

HAVE QUESTIONS? WE HAVE ANSWERS



WHAT ARE THE ADVANTAGES OF SUBSCRIBING TO AUTODESK® 3DS MAX® OR AUTODESK® MAYA® WITH A MONTHLY OR ANNUAL TERM?

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There are lots of good reasons for subscribing. "Pay as you go" software when you're a freelancer or small business makes sense. Some of the top reasons include things like:

- Lower upfront costs for the software of your dreams
- Can often bill back your software subscription fees to clients as part of your bid
- Have access to the latest software version without additional costs
- Can take advantage of flexible payment options – by the month or by the year
- If you need help, you'll have access to basic tech support

WILL MY SOFTWARE SIT IN THE CLOUD OR ON MY DESKTOP?

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Your software is installed on your computer; it's not hosted in the cloud. One thing to remember though is that your subscription may include access to select cloud services that are not installed on your computer - cool services like Autodesk 360 online storage and Autodesk® Character Generator. So just remember, you'll need to be on the Internet to access cloud services. Find out more about cloud services [here](#).

DO I NEED TO BE CONNECTED TO THE INTERNET FOR MY SOFTWARE TO WORK?

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Nope, you don't have to be connected every time, but your software will only work offline for up to 30 days. At or before the 30th day, you'll need to connect to the Internet to validate your license.

WHERE WILL MY FILES LIVE?

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Your files and projects are saved locally to your computer so you retain your data.

ARE THE FILES I CREATE USING SOFTWARE I SUBSCRIBE TO ANY DIFFERENT FROM THOSE CREATED USING A PERPETUAL LICENSE I BUY IN FULL?

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There is no difference in files created using either software you subscribe to or that you purchased in full. They are 100% compatible with each other.

WHEN DOES MY SUBSCRIPTION BEGIN?

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Your subscription starts when you receive the order confirmation email. For example, if you place an order on August 31 and receive the order confirmation on the same day, the subscription begins on August 31.

WHAT ARE THE SUPPORT BENEFITS?

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When you purchase a subscription to 3ds Max or Maya, you have access to basic support which provides you with quick ways to troubleshoot problems as they happen. You'll also have access to exclusive newsletters and technical communications to help you take full advantage of your software. You can also opt for advanced support which provides unlimited, one-to-one, global phone support from senior Autodesk support specialists.

STILL HAVE MORE QUESTIONS? LEARN MORE.

