Autodesk | Remote Working Response Options

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Dear Customer,

On behalf of the Autodesk team, I am reaching out to offer our support for some of the challenges you might be facing as a result of coronavirus COVID-19.

One of the biggest challenges we've been hearing about from many Autodesk customers is the need to support more teams and more people who must stay connected and collaborate while working remotely or from home.

To address this growing need, we have prepared a set of IT strategy recommendations for establishing a productive remote work environment and facilitating the home use of Autodesk software. Additionally, we are planning to roll out a set of guidelines and helpful webinars on this topic soon.

Please let me know if we can set up a time to discuss any challenges you might be having and determine how Autodesk can help.

We are committed to helping you maintain business continuity during this challenging time.

Best regards,

COVID-19 Autodesk Resource Center

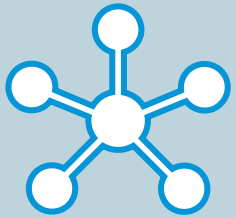
Autodesk Confidential Information

Key IT Strategies for Remote Working

Capabilities CIOs need to build in order to facilitate remote working

Software Licensing

- CORE
- Remote access to software for home workers



Remote Work Sharing (CORE)

- Connected Data Management for Co-Authoring

Virtualization (Option)

- Accessing powerful desktop Software from home machines

Accessing your existing licenses remotely

Autodesk Software Licensing

These resources will help you access and use your Autodesk software during this time:

- For information about using Autodesk products at home, read our guidelines and help.
- Review best practices for accessing Autodesk software while working remotely for single-user and multi-user licenses (including Token Flex).
- If you need help, contact our online support, use AVA (Autodesk Virtual Agent), or schedule a phone call

Guidelines for Using Autodesk Software from Home

What are your options for using Autodesk software from home?
Options vary, depending on your license type. This document provides an overview of the options available for each license type.

Please Note:
This document includes guidance only; the terms of your Autodesk license agreements will always take precedence. For a complete view of Autodesk's license terms, please review your active agreements. Additional information pertaining to the access and use of Autodesk products and services can be found in the Legal section of the Autodesk web site.

Single-User

If you have a single-user subscription or a single-user maintenance plan, simply use your serial number or account information to activate software on your home computer. Please note: **only one instance of the software can be active at any given time**, either on your work computer or your home computer.

If you have issues or need assistance, submit an Installation and Activation web case.

Multi-User / Network

For multi-user subscriptions and/or network maintenance plans, the Autodesk Home Use Rights Benefit is available for eligible products only. View the Home Use Eligible Product List.

If you have a multi-user subscription or network maintenance plan, your users can borrow a license from your network license server to use at home, or you can request a license for home use for your users.

Token Flex Enterprise Business Agreements (EBAs)

If your company has an Autodesk Enterprise Business Agreement (EBA), there are a few options that will allow users to access your desktop products at home.

Option 1

Your Autodesk software can be accessed remotely through Virtual Private Network (VPN) connections. If your VPN can support this, it allows your users to access the products on demand and as required. In a Token Flex model, tokens will be consumed as usual.

Option 2

In situations where maintaining an **ongoing** VPN connection is not possible, users can temporarily connect to your company network (either through VPN or at the office), launch the required product, and then borrow a license from the network license server. Tokens will be consumed until the license is returned or until the return date is reached.

Please note: the default duration for borrowing is six months; however, the return date and other details pertaining to how license borrowing works for your company depend on your configuration settings.

Option 3

If VPN access is not possible, as an EBA customer, you are permitted to install the Autodesk Network License Manager (NLM) on a server within your cloud/DMZ environment. The Autodesk Network Licensing Reporting Service (NLRS) must also be installed and reporting on this server. With NLRS installed and reporting, product usage will be tracked, and tokens will be consumed as usual. You are responsible for all usage on the server and for securing access to it.

If you need further assistance or have questions about using Autodesk software from home, please reach out to your local Autodesk team or Autodesk partner.

PDF

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BUILDING DESIGN

Remote Work Sharing

Remote Work Sharing Key Capabilities

Model Authoring

[Prerequisite]
A process in which 3D software is used to develop a Building Information Model based on criteria that is important to the translation of the building's design.

Model Co-authoring

[CORE]
Providing members of a design team the opportunity to collaborate securely in real-time on design models, while working remotely from a wide variety of locations.
With simplified workflows and data centralized, teams can flexibly resource projects, deliver projects faster, gain efficiencies, reduce errors and save money.

