

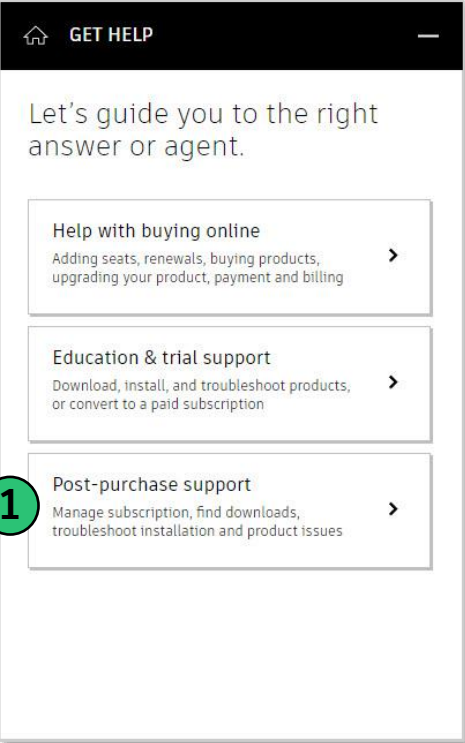
Accessing Autodesk Help for Software Update Support

Getting Help

If you have any questions about software updates, 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.

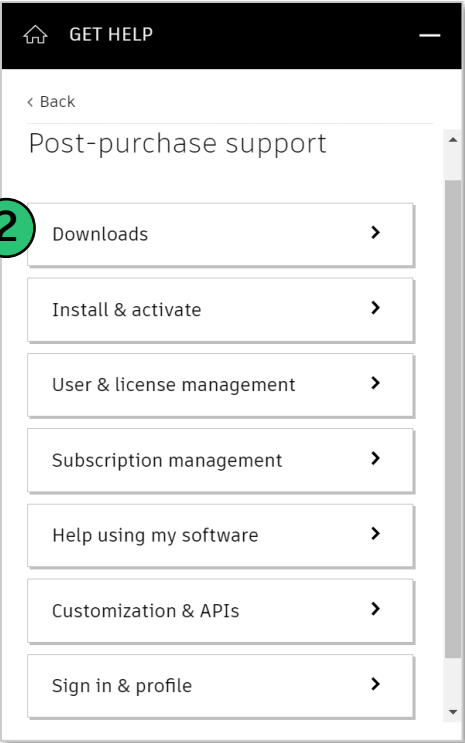
- The following steps (with images) direct you to where you can access software support directly with an Autodesk team member.
- If using the **Autodesk Desktop App**, you can access Help documents on the Knowledge Network, submit a post to the community, or follow links to support like the images shown below by using the Help menu.

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



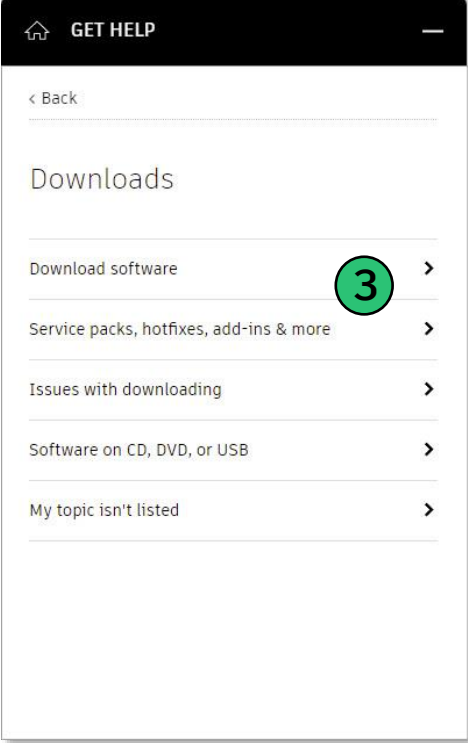
The screenshot shows the 'GET HELP' header with a home icon and a menu icon. Below the header, it says 'Let's guide you to the right answer or agent.' There are three main categories: 'Help with buying online', 'Education & trial support', and 'Post-purchase support'. The 'Post-purchase support' category is highlighted with a green circle containing the number 1. It includes sub-options: 'Manage subscription, find downloads, troubleshoot installation and product issues'.

