

AS323538-L

Autodesk Account 101: Be Efficient in Managing Products, People, and Payments

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Autodesk

Learning Objectives

- Single-user access
 - User management
 - Subscription management
 - Reporting
- Multi-user access
 - User management

Description

Effectively learn how to best navigate Autodesk Account to manage your products, people, and payments with our team of product managers leading you through it and pointing out their top management tips. The goal is for you to better understand Autodesk Account to speed up your management workflows.

Speaker(s)

1. Kimberly Zygielbaum – Autodesk Account Product Manager, focused on subscription management
2. Emily Svensson – Autodesk Account Product Manager, focused on user management
3. Reed DesRosiers – Autodesk Account Product Manager, focused on product usage reporting
4. Tanu Chellam – Product Management Lead for Product Delivery

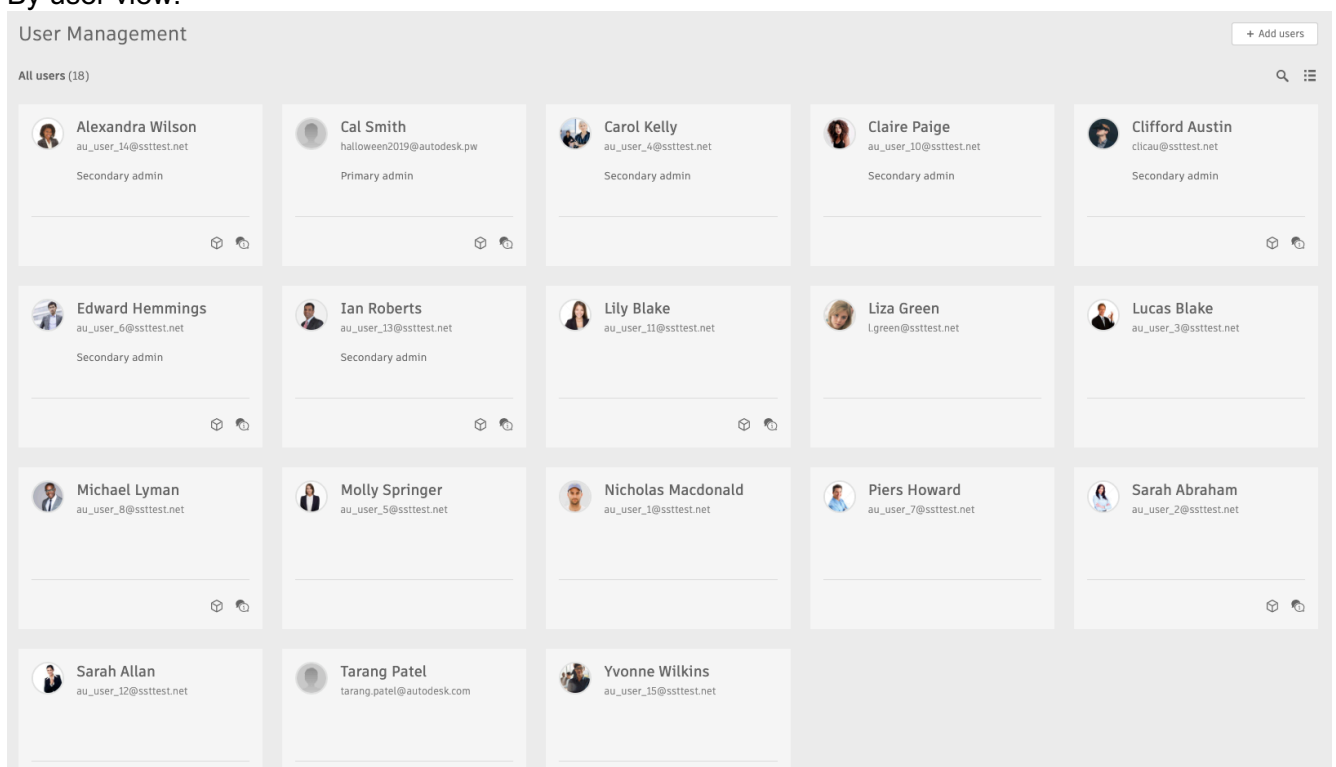
Single-user access

Managing subscriptions with single-user access, on a standalone license, is based on person, instead of serial numbers.

