

CADD CARE

Certified Helpdesk

Frequently Asked Questions

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Table of Contents

Introduction	3
Frequently Asked Questions	3
1. What is the CADD Care Certified Helpdesk?.....	3
2. How is Helpdesk assistance provided to me?.....	3
3. What assistance is provided to those with a Certified Helpdesk contract?	3
4. What support is not provided to those with a Certified Helpdesk contract?.....	5
5. What products are supported?.....	5
6. When is assistance available from the CADD Care Certified Helpdesk?.....	5
7. What is the typical response time?	5
8. How many people from my office may contact the Certified Helpdesk for assistance?....	6
9. How often can people from my office contact CADD Care?.....	6
10. Is one method of communication faster than another to obtain a response from the Helpdesk?.....	6
11. If I have recently had a CADD Consulting visit and an issues arises, is CADD Care the appropriate place to direct these issues?.....	6
12. Do I need to have my contract number when I contact the Helpdesk?	6
13. Do I need my Autodesk product Serial Number when I contact the Helpdesk?	6
14. Does the Certified Helpdesk provide assistance with Autodesk product Activation and License File procurement?	6
15. Can I contact the Helpdesk for help with product upgrades and/or purchases of additional product seats?	6
16. Can I contact CADD Care if I did not purchase my Autodesk products through CADD Microsystems?.....	6

Introduction

CADD Microsystems, Inc. (CADD) employs a team of professional Technical Support specialists who are Autodesk Product Support Specialized with years of industry experience. These specialists provide expert support on the Autodesk products CADD sells. This document is intended to answer any questions you may have about utilizing CADD Care Certified Helpdesk services.

Frequently Asked Questions

1. What is the CADD Care Certified Helpdesk?

CADD Care Certified Helpdesk provides you with direct access to a full-time staff of expertly trained and highly qualified, in-house technical resources that will help you get your software questions answered quickly and accurately.

2. How is Helpdesk assistance provided to me?

Based on your needs, our Helpdesk team is equipped to provide you with assistance through multiple delivery options, such as e-mail, phone, and remote desktop technologies.

3. What assistance is provided to those with a Certified Helpdesk contract?

In our experience, most issues fall into four categories: Errors, Installations, Customizations and Training. We will try to provide assistance to the greatest extent possible; however, there may be times that we will be unable to provide you with a resolution. Please see the charts below for definitions of these categories and what is supported within each.

Errors	
Definition:	<p>The Autodesk software being used is not performing as designed. This could result in:</p> <ul style="list-style-type: none"> ▪ Inconsistent or unexpected behavior ▪ Error messages ▪ Crashes (<i>software exiting unexpectedly</i>) ▪ Lock-ups or Operating System Crashes (<i>i.e. blue screen</i>)
What is Covered?	<p>Certified Helpdesk will provide:</p> <ul style="list-style-type: none"> ▪ Error support for Autodesk products listed for each Certified Helpdesk option on our website (www.caddmicrosystems.com). The specific product covered varies based on the level purchased.
Installations	
Definition:	<p>Any method used to install and configure Autodesk software on a workstation or server, including:</p> <ul style="list-style-type: none"> ▪ Inconsistent or unexpected behavior ▪ Error messages ▪ Crashes (<i>software exiting unexpectedly</i>) ▪ Lock-ups or Displays freezing ▪ Installation Failures ▪ Deployment installation failures
What is Covered?	<p>Certified Helpdesk will provide:</p> <ul style="list-style-type: none"> ▪ Installation overviews, explaining the basic steps to each type of installation ▪ Access to resources such as supplemental documentation and instructional videos ▪ Best practices and helpful tips
Customizations	
Definition:	<p>Any and all methods used to modify the default installation of your Autodesk product, including changes to the general user interface or any tools within.</p>
What is Covered?	<p>Certified Helpdesk will provide:</p> <ul style="list-style-type: none"> ▪ Determination of the origin of customization in place (<i>built by CADD or otherwise</i>) ▪ Access to resources such as supplemental documentation and instructional videos ▪ Assistance in reaching our Sales Team to schedule consulting visit when appropriate ▪ Guidance to help restore the default installation of your Autodesk product
Training	
Definition:	<p>How-to information and step-by-step guidance on any Autodesk product, typically covered within one of CADD's award-winning training courses</p>
What is Covered?	<p>Certified Helpdesk will provide:</p> <ul style="list-style-type: none"> ▪ Basic overview of product capability ▪ Basic overview of user interface (<i>example: Ribbons</i>) ▪ Guidance locating tutorials & other supplemental resources ▪ Assistance in determining which CADD training course is appropriate and direction on how to enroll ▪ Best practices and helpful tips

4. What support is not provided to those with a Certified Helpdesk contract?

While, we do our best to provide guidance in the categories mentioned above, sometimes there are specific challenges within each that are outside the scope of what the Helpdesk can resolve. To understand more about these items, please refer to the charts below.

