

Autodesk Assistance Program

Frequently Asked Questions for Customers & Program Participants

The Autodesk Assistance Program is designed to help displaced employees update their skills and improve their employability in a down economy. As members of the architecture, engineering, design and manufacturing communities, Autodesk and its partners will be providing important deliverables to qualified program participants, including:

- **Free* Software License:** A 13 month term student license of AutoCAD®, Revit® Architecture, Autodesk® Inventor® Professional, and/or AutoCAD® Civil 3D® software. Available as on-line downloads only.
- **Free Online Training:** On-demand training available 24 hours a day, 7 days a week provided online via vBooks - powered by Retrieve Technologies, Inc. (Requires internet access)
- **Reduced Cost Classroom Training:** Many Autodesk Authorized Value Added Resellers and Autodesk Training Center (ATC®) partners are offering classroom training at their facilities for free or for a significantly reduced fee. (Offerings will vary, please check with your local ATC or Reseller to get details)
- **Certification:** Certification preparation and exams available at discounted rates through Autodesk Authorized Certification Centers (Offerings will vary, please check with your local Certification Center to get details)

* Free products are subject to the terms and conditions of the end-user license agreement that accompanies the software.

1. How will the Autodesk Assistance Program benefit program participants?

Program participants will receive valuable benefits that may improve their employability in a tough job market, including:

- Experience using recent product releases, and industry specific vertical solutions
- An opportunity to attend formal training by qualified professionals that service the engineering community on a space available basis for a reduced fee
- Self-paced learning tools to support independent study
- An opportunity to take certification exams for Associate or Professional certification at a discount

2. How can displaced employees leverage benefits from the Autodesk Assistance Program?

Interested persons must apply for program participation online at <http://www.autodesk.com/assistance>.

In order to be considered for the program, applicants must register and provide information that will allow Autodesk to verify their employment status. All personal information provided will be subject to the [Autodesk Privacy Policy](http://www.autodesk.com/privacy) (<http://www.autodesk.com/privacy>).

3. During what time period is the Autodesk Assistance Program being offered?

Enrollment in the Autodesk Assistance Program, and software downloads will be available from April 2nd, 2009 until December 31st, 2009. Classroom training is subject to training center scheduling and availability.

4. What eligibility criteria will Autodesk Assistance Program participants need to meet?

Applicants must meet the following eligibility requirements:

- Must be currently unemployed
- Must have worked in the architecture, engineering, design or manufacturing community
- Must complete online application required elements, including personal contact information
- Must specify their date of departure from their former employer, employer name, and HR contact information
- Must self-certify that they meet eligibility requirements

5. Will Autodesk confirm program eligibility requirements have been met?

Autodesk reserves the right to contact the former employer HR contact to confirm program eligibility and applicants will be asked to consent to such enquiries.

6. How will program participants obtain classroom training from participating partners?

Program participants should visit the Autodesk Assistance Program website, and select the Training tab, and then Reduced Cost Classroom Training for a list of partners participating in this program.

Offerings will vary by partner, so please check with individual partners regarding training details.

7. How will program participants obtain online training via vBooks, powered by Retrieve Technologies, Inc?

Access to online training will be available through the Autodesk Assistance Program website, <http://www.autodesk.com/assistance>. Once you receive your confirmation email, log into the site, and select the Training tab, and then Online Training.

vBooks are a service provided by Retrieve Technologies, Inc., who has partnered with Autodesk in making this content available. Additional registration is required to access online content, and is subject to the terms and conditions of Retrieve Technologies, and their vBooks offering. For more information, please visit the [Retrieve Media \(http://www.retrievemedia.com\)](http://www.retrievemedia.com) website help for more details.

8. What will the customer cost be for Certification Exams and which Exams are offered?

Certification exams will be available to program participants at the discounted rate of \$20 per exam. Autodesk is offering exams at an incredible savings - The cost for Associate Certification Exams is \$20 (originally \$50), and \$20 for Professional Certification Exams (originally \$125)! Discounted exams available to program participants for the following products:

- AutoCAD®
- Autodesk® Inventor® Professional
- Revit® Architecture
- AutoCAD® Civil 3D®

9. How will program participants obtain their discounted certification exams?

Instructions on how to purchase discounted tests related to the Autodesk Assistance Program will be provided to program participants on the program portal web site, and in this FAQ document. Customers should use the following procedure:

1. Visit <http://autodesk.starttest.com>
2. Select 'Purchase' in the US or Canada
3. Select 'Buy' for the exam you wish to purchase.
4. Enter the 'Promotional Code' appropriate for the test you wish to take
5. Select 'Place Order' to complete your shopping, and pay the balance for the exam
6. Click "Schedule" to schedule your exam at a Certification Center.

It is important to note that only Associate and Professional Certification Exams for AutoCAD 2009, Autodesk Inventor Professional 2009, Revit Architecture 2009, and AutoCAD Civil 3D 2009 software are available at discounted rates as part of this program.

See program website (<http://www.autodesk.com/assistance>) for discount codes

10. How will Autodesk Resellers and ATCs know I qualify for discounts under the Autodesk Assistance Program?

Program participants will be asked to provide the acceptance confirmation email from the Autodesk Assistance Program in order to qualify for discounts on Certification Exams, and/or partner training services that are offered in conjunction with this program.

11. How do I get started in the program?

Getting started in the Autodesk Assistance Program is easy! Just refer to the following steps:

1. Determine if you meet program eligibility requirements at <http://www.autodesk.com/assistance>
2. Register for Program Participation and certify your program eligibility
3. Receive your confirmation email
4. Log in to the secure site with your new credentials

Once enrolled in the program, you can refer back to the Autodesk Assistance Program website to continue receiving the program benefits outlined in this document and on the program web site.

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