Step 2
Click **Downloads**.



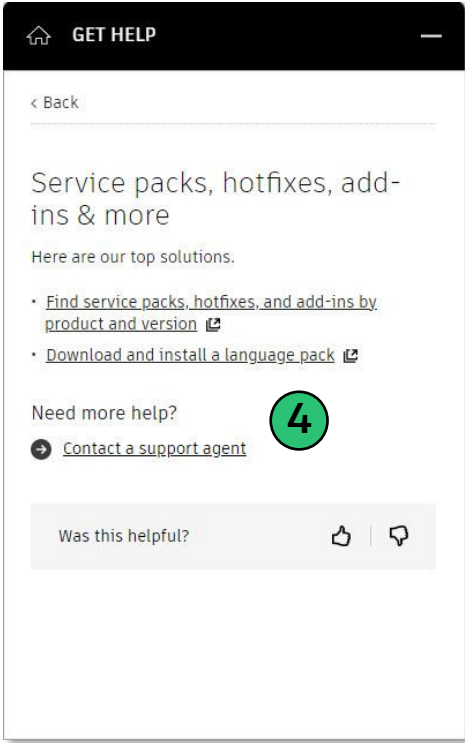
The screenshot shows the 'GET HELP' header. Below it, there's a '< Back' link and the title 'Post-purchase support'. A list of options is shown: 'Downloads', 'Install & activate', 'User & license management', 'Subscription management', 'Help using my software', 'Customization & APIs', and 'Sign in & profile'. The 'Downloads' option is highlighted with a green circle containing the number 2.

Step 3
Click **Service packs, hotfixes, add-ins & more**.



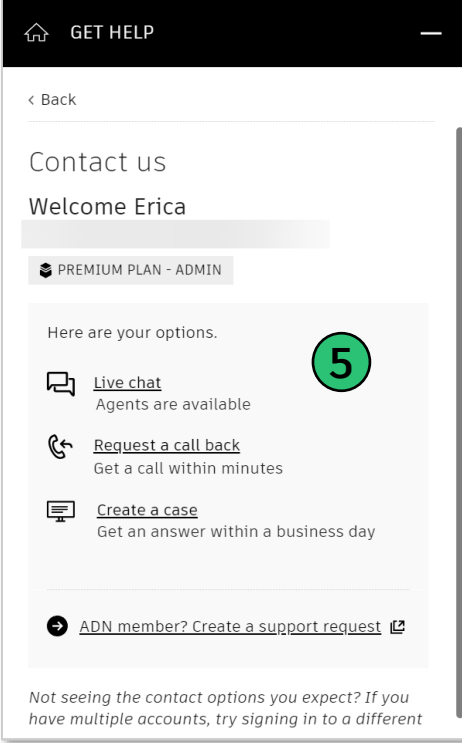
The screenshot shows the 'GET HELP' header. Below it, there's a '< Back' link and the title 'Downloads'. A list of options is shown: 'Download software', 'Service packs, hotfixes, add-ins & more', 'Issues with downloading', 'Software on CD, DVD, or USB', and 'My topic isn't listed'. The 'Service packs, hotfixes, add-ins & more' option is highlighted with a green circle containing the number 3.

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



The screenshot shows the 'GET HELP' header. Below it, there's a '< Back' link and the title 'Service packs, hotfixes, add-ins & more'. It says 'Here are our top solutions.' and lists two links: 'Find service packs, hotfixes, and add-ins by product and version' and 'Download and install a language pack'. Below this, it says 'Need more help?' and 'Contact a support agent' is highlighted with a green circle containing the number 4. At the bottom, there's a 'Was this helpful?' section with thumbs up and down icons.

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



The screenshot shows the 'GET HELP' header. Below it, there's a '< Back' link and the title 'Contact us'. It says 'Welcome Erica' and 'PREMIUM PLAN - ADMIN'. Below this, it says 'Here are your options.' and lists three options: 'Live chat', 'Request a call back', and 'Create a case'. The 'Live chat' option is highlighted with a green circle containing the number 5. At the bottom, there's a link: 'ADN member? Create a support request'.