User Management

[Watch the full tutorial on AKN](#). In the new user management, you manage by person or by product. After subscribing to your products with single-user access on a standalone license, you can add and assign users in either

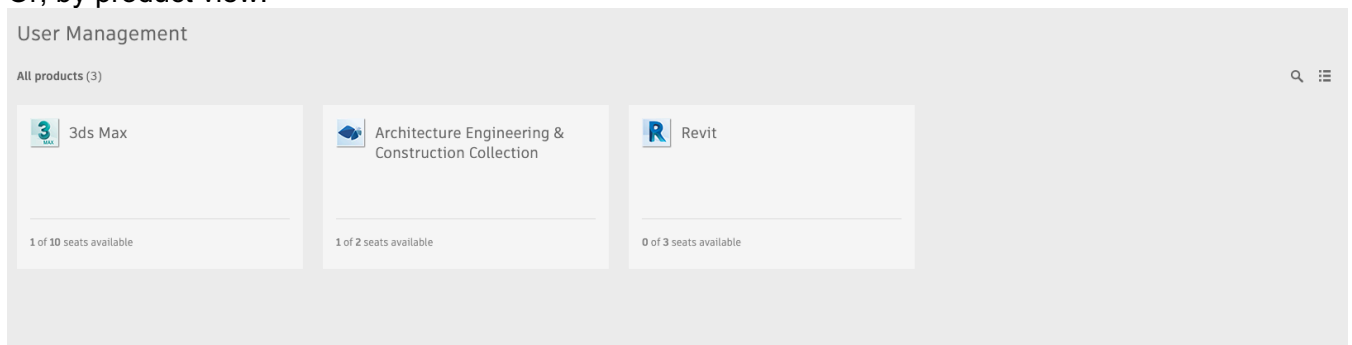
By user view:



The screenshot shows the 'User Management' interface with a header 'User Management' and a '+ Add users' button. Below the header, it says 'All users (18)'. The users are displayed in a grid of 18 cards, each showing a user's profile picture, name, email address, and role. The users are:

- Alexandra Wilson (au_user_14@ssttest.net, Secondary admin)
- Cal Smith (halloween2019@autodesk.pw, Primary admin)
- Carol Kelly (au_user_4@ssttest.net, Secondary admin)
- Claire Paige (au_user_10@ssttest.net, Secondary admin)
- Clifford Austin (clcau@ssttest.net, Secondary admin)
- Edward Hemmings (au_user_6@ssttest.net, Secondary admin)
- Ian Roberts (au_user_13@ssttest.net, Secondary admin)
- Lily Blake (au_user_11@ssttest.net, Secondary admin)
- Liza Green (l.green@ssttest.net, Secondary admin)
- Lucas Blake (au_user_3@ssttest.net, Secondary admin)
- Michael Lyman (au_user_8@ssttest.net, Secondary admin)
- Molly Springer (au_user_5@ssttest.net, Secondary admin)
- Nicholas Macdonald (au_user_1@ssttest.net, Secondary admin)
- Piers Howard (au_user_7@ssttest.net, Secondary admin)
- Sarah Abraham (au_user_2@ssttest.net, Secondary admin)
- Sarah Allan (au_user_12@ssttest.net, Secondary admin)
- Tarang Patel (tarang.patel@autodesk.com, Primary admin)
- Yvonne Wilkins (au_user_15@ssttest.net, Secondary admin)

Or, by product view:



The screenshot shows the 'User Management' interface with a header 'User Management' and a '+ Add users' button. Below the header, it says 'All products (3)'. The products are displayed in a grid of 3 cards, each showing a product's icon, name, and the number of seats available. The products are:

- 3ds Max (1 of 10 seats available)
- Architecture Engineering & Construction Collection (1 of 2 seats available)
- Revit (0 of 3 seats available)

Users will activate the product by signing in with their Autodesk ID and password.