Errors	
What is not Covered?	<ul style="list-style-type: none"> ▪ Errors with third party applications or add-ons to Autodesk software that were not developed by Autodesk Errors to due installations that violate the Autodesk End User License Agreement (EULA) or that are documented as not supported by Autodesk (<i>i.e. installations on certain operating systems</i>) ▪ Operating System Errors
Installations	
What is not Covered?	<ul style="list-style-type: none"> ▪ Step-by-step instruction based on your specific scenario. ▪ We cannot support the installation of third party applications or add-ons to Autodesk software that were not developed by Autodesk. ▪ Operating System Crashes (<i>i.e. blue screen</i>) ▪ Step-by-step deployment installation assistance
Customizations	
What is not Covered?	<ul style="list-style-type: none"> ▪ Recreation of custom content ▪ Guidance on restoring custom content that CADD did not build ▪ Step-by-step instruction on custom content creation
Training	
What is not Covered?	<ul style="list-style-type: none"> ▪ We cannot provide step-by-step instruction ▪ We cannot provide how-to's or guidance for third party applications or add-ons to Autodesk software that were not developed by Autodesk.
Why is training not covered?	<ul style="list-style-type: none"> ▪ CADD offers professional, high-level training as a separate service
Third Party Add-Ons	
What is not Covered?	<ul style="list-style-type: none"> ▪ Errors or issues associated with add-ons or add-ins to programs like AutoCAD or Revit such as: <ul style="list-style-type: none"> ○ Eaglepoint, Carlson, SITEOPS, Nurture by Steelcase Furniture Symbol Library, CAD-MEP, BlueBeam, CAP, etc. ○ Apps from the Autodesk Exchange

5. What products are supported?

Our Technical Specialists are certified to support Autodesk Products. Specifically, the products covered under the Building Design Suite, Infrastructures Design Suite, and AutoCAD Design Suite. For a more specific product list please refer to our website.

6. When is assistance available from the Certified Helpdesk?

Our hours of operation are Monday through Friday, 8:30 am to 4:30 pm. We are closed over the weekend and on holidays, which will be reflected in our voicemail recordings and out-of-office emails.

7. What is the typical response time?

Our Certified Helpdesk guarantees an initial response within 24 hours, excluding weekends and holidays. Our average response time is typically under 2 hours. If your request is urgent, please reach out to the Helpdesk as well as your Account Executive. As mentioned above, if there are any changes to the schedule such as closures or holiday hours, our voicemail and email responses will notify you of our modified hours.

8. How many people from my office may contact the Certified Helpdesk for assistance?

Your Certified Helpdesk purchase includes two Authorized Caller Licenses (ACLs) from one (1) location in your organization. Additional ACLs can be purchased for a fee. We advocate that the ACLs for your organization become internal points of contact for technical challenges.

9. How often can people from my office contact CADD Care?

Your organization's authorized callers (ACL's) have no limit to how many times they can contact our Certified Helpdesk throughout the duration of your contract.

10. Is one method of communication faster than another to obtain a response from the Helpdesk?

We are constantly monitoring all methods of communication (Phone, e-mail, website, etc.) so no one method takes precedence over the other in regards to response time.

11. If I have recently had a CADD Consulting visit and an issues arises, is CADD Care the appropriate place to direct these issues?

Reaching out to our Helpdesk and your consultant is an excellent starting place to ensure that your issue is on our radar. We will do our best to resolve the issue. If the issue requires additional time on site please understand the follow up visit may be contingent on the availability of the consultant that was on site.

12. Do I need to have my contract number when I contact the Helpdesk?

No, but we will ask you for your name and company, just to verify your status.

13. Do I need my Autodesk product Serial Number when I contact the Helpdesk?

For installation and activation issues, we do need you to have your serial number handy. For error messages and other issues, the serial number is not required.

14. Does the Certified Helpdesk provide assistance with Autodesk product Activation and License File procurement?

In most cases, we can assist you with your license file needs. However, we cannot generate activation codes; this must be done by Autodesk. We recommend that you contact Autodesk directly, though CADD will provide assistance in putting you in touch with the right points of contact if necessary.

Autodesk Product Activation Line: 1-800-551-1490

15. Can I contact the Helpdesk for help with product upgrades and/or purchases of additional product seats?

To ensure you get the information you are looking for quickly in these categories, it is best if you contact your CADD Microsystems Account Executive with these inquiries. Our Certified Helpdesk team can certainly help direct your inquiry if needed.

16. Can I buy CADD Care Certified Helpdesk if I did not purchase my Autodesk products through CADD Microsystems?

Yes, we understand that the group purchasing the software often doesn't understand the needs of users. We want to be able to provide you with the assistance you need regardless of the point of purchase. For instance, if you work in an organization with multiple locations, the software may have been purchased by a group in a different office, but the group at your location can buy one of our Certified Helpdesk options and receive support from our team.

CADD Microsystems provides Building Information Modeling (BIM), Computer Aided Design (CAD), and Facilities Management (FM) products and services for the building and infrastructure community. CADD Microsystems' diverse customer base focuses on Architectural Design, Mechanical, Electrical, and Plumbing Engineering, Civil Engineering, Visualization, Construction, GIS, Mapping, Facilities Management and, Utilities. CADD Microsystems' clients include both the public and private sectors.

CADD Microsystems has been in business since 1987 and is one of the country's largest providers of Autodesk products and services. CADD Microsystems values customer service and client retention. The company is known for its exceptional team of industry experts and the passion for customer service. As evidence, CADD Microsystems has earned the prestigious Autodesk Reseller of the Year award, is one of only two resellers in the U.S. designated as an Autodesk AEC Platinum partner, and also employs the #1 Autodesk instructor in North America (as rated by nationwide customer surveys).

By combining a passion for value, quality, and technology, CADD Microsystems offers the industry's most powerful solutions, earning itself a leadership position in the mid-Atlantic marketplace.

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