BIM Standards

[Supporting]
Standards are required to ensure that models are structured/ built and shared in a consistent manner, ensuring maximum benefit through the design and construction lifecycle

IT Infrastructure Readiness

[Supporting]
In order to ensure a high-quality technology framework (to support services utilized by design staff), a secure, fast, reliable IT infrastructure is essential to reduce costs, maintain standards, and ensure the information flow is processed in a fast and efficient manner

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Remote Work Sharing – How to get started guide

Recommended Acceleration Plan to get started with BIM 360 Design for Building Designers

	Access Starting Maturity		Implement Education Services Adoption Services Support Services (E-learning/Digital learning)		Realize Ending Maturity
Model Co-authoring	**Starting at level 0** Models built in isolation with or without work sets	> > >	•How to get started with BIM 360 Design (AKN, Free) •BIM 360 Design Walkthrough Videos (AKN, Free) •Learn BIM 360: Design Collaboration (Guided Learning, Free) •Co-Author structural model in Revit (Guided Learning, Free) •BIM 360 Blog (Blog, Free) •Introduction to BIM 360 Design (Adoption Accelerator, EBA Entitlement) •Start and Administer a project in BIM 360 Design (Adoption Accelerator, EBA Entitlement) •Manage Revit Models in BIM 360 Design (Adoption Accelerator, EBA Entitlement)	> > >	**Level 1 Achieved** Local project team access to a single design model using BIM360 Design, with versioning and auditing, appropriate model division and linked files
IT/Infrastructure Readiness	**Starting at level 0** No use of cloud-based engineering tools in place with no consideration to corporate risk, infrastructure or information security policies	> > >	•System Requirements (AKN, Free) •IT Infrastructure Readiness Assistance for Autodesk BIM 360 (Adoption Accelerator, EBA Entitlement)	> > >	**Level 1 Achieved** Local decision making to move to the cloud by the project team. Limited consideration to corporate risk, infrastructure or information security policies
BIM Standards	**Starting at level 0** No protocols or standards in place	> > >	•Building a Good Foundation with Revit Templates (AU, Free)	> > >	**Level 1 Achieved** Local project practices, standards, and workflows. No broadly established guidelines
Model Authoring	**Starting at level 0** 2D drafting only	> > >	•Basic Revit Training There are multiple online Training Options available. Please speak to your account team to discuss options Review Basics of Authoring in Revit (Guided Learning, Free)	> > >	**Level 1 Achieved** Modelling in Revit with no custom modifications

Remote Working Response Options

AU classes – Free content available to all users

Source	Title / Link	Topics	Level	Year
AU	Seamless Cloud Collaboration with BIM 360 Design	Building Information Modeling (BIM), Cloud Collaboration	2019	Beginner
AU	Effective File Sharing Using BIM 360 Design Collaboration	Architecture Services, Construction, Building Information Modeling (BIM)	2019	Beginner
AU	BIM 360: Is It Me You're Looking for?	Cloud Collaboration, Project Management	2019	Beginner
AU	BIM 360 Design Collaboration: Everything You Need to Know	Building Information Modeling (BIM), Project Delivery, Cloud Collaboration	2019	Beginner

Remote Working Response Options

Connected Learning Content – Free content available to all users

BIM Manager:

Set up BIM 360 for Better Project Coordination Using the Cloud

Architect:

Efficiently Share Your Model with the Entire Project Team Using BIM360 Design

Allowing Multiple Users Access a Revit Model Using Worksharing

Adopt Accelerators

Cross Industry

How To

- Perform IT Infrastructure Readiness for BIM 360

Ask an Expert

Can't find what you're looking for?

Ask you CSM to connect 1:1 with a specialist who can help answers your questions.

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How to: Perform IT Infrastructure Readiness for BIM 360

Learn how to identify and remove blockers to Autodesk® BIM 360® cloud service usage by creating clear guidance for IT Infrastructure setup.

Topics

- Understanding current System and Network infrastructure.
- Identifying office/sites which would be adopting Autodesk cloud services.
- Detailed walkthrough of System and Network requirements.
- Best practices with Autodesk cloud services.
- Metrics and data gathering through technical tools.

Audience

- IT Infrastructure Staff
- Business Manager

Prerequisites

- Access to IT Infrastructure systems.
- List of BIM 360 cloud products/services customer would want to stand up.

To Schedule this Adoption Accelerator for your company, please contact your Customer Success Manager (CSM) or Designated Support Specialist (DSS)

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Adoption Accelerators

Building Design

Introduction To

- BIM 360 Design (General)

How To

- Manage Revit models in BIM 360 Design
- Share files in BIM 360 Design
- Start and administer a project in BIM 360 Design
- Manage documentation in BIM 360 Design

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Introduction to: BIM 360 Design (General)

Get familiar with the capabilities of Autodesk® BIM 360® Design.

Topics

- An overview of Collaboration for Revit
- An overview of BIM 360 Design
- Understanding Document Management in BIM 360 Design
- Understanding Design Collaboration in BIM 360 Design
- Understanding Revit workflow with BIM 360 Design

Audience

- Administrators
- Project managers
- Job Captains
- BIM managers

Prerequisites

- Attendees have access to BIM 360 Design

To Schedule this Adoption Accelerator for your company, please contact your Customer Success Manager (CSM) or Designated Support Specialist (DSS)

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How to: Manage Revit models in BIM 360 Design

Learn how Autodesk® Revit® interacts with the cloud services that make up BIM 360® Design.