Sign in



Email




NEXT

NEW TO AUTODESK? [CREATE ACCOUNT](#)

To delete a user, just scroll over their name and remove their access to all products. This will not delete their Autodesk Account, but instead, remove their ability to access products you've assigned them.




User Management

All users (18)



Alexandra Wilson
au_user_14@ssttest.net
Secondary admin

Delete user

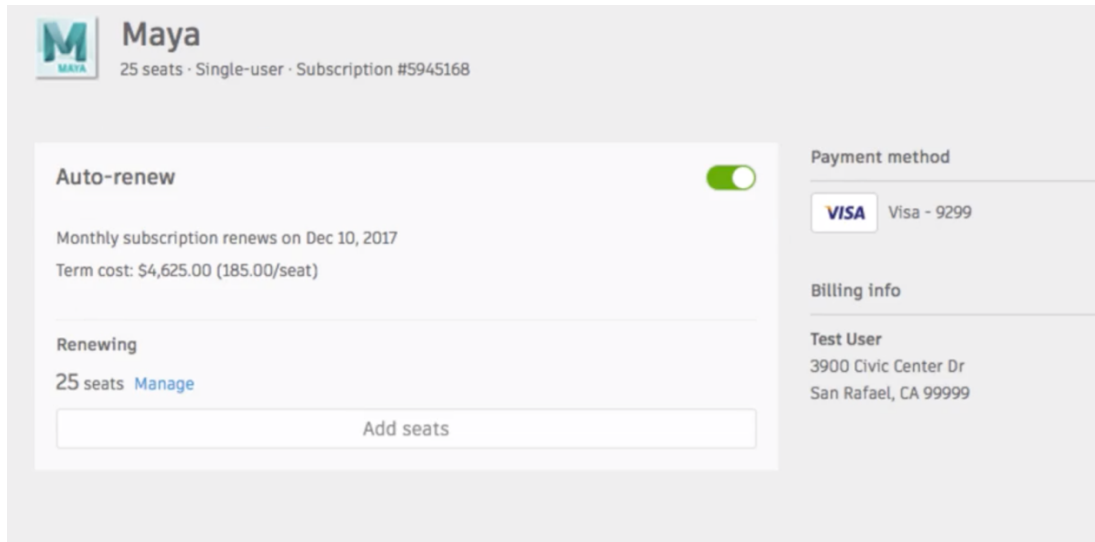


Subscription Management

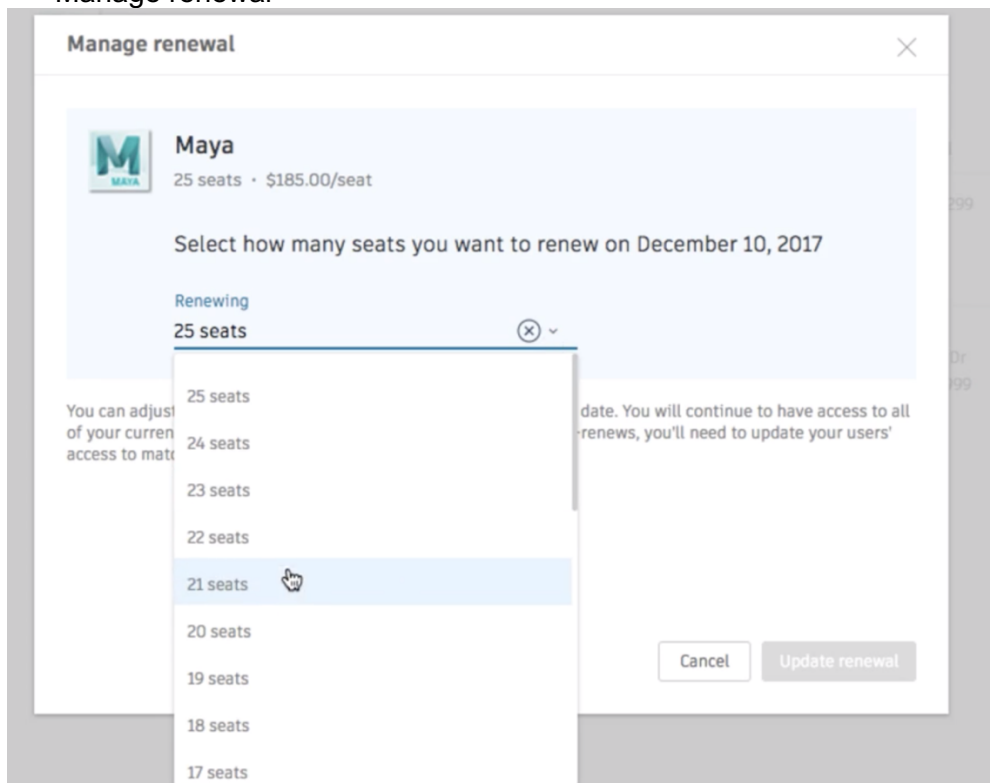
