ATC Software Fulfilment for FY14 – Subscription

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Frequently Asked Questions (FAQ) – for ATCs

What change is Autodesk making to software Entitlements for ATCs?	From FY14 software releases onwards, software will provided to ATCs using the Autodesk Subscription Center. This software will be "on subscription" and will provide access to subscription services as well as allow the ATC to install new and updated software as needed until the subscription is terminated.
Why is Autodesk making this change?	The change addresses 2 main requirements 1. To enable ATCs to access subscription-related benefits from the software in the training labs, and include this capability in the classes offered. The benefits include online services and A360 tools available through subscription. 2. To simplify the administrative and supply process for ATCs, the distributors and for Autodesk. By changing to a corporate standard mechanism for software supply, many of the manual, ATC-specific processes will be eliminated, simplifying access, serialisation and installation.
Which products am I entitled to?	You may use products for which you are entitled under your ATC agreement and accreditations (site accreditations and instructor accreditations). New products will be released from time to time, and you will be entitled to access these products if you have the appropriate accreditations.
How do I order the software I need for my classrooms?	Orders for software should be placed with your regional distributor. The regional distributor will then place an order with Autodesk for the software and will add these orders to your subscription account. When the order is placed, you will be notified of the change to your subscription account, and you will then be able to log in to Subscription Center and download your software.
How do I access 2014 and later software releases?	All available software download files are accessed through the Subscription Center. The existing download facility on partner portal will

	not be updated to include 2014 products.
Can I order products in advance of release (FCS)?	An ATC can place an order for a new product on subscription with their regional distributor in advance of FCS. However the distributor will not be able to place the order with Autodesk until FCS of each product, so there may be a delay after FCS in placing all the orders for all ATCs. NOTE: New versions of products already on subscription do not need to be ordered; they will be provided automatically at FCS when the new version is released to the Subscription Center (provided the subscription account is valid and renewed) through the standard annual fulfilment process
Can I download Suites?	Yes. Your software entitlements include the commercial Suites, as well as available individual products. Suites also have additional utilities to assist in installation, setup workflow and provide productivity aids. Education Suites are not included in this program.
Can I still access 2013 and previous releases?	Yes. Existing serial numbers will still work. Also any product ordered with subscription will provide access to current (2014) releases plus 3 previous releases (2011-2013) per subscription center policies & Ts& Cs
Can I access add-ons and other utilities from subscription center?	Yes. Your subscription Center account will allow you to search for and install add-ons, plug-ins and other utilities which are available only to subscription customers.
How will I get serial numbers for software?	Going forward, each product and each version will have its own serial number; we will no longer be using the "ATC special" serial numbers which are valid for multiple products and releases. The serial numbers are provided automatically to you through the Subscription Center. You can access a list of all your serial numbers through your Subscription Center account at any time.
Will my existing serial numbers still work?	Yes, your existing serial numbers are not affected by this change. Note: existing serial numbers will NOT be upgraded to include new products or 2014 and later versions of products.
Will I need to reinstall the software in my labs?	No. Current serial numbers will still work, and authorisations of software may still be extended as today. However, new releases and new products will only be accessible through the Subscription Center.
How long will authorisations last?	Currently all product authorisations are valid for 14 months from the date of registration of each license. In future, licenses will be authorised

	for 1 or 3 years depending on your regional entitlements. Authorisations will be for a maximum of 3 years.
How do I authorise software?	All software should be authorised using the register now online service at install time. It is possible that in some cases (for example if individual licenses are re-authorised too many times), authorisations may fail, and in those cases ATCs should contact the Autodesk registration team for support.
How do I access the 360 benefits?	360 offerings provided as a benefit of certain products being actively on subscription will be available directly off of subscription center .
How does this affect my ATC fees?	This change does not affect your ATC fees. Your fees continue to be payable to your regional distributor as before. The products and the number of seats you are entitled to are not affected by this change.
What happens if I do not renew my fees and subscription?	Failure to pay fees in time will result in subscription contracts being terminated (or they will lapse.) In these cases, no further authorisations will be possible and access to further downloads and future releases will be terminated. Access to the Subscription Center may also be denied. If a subscription account lapses or is terminated, a new setup fee may be payable, as this will require a new subscription contract to be created.

FAQ for distributors – additional information

What does this change mean for regional distributors?	When the 2014 products release, regional distributors will create orders for products on subscription for each product the ATC needs, provided they are entitled to those products under their accreditations and their ATC fees. As ATCs need new products, they will need to request these from their regional distributor and these will need to be added to the ATCs' subscription accounts by placing orders in AOE. When ATCs renew their annual fees, regional distributors will need to renew the subscription contract, or monitor subscription contracts which are for more than 1 year. In future, all new releases for products they already have on subscription will be provided automatically to ATCs provided their subscription accounts are valid and renewed.

How do I find out more about how these new processes will work?	Autodesk and Engage will provide regular communications on what to do to prepare for this change. In addition, training materials will be available for many of the various processes involved. We are also planning to provide online training sessions for administrators to demonstrate the processes and address questions.
What systems do I need access to?	Regional distributors will need access to - Partner Center and the Order Management - Subscription center The Partner Center landing and login page is: https://autodesk.secure.force.com/partner
Can I add products to an ATC subscription account before First Customer Shipment (FCS)?	No, new products cannot be ordered until they are released for shipment. New versions of products already on the ATC's subscription account do not need to be ordered; they will be provided automatically when they are released.
What do I need to do to create a new subscription account and contract for an ATC?	To set up a new subscription account (for an existing ATC or for a new ATC), you will need to log in to Partner Center, and on the Order Management tab you will place an order for an ATC product license, and attach a subscription order to that product order. That will create a subscription account for that ATC. Once this is done for the first product, other products are added to the same subscription account. NOTE: You MUST - Ensure all products are ordered with subscription - Add further products to an ATC's existing subscription account
What happens if I create multiple subscription accounts for an ATC?	All orders must be added to an ATC's single subscription account. If you create multiple accounts - the ATC will not be able to access all their software through the same account in Subscription Center, which will make software and serialisation management very complex - the distributor will have to manage and renew multiple subscription contracts, increasing complexity and potential for error
What do I need to do when an ATC renews their ATC fees?	When an ATC renews their annual fee, you will need to renew their subscription account before its end date. If you do not, the subscription contract will lapse, and the ATC will not have any further access to the Subscription Center or to authorise any new licenses of any software. To do this, you will need to renew the subscription account in Partner Center/Order Center.

What do I need to do when an ATC fails to renew their ATC fees, or leaves the ATC Program?	If an ATC does NOT pay their fees, or for whatever reason leaves the program, you should not renew their subscription contract, and you should immediately cancel their subscription contract. This action is required, in order to prevent - any further access to the downloads - further license registration - access and to new releases of products - access to subscription benefits
Reporting and Auditing	Further details of reporting and auditing tools and requirements will be issued in due course