

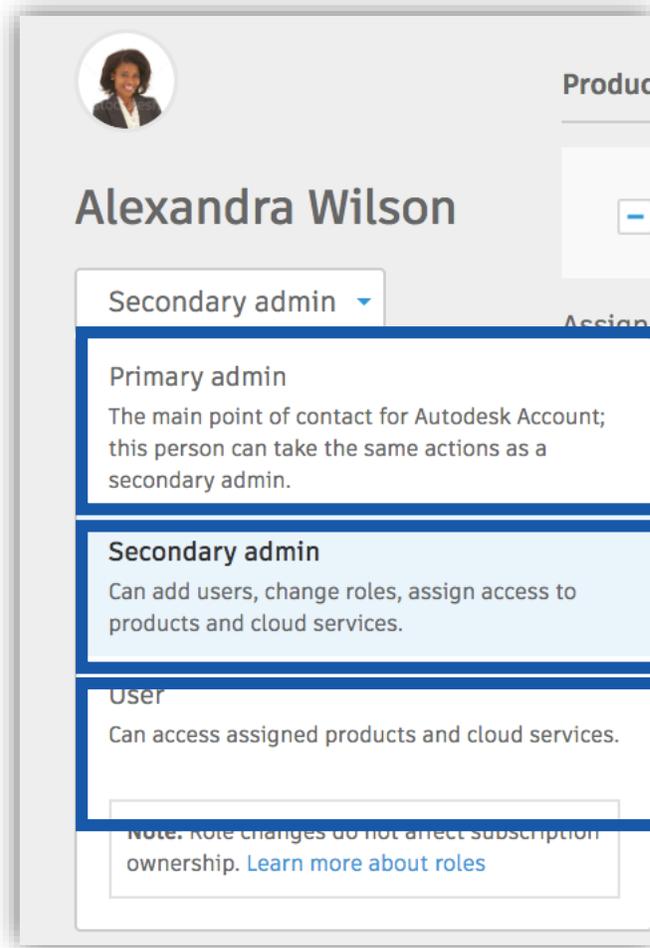
# Improved Account Experience | Subscription Set up



# Autodesk Account - New View | Subscription Account Roles

## NOTE:

- Default Primary admin can be changed if the CM do not need to manage the users.
- Changing Primary Admin does not change the CM, there can only be one Primary Admin.
- Secondary Admin serves as a back-up Primary admin, there can be multiple secondary admins.



## Contract Manager

Purchaser of the software. By default, they are the Primary Admin

## Primary Admin

Primary admins are only responsible for managing users and their access to software.

