



CADIMENSIONS Inc.

Your Partner in Design Solutions

TECHNICAL SUPPORT GUIDE



**AUTHORIZED
Reseller**

SOLIDWORKS

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CADIMENSIONS TECHNICAL SUPPORT

Introduction & Customer Guide

Congratulations on your purchase of a new seat of SOLIDWORKS from CADimensions, Inc.!

This guide is designed to help you find the information you need to fully utilize the services to which you are entitled. Please read the following information carefully and keep a copy of this guide for future reference.

There is information in this guide that describes in detail how to register your new seat of SOLIDWORKS. It is important and recommended by SOLIDWORKS that you go to the Customer Portal to register your software to ensure that both SolidWorks and CADimensions, Inc. have the correct contact person for this seat. When you are a subscription customer, you will be able to download future releases and service packs by using this login to the customer portal.

We hope that this information is beneficial and you enjoy your new SOLIDWORKS Product.

Note: A new purchase typically takes 1–2 business days before that information is entered into the SOLIDWORKS Activation database. Please be aware of this if you recently purchased a new license or upgraded a license and are having trouble activating the software.



ABOUT US

CADimensions, Inc. is an Authorized Reseller for SOLIDWORKS and Stratasys for the New York, Pennsylvania, Vermont and western Massachusetts areas. We have five Authorized Training and Support Centers located in Syracuse, Rochester, Buffalo, Albany, Philadelphia, and Pittsburgh.

We, at CADimensions, Inc., pride ourselves on giving you the best Technical Support for your software that we can. We have twenty certified Application Engineers (AE's) across our five offices. Five of our AE's have obtained the Elite AE Status based on SOLIDWORKS extensive guidelines and certification process. Information on how to contact our technical staff has been included in this guide. To ensure that your technical support needs are efficiently met, we have an easy-to-use Technical Support Request procedure that can be accessed from our web site or by phone. The system we use allows us to organize and prioritize support requests. Each case is handled in the order in which it is received and dispersed amongst all of our AE's, which means less waiting.

We look forward to working with you.

Syracuse, New York

6310 Fly Road
East Syracuse, NY 13057
P: 315-434-9787

Rochester, New York

245 Summit Point Drive, Suite 4
Henrietta, NY 14467
P: 585-486-4740

Albany, New York

14 Computer Drive East
Albany, NY 12205
P: 518-438-0647

Buffalo, New York

180 Lawrence Bell Drive, Suite 104
Williamsville, NY 14221
P: 716-580-3498

Pittsburgh, Pennsylvania

2591 Wexford Bayne Road, Suite 203
Sewickley, PA 15143
P: 724-719-6045

Middletown, CT

203 Main Street, 300 Middlesex Plaza
Middletown, CT 06457
P: 860-704-6190

Philadelphia, PA

80 Lancaster Avenue, Suite 150
Devon, PA 19333
P: 484-367-7034

SOLIDWORKS ONLINE ACCOUNT

How to Create a SOLIDWORKS Online Account

Connect easily and quickly to a wide range of SOLIDWORKS resources and content through one SOLIDWORKS Online Account. Use this SOLIDWORKS ID to access your Customer Portal, My.SOLIDWORKS, and Forum accounts. Once you are logged in on one website, simply choose **Log In** to automatically sign in on the other websites.

CREATE YOUR SOLIDWORKS ONLINE ACCOUNT

1. Go to the **Customer Portal**, **My.SOLIDWORKS**, or **Forums** website.
2. Select **Log In**.
3. Select **Create a SOLIDWORKS ID**.



One Account | All SOLIDWORKS

A SOLIDWORKS ID gives you access to a wide range of resources and content.

Email:

Password:

☐ Remember Me



[Forgot your password?](#)

[Create a SOLIDWORKS ID](#)

[Learn about the benefits of joining](#)

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- Enter your email address. Select the radio button for **I am a SOLIDWORKS customer with a SOLIDWORKS Serial #**. Enter your serial number (16 – 24 digits, no spaces) and click **Next**.

