A2K SUBSCRIPTION

Subscription Portal Guide

A2K SUBSCRIPTION

A2K Subscription is a gateway to our global knowledge and learning networks where you can access exclusive productivity apps & offerings, easily access software license information, and connect with our support and customer service teams.

A2K SUBSCRIPTION PORTAL

- Access to Autodesk Product subscriptions, renewal information
- Access online learning system
- Access design content library
- Log technical support
- Access exclusive workshop details

HOW DO I ACCESS?

- Complete access A2K subscription form. (full name and email) [Click here.](#)

- Our staff will set you up on
  - A2K subs portal
  - Online learning
  - Design content

- You will receive 3 email notifications from each of the platforms – *Please follow the simple instructions to get access*

- Visit https://www.a2ksubs.com/

ONLINE LEARNING

Gain access to our advanced productivity platform and e-Learning system (Pinnacle) specifically designed for the architecture, engineering and construction industry and offers a wide range of:

- Basic learning paths
- Tips and tricks
- How-To videos
- Learning content and guides
- Invites to free face to face productivity workshops

A2K

ONLINE LEARNING
HOW DO I ACCESS?

1. Login in to the a2k subs portal or visit https://portal.pinnacleseries.com/#/login
2. Follow login details provided
3. Select product or topic you wish to learn about and explore!
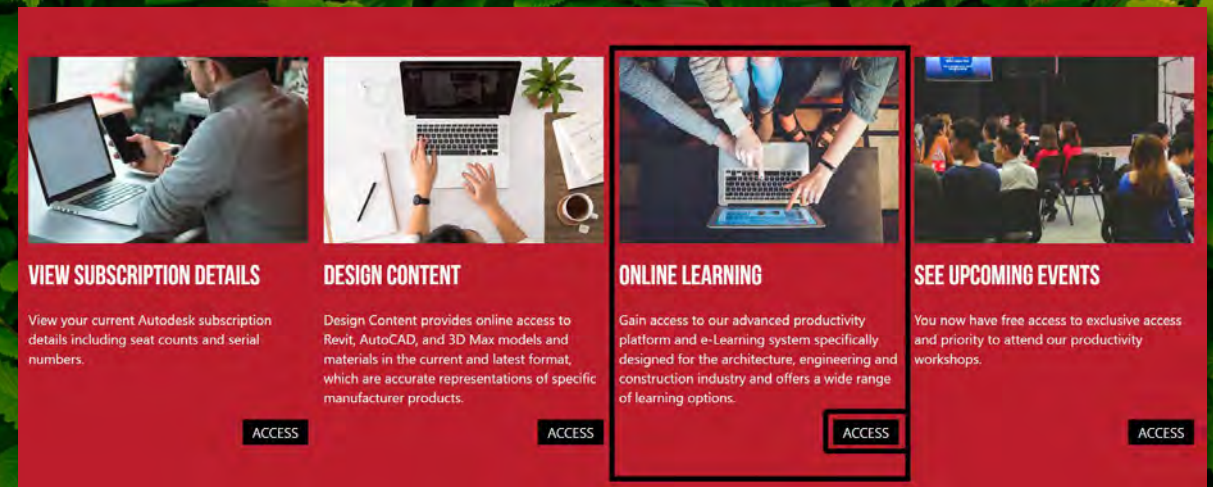
DESIGN CONTENT

Design Content provides access to 2D and 3D building information models for Australian and New Zealand products. This includes manufacturer-specific and generic libraries suitable for architects, engineers (all disciplines), designers and specialist consultants/contractors.

https://www.designcontent.com.au/

DESIGN CONTENT

HOW DO I ACCESS?

