

Autodesk App Store - Subscription Apps Information

• Why you are unable to download a subscribers-only app

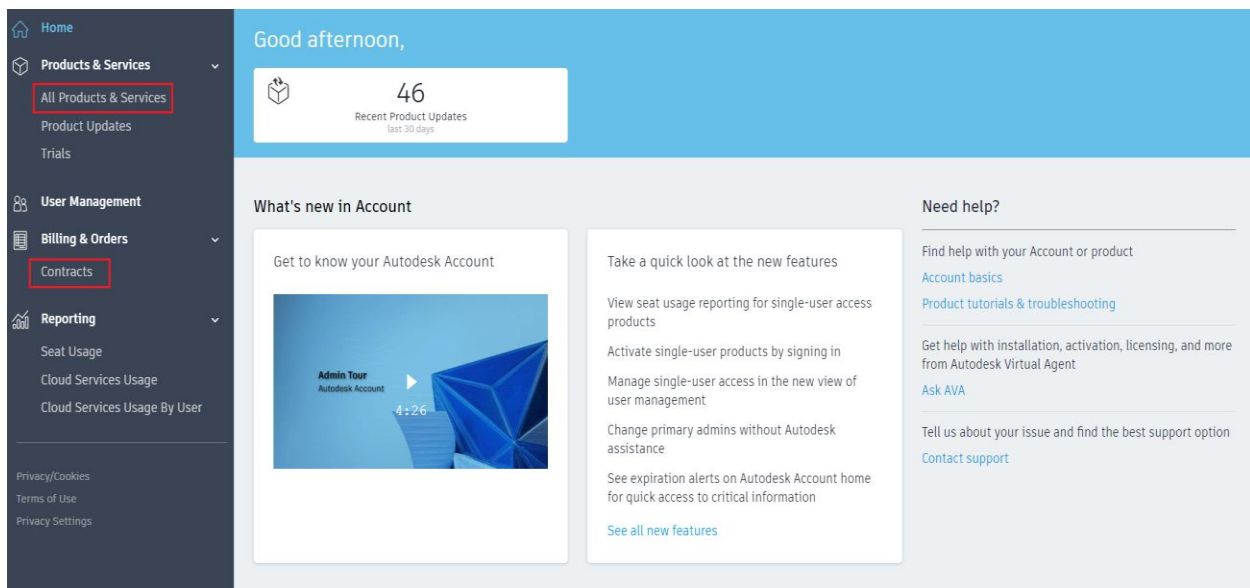
The subscribers-only apps are available only for Autodesk subscription users.

If you have an active Autodesk subscription agreement, and your email address is associated with that agreement, then after you login to the Autodesk App store, you will see the 'Download' button to download the app.

• How to check if you have a valid subscription

Sign in to Autodesk Account at manage.autodesk.com and click Products & Services > All Products & Services.

You will find the products assigned under "All Products & Services". The contract manager will have the option "Contracts" to view the contract number.



The screenshot displays the Autodesk Account dashboard. On the left is a dark navigation sidebar with the following menu items: Home, Products & Services (expanded), All Products & Services (highlighted with a red box), Product Updates, Trials, User Management, Billing & Orders (expanded), Contracts (highlighted with a red box), Reporting (expanded), Seat Usage, Cloud Services Usage, and Cloud Services Usage By User. At the bottom of the sidebar are links for Privacy/Cookies, Terms of Use, and Privacy Settings. The main content area has a blue header with the greeting "Good afternoon," and a white box showing "46 Recent Product Updates" (last 30 days). Below this is a "What's new in Account" section with a video player titled "Get to know your Autodesk Account" (4:26) and a list of new features: "View seat usage reporting for single-user access products", "Activate single-user products by signing in", "Manage single-user access in the new view of user management", "Change primary admins without Autodesk assistance", and "See expiration alerts on Autodesk Account home for quick access to critical information". A "See all new features" link is at the bottom. On the right is a "Need help?" section with links for "Account basics", "Product tutorials & troubleshooting", "Ask AVA", and "Contact support".

• How you can find your Contract Manager

The purchaser is the Contract Manager. Please go through below link to know more.

<https://knowledge.autodesk.com/customer-service/account-management/users-software/classic-user-management/contract-managers>

• How you can get a valid subscription

You should subscribe to Autodesk software for a valid subscription. Please go through below link to know more.

<https://knowledge.autodesk.com/customer-service/account-management/users-software/access-software-services/about-subscription#options>

- **Contact information if you still have issues**

If you have a valid subscription yet you still have issues in downloading the app, please email appsubmissions@autodesk.com with the active subscription agreement number and your username for the store.