Create a SolidWorks Online Account

Email and Account Type > Company > Profile > Done

★Your email address

☐ I am not a SolidWorks customer or I do not have a SolidWorks Serial #

☒ I am a SolidWorks customer with a SolidWorks Serial #

Serial #

Note: Use the navigation buttons on these pages. Do not use your standard browser navigation buttons. To register or add additional products to your account, see **Register My Products** in the **Solidworks Customer Portal**.

- Verify company account information. Click **Yes** if the information is correct, otherwise click **No** and correct the information.

Note: Only choose No if the company information is completely wrong. Selecting No will increase the amount of time it takes to create your account.

Create a SolidWorks Online Account

Email and Account Type > **Company** > Profile > Done

According to our records, this is your account information:

Account Name: CADimensions

Address1: 6310 Fly Rd

Address2:

City: East Syracuse

State/Province: NY

Postal Code: 13057-9325

Country: USA

Is your company information accurate?

Note: Use the navigation buttons on these pages. Do not use your standard browser navigation buttons.

6. Complete the profile information and read the Export Eligibility Requirements. Then click **Next**.

Create a SolidWorks Online Account

Email and Account Type > Company > **Profile** > Done

★Required

★First Name:

★Last Name:

Email Address:

★Password:

★Re-Type Password:

☐ Do not send SolidWorks Express

☐ Do not send info on user groups, webinars and events

☐ Do not send postal mail

☐ Do not call me

Export Eligibility Requirements. Please confirm:

I am not a citizen, national or resident of, and am not under the control of, the government of any country to which the United States has prohibited export of technical information, such as (as of 12/30/09): Cuba, Iran, North Korea, Sudan, Syria.

I will not download or otherwise export or re-export the software, directly or indirectly, to the above-prohibited countries nor to citizens, national or residents of those countries.

I am not listed on the United States Department of Treasury list of Specially Designated Nationals, Specially Designated Terrorists, and Specially Designated Narcotics Traffickers, nor am I listed on the United States Department of Commerce Table of Denial Orders.

I will not download or otherwise export or re-export the software, directly or indirectly, to persons on the above-mentioned lists.

I will not use the software for, and will not allow the software to be used for, any purposes prohibited by United States law, including, without limitation, for the development, design, manufacture or production of nuclear, chemical, or biological weapons of mass destruction.

I confirm the accuracy of the statements above.

By Providing your information and continuing, you are confirming the accuracy of the Export Eligibility Requirements and agree to the Terms of use and Privacy Policy.

Note: Use the navigation buttons on these pages. **Do not use** your standard browser navigation buttons.

7. Account has been created. Check for confirmation email.

Create a SolidWorks Online Account

Email and Account Type > Company > Profile > **Done**

Thank you for registering with the SolidWorks community.

You will be receiving a confirmation email shortly.
Click on the link in the email to activate your account.

Please ensure you add the "solidworks.com" domain to your allowed senders list to ensure receipt of email messages.

You can now close this window.

8. Go to the **Customer Portal** and sign in using the email address and password you chose.

Log In to the Customer Portal Account & Register Your Product

Anyone can create a free SOLIDWORKS Online Account, however to enable full access to all of the features you need to register a serial number with an active subscription service contract through the **Customer Portal**.

Customer Portal Features

- ★ Download the latest SOLIDWORKS software versions and service pack updates.
- ★ View your SRs (Service Requests).
- ★ View your SPRs (Bugs).
- ★ Make Enhancement Requests.
- ★ Review Subscription Service Renewal Information
- ★ Review and register your software licenses
- ★ Edit your profile.

My.SOLIDWORKS

- ★ Access SOLIDWORKS online learning content based on training courses offered by VARs.
- ★ Online training manuals for customers who attend a VAR training session
- ★ Access and Search the Knowledge Base Solutions, SPRs (bugs), and online help
- ★ Search and get the best answer to your question from across the SOLIDWORKS community
- ★ Browse and Stay up to date with Current SOLIDWORKS blog posts, videos, forum posts, and more.
- ★ Bookmark items you find useful and quickly and easily get back to them

