

# Autodesk Education Community FAQ

## **1. What is the Education Community website?**

The Education Community is an online community where students and educators can download free\* software term licenses, find valuable learning resources, and connect with people and jobs. To learn more, visit [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity).

## **2. I've registered on the Education Community website, but I have never received an email confirming my access. What should I do?**

The most common reason users do not receive the confirmation email is a typo in the email address provided. Please resubmit your registration with careful attention to the spelling of the email address.

If your school email system has strong email SPAM blockers, emails sent from Autodesk may have been rerouted. Check your email filter and talk to your school's IT department about accepting emails from [studentcommunity@autodesk.com](mailto:studentcommunity@autodesk.com).

## **3. How do I change my email or other contact information for the Education Community website?**

Log on to the Education Community and go to My Profile to change your data and notifications.

## **4. Can I access the Education Community website even if I am not a student?**

No. To join the Education Community you need to be a full-time student or faculty member participating in a valid academic program at the secondary or postsecondary level.

Secondary includes anyone from age 14 up to a postsecondary program. Postsecondary includes students in four-year colleges, two-year colleges, technical schools, postgraduate degree programs, and so forth.

## **5. I'm recently out of work. Do you have a program that would enable me to access and train on Autodesk products?**

Yes, recently displaced employees seeking free\* software and learning may be eligible to participate in the Autodesk Assistance Program. To learn more, visit [www.autodesk.com/assistance](http://www.autodesk.com/assistance).

## **6. Do I have to be actively enrolled in a school to participate in the Education Community?**

Yes. Membership and logon privileges will expire for graduating students and others not actively enrolled.

## **7. I am an instructor and I have a group of students who are interested in joining the Autodesk Education Community. We do not have student email addresses for them. How can I get my students onto the community website using their personal email**

**addresses?**

Faculty members can join the Education Community first and then invite their students by clicking the Invite link available to faculty only.

**8. Are there free\* Student Versions of Autodesk software available to students?**

Yes. Visit [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity) to sign up and download more than two dozen Autodesk software titles.

**9. Where can students and faculty obtain Autodesk software titles that are not offered through the Education Community?**

Autodesk offers a broad set of free\* products on the Education Community.

Many products are also available as free 30-day trials at [www.autodesk.com/freetrials](http://www.autodesk.com/freetrials).

In a few cases, products that are not on the Education Community are available for purchase. Purchase from your school (if your school has student licensing) or from an Autodesk Academic Value Added Reseller. To locate a reseller go to [www.autodesk.com/reseller](http://www.autodesk.com/reseller).

**10. Are older versions of software available on the Education Community?**

The Education Community generally offers the most current version of a software title plus one version back.

**11. Can the same student install a product on two different computers?**

No. The Software License Agreement (SLA) allows a user to only install Autodesk software on a single computer.

**12. How many times can a student download the product?**

The installation file(s) can be downloaded as many times as you want, but each Education Community member is issued only one serial number for that version within a 3-year period. Without a serial number, the downloaded file will only work for a 30-day trial period.

**13. What is the turnaround time a student should expect when submitting questions to the Education Community forums?**

The turnaround time is generally 24–72 hours. Note that this is a free service, and limited resources are available. During peak semester periods, response time could be longer.

For best service, search the Education Community Support Center, Q&A Forums, or Autodesk User Discussion Forums. For more information, visit [www.autodesk.com/support](http://www.autodesk.com/support).

**14. I've downloaded a software title from the Education Community but haven't received a serial number. What should I do?**

Your serial number is available on the Education Community site in your profile, on your

download page, and is also sent to you via email after download. If you still cannot find it, you may post a request for assistance in the Education Community forums.

**15. I have a software title from the Education Community that will expire soon. Is it possible to get an extension so I can keep using the license?**

Yes. Education Community members have three options to extend their licenses:

1. Download the next version from the Education Community.
2. Purchase a student version. Visit [www.autodesk.com/reseller](http://www.autodesk.com/reseller) to locate the reseller nearest you.
3. Request a new serial number in the Software Center on the Education Community. A new serial number will be issued if at least 35 months have elapsed from the time the first one was issued. You must enter the new serial number before the first one expires; otherwise you will need to uninstall and reinstall your software.