Topics

- Understanding the Revit Cloud Worksharing service
- How to get Revit models in the cloud
- How to update the Revit model
- Publishing vs. Sync to central
- How to link into Revit
- How to manage Revit models

Audience

- Administrators
- Project Managers
- Job Captains
- BIM managers

Prerequisites

- Attendees should have basic knowledge of Revit and BIM 360 Design

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How to: Share files with BIM 360 Design

Learn the managed file sharing workflow using the design collaboration module in BIM 360® Design.

Topics

- Understand the Design Collaboration module
- Team spaces vs. shared space
- Understanding packages
- Understanding the shared vs. consumed folders
- How to get information into and out of Document Management

Audience

- Administrators
- Project Managers
- Job Captains
- BIM managers

Prerequisites

- Attendees should have basic knowledge of BIM 360 Design

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How to: Start and administer a project in BIM 360 Design

Learn how to administer the BIM 360® account site and start a BIM 360® Design project.

Topics

- How to entitle users and what entitlements are needed
- BIM 360 Roles
- Adding and editing users and companies
- Setting up projects

Audience

- Administrators
- Project Managers
- Job Captains
- BIM Managers

Prerequisites

- Attendees should have basic knowledge of BIM 360 Design

To Schedule this Adoption Accelerator for your company, please contact your Customer Success Manager (CSM) or Designated Support Specialist (DSS)

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How to: Manage documentation in BIM 360 Design

Learn how to how to get information into the Document Management module in BIM 360® Design.

Topics

- Understand Document Management Module
- Project Setup
- Team Spaces vs. Shared Spaces
- How to get information into and out of Document Management

Audience

- Administrators
- Project Managers
- Job Captains
- BIM Managers

Prerequisites

- Attendees should have basic knowledge of BIM 360 Design

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CIVIL ENGINEERING

Remote Work Sharing

Remote Working Response Options

Connected Learning Content – Free content available to all users

Civil Engineer

Migrating Civil 3d Drawings and Data Shortcuts to BIM 360

Share Civil 3d Surfaces with Revit Using BIM 360

Markup a project in BIM360

Adoption Accelerators

Infrastructure Design

Introduction To

- BIM 360 Design for Civil 3D

How To

- Use Civil 3D Data References in BIM 360 Design

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Introduction to: BIM 360 Design for Civil 3D

This accelerator provides a high-level overview targeted toward IT and project managers to understand the capabilities and setup of BIM 360 Docs/Design for use with Civil 3D.

Topics

- Understand requirements for setting up a Civil 3D project in BIM 360 Design
- Migrate existing Civil 3D projects to the cloud
- Leverage Civil 3D and Desktop Connector
- Connecting to a project as an invited user

Audience

- Superintendent
- Project Engineer
- Field Engineer
- Project Manager

Prerequisites

- BIM 360 Design Entitlement (“Collaboration for Civil 3D” must be ticked)

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How to: Use Civil 3D Data References in BIM 360 Design

Learn how to use established Civil 3D workflows to collaborate on Civil 3D data shortcut projects including design files, data shortcuts, and external references in BIM 360.

Topics

- Understand Collaboration for Civil in BIM 360 Design
- Understand how to leverage Data References in Civil 3D
- Create and manage a BIM 360 data shortcut project in Civil 3D
- Tips and best practices when using Collaboration for Civil

Prerequisites

- Basic Understanding of how to build Corridor Model using Civil 3D Design Objects
- Understanding of how and when to use Data Shortcuts
- BIM 360 Design Entitlement ("Collaboration for Civil 3D" must be ticked)

Audience

- Superintendent
- Project Engineer
- Field Engineer
- Project Manager
- BIM Manager
- Civil Engineer
- Civil Designer
- Civil Technician
- Civil Drafter

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Software Virtualization

- Autodesk support for hosted operating system environments
- Virtual installation guidelines
- Complete list of Autodesk Citrix-ready products, go to the Citrix Ready marketplace.*

* Not all Autodesk product offerings may be virtualized. You may virtualize a product only if the applicable terms and conditions governing your access to and use of that offering expressly permit virtualization. Where virtualization is authorized, all conditions and limitations specified in the applicable terms and conditions apply. Autodesk may make available information regarding the use of products in virtualized environments. Such information is offered solely for your convenience on an "as is" basis, and may contain errors, inaccuracies, or may be incomplete. Autodesk makes no representations, warranties or other promises related to use of any product in any virtualization environment or with any virtualization technology. If you are authorized to virtualize and elect to do so, you assume all risks associated with such use, including, but not limited to incompatibility between the product and third-party virtualization technology and/or your virtualization environment. Read our Virtual Installation Guidelines and Terms of Use for more information.

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