[Watch the Billing & Orders overview video on AKN](#). You can click on Contracts to see all contract details, but if you subscribed through a reseller, you will not be able to make any changes to your contract within Autodesk Account.

For those who subscribe directly on Autodesk.com, you have more self-service capabilities available. You can:

- Add seats



- Manage renewal









- Align contract dates

← Align payment dates

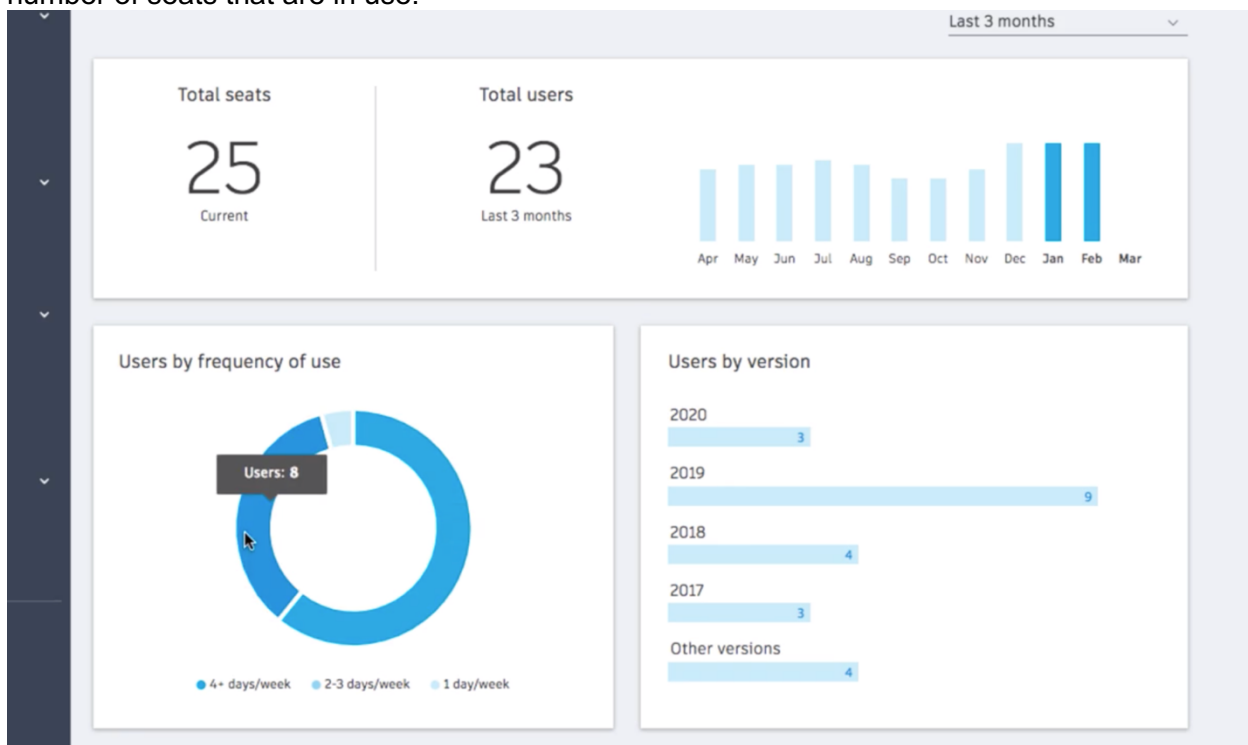
Select subscriptions to change your renewal date and combine charges into a single invoice. ⓘ