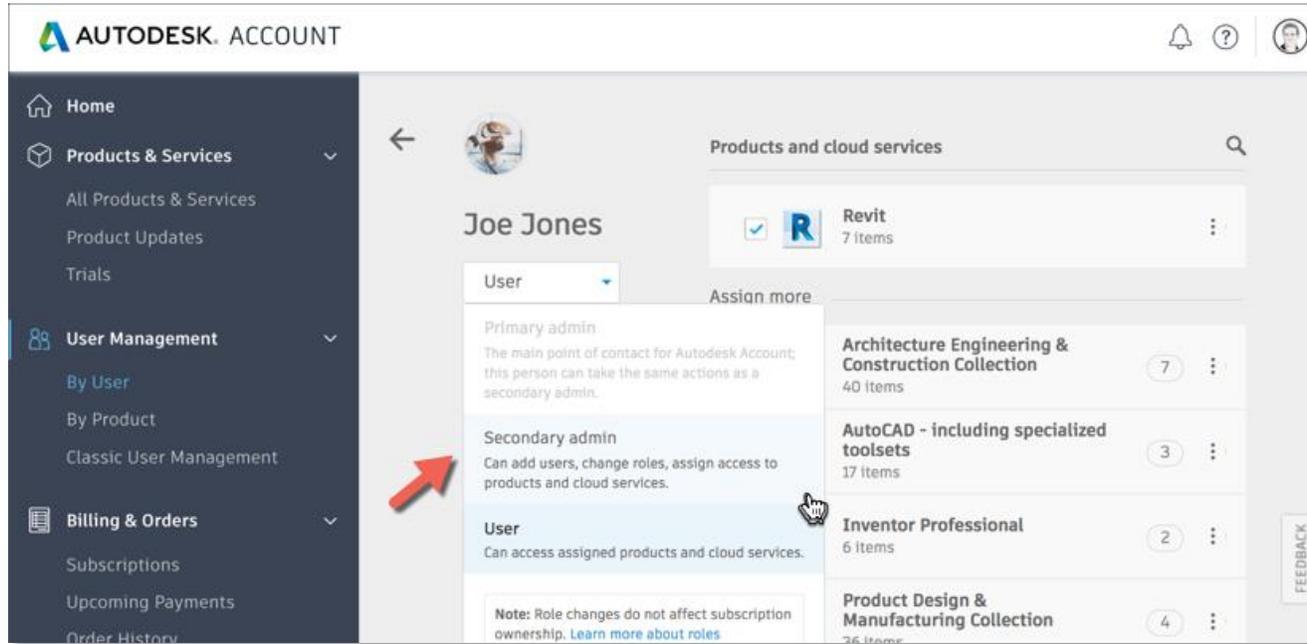
## Secondary Admin

Can assign and manage users in the new view

## User

Can access assigned products & cloud svcs

# Autodesk Account - New View | Primary & Secondary Admin



## Primary Admins and Secondary Admins:

- Can add and remove users
- Assign and unassign products
- Access support
- See all contract details

### NOTE:

- Admin changes are self-serviceable by the customer
- Only the designated Contract Manager will receive billing notices.
- If the Primary admin needs to receive the billing information, a CM change must be done.

Autodesk Knowledge Network Article: [Primary and Secondary Admins](#)

# COPE Email

## Customer Order Processed Email

- Customer will immediately receive the COPE email after they completed their purchase
- Contains the order number, Contract #, date, company name (no Serial number)
- Contains user role information
- List down the next steps to activate the product

Purchase details

User Role information

No Serial Number required

**AUTODESK.** Make anything

Autodesk Order # 7057936507  
Contract # 110002758671, end date: August 12, 2019  
Purchase Order #: Day 8 MSG 2  
Company Name: Day Six UAT LLC  
Reseller: KGBMILNCHFCPNHJLKECAEAFFHHIPEAGN

Hello Sally Hogwarts,

Thank you for your purchase. This email certifies that your Autodesk order has been completed per the details provided below.

You're getting this notification because you've been named the administrator for this contract. If you want to change your role as an administrator, you can [learn how here](#).

**Here's what happens next:**

- If you have an Autodesk Account, you can [sign in](#) now to access your software.
- If you don't have an Autodesk Account, please check your inbox for a follow-up email that will help you get started.
- If your subscription includes multi-user access, you'll receive an email with instructions explaining how to generate your license file and update your servers.

If you need help getting started or managing your Autodesk Account, please [contact us](#).

Thank you for choosing Autodesk.

ACAD - incld spclzd toolsets AD  
Commercial Product Subscription  
New Single-user Annual Non-  
Language Specific Windows  
Qty: 1

**Activate with Autodesk ID**

**Right of Return for Refund**  
Your order is subject to our [Terms of Use](#). If you do not agree with these terms or are dissatisfied with your order, for a limited time, you may return it and request a refund by contacting your reseller or Autodesk sales representative. For more information, please review our [Right of Return Policy](#). Exclusions may apply.

