

FAQ: Autodesk A360 Rendering Cloud Credits

Question: I use A360 rendering with the software I downloaded from the Autodesk Education Community, but when I try to use Cloud based Rendering, I receive a message saying that I don't have cloud credits and can only get low resolution rendering performance. Why is that?

Answer: it is likely you are using the Autodesk Cloud Rendering *trial* which has a set limit of cloud credits. This trial is not the offer for students available from the Autodesk Education Community website.

Question: Is there a way to get additional cloud credits for A360 rendering?

Answer: If you continue to use the Autodesk *trial* you cannot add additional credits. We suggest that you download the latest version of Autodesk software from the Autodesk Education Community and at <http://students.autodesk.com> and gain access to the cloud services with ample credits.

Question: How do I get additional credits for the cloud services offered by Autodesk Education Community?

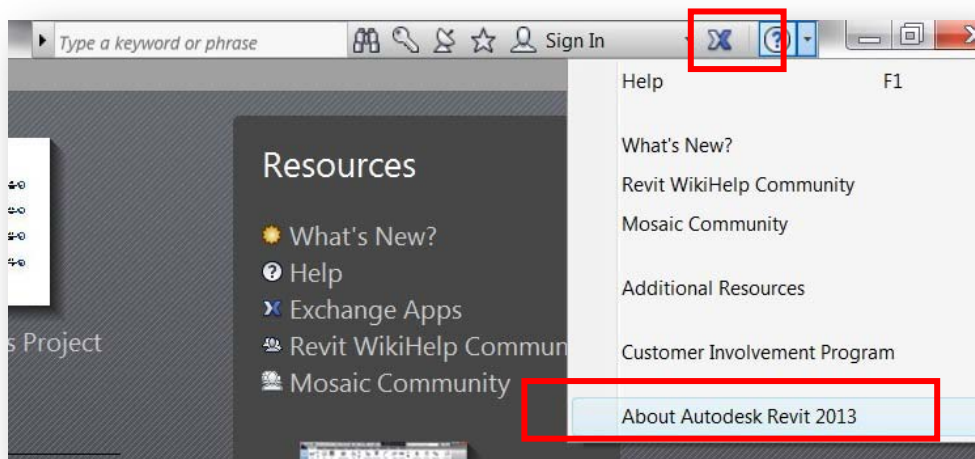
Answers: Please follow these STEPS.

STEPS: Obtaining More Rendering Cloud Credits

Step 1: Check your current Autodesk software desktop version. If you are using AutoCAD or Autodesk Revit of the version prior to **2013**, it is recommend that you obtain the 2013 or newer version to enjoy the latest Autodesk Cloud Services. You can download the new version by following step 2.

Tip: How to check the version of my current Autodesk software?

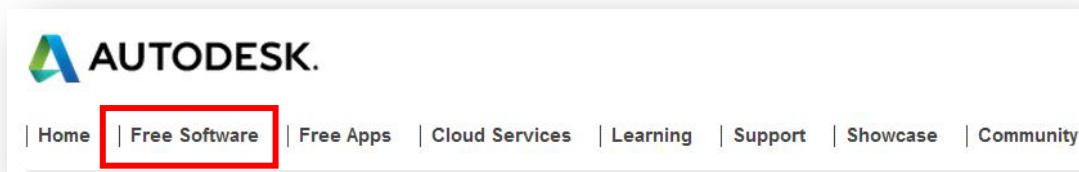
Open your Autodesk software. At the right corner of the toolbar, check on the drop down arrow ▼ by the **help (?)** button. You will see your software name and version displayed at the end of the dropdown menu.



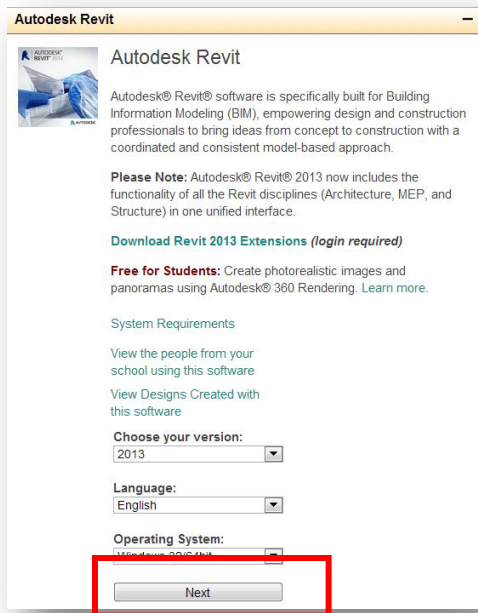
Check your Autodesk software version.