VISA 1-Year subscriptions on Visa ending in 9299

| | | | |
|--------------------------|---|---------------------------------|------------------------|
| <input type="checkbox"/> |  | | Renews Jul 19, 2018 |
| <input type="checkbox"/> |  | AutoCAD Architecture 2 seats | Renews Jul 19, 2018 |
| <input type="checkbox"/> |  | AutoCAD 15 seats | Renews Oct 19, 2018 |
| <input type="checkbox"/> |  | AutoCAD Civil 3D 16 seats | Renews Oct 19, 2018 |
| <input type="checkbox"/> |  | AutoCAD Inventor LT 10 seats | Renews Oct 19, 2018 |
| <input type="checkbox"/> |  | Mudbox 20 seats | Renews Oct 19, 2018 |

Reporting

[Watch the reporting overview on AKN.](#) Predict future costs and manage more efficiently with seat usage reporting. For subscriptions with single-user access, you can access seat usage reporting that provides insight into what versions users are on, frequency of use, and the number of seats that are in use:

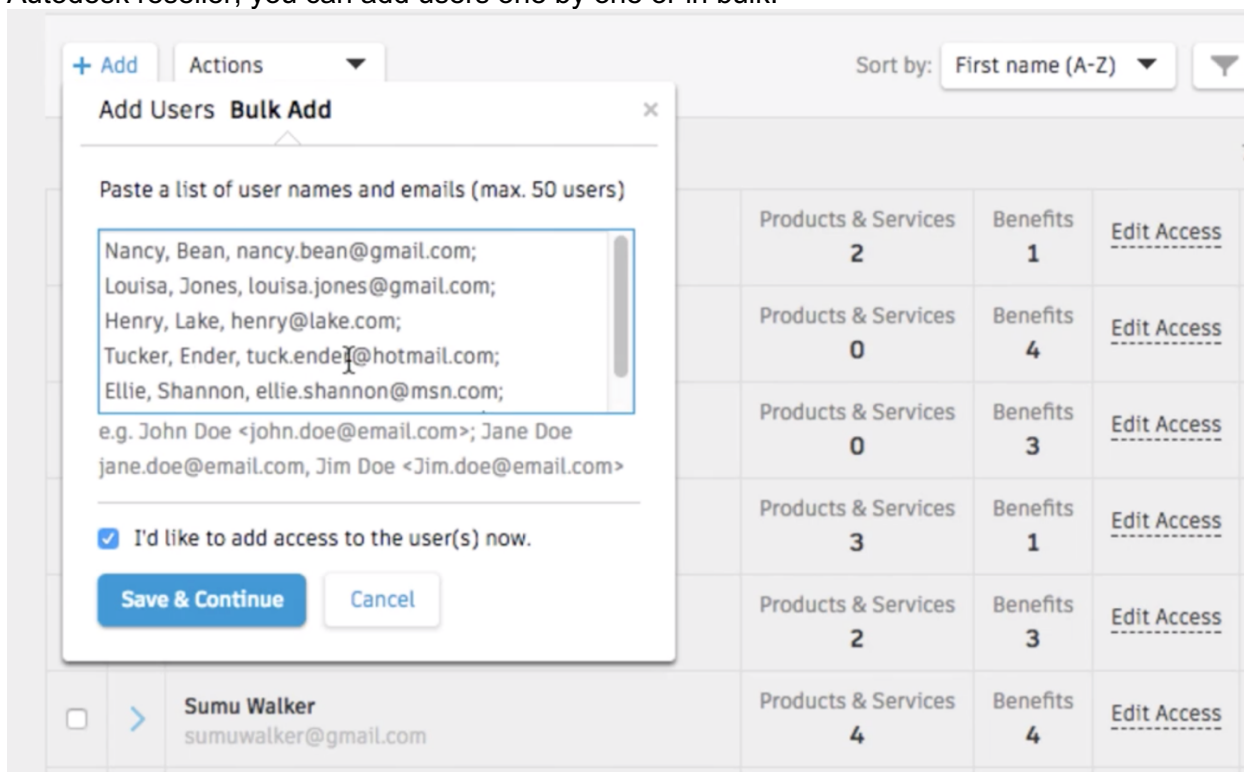


Multi-user access

