

# The Autodesk Education plan & requirement to confirm eligibility for educational access to Autodesk products and services

## Frequently Asked Questions

August 4, 2020

### 1. What is the Autodesk Education plan?

Beginning August 4, 2020, the Education plan provides eligible students and educators with free, annual, single-user, educational access to use Autodesk® products, services, and benefits available through the [Autodesk Education Community](#) with one convenient renewal date.\*

Eligible students and educators who prior to August 4, 2020 obtained individual Educational licenses for Autodesk products with 1-year or 3-year terms through the Education Community may continue to access those products under those licenses until their expiration.

\*Renewable for as long as you continue to be eligible

### 2. Who is eligible for the Autodesk Education plan?

The Education plan is available to all eligible students and to educators globally. [Eligible students and educators](#) must be enrolled at or employed by a [Qualified Educational Institution](#) and may use software accessed through the Education Community on a personal device only for purposes directly related to learning, teaching, training, research, or development. Read the full terms of use [here](#).

### 3. Where can I find information on all of the benefits available to me through the Autodesk Education plan?

Visit [autodesk.com/plans](https://autodesk.com/plans) to learn more.

### 4. As a student or educator, how do I access the Autodesk Education plan?

Visit the [Autodesk Education Community](#), choose your preferred software, and create an Autodesk account. When completing your educational profile, be sure to select your educational role as “Student” or “Educator” and then proceed to confirm your eligibility for free access to the Autodesk Education plan.

### 5. As a student or educator, how long does my access to the Autodesk Education plan last and can I renew when my access expires?

The Autodesk Education plan term is 1 year, which starts as soon as your eligibility for educational access is confirmed.

When your access to the Education plan is close to expiring, you will receive personalized reminders via email, in-product, and when you sign in to the Autodesk Education Community, prompting you to renew your access. To renew your access to the Education plan, you will need to reconfirm your eligibility for free educational access to Autodesk products and services.

You can renew your access to the Autodesk Education plan for as long as you remain eligible.

**6. Is there a limit to the number of products I can access through the Autodesk Education plan?**

No. You can access as many of the Autodesk products available through the Autodesk Education Community as you like, for the duration of your Autodesk Education plan term.

**7. When my Autodesk Education plan term ends, can I still access software and services through the Education Community?**

If you do not renew your access to the Autodesk Education plan, your free educational access to Autodesk products and services through the Education Community will stop when your Education plan expires. Upon Education plan expiry, you can continue to access files stored in A360 Drive, but will not be able to edit them or upload new files.

**8. Why does Autodesk require me to confirm my eligibility for free educational access to Autodesk products and services?**

Autodesk remains actively committed to supporting the academic community by granting free educational access to the same tools used by the world's leading professionals. Requiring a user to confirm their eligibility helps to ensure the legitimate use of products and services accessed for free through the Education Community.

**9. Who is required to confirm their eligibility for educational access to Autodesk products and services?**

Anyone seeking free educational access to Autodesk products and services through the [Autodesk Education Community](#) is required to confirm their eligibility.

This excludes Autodesk® Tinkercad® software.

**10. How does Autodesk confirm someone's eligibility for free educational access to Autodesk software and services?**

Autodesk has engaged SheerID, a third-party verification services provider, to confirm an individual's eligibility for educational access to Autodesk products and services.

[SheerID Student FAQ](#)

[Sheer ID Educator FAQ](#)

**11. I created my Autodesk account using my school email address. Why am I being asked to confirm my eligibility?**

There is no requirement to use an email address with an education domain when creating an Autodesk account and your email address is not considered when confirming your eligibility for free educational access to Autodesk products and services.

**12. I am home-schooled. Am I eligible for the Autodesk Education plan?**

Yes, if you meet the [criteria](#) for home-school access. Visit the [Autodesk Education Community](#), choose a software title, and create an Autodesk account. When prompted to choose "Institution type" select the option that is the most relevant to your situation. Once your email address has been verified, you will be required to complete your education profile. When asked for the name of your educational institution, type "Home" in the field and then select "Home School (Any)" from the drop-down list. Proceed to complete your profile and you will then be asked to check your information is correct. Review it and then click the "Verify" button. You will then be asked to upload documentary proof to confirm your home school status. The document must show your first and last name, the name of the home school or home school association and be dated within the last three months. Official letters from curriculum providers or local school districts are acceptable.

Once your eligibility has been confirmed, you can proceed to access your preferred software product/release.

**13. My access to the Autodesk Education plan is due to expire and I'm still enrolled at/employed by a Qualified Educational Institution. How do I renew my access?**

Visit the Autodesk Education Community, sign in to your account, and click "Renew now" to reconfirm your eligibility for free educational access to Autodesk software and services.

Note: By reconfirming your eligibility for the Autodesk Education plan prior to expiry, all your existing product subscriptions will automatically extend for another year, with no further action required by you.

