

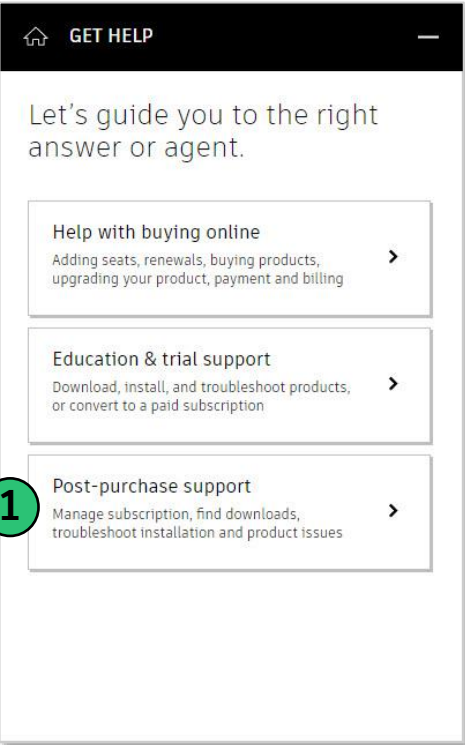
Accessing Autodesk Help for Software Download Support

Getting Help

If you have any questions about software downloads, please consider using the  Get Help link in Autodesk Account. Once active, you can select options on each page to direct you to the help you need.

- The following steps (with images) direct you to where you can access software support directly with an Autodesk team member.
- Consider using other options for downloading, installing, and activating software, if needed.

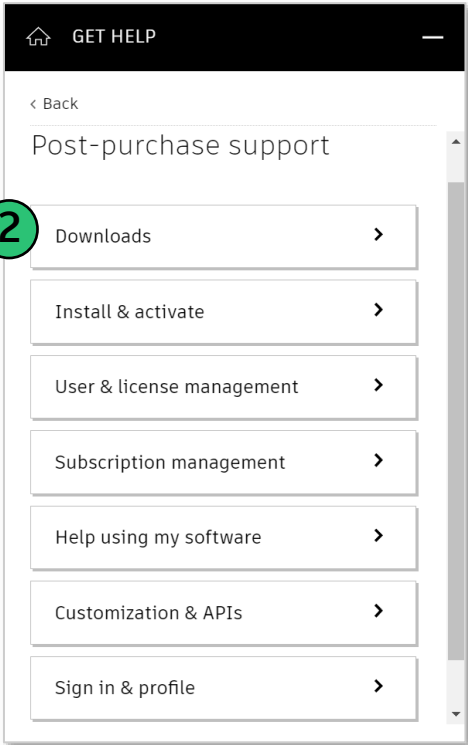
Step 1
Click **Post-purchase support**.



Let's guide you to the right answer or agent.

- Help with buying online
Adding seats, renewals, buying products, upgrading your product, payment and billing
- Education & trial support
Download, install, and troubleshoot products, or convert to a paid subscription
- Post-purchase support**
Manage subscription, find downloads, troubleshoot installation and product issues

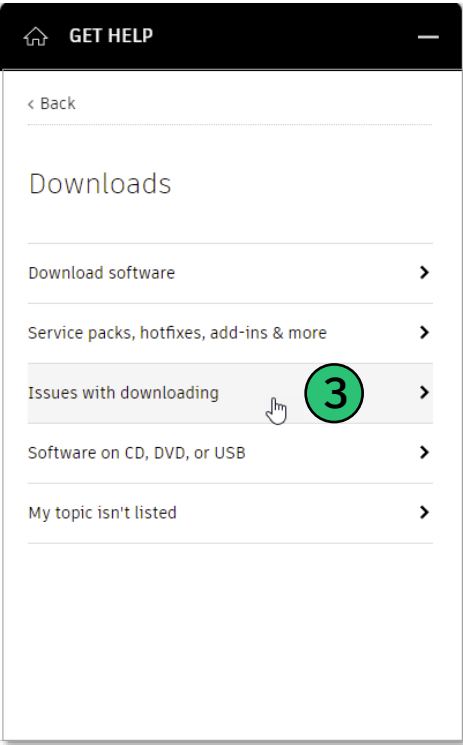
Step 2
Click **Downloads**.



Post-purchase support

- Downloads**
- Install & activate
- User & license management
- Subscription management
- Help using my software
- Customization & APIs
- Sign in & profile

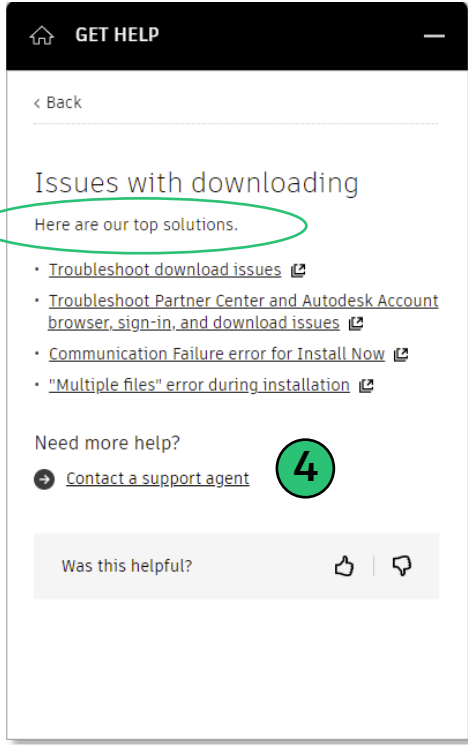
Step 3
Click **Issues with downloading**.



Downloads

- Download software
- Service packs, hotfixes, add-ins & more
- Issues with downloading**
- Software on CD, DVD, or USB
- My topic isn't listed

Step 4
View a top solution or click **Contact a support agent**.



Issues with downloading

Here are our top solutions.

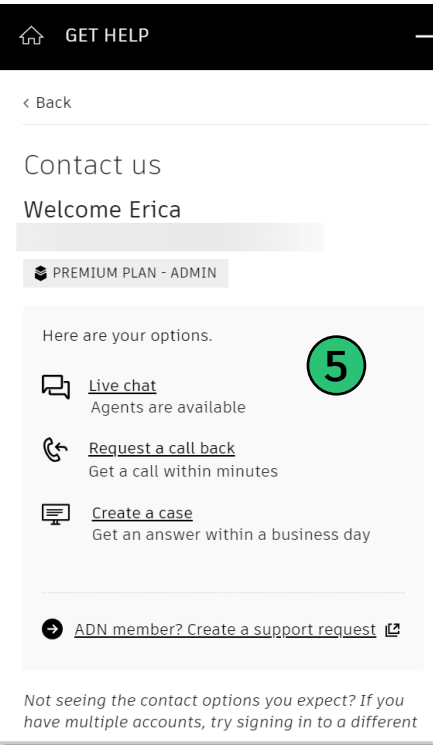
- [Troubleshoot download issues](#)
- [Troubleshoot Partner Center and Autodesk Account browser, sign-in, and download issues](#)
- [Communication Failure error for Install Now](#)
- ["Multiple files" error during installation](#)

Need more help?

[Contact a support agent](#)

Was this helpful?

Step 5
Select a support option. Options include chatting live with an agent, requesting a call back, or submitting a new support case.



Contact us

Welcome Erica

PREMIUM PLAN - ADMIN

Here are your options.

- Live chat**
Agents are available
- [Request a call back](#)
Get a call within minutes
- [Create a case](#)
Get an answer within a business day

[ADN member? Create a support request](#)

Not seeing the contact options you expect? If you have multiple accounts, try signing in to a different