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1. Partner Login

1.1 What does Single Sign on (SSO) mean?

Autodesk Learning Central (ALC) is now integrated with a technology called Single Sign-on (SSO). SSO provides users the ability to interact easily with multiple Autodesk online properties, as well as allow users to change and edit selected profile information. For more information visit: [Sign-in Help](#).

1.2 How do partners know if they already have an SSO account?

Partners have an existing Autodesk SSO account (User ID) if they:

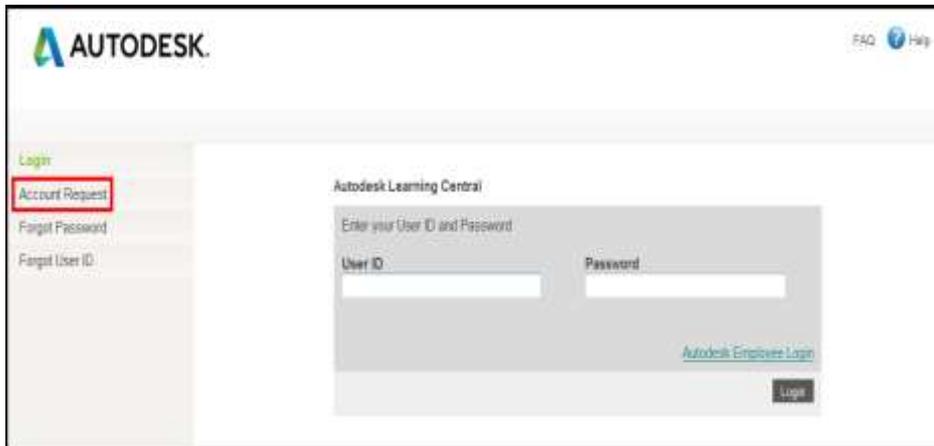
- Have registered for other Autodesk websites, such as Discussion Forums
- Have access to Autodesk Subscription Center
- Have access to Autodesk Partner Center

1.3 Whom can partners contact when they have problems with their SSO account?

For additional help on SSO, please contact [Single Sign-on Support](#).

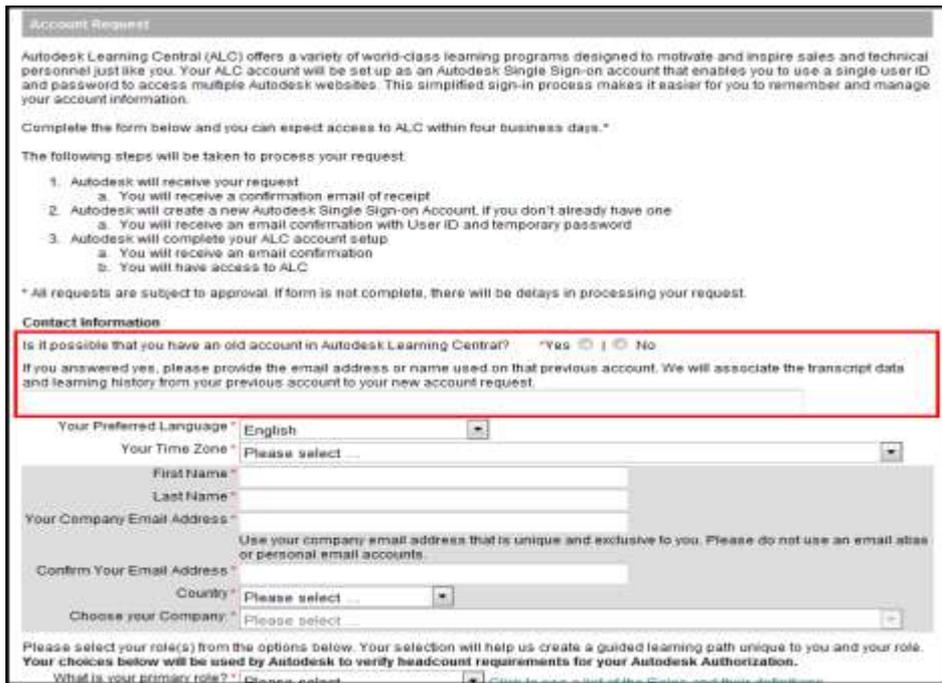
1.4 How can partners create a new ALC account?