Managing subscriptions with multi-user access, on a network license, is based on serial numbers. You will not have access to seat usage reporting and managing your subscriptions is the same as single-user access.

User Management

[Watch an overview of classic user management on AKN.](#) In classic user management, you manage by contract. After subscribing to your products with multi-user access through an Autodesk reseller, you can add users one by one or in bulk.



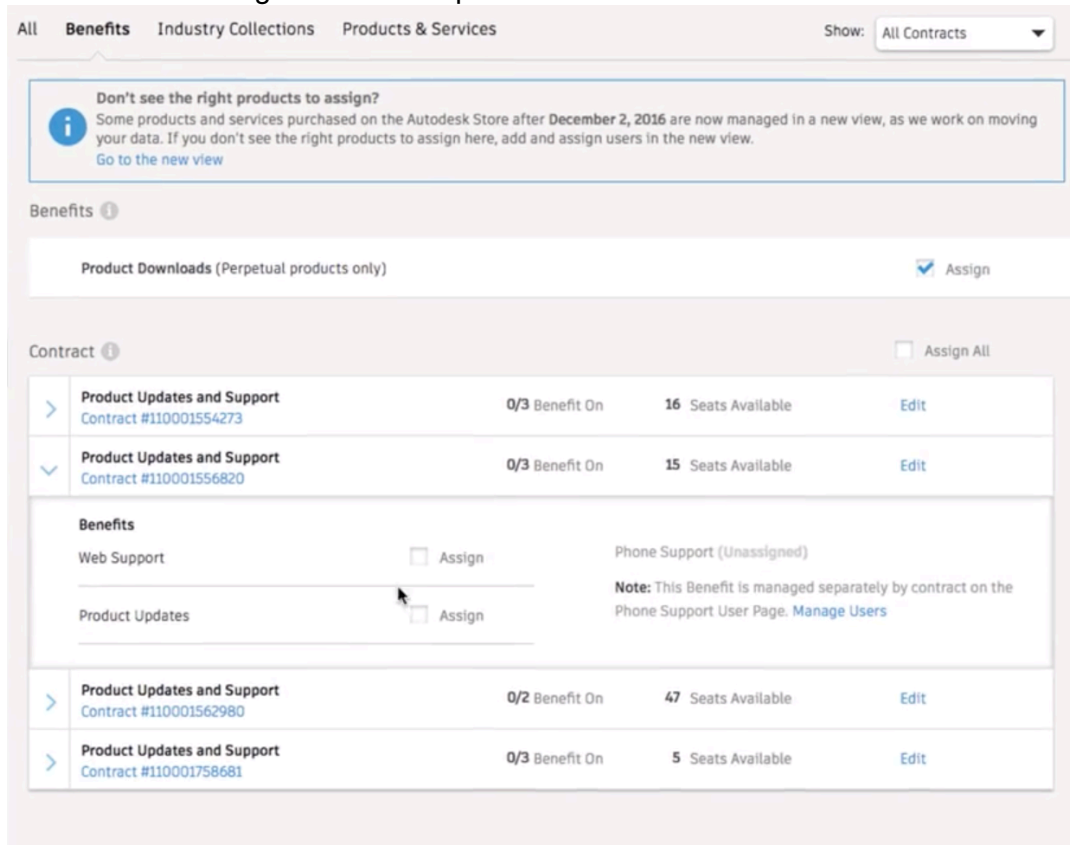
The screenshot shows the Autodesk user management interface. A modal dialog titled 'Add Users Bulk Add' is open, allowing users to add multiple users at once. The dialog contains a text area for pasting a list of user names and emails (maximum 50 users). The text area contains the following example text:

```
Nancy, Bean, nancy.bean@gmail.com;
Louisa, Jones, louisa.jones@gmail.com;
Henry, Lake, henry@lake.com;
Tucker, Ender, tuck.ender@hotmail.com;
Ellie, Shannon, ellie.shannon@msn.com;
e.g. John Doe <john.doe@email.com>; Jane Doe
jane.doe@email.com, Jim Doe <Jim.doe@email.com>
```