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COPE

# Welcome Email

The main identifiers that the Welcome email is “Improved Account Experience”

- Welcome email has “Activate with Autodesk ID”
- Customer’s account has “Sign in”

## NOTE:

- Welcome email will be sent separately to customers who do not have a pre-existing account
- The email also contains an “Admin Tour” video describing how to use the account and “User Management”

**AUTODESK.** Make anything

Autodesk Order # {{ orderNumber }}  
Contract # {{ contractNumber }}, end date: {{ contractEndDate }}  
Purchase Order #: {{ dealerCustomerPO }}  
Company Name: {{ companyName }}  
Reseller: {{ resellerName }}

Hello {{ firstName }} {{ lastName }},

Thank you for your purchase. This email certifies that your account has been completed per the details provided below.

You're getting this notification because you've been added to a contract. If you want to change your role as an administrator, please contact us.

Here's what happens next:

- If you have an Autodesk Account, you can [sign in](#).
- If you don't have an Autodesk Account, please [click here](#) to create one that will help you get started.
- If your subscription includes multi-user access, please refer to the instructions explaining how to generate your user accounts.

If you need help getting started or managing your Autodesk Account, please [contact us](#).

Thank you for choosing Autodesk.

Cool Product #1 (multi-user) Qty: 1	Serial # / Product Key: 1234567 / XXXXX
Cool Product #2 (single user) Qty: 1	<b>Activate with Autodesk ID</b>

Actions	Product Description / Material #	Serial # / Subscription ID	Status	Sub.Start	Sub.End	Renewal #	Support	Reg Date	Seats	Deployment	...
	AutoCAD LT for Mac 2018 WW 827J1-WW1984-L251	859-02438720	Registered	06/02/2018	06/07/2019		Included	03/08/2018	4	Standalone	P

**WELCOME EMAIL**

# How to distinguish “Improved Account Experience”

**Classic View**

**New View**

	Classic View	New View
<b>1. License Description</b>	Perpetual, Maintenance Plan or Education	Subscription (Single-user or Multi-user)
<b>2. License Type</b>	Stand-alone, Networked	Autodesk ID
<b>3. Activation</b>	Serial Number/Product key	No serial number needed – just sign in

# New AA User Management View | Products and Services tab

**Easy Access** - access to product regardless of contract

- Serial numbers are no longer required for a customer to activate.
- We now use Subscription ID as identifier and for organization purpose
- Users are not tied to a specific subscription or contract, so you have the flexibility to make changes without extra steps.