Go to ALC (www.autodesk.com/partnerlearning) and from the Sign in screen, simply click 'Account Request'.



In the 'Relationship with Autodesk' drop-down menu, select 'Partner' and complete the form. Please indicate in the form if you should have an old ALC account so we can associate your learning history.

Partner Login FAQ



Account Request

Autodesk Learning Central (ALC) offers a variety of world-class learning programs designed to motivate and inspire sales and technical personnel just like you. Your ALC account will be set up as an Autodesk Single Sign-on account that enables you to use a single user ID and password to access multiple Autodesk websites. This simplified sign-in process makes it easier for you to remember and manage your account information.

Complete the form below and you can expect access to ALC within four business days.*

The following steps will be taken to process your request:

- Autodesk will receive your request
 - You will receive a confirmation email of receipt
- Autodesk will create a new Autodesk Single Sign-on Account, if you don't already have one
 - You will receive an email confirmation with User ID and temporary password
- Autodesk will complete your ALC account setup
 - You will receive an email confirmation
 - You will have access to ALC

* All requests are subject to approval. If form is not complete, there will be delays in processing your request.

Contact Information:

Is it possible that you have an old account in Autodesk Learning Central? Yes No

If you answered yes, please provide the email address or name used on that previous account. We will associate the transcript data and learning history from your previous account to your new account request.

Your Preferred Language * English

Your Time Zone * Please select ...

First Name *

Last Name *

Your Company Email Address *

Use your company email address that is unique and exclusive to you. Please do not use an email alias or personal email accounts.

Confirm Your Email Address *

Country * Please select ...

Choose your Company * Please select ...

Please select your role(s) from the options below. Your selection will help us create a guided learning path unique to you and your role. Your choices below will be used by Autodesk to verify headcount requirements for your Autodesk Authorization.

What is your primary role? * Please select ...

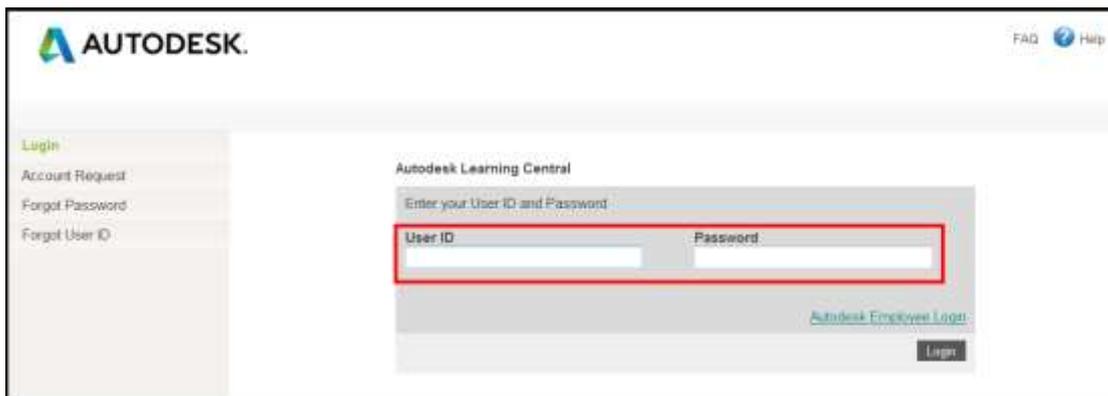
After your submission you will receive an automatic confirmation email that your account request was received. Please note the ALC account set up will take around four business days.

Autodesk will then create a new SSO account, if you don't already own one. Once created, you will receive an email confirmation with your SSO User ID and temporary password.

Autodesk will now complete your ALC account setup. You will receive an email confirmation that your ALC account has been set up and ready for you to access.