**16. I'm having problems downloading a software title from the Education Community. Whom should I contact for assistance?**

For best service, search the Education Community Support Center, Q&A Forums, or Autodesk User Discussion Forums. Visit [www.autodesk.com/support](http://www.autodesk.com/support) for more information.

**17. I've downloaded a software title from the Education Community, but I'm receiving an error informing me that currently there are no serial numbers available, and to try back again in 30 days. What should I do?**

Because of the popularity of the program, it is sometimes difficult to keep up with the demand for serial numbers. You can still install the product and use it for 30 days in a "trial" mode. Please check back on the Education Community for serial numbers within that time by clicking the Get Serial button for your product and version.

**18. I have downloaded a software title from the Education Community that still has time left on the license term. Can I transfer the remaining time to another product?**

No, but you can visit the Education Community site to download another product and obtain a serial number for 36 full months of use.

**19. I have downloaded a software title from the Education Community and I know the license will expire soon. Is it possible to purchase the product so I can keep using the license?**

Yes, a small set of Autodesk products are available for sale to students at discounted prices. Resellers are independent and are free to set their own prices for software licenses. To find your local Autodesk Reseller, visit [www.autodesk.com/reseller](http://www.autodesk.com/reseller).

**20. I have downloaded a software title from the Education Community and received a serial number, but it doesn't work. What should I do?**

Please post your issue on the Education Community Q&A forum and someone will contact you to work more closely with you. Please do not post your serial number on the forums.

**21. I've purchased a Student Version of Autodesk software, but I'm having technical problems. Where can I get technical assistance?**

Search the Education Community Support Center, Q&A Forums, or Autodesk User Discussion Forums. For more information, visit [www.autodesk.com/support](http://www.autodesk.com/support).

**22. What are the system requirements to run a Student Version of an Autodesk product?**

System requirements for a student version of a software title are the same as for a commercial version. System requirements are found on the appropriate product page at [www.autodesk.com/products](http://www.autodesk.com/products) or in the product download area of the Education Community.

**23. I have downloaded a software title from the Education Community that I no longer need. Can I sell the product to another classmate?**

No, you may not sell the product, but please invite your classmates to join the Education Community and download their own free product.

**24. How do I obtain an activation code for the software title I downloaded from the Education Community?**

Autodesk offers online activation at [www.autodesk.com/register](http://www.autodesk.com/register). If you need additional activation assistance, please send email to [authcodes@autodesk.com](mailto:authcodes@autodesk.com).

**25. I am trying to register my product online, but the Autodesk product registration site won't recognize my Education Community login information or email address. What should I do?**

Software titles downloaded from the Education Community can be activated online. To activate online go to [www.autodesk.com/register](http://www.autodesk.com/register). On the Autodesk product registration site you will be prompted for a user ID and password. The Autodesk product registration and activation site uses a different login mechanism than the login system used for the Education Community site. Therefore you will need to create a new user ID and password to complete the registration process to obtain a product activation code.

**26. I have downloaded a software title from the Education Community with a serial number and I've received a message that says my activation limit has been reached. What does this mean?**

You are only allowed to activate your serial number once on your main computer. This message indicates that you have already activated your serial number.

**27. I'm currently a student and have downloaded a software title and serial number from the Education Community that I may have tried to activate too many times. How can I receive an additional activation code?**

You are only allowed to activate your serial number on your main computer.

**28. I've just downloaded and installed a software title from the Education Community and it says it's about to expire, but I have never received an activation code. What should I do?**

This message is presented when a product has not been successfully activated and is operating in the 30-day trial period. Log in to the Education Community site, go to Software Downloads, find your product and version, and click Get Serial to obtain your serial number. Once you have it, in your product, go to Help > Product Registration to register and activate your product.