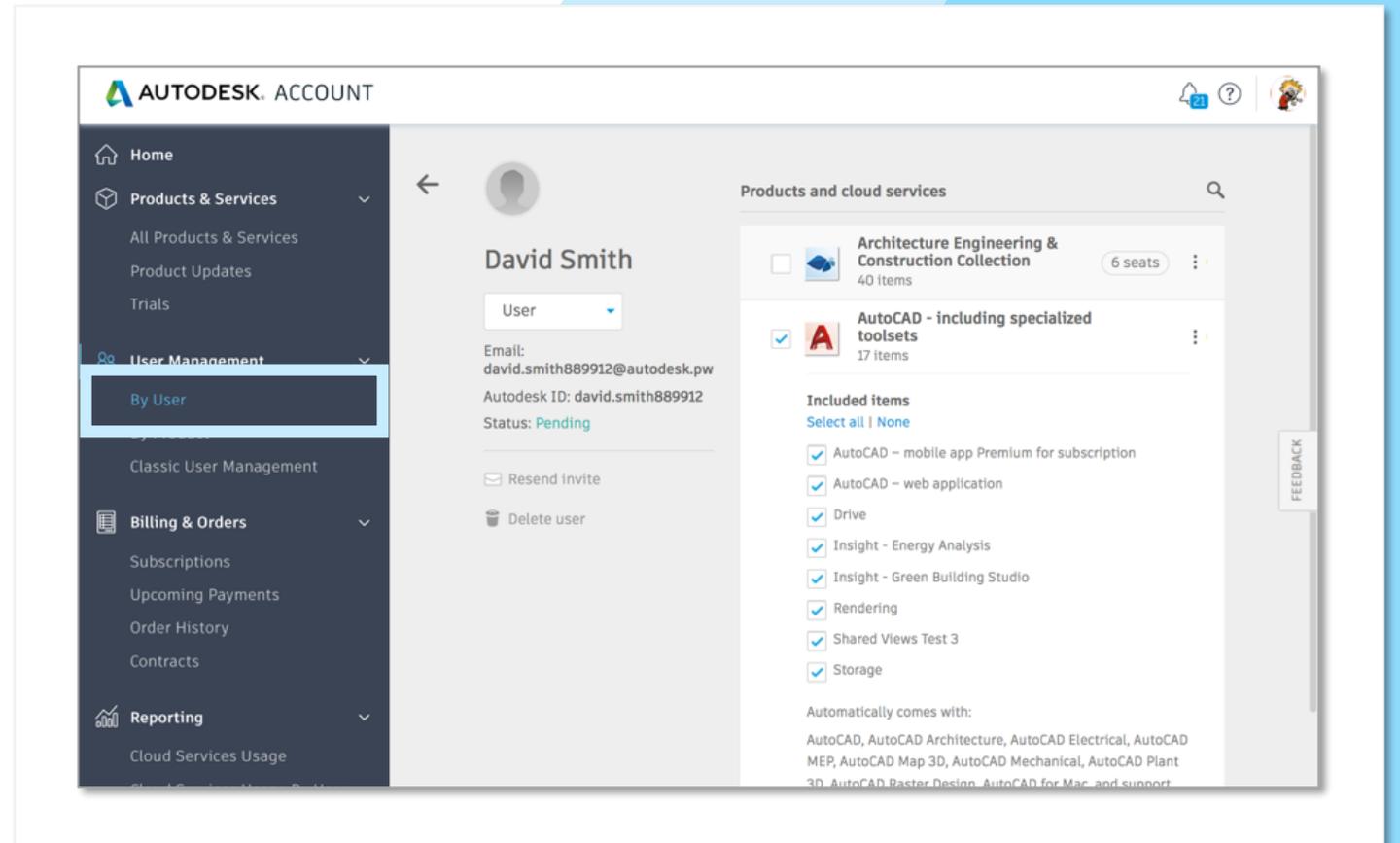
The screenshot shows the Autodesk Account interface for the 'All Products & Services' tab. The main content area displays details for 'Maya LT' (5 seats, subscription, single-user). The 'Summary' section shows 'subscription' with 'Auto-renews Dec 26, 2018' and a 'Subscription details' link. The 'Downloads' section lists versions (2019, 2018, 2017, 2016) and seats (5). The 'License type' is 'Autodesk ID'. A table shows activation options for each version, with 'Sign In' buttons for 2019, 2018, and 2017. A 'View all product versions' link is at the bottom. Red arrows point to the 'Subscription details' link and the 'Sign In' button for the 2019 version.

Version	Activation
2019 Downloads	Sign In
2018 Downloads	Sign In
2017 Downloads	Sign In