1.5 How do partners sign in to Autodesk Learning Central (ALC)?

Go to ALC (www.autodesk.com/partnerlearning) and from the Sign in screen, simply enter your User ID and password.



AUTODESK. FAQ Help

Login

- Account Request
- Forgot Password
- Forgot User ID

Autodesk Learning Central

Enter your User ID and Password

User ID Password

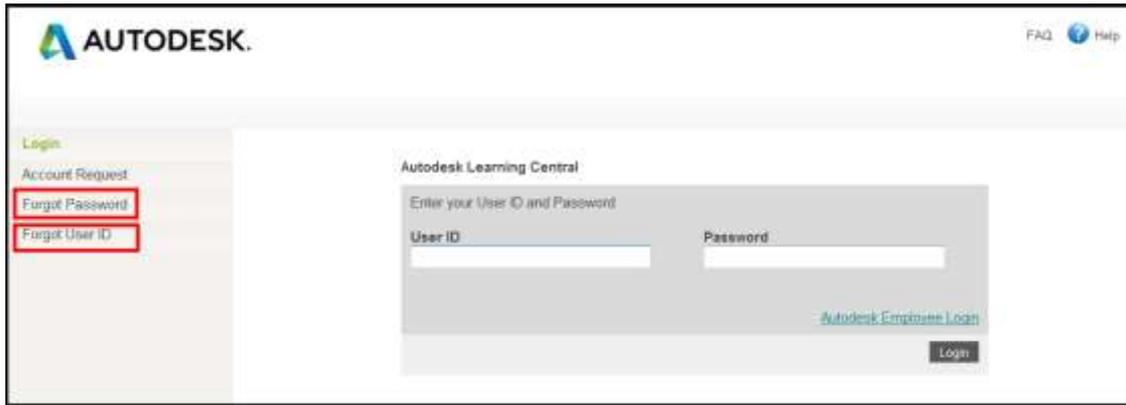
[Autodesk Employee Login](#)

Login

1.6 What if partners forget their User ID or password?

If partner forgets their User ID or password, they need to click on 'Forgot User ID' or 'Forgot Password' located in the left-hand navigation pane.

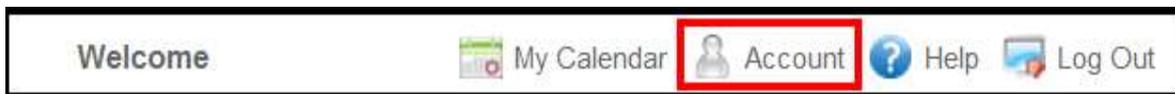
After entering email address and hitting 'Submit', partner will receive a system email with your User ID or password.



2. Profile Management

2.1 How can partners modify their profile data?

Partners can modify their profile data anytime when signed in to ALC by clicking the 'Account' link in the upper right-hand navigation area on the ALC homepage.



From this page you are able to change your preferred language, time zone, and your primary role.

If you would like to change your first and last name or your email address, click on 'Change' and you will then be directed to your SSO account page.

2.2 Whom do partners need to contact to change additional profile data?

If the company displayed in your ALC profile is not the correct one please contact your Delegated Partner Admin around this issue. He might be able to associate your Partner Center (SSO) account with the correct company within Partner Center directly. This change will be reflected within ALC next 24 hours.

If your Delegated Partner Admin should face any issues to update your account association within Partner Center directly – please let him raise a Business Service Request in order to receive support from Partner Center Support Team.

4. Technical Requirements

To minimize issues accessing ALC, ensure all Pop-up blockers are disabled; Firewall and Cookies also need to be set to accept the site.

Web browsers supported by ALC:

- Apple Safari 4.0.4 or later
- Microsoft Internet Explorer 7 or later
- Mozilla Firefox 3 or later

Operating Systems supported by ALC:

- Mac OS/X 10.5 or later
- Windows XP Professional SP2 or later
- Windows Vista SP1 or later
- Windows 7
- Red Hat Enterprise Linux 4 or later
- Mozilla Firefox 3 or later