Below the text area, there is a checkbox labeled 'I'd like to add access to the user(s) now.' which is checked. At the bottom of the dialog are two buttons: 'Save & Continue' and 'Cancel'.

In the background, a table is visible with columns for 'Products & Services', 'Benefits', and 'Edit Access'. The table contains several rows of data, including a row for 'Sumu Walker' with email 'sumuwalker@gmail.com'.

You can assign users to benefits that you want them to have access to, like web support. You do not need to assign them desktop access.



Don't see the right products to assign?
Some products and services purchased on the Autodesk Store after December 2, 2016 are now managed in a new view, as we work on moving your data. If you don't see the right products to assign here, add and assign users in the new view.
[Go to the new view](#)

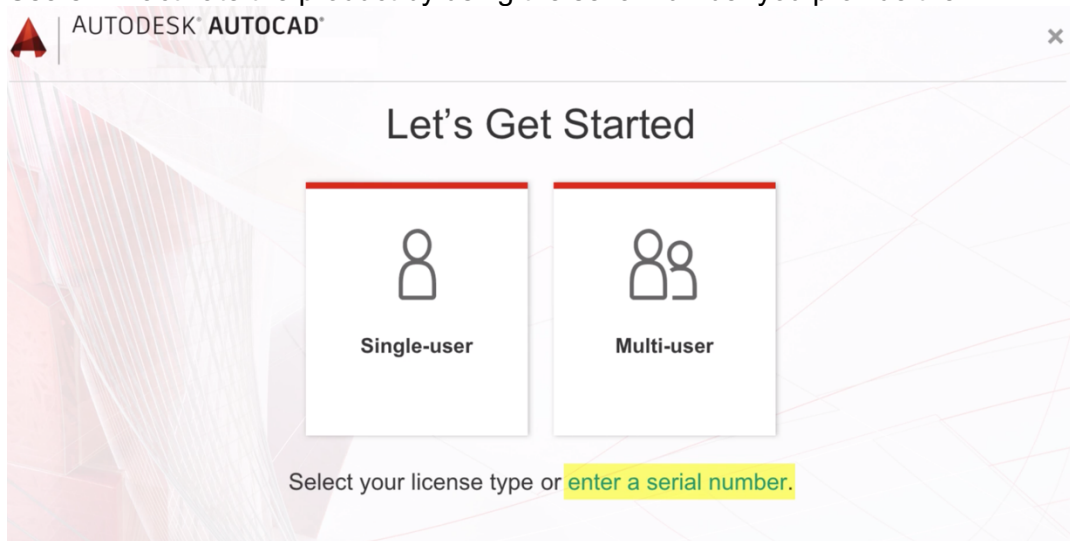
Benefits ⓘ

Product Downloads (Perpetual products only) ☒ Assign

Contract ⓘ ☐ Assign All


| | | | | |
|---|---|----------------|--------------------|----------------------|
| > | Product Updates and Support Contract #110001554273 | 0/3 Benefit On | 16 Seats Available | Edit |
| ✓ | Product Updates and Support Contract #110001556820 | 0/3 Benefit On | 15 Seats Available | Edit |
| <p>Benefits</p> <p>Web Support <input type="checkbox"/> Assign</p> <p>Product Updates <input type="checkbox"/> Assign</p> <p>Phone Support (Unassigned) Note: This Benefit is managed separately by contract on the Phone Support User Page. Manage Users</p> | | | | |
| > | Product Updates and Support Contract #110001562980 | 0/2 Benefit On | 47 Seats Available | Edit |
| > | Product Updates and Support Contract #110001758681 | 0/3 Benefit On | 5 Seats Available | Edit |