# New AA User Management View | By User tab

## Personalized user management experience

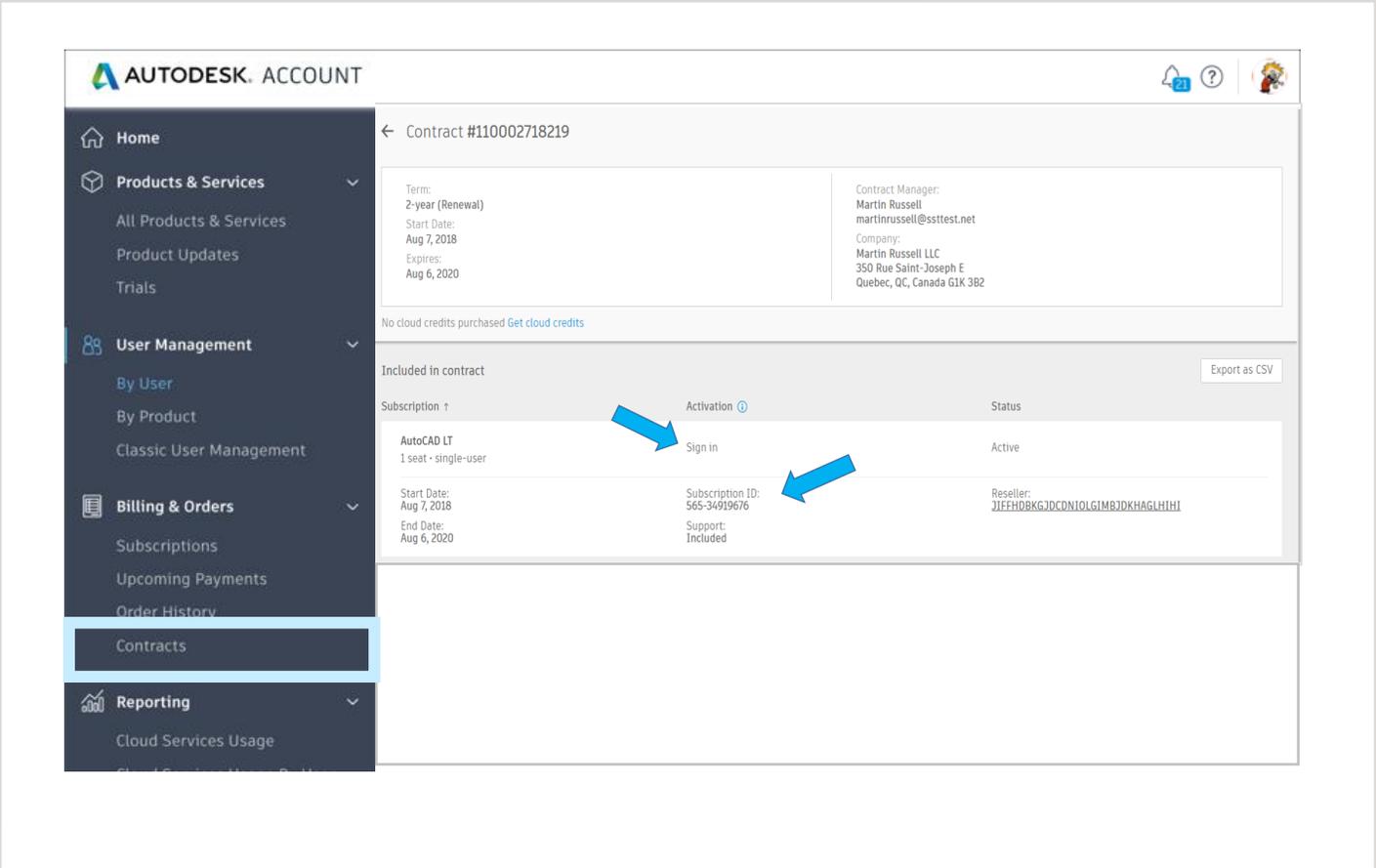
- Identify customers by name instead of numbers
- Ability to assign access by product or user
- Pooled product and user listing at a glance
- *Note:*
- *User must be assigned access in order to use the product.*
- *Product assignment and user creation are self-serviceable by the customer*



# New AA User Management View | Billings & Orders Tab

## Billings and Orders | Contracts

- Same contract view
- The Subscription ID and Activation methods are identifiers that this is an “Improved Account Experience”
- Customer will still see their term, start and end dates as well as the products on the contract



# New AA User Management View | Activation

- Once product is purchased, assigned, and downloaded- activate with “Single User”
- Subscribers then “sign in” to the product with their Autodesk ID and password to activate and access products.
  - *Same log in information for the Autodesk Account*

Autodesk Knowledge Network Article:  
[Access with Autodesk ID- based Subscriptions \(Sign In\)](#)

