assign a named user to products and cloud services?

As a Contract Manager or Software Coordinator, you can assign named users to products via the user management interface in the Autodesk Account portal. Although you can assign named users to products, you can also manage their permissions for each of the services to which that product entitles them, if you want. See [Setting User Permissions for Products, Services & Support](#) for more information.

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### **Can a Contract Manager assign permissions to a Software Coordinator?**

Contract Managers can assign products and cloud services to Software Coordinators the same as any other user.

Please **note** that Software Coordinators will continue have access to all other Subscription benefits (i.e., Web and phone support, product downloads, product extension downloads, etc.) by default.

### **Can I assign a different named user for each cloud service entitled to a product on subscription or maintenance plan?**

No. A named user is assigned to a product. That entitles them to access all the cloud services associated with that product. The administrator can define a named user's permissions for each cloud service the product is entitled to, but they cannot share access to the cloud services associated with a single seat between multiple users.

### **Can users register themselves as named users in order to access cloud services?**

No. The Contract Manager or Software Coordinator needs to assign named users.

### **Does a user need to be assigned to products to access Subscription benefits?**

No. Access to subscription benefits such as Web support and software downloads are managed separately from software access assignments. Users can be granted access to subscription benefits without having access to specific software products.

### **Can users create their own Autodesk Account to access subscription benefits?**

Yes. Users can create an Autodesk Account by visiting [accounts.autodesk.com](https://accounts.autodesk.com) and selecting the **Create an Account** link.

**Note:** The email address used to create a user account is the same email address the Software Coordinator or Contract Manager will use to assign access to benefits and products.

### **If I run out of named users, how do I get more to complete the assignments across my organisation?**

The number of named users you are entitled to per product is determined by the total number of seats per products and/or the type of contract you have. Typically, a single seat of a product suite entitles you to one named user. To increase the amount of named users you must purchase additional software licenses.

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## Cloud Credit Management

### What features are available to customers in the cloud usage report?

- An interface within the Autodesk Account portal
- Easy, intuitive look and feel
- Dynamic features giving credit usage by service type
- A graphical view of cloud credit usage by username

### How do I purchase more cloud credits for my users?

Software Coordinators and Contract Managers will see a **Get Cloud Credits** button in the Reporting section of Autodesk Account.

**Note:** You can also purchase cloud credits directly from [Prokon](#). Autodesk Major Account customers should go through their account executive for the purchase of cloud credits. For more details, see the [Cloud Credits FAQ](#).

### Can I assign cloud credits for my users?

No. Cloud credit allotments are at the contract level. By managing who has access to the services that consume credits, you can ensure the right people use the contract allotment.

## End User Experience

### What is the named user experience when I add them to a contract or change their permissions?

Users receive confirmation emails from Autodesk Accounts indicating that permission or access has changed. End users (non-administrators) are directed to the Autodesk Account portal to access subscription benefits.

### Can users access Subscription benefits in the Autodesk Account portal?

Autodesk Account offers access to subscription benefits, like support, product downloads and cloud service benefits. In addition, users can track their usage of the cloud services and their consumption of cloud credits.

### Can administrators use the Autodesk Account portal to manage subscription contracts?

Yes. Functionality that used to be a part of Subscription Centre, like subscription management, user management and cloud service usage reporting, are part of the Autodesk Account portal.



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## Help/Resources

### Where can I find information if I need help?

Visit the [Account Management](#) customer service pages for more information.

### Where can I find more information about cloud credits?

For more information about cloud credits, see the [Cloud Service Subscription](#) customer service pages.

## Customer Service

For further assistance, [contacts us](#) or [log a support call](#).

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