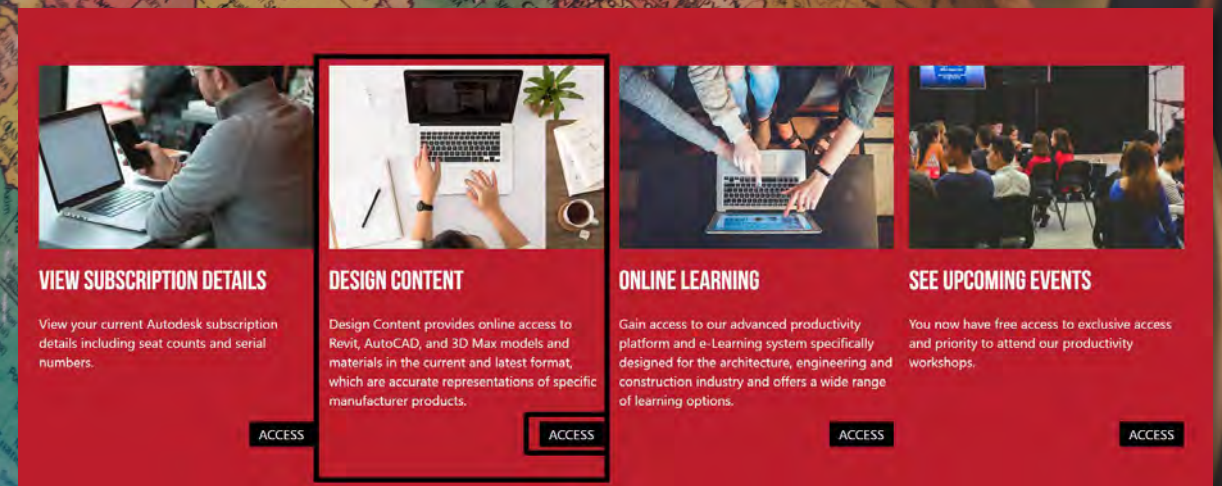1. Login in to the a2k subs portal or visit https://www.designcontent.com.au/
2. Follow login details provided
3. Explore the extensive content library and start creating!

TECHNICAL SUPPORT

A2K's world class technical team is comprised of certified, industry-leading technical experts who are passionate about helping our customers.

Access unlimited phone, online and email technical support via our easy-to-use, cloud-based support system with purpose-built tools that accelerates the support submission and resolution process. Submit, review and manage support cases, such as:

- Configuration issues and error message resolution
- Troubleshooting and technical product issues
- License Manager and deployment issues
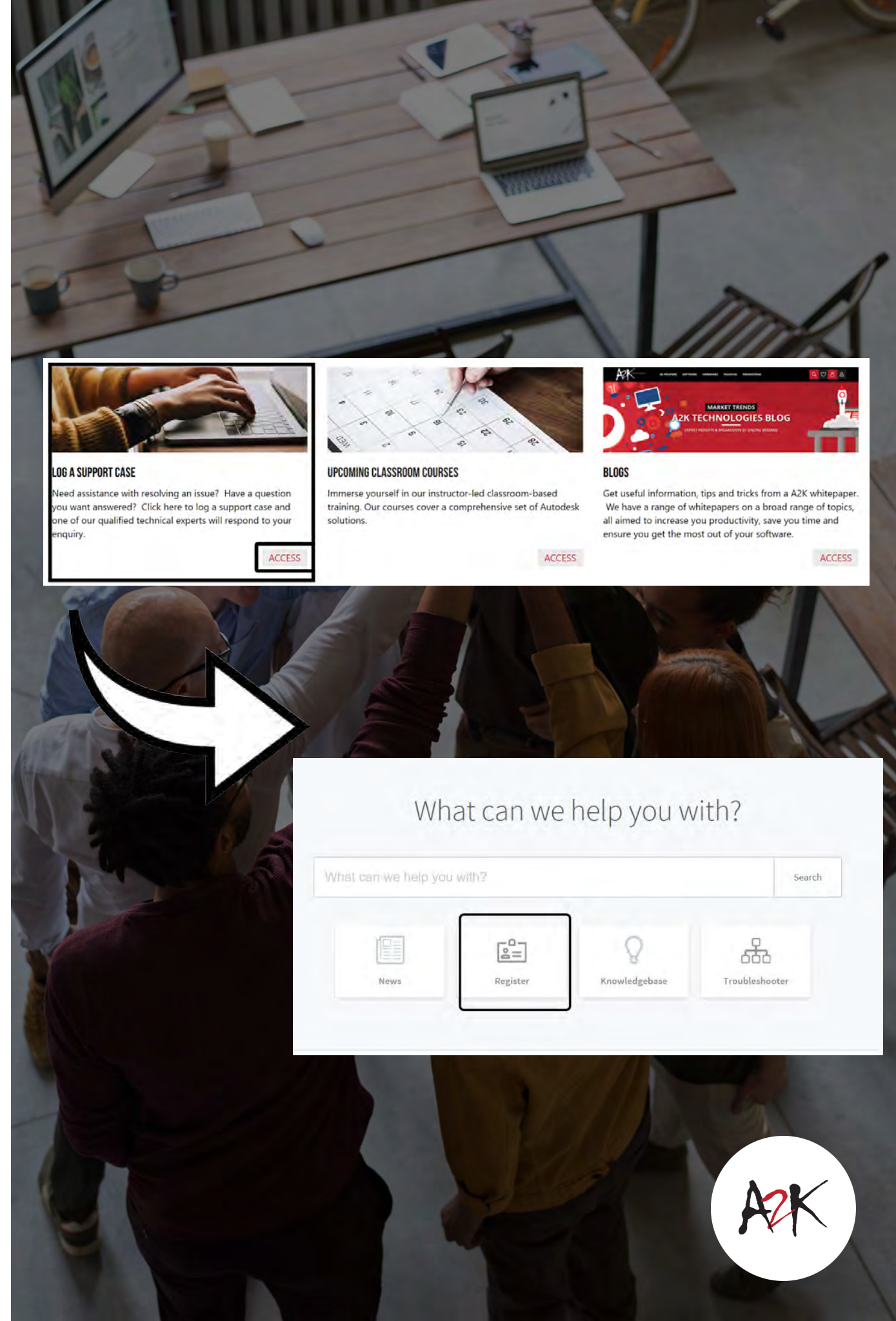
A2K

