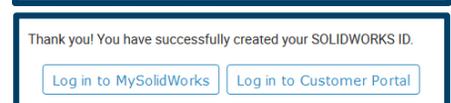
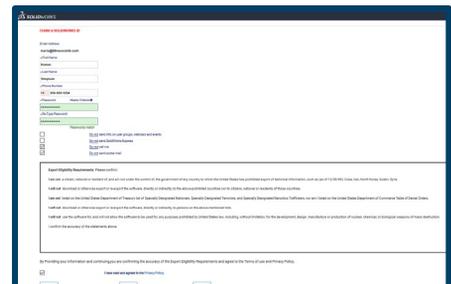
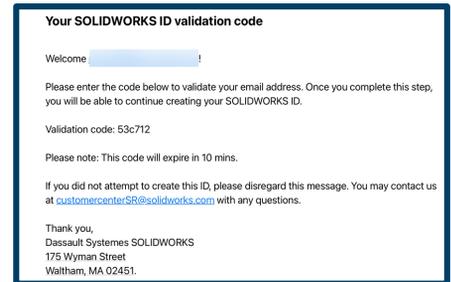
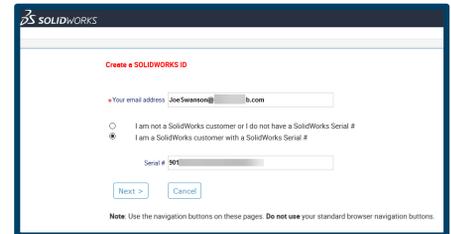


## What is a SOLIDWORKS ID?

A SOLIDWORKS ID gives users access to a wide range of resources and content on the Customer Portal and MySolidWorks. Whether the goal is learning new tools, joining a community or accessing downloads and updates, it all starts with creating a SOLIDWORKS ID.

## Create a SOLIDWORKS ID

- Open a Browser (Chrome or FireFox are recommended)
- Navigate to the Customer Portal (<http://customerportal.solidworks.com>)
  - Alternatively use <http://mysolidworks.com> and select Join Us
- Select the **Create a SOLIDWORKS ID** button
- Enter a valid email address
- To register without a serial number, select the first choice
- To register with a SOLIDWORKS Serial Number, select the second choice
- Enter the SOLIDWORKS Serial Number into the **Serial #** box
- Click the **Next >** button
- An email will be sent to the registered email with a validation code
- Check the email used to register for a Validation Code
- Copy the Code from the email and paste into the Validation Code box
- Paste the Validation Code into the Validation Code box
- Click the **Next >** button
- Enter the user First Name, Last Name and Phone Number
- Enter a SOLIDWORKS ID password
  - Click the Question Mark button for password requirements
- Select the contact preferences
- Read and then check the **I have read and agreed to the Privacy Policy**
- Click the Next > button
- Click the Customer Portal or MySolidWorks buttons to enter either site



## Frequently Asked Questions

Q	How do I request a new Verification Code if I did not receive one?
A	Entering an invalid code five (5) times will initiate the Request New Code button or alternatively begin the registration process again.
Q	The Verification Code email is not arriving within the 10 minute window. How do I create a SOLIDWORKS ID?
A	If you are having trouble receiving the Verification Code email, try creating a SOLIDWORKS ID using a different email address or contact your reseller (VAR) for suggestions.
Q	Can my reseller (VAR) or CustomerCenterSR@solidworks.com issue a new Verification Code?
A	Neither the reseller nor CustomerCenterSR@solidworks.com are able to generate a Verification Code. To receive a new Verification Code email the registration process again or alternatively enter the invalid code five (5) times to initiate the Request New Code button.
Q	How do I know who my reseller (VAR) is?
A	In the Customer Portal select My Profile and the reseller for your registered products is visible under My Company. Alternatively you can submit your SOLIDWORKS serial number to customercenterSR@solidworks.com and request your reseller (VAR) contact information.
Q	Can I register for a SOLIDWORKS ID without a serial number?
A	Yes, anyone can register for a SOLIDWORKS ID. Registering your products, particularly those on active subscription, will offer more content to the user.
Q	Is a SOLIDWORKS ID necessary to download the software?
A	Yes, a SOLIDWORKS ID as well as a serial number on current subscription or during the 45 day warranty period to access Downloads and Updates on the Customer Portal.
Q	Can I use my SOLIDWORKS ID to log into 3DEXperience?
A	Yes, you can use your SOLIDWORKS ID and password to log into the 3DEXperience.
Q	How do I remove locks from the Customer Portal features?
A	Use the Register My Products link on the Customer Portal to register your latest asset on current subscription. Subscription is required to remove the locks.