Verification of eligibility for Autodesk Educational product licenses
Frequently Asked Questions

1. Why does Autodesk require verification of eligibility for Educational licenses?
Verification of eligibility is a process to ensure the legitimate use of Autodesk Educational licenses. By reducing misuse, Autodesk can continue to offer students, educators, and Qualified Educational Institutions worldwide free access to the same Autodesk® products used by industry professionals.

2. Who is required to verify eligibility?
Anyone seeking to access Autodesk products with an Educational license through the Autodesk Education Community is required to verify eligibility. This excludes Autodesk® Tinkercad® software.

3. Who is eligible to access Autodesk products with an Educational license through the Autodesk Education Community?
- Students, aged 13 years or older and enrolled at a Qualified Educational Institution
- Educators employed at a Qualified Educational Institution
- Qualified Educational Institutions that need multi-user licensing for classroom or lab deployments

Educational licenses may not be used for commercial, professional, or any other for-profit purpose. See here for more information.

4. What is a Qualified Educational Institution?
A “Qualified Educational Institution” is an educational institution that has been accredited by an authorized governmental agency within its applicable local, state, provincial, federal, or national government and has the primary purpose of teaching its enrolled students. This includes middle schools, high schools, and higher education institutions. See here for more information.

5. Is this a global requirement?
Yes. Autodesk is rolling out the requirement for customers to verify eligibility to access Autodesk products with an Educational license, globally.
6. **How do I verify my eligibility to access Autodesk products with an Educational license?**

   There are three ways to verify your eligibility, each of which is processed through the Autodesk Education Community *create account* or *sign-in* workflow.

   - **Instant verification.**
     Where available, Autodesk’s service provider, SheerID, will match your Autodesk account details with the details held by your Qualified Educational Institution and verification status will be confirmed.

   - **Single sign-on.**
     Where enabled, you may be prompted to sign in to your school account as verification of eligibility.

   - **Document review.**
     If instant verification or single sign-on have been unsuccessful or are unavailable, you will be asked to upload a copy of a qualifying document that was issued to you by your educational institution as proof that you are enrolled or employed at a Qualified Educational Institution.

     **Note:** It is important that the information you provide when creating your Autodesk Account is accurate and matches the information held by your Qualified Educational Institution.

7. **I couldn’t find my educational institution on the list provided. What should I do?**

   If you can’t find your educational institution, please complete the “Request to add school” form. This will initiate a manual vetting process and, if approved, the school will be added to the Qualified Educational Institution list typically within 30 days.

   Please return to the Autodesk Education Community after 30 days to determine if your educational institution has been approved and added to the school list.

8. **What is required for the document review process?**

   The document must include:

   - Your full legal name
   - Name of the educational institution at which you are enrolled or employed
   - A date within the current school term or within the last three months

   Example documentation could comprise the following and must include the information detailed above:

   - Registration receipt
   - Tuition receipt
- Student ID (A photo is not required and can be excluded. Dates must be included.)
- Official letter from the educational institution (See here for an example of the student template or faculty template)
- Transcript
- Employee ID or link to faculty listing on school website (A photo is not required and can be excluded.)

Note: Once you select the document review process, you have 14 days to upload your documentation. After 14 days your request to verify eligibility will expire and you will not have access to new Autodesk educational licenses through the Autodesk Education Community.

9. **How long does it take to verify my eligibility to access Autodesk products with an Education license?**

Verification timeframes vary by process and region. Some general guidelines are provided below:
- Instant verification: Immediate
- Single sign-on: Immediate
- Document review
  - Customers in the United States: Typically takes approximately 20 minutes
  - Customers outside the United States: Typically within 48 hours, but may take longer
  
  Note: Be sure to check your email junk/spam folder.
- Request to add school: Typically within 30 days

10. **Who verifies eligibility?**

Verification services are powered by Autodesk’s service provider, SheerID. SheerID FAQs:
  - Student FAQ
  - Educators FAQ

11. **Where can I find more information about Autodesk's privacy and data collection/usage practices?**

Consult the Autodesk Privacy Statement for information.

12. **I'm waiting for my verification status to be confirmed. How can I access Autodesk software in the meantime?**

We thank you for your patience and trust that your eligibility status will be
determined shortly. If you are over 18 and have an urgent need for immediate access to Autodesk software, you may consider downloading a free 30-day trial.

13. **My eligibility has been verified. How do I access Autodesk software?**
   Once verified, customers can log in to the Autodesk Education Community and download Autodesk Education licenses.

14. **How long does verification last?**
   Your verified status will last one (1) year from the day your eligibility was confirmed.

15. **Do I need to verify each time I want to access Autodesk products with an Education license?**
   No. If your verified status is still valid (one year from the date of your most recent verification confirmation) you will not be required to re-verify your eligibility to access Autodesk products with an Educational license from the Autodesk Education Community.

16. **My 1-year term of verified status has expired. Can I renew my verification?**
   Yes, as long as you are still eligible for an Education license. Sign in to your Autodesk Education account to repeat the process to verify your eligibility.

17. **My eligibility was declined, but I believe there has been a mistake. Who can I contact to resolve this?**
   Please contact SheerID, our verification service provider, at customerservice@sheerID.com for assistance. They will be happy to help.

18. **My eligibility was declined, but I believe I/my organization might still qualify for free Autodesk product licenses. What options are available to me?**
   Here are the other options available:
   - Are you a nonprofit, charity, or library? Check your eligibility to participate in the Autodesk Donation Program.
   - Are you a nonprofit, startup, or entrepreneur that is using design for environmental or social good? Check your eligibility to participate in the Technology Impact Program.

19. **My eligibility was declined and I would like to purchase a commercial subscription. How do I do this?**
   You can purchase a subscription directly from Autodesk and get the performance
and reliability you expect with access to the latest features, security updates, and more. Subscribe.

20. I have verification questions that aren't covered here. Who should I contact for help?
Please contact SheerID, our verification service provider, at customerservice@sheerID.com for assistance. They will be happy to help.

*Free Autodesk software and/or cloud-based services are subject to acceptance of and compliance with the terms and conditions of the software license agreement or terms of use that accompany such software or cloud-based services. Software and cloud-based services subject to an Educational license or subscription may be used solely for Educational Purposes and shall not be used for commercial, professional, or any other for-profit purposes.

Autodesk, the Autodesk logo, and Tinkercad are registered trademarks or trademarks of Autodesk, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders. Autodesk reserves the right to alter product and services offerings, and specifications and pricing at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.
© 2020 Autodesk, Inc. All rights reserved.