Users will activate the product by using the serial number you provide them.




AUTODESK AUTOCAD®

Let's Get Started



Single-user



Multi-user

Select your license type or enter a serial number.

To delete a user, just delete them from your user list. This will not delete their Autodesk Account or remove their access to products assigned to them.

Follow Up Resources

[Get started on AKN for admins](#)

Account Management

[ACCOUNT & PROFILE](#) [BILLING & ORDERS](#) [USERS & SOFTWARE](#) [MOVE TO SUBSCRIPTION](#) [EDUCATION PROGRAM](#)

Get Started

[Admin Tour](#)

[User Tour](#)

[Whats New in Autodesk Account](#)

[Create Account](#)

[Sign In](#)

[Edit Profile](#)

[Company Name & Address](#)

[Manage Account Security](#)

[Enterprise Accounts](#)

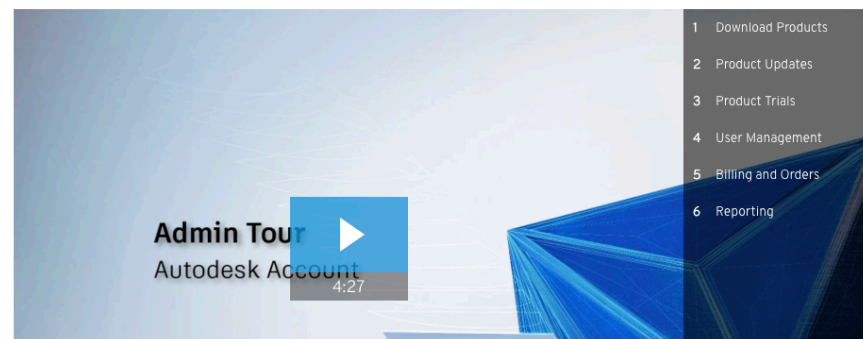
[Glossary](#)

Autodesk Account admin tour


Share

Autodesk Account is a single location from which you can manage your profile, users, products, and payments. Watch the following video to get up and running quickly.

To select a different language, press play and then click the CC button in the lower, right corner.



[Admin Community on the Customer Success Learning Hub](#)




[CUSTOMER SUCCESS LEARNING HUB](#) / [AUTODESK ADMIN COMMUNITY](#)

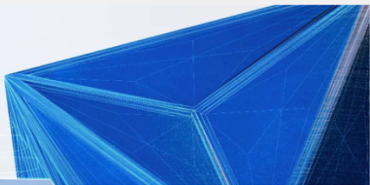
Autodesk Admin Community

Your place for Autodesk Account, download and install, and other administrative tasks.

Admin Tour

Autodesk Account





Learning resources

[Autodesk Account Idea Board](#)

Idea Board

Autodesk Account Ideas

Share ideas for future product features directly with the Autodesk Account team and collaborate on existing suggestions with your peers.

[SUBMIT IDEA](#)

Forums Links

- [Back to Additional Product Forum...](#)
- [All Forums](#)
- [All Ideas](#)
- [Help](#)

Categories