

# Verification of eligibility to access Autodesk products with an Educational license through the Autodesk Education Community

## Customer Frequently Asked Questions

1. **What is verification of eligibility to access Autodesk products with an Educational license?**

Verification of eligibility to access Autodesk products with an Educational license is a process to identify and confirm that only qualifying customers can access free Autodesk education licenses through the Autodesk Education Community.

2. **Why is Autodesk verifying customers' eligibility for an Educational license?**

Verification of eligibility to access Autodesk products with an Educational license will support the legitimate use of Autodesk education licenses and help Autodesk continue to offer students, educators, and [Qualified Educational Institutions](#) worldwide free access to Autodesk products used by industry professionals.

3. **Who is required to verify eligibility to access Autodesk products with an Educational license?**

Anyone seeking to access Autodesk products with an Educational license from the Autodesk Education Community is required to verify eligibility. Verification is not required to access Autodesk® Tinkercad® software.

4. **Who is eligible to access Autodesk products with an Educational license?**

Those who are eligible for free access include:

- Students and educators who need the software for individual, personal use associated with education
- Qualified Educational Institutions that need multi-user licensing for classroom or lab deployments to be used as part of their instruction to students

Note: Educational licenses may not be used for commercial, professional, or any other for-profit purpose. See [here](#) for more information.

5. **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.

6. **Is this a global change?**

Yes. Autodesk is rolling out the requirement for customers to verify eligibility to access Autodesk products with an Educational license, globally, over the coming months.

7. **When will I need to verify my eligibility to access Autodesk products with an Educational license?**

Once verification is available in your region, when you create or sign in to your Autodesk Education account to access additional Autodesk products or newer versions of Autodesk products with an Educational license, you will need to verify your eligibility.

8. **How do I verify my eligibility to access Autodesk products with an Educational license?**

Create or sign in to your Autodesk Education account, follow the on-screen prompts to provide the information requested, and then click “Verify.”

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

9. **I couldn't find my educational institution in 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.

10. **Are there different ways to verify my eligibility to access Autodesk products with an Education license?**

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

- i. 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.
- ii. Single sign-on.  
Where enabled, you may be prompted to sign in to your school account as verification of eligibility.
- iii. Document review.  
If instant verification or single sign-on have been unsuccessful or are unavailable, you may 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.

11. **I have been informed that I need to upload a copy of a qualifying document that was issued to me by my educational institution as proof that I am enrolled or employed at a Qualified Educational Institution. What are examples of a qualifying document?**

Examples of qualifying documentation include:

- Registration receipt
- Tuition receipt
- Dated student ID
- Class schedule
- Official letters
- Transcript
- Employee ID or link to faculty listing on school website

The document must include:

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

12. **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 for customers in the United States: Usually takes 20 minutes.
- Document review for customers outside the United States: Typically, could take up to 48 hours, but may take longer.  
Note: Be sure to check your junk/spam folder for an email.
- Request to add school: Can take up to 30 days

13. **Who verifies my eligibility to access Autodesk products with an Educational license?**

Verification services are powered by Autodesk's service provider, SheerID.

SheerID FAQs:

[Student FAQ](#)

[Educators FAQ](#)

14. **How long does the verification of my eligibility to access Autodesk products with an Educational license last?**

Your verified status will last 12 months from the day your eligibility was confirmed.

15. **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 have an urgent need for immediate access to Autodesk software, you may consider downloading a [free 30-day trial](#).

16. **My verified status has expired. Can I renew my verification?**

Yes. Sign in to your Autodesk Education account to repeat the process to verify your eligibility to access Autodesk products with an Educational license.

17. **My eligibility to access Autodesk products with an Educational license has been verified. How do I get my chosen Autodesk software?**

Verified customers can download free Autodesk education licenses from the [Autodesk Education Community](#).

**18. Do I need to verify each time I want to access Autodesk products with an Educational license from the Autodesk Education Community?**

No. If your verified status is still valid (12 months 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.

**19. Can I continue to use Autodesk products with an Educational license that is still valid, without needing to verify?**

Yes, [qualifying users](#) can continue to use Autodesk products with an existing Educational license until the term expires.

To access additional Autodesk products or newer versions of Autodesk products with an Educational license, you will need to verify your eligibility.

**20. I have been informed that I do not meet the eligibility criteria to access Autodesk products with an Educational license, 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.

**21. I have been informed that I do not meet the eligibility criteria to access Autodesk products with an Educational license, but I believe I/my organization might 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](#).

**22. I have been informed that I do not meet the eligibility criteria to access Autodesk products with an Educational license 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](#).

**23. 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](mailto:customerservice@sheerID.com) for assistance. They will be happy to help.

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