**14. My access to the Autodesk Education plan has expired and I'm still enrolled at/employed by a Qualified Educational Institution. How do I regain free educational access to use Autodesk software and services?**

Visit the Autodesk Education Community, sign in to your account, and click "Restart access." You will be required to reconfirm your eligibility.

Note: Reconfirming your eligibility for the Autodesk Education plan after it has expired means you will need to obtain new product subscriptions for your preferred software.

**15. Is there a limit to the number of times I can renew my access to the Autodesk Education plan?**

No. You can renew your access to the Autodesk Education plan annually, for as long as you remain eligible.

**16. I have an existing 1-year or 3-year individual Educational license for an Autodesk product, and it is due to expire/has expired. What do I do?**

Visit the Autodesk Education Community, sign in to your account, and if prompted confirm your eligibility for free educational access to Autodesk products and services. Then you can access a new subscription for your chosen software product through the Autodesk Education plan.

**17. I have an existing 1-year or 3-year individual Educational license from the Autodesk Education Community. With the launch of the Autodesk Education plan, will my existing educational license expire early?**

No. Your existing individual Educational license will run for the stated term length.

**18. I have an existing 1-year or 3-year individual Educational license from the Autodesk Education Community that is not due to expire for some time yet. Can I access a new version or different product subscription through the Autodesk Education plan?**

Yes. Visit the Autodesk Education Community, sign in to your account, and if prompted confirm your eligibility for free educational access to Autodesk products and services. Then you can access a new subscription for your chosen software product/release through the Autodesk Education plan.

**19. I'm an IT/lab administrator for a Qualified Educational Institution. How do I access Education multi-user or network licenses through the Autodesk Education Community for classroom or lab deployment?**

Educators and educational institution IT/lab administrators who confirm

their eligibility for educational access are able to obtain 1-year multi-user and network Educational licenses through the Autodesk Education Community, under applicable terms. Upon license expiration, multi-user and network Educational licenses are renewable if the educator/IT/lab administrator still meets the eligibility criteria for free educational access to Autodesk products and services. This applies to all software products and all versions available through the Autodesk Education Community.

**20. 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.

**21. When trying to confirm my eligibility for educational access to Autodesk products and services, I couldn’t find my educational institution in the drop-down list provided. What should I do?**

If your educational institution is not listed, please complete the “Request to add school” online form. This will initiate a manual vetting process and, if approved, the school will be added to the Qualified Educational Institution list, typically within seven days.

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

**22. I’ve been asked to provide additional documentation as proof I am enrolled at or employed by a Qualified Educational Institution. 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

**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.

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](#), [faculty template](#) or [IT/ lab administrator template](#))
- Transcript
- Employee ID or link to faculty listing on school website (A photo is not required and can be excluded.)

**Note:** Once you begin the document review process, you have 14 days to upload your documentation. After 14 days your request to verify eligibility will expire. To reset the process to confirm your eligibility, you'll need to visit the Autodesk Education Community and click "Get Started."

**23. I've been asked to provide additional documentation to confirm my eligibility for educational access to Autodesk products and services. How long will it take?**

Timeframes vary. Some general guidelines for document review are:

- 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.

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

Consult the [Autodesk Privacy Statement](#).

**25. I'm waiting for my eligibility for free educational access to Autodesk products and services 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 accessing a [free 30-day trial](#).

**26. My eligibility for free educational access to Autodesk products and services has been confirmed. What do I do now?**

Sign in to your account on the Autodesk Education Community and click "Get product" for your preferred software.

**27. Do I need to confirm my eligibility every time I want to access software through the Autodesk Education Community?**

No. You'll be able to access software through the Education Community for 1 year, starting from the date your eligibility was confirmed.

**28. I was deemed ineligible for free educational access to Autodesk software and services, 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](mailto:customerservice@sheerID.com) for assistance. They will be happy to help.

**29. I was deemed ineligible for free educational access to Autodesk software and services, but I believe I/my organization might still qualify for free Autodesk product subscriptions. 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](#).

**30. I provide for-profit training services on Autodesk Software and have been deemed ineligible for free educational access to Autodesk software and services. What options are available to me?**

Autodesk has a variety of Learning Partner programs designed to suit different types of training providers. As an Autodesk Learning Partner, you will enjoy recognized Autodesk partner status and permitted use of Autodesk Software Product subscriptions that enable your business to legitimately deliver training services to end users. [Learn more](#) or contact us directly to determine the right program for you at [learning.partners@autodesk.com](mailto:learning.partners@autodesk.com).

**31. I was deemed ineligible for free educational access to Autodesk software and services 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](#).

**32. I have questions concerning confirmation of eligibility for educational access to Autodesk products and services that aren't covered here. Who should I contact for help?**

Please contact SheerID, our verification service provider, at [customerservice@sheerID.com](mailto: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.