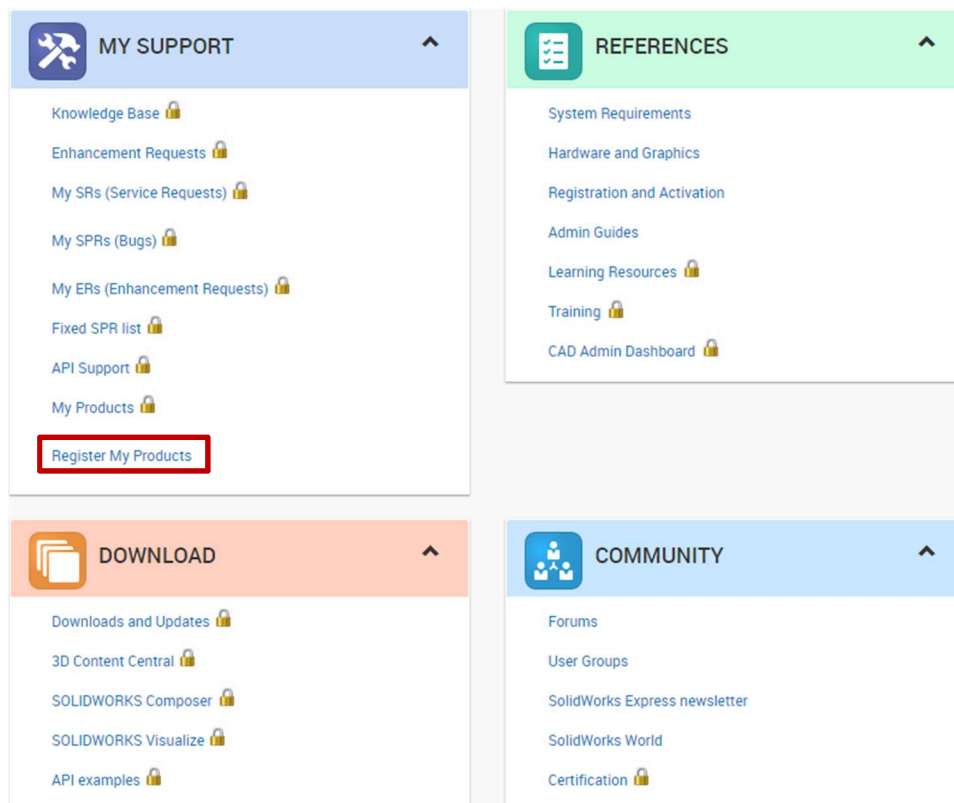
Forums

- ★ Access more than 120,000 SOLIDWORKS users for tips, advice, and best practices.

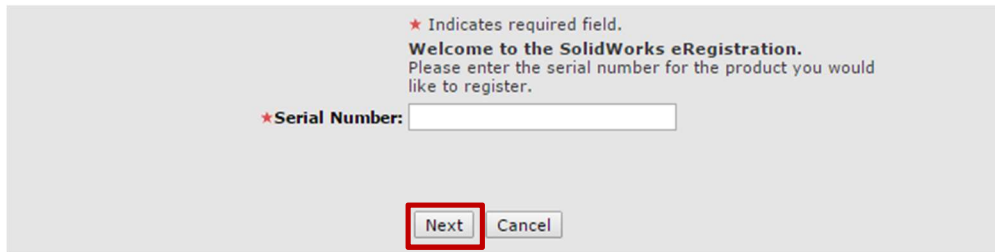
REGISTER YOUR PRODUCTS

1. From the Customer Portal, select **Register My Products**.

Note: You will see padlocks next to the features in the customer portal which are only available to active subscription customers.





2. Enter active Serial Number, and then click **Next**.



* Indicates required field.
Welcome to the SolidWorks eRegistration.
Please enter the serial number for the product you would like to register.


*Serial Number:


Next Cancel

3. Select the version you would like to register by clicking the  next to the blank then select the version by clicking the , then click **Next**.

Note: Always choose the latest version available.



* Indicates required field.
Please click  button for the pop-up window and then click  to select the Version you would like to register.

*Version: 

Next Cancel

4. You should now have full access to the SolidWorks Customer Portal features. If you see padlocks next to the features in the customer portal, either your maintenance has expired, or there was an issue with registering your software. Please contact Support.

Need Additional Support?

If you have an existing case, please contact the Application Engineer you are working with; otherwise [submit a new case online](#) or see our [local office listing](#) for additional contact information.