TECHNICAL SUPPORT
HOW DO I ACCESS?

- Multiple channels
  - Phone 1800 223 562
  - Email support@a2ktechnologies.com.au
  - Visit: https://support.a2ktechnologies.com.au/
  - Login in to the a2k subs portal and click on *'Log a support case'*

- To access you support history, please click on register (as per image), and follow the steps.

CUSTOMER SUCCESS TEAM

Our experienced customer success team will help guide you through licensing issues and provide best practices in managing your Autodesk account, so you get the most out of your technology investment. Your dedicated customer care team member will help with:

- Autodesk Account set up
- Assigning users and licenses
- Access downloads and updates
- Create license files
- Installation and activation
- Troubleshoot licensing issues
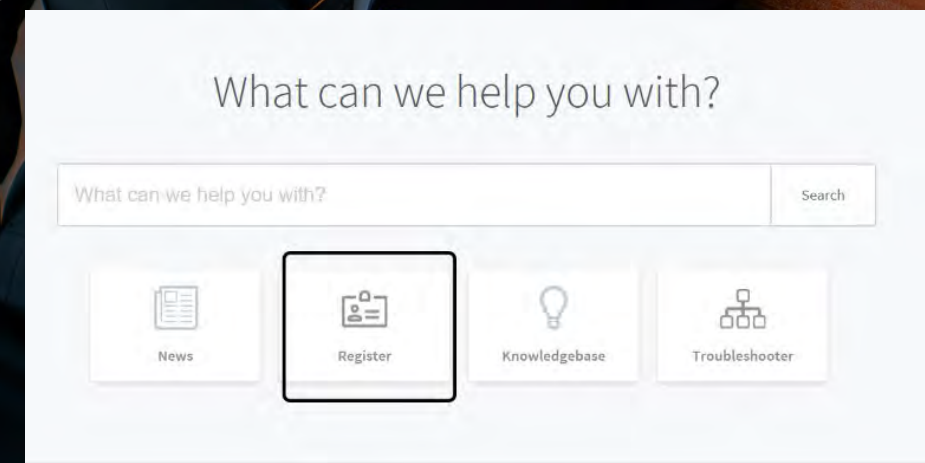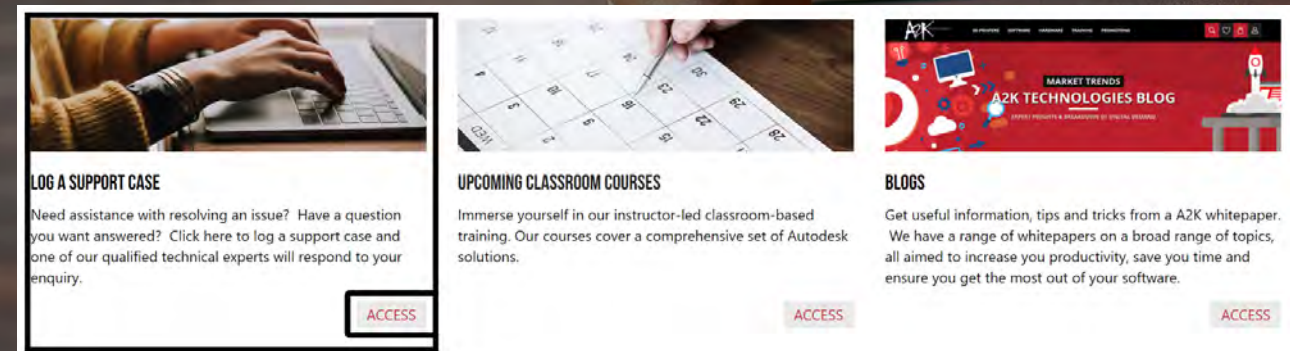- Voluntary License Reviews