Step 2: Obtain the latest Autodesk software and access to the new serial number.

- A. Go to Autodesk Education Community at <http://students.autodesk.com/>. Login with your Autodesk ID. If you don't have the ID for the Education Community, you can register at the same website.
- B. Once you are logged in, click "**Free Software**" tab and find the related Autodesk software.
- C. Choose the latest version, the language, and the operating system, and click "**Next**".
- D. You will get a serial number. It should start with "900-". You don't need to do anything with this number. Our system will automatically match the updated serial number to your account. You can always check this number under your "My Software" section later.
- E. If you want to get the latest version of Autodesk software, click on "Install Now" to begin the process. If you already have this software, you can now [leave the website](#).



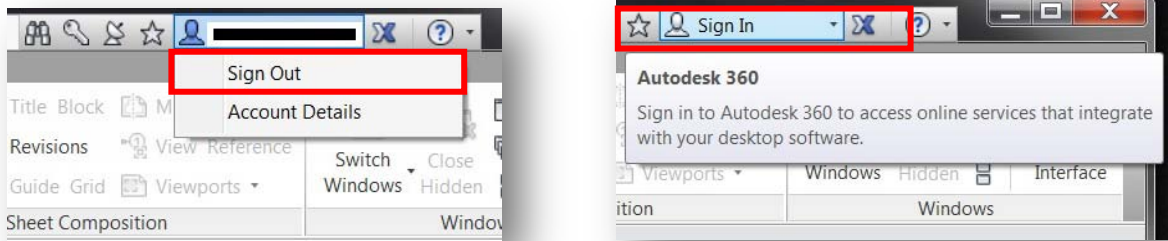
Go to Autodesk Education Community to get free software.



Find the software and access to "Install Now"

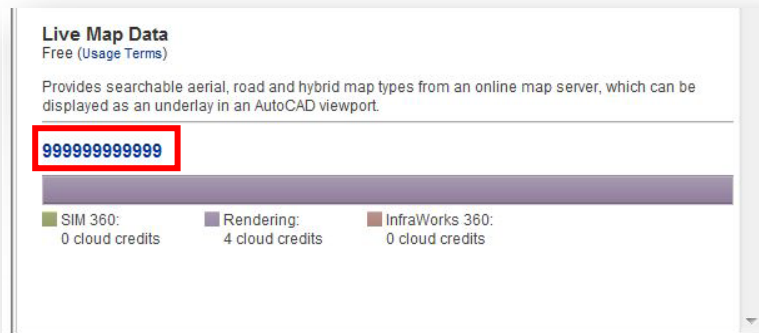
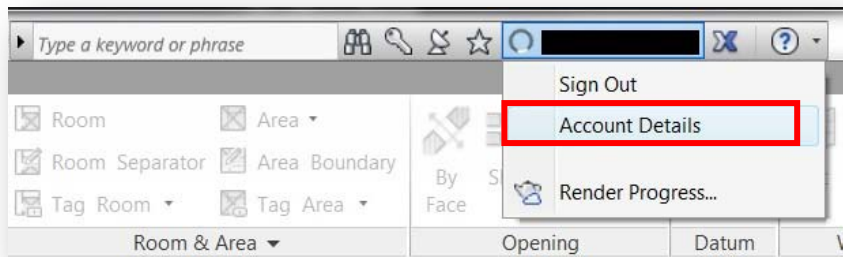
Step 3: Activate to gain additional Cloud Credits.

- A. Open your Autodesk software (Autodesk Revit in this example).
- B. At the right corner of the toolbar, there is the sign-in box. If you just downloaded and installed the latest version of the software, simply sign-in with your Autodesk Education Community ID. If you've been using the latest version of software and have your Autodesk Education Community ID already signed in, be sure to **SIGN OUT** first, then **SIGN IN** (again) with your **Autodesk Education Community ID**.



Open your Autodesk software, sign out, then sign in again with your Autodesk Education Community ID

- C. To check your ample cloud credits, click on your Sign In box, and choose "Account Details" to open up your user profile window. Click on "Services", and you can see the "99999999999" in the Live Map Data. You now have enough cloud credits to access Autodesk rendering in the cloud. Congratulations!



Open your Account Details to see current cloud credits usage.