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AutoCAD Support Clinic

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Learning Objectives

- Receive answers to real-world problems that are hindering production
- Learn how to apply the most advanced AutoCAD troubleshooting techniques in your daily job
- Learn the most productive ways to work with Autodesk Technical Support to get questions answered quickly
- Network with members of the Autodesk Support Team and use this relationship for future support questions that arise

Description

In this class, a panel of Autodesk experts will share productivity tips and tricks, and answer audience questions about real-time challenges. Attend this class for expert AutoCAD advice. The class will start with a brief presentation to introduce the support organization, the speakers, and the current customer support options. This is a real time question-and-answer session, so please come prepared with questions about AutoCAD. If you'd like to submit a question beforehand, please email it to shawn.niles@autodesk.com so that it can be researched and answered during the session. Panel experts will include members of the Technical Support, Quality Assurance, and Licensing Teams. This class is primarily a question-and-answer format, with most of the questions coming from the audience in real time.

Speaker(s)

Shawn Niles is a Technical Support Manager at Autodesk based in Boston, Ma. Shawn has over 20 years' experience using AutoCAD, starting with version R12. He spent 6+ years in the support organization at Autodesk supporting all levels of AutoCAD questions, and has been managing one of the AMER based support teams since. Before joining Autodesk, Shawn worked as a CAD Manager in the industry for 10+ years and has been with Autodesk for 12 years.

Volker Cocco is a Technical Support Specialist and AutoCAD KDE (Knowledge Domain Expert) at Autodesk. Volker has been working with AutoCAD software since 1991. He has worked for various Autodesk Resellers since 1997 and has had extensive experience troubleshooting and supporting Autodesk products. With a background in CAD drafting and management, Volker has instructed basic to advanced AutoCAD technical classes including sessions at Autodesk User Group International (AUGI) CAD Camp and Autodesk University. Volker has been with Autodesk for 9 years.

Daniel Kuhmann is a Software Quality Assurance Manager for the AutoCAD Platform Team based in San Francisco, CA, and a Professional Civil Engineer. Dan's main role is to make decisions about the features and wishes added to AutoCAD and to make assignments for who will take responsibility for testing them. Before joining Autodesk 12 years ago, Dan worked in Land Development and Surveying for large subdivisions and as a Design-Build Engineering Technician for a pavement design consulting company. He started using AutoCAD on R10 and has also used ACA, C3D, and LDD in his career.

David Demboski is a Technical Support Manager at Autodesk based in Boston, Ma. David spent 7 years in the support organization at Autodesk working with Installation and licensing-based issues. For the past 5 years, he's managed AMER based support teams, supporting Installations, AutoCAD products and verticals, as well as Enterprise-level support requests. Before joining Autodesk, David worked as a Support Manager in the Software industry and has been with Autodesk for 12 years.

Introduction to Autodesk Technical Support

The Autodesk Technical Support team assists customers and resellers around the world who are having trouble with Autodesk products. There are 286 product specialists globally located in the US, China, Japan, France, Poland, Singapore, Germany, Ireland, India, and the UK. These specialists work on cases that come to them through Autodesk Account, product forums, phone calls, web chat, and other sources.

The product teams also spend time writing articles for the Autodesk Knowledge Network and many contribute to blogs and present product webinars. Product specialists also work closely with the product development teams to help resolve defects in the products.

There is also a team of dedicated Premium support specialists and Support Account Managers who work solely with our Enterprise priority support accounts.

Support Programs and Options

The following support options are available to ALL customers:

Knowledgebase

www.autodesk.com/support

www.autodesk.com/autocad-support

<http://knowledge.autodesk.com/support/autocad-lt>

<https://knowledge.autodesk.com/support/autocad-for-mac>

<https://knowledge.autodesk.com/support/autocad-lt-for-mac>

Autodesk Forums

<http://forums.autodesk.com>

Help Webinars

The Autodesk Help Webinar series is designed to showcase time-saving tips and tricks that can be used to immediately increase your productivity. This live set of interactive training sessions hosted by our very own Autodesk Technical Support Specialists offers a unique look into some of the most impactful in-product features and functionality that you may not already be familiar with. These sessions are free to all attendees and prior classes are saved to a YouTube channel for later viewing.

www.autodesk.com/help-webinars

Autodesk Knowledge Network

AKN is a valuable resource that contains over 1 million articles written by Autodesk employees or partners. AKN has tutorials, troubleshooting articles, videos, documentation and downloads about Autodesk products that will prove useful to you. The AKN will be the quickest place to find an answer to any problems you may be having with your product.

<https://knowledge.autodesk.com>

<http://blogs.autodesk.com/bim-and-beam/2016/10/24/5-ways-the-autodesk-knowledge-network-will-change-your-life/>

Subscription customers receive all of the above, plus the below options:

Request a Call Back

Your Administrators may at any time request a telephone call-back from an Autodesk support agent to discuss support requests on behalf of Premium Authorized Users. Call-back support will be provided in English. Subject to availability, call-back support may be provided in other languages on request and at Autodesk's discretion. While call-back from time of request will generally be prompt, delays are possible at times of especially high support request volumes.

Schedule a Call

Your day is busy. Use this feature to schedule a support call at a future time that fits your schedule. This feature can be found after you log in to your Autodesk Account. You choose the day and time you want your call and then continue working until the time arrives that works best for you and an Autodesk specialist will call you.

Remote Desktop Support

Support specialists can log onto your machine so that you can show exactly what is happening within the program. Save potentially days of emails back and forth explaining your problem by taking advantage of this offer.

Chat Support

Available for Installation & Licensing issues and also certain products, you can request assistance through chat. Sign in to your account to see if your product offers this feature.

Autodesk Services Marketplace

This pay-for-use service connects you with Autodesk approved experts who can provide training and customization.

<https://servicesmarketplace.autodesk.com/>

Subscription customers can choose one of the following two options when choosing to sign up for subscription support with Autodesk:

Advanced Support

1 to 1 phone or web support. Autodesk Advanced Support provides unlimited one-to-one extended hour global phone support from support specialists. Advanced support also includes chat support for certain issues, as well as API Support. In addition to calling support in real time, calls can be scheduled at a time convenient to you and a support specialist will call you at that time.

<http://www.autodesk.com/support-offerings>

Enterprise Priority Support

Autodesk Enterprise Priority Support delivers proactive services with dedicated account management and technical resources to help customers more quickly realize the business benefits of Autodesk technologies. A global support team increases efficiency and quickly resolves technical issues, minimizing downtime. Customers establish a strategic relationship with Autodesk, helping shape technology directions. Enterprise support gives users 24x7 access to support specialists.

<http://www.autodesk.com/support-offerings/enterprise>

For more information about Autodesk Subscription services, go to:

<http://www.autodesk.com/subscription/overview>

A quick way to check if you have subscription support is to go to <https://accounts.autodesk.com> and log in. It will then let you know if your account is linked to an active subscription or not and provide a link for additional information.

How to log a support case

Log into the subscription center at <https://accounts.autodesk.com> . From there follow the appropriate prompts to log the type of case that is needed.

Tips when logging cases

- 1) More information is better than less. The support specialist does not know what you know about the issue, so the more information we have to begin with is most helpful.
- 2) Be as descriptive as possible. If the specialist who claims your case does not need to ask for more information, the request can be solved quicker.
- 3) Attach any files that are pertinent to the issue.
- 4) If there are steps necessary to replicate the problem, list these steps, again being as descriptive as possible.