CUSTOMER SUCCESS TEAM

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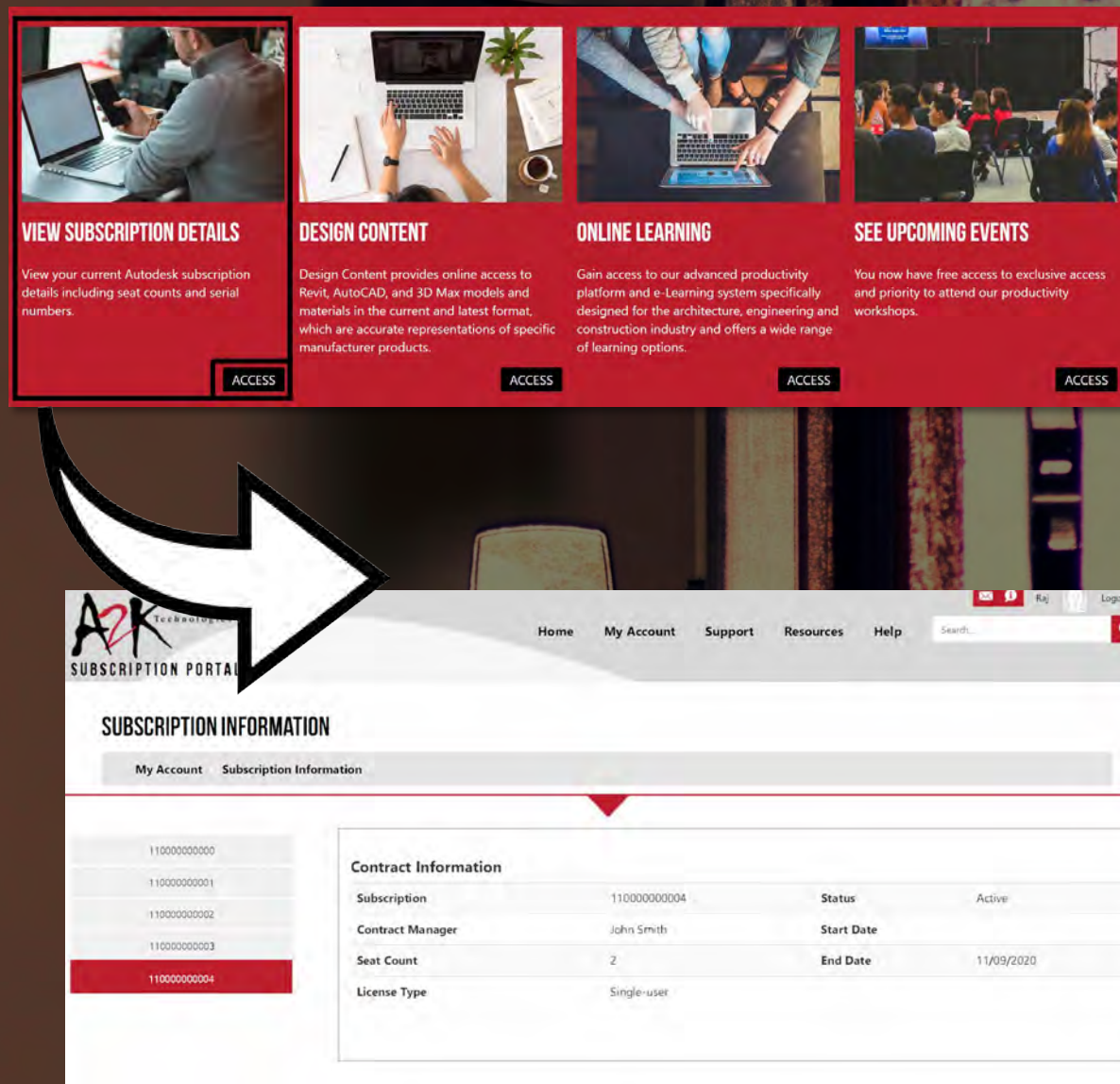
ACCESS SUBSCRIPTION INFORMATION

The portal enables you to view your current Autodesk subscription details including seat counts and serial numbers.