CADIMENSIONS TECHNICAL SERVICES

SOLIDWORKS Subscription Service Benefits

As a customer on a Subscription Services contract, your organization is entitled to upgrades and updates, technical support and access to a variety of resources from SOLIDWORKS and CADimensions, Inc.

SOFTWARE UPGRADES AND ENHANCEMENTS

Get automatic upgrades to the most current versions of SOLIDWORKS software, including new releases and service packs. SOLIDWORKS is continually improving its software and responds quickly to issues reported by customers. Automatic email notification keeps you on top of important news, service requests, and the latest software updates.

TECHNICAL SUPPORT SERVICES

SOLIDWORKS Subscription Services provide you with live technical support supplied by your local authorized VAR. Support services include telephone assistance with product features, menu commands, installation issues, and troubleshooting. For a separate fee, your VAR can provide value-added services, such as training, design consulting, planning, and customization.

KNOWLEDGE BASE

Search a comprehensive library of documents, including Technical Articles, Help Topics, Tech Tips, Tech Alerts, Macros, and Best Practices, all written and reviewed by SOLIDWORKS experts. In-depth articles give you insight into features, operations, and solutions covering all product capabilities. Whenever you need information - day or night - be confident that the answers are at your fingertips.

ENHANCEMENT REQUEST PRIVILEGES

Your SOLIDWORKS Subscription Services membership entitles you to make enhancement requests, so you can directly influence the future development of SolidWorks software. In fact, Subscription Services members initiate over 90 percent of the hundreds of enhancements introduced with each new release of SOLIDWORKS software. You can even provide input on the functionality required for your specific use of the product.

ACCESS TO THE SOLIDWORKS CUSTOMER PORTAL

The SOLIDWORKS Customer Portal gives you 24/7 online access to a full range of information and resources. Since you can personalize and customize your view of the Customer Portal to suit individual or group preferences, relevant information is always at your fingertips each time you log in.

CADimensions Technical Support

CADimensions provides live technical support and additional services to all of our customers on subscription. As your reseller, we serve as your first point of contact when questions arise. We take pride in providing the best technical support to our customers, therefore we are always looking at ways to better serve our customers and ensure that they are getting the proper answers to their technical support requests in a timely manner.

Creating a Technical Support Request

We make it easy for our customers to receive technical support. Simply submit a support case and we will respond to your question within a timely manner on a first-come first-serve basis. Our technical support is available for all of our customers whether you are installing new software, or need answers for technical applications. At this time, there are two convenient ways to contact CADimensions Technical support – online or by phone.

Note: Customers with subscription service contracts always come first. If you are no longer on subscription service and would like information about how to get back on, please contact your local office.

PRIORITY LEVEL DEFINITIONS

When a case is submitted we typically respond in the order in which they are received, but we understand that certain requests for support may have a greater impact on you or your company, therefore CADimensions has established case priority levels.

Critical	The software is not operational, no viable workaround exists and/or business is severely impacted . Typically the issue is not isolated to specific files, but rather can be reproduced with multiple datasets.
High	A major software function is inoperable or not working as designed, work can continue but with significant impact to the business operations. Typically the issue is not isolated to specific files, but rather can be reproduced with multiple datasets.
Medium	A software function is inoperable or not working as designed, work can continue with moderate impact to business operations.
Low	No loss of functionality, this can be a documentation error, poor error message, etc. This has no impact on business.

SUBMIT A SUPPORT REQUEST ONLINE (RECOMMENDED)

The fastest and easiest way to submit a support request is by submitting your case online. By using our online case submission tool, you can log your case anytime. Your case will then be assigned to an application engineer through our case database.

Fill out the form with as much detail as possible, and click submit.

Contact Technical Support

Please fill in the fields below and one of our Application Engineers will get back to you shortly. Hours of operation are Monday-Friday 8:00 AM - 5:00 PM.

* Subject
 * First Name
 * Last Name
 * Company Name
 * Phone Number
 * Email Address
 * Preferred Contact Method
 Software Version w/ Service Pack
 Operating System
 Priority
 * Case Description

SUBMIT A SUPPORT REQUEST BY PHONE

To submit a request by phone, call **877-223-4255** or your local office. Your request will be submitted to our database and assigned to an application engineer.