- Login on: https://www.a2ksubs.com/
- Click 'Access' on the View Subscription details section

EXCLUSIVE EVENTS AND WORKSHOPS

As a part of your subscription you will receive invitations to attend exclusive events and workshops. Through the portal you will be able to see all upcoming events and workshops.

- Login on: https://www.a2ksubs.com/
- Click 'Access' on the View Subscription details section
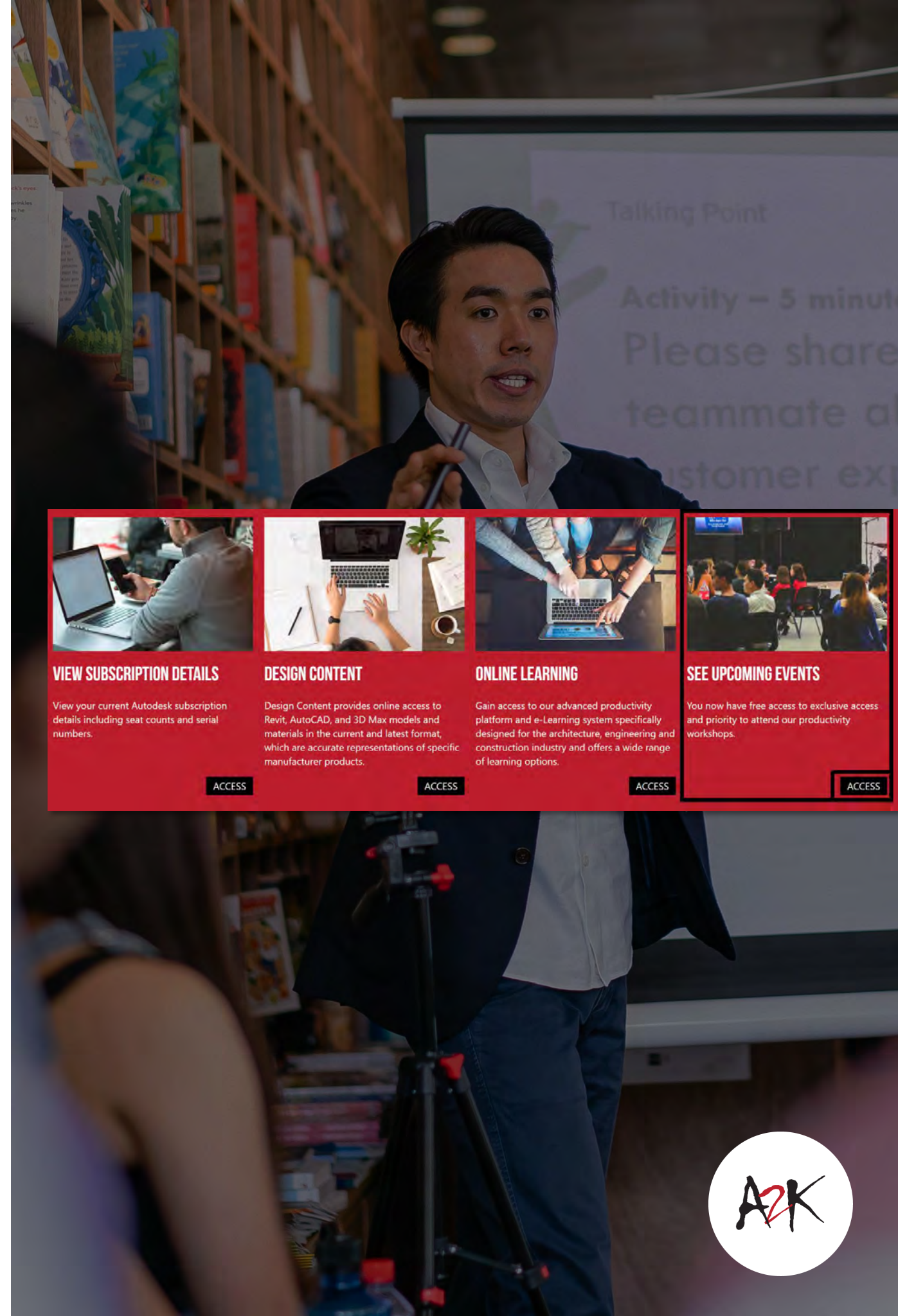
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