

## 2018 Product Registration

TITLE:	2018 Product Registration
DATE:	September 2017
SUBJECT:	Customer portal, serial registration
ABSTRACT:	Create a customer portal account to register a SOLIDWORKS serial number and product.

This guide is written for version 2018. If you are using an earlier version of SOLIDWORKS, please download our earlier documents to correctly register your version of SOLIDWORKS.



Registration is a simple process that gives you access to features found in the SOLIDWORKS Customer Portal, such as downloads or the knowledge base.

Since registration is done via the Customer Portal, this document also covers how to set up an account.

This is not a troubleshooting guide. If you have any technical issues with SOLIDWORKS, please contact [Hawk Ridge Systems Technical Support](#).

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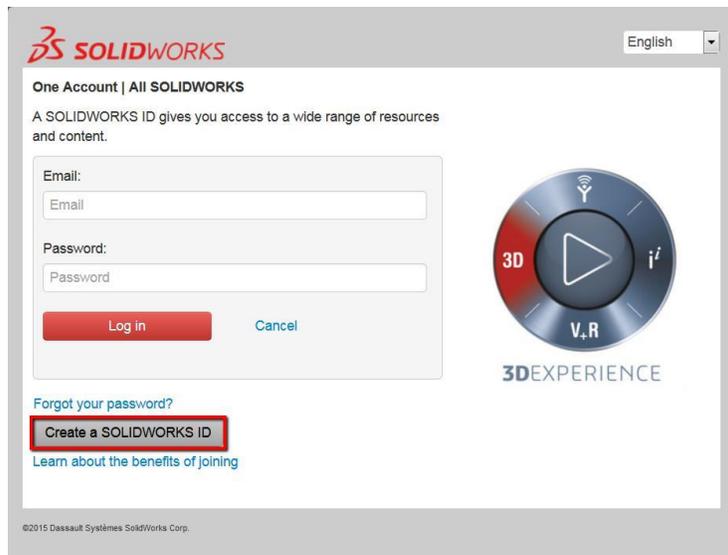
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## Creating an Account

You will need to create an account on the SOLIDWORKS Customer Portal in order to begin registering products. If you already have an account set up, skip to the section titled **Product Registration**.

1. Navigate to <https://customerportal.solidworks.com> and click on **Create a SOLIDWORKS ID**.



The screenshot shows the SolidWorks login page. At the top left is the SolidWorks logo. Below it, the text reads "One Account | All SOLIDWORKS" and "A SOLIDWORKS ID gives you access to a wide range of resources and content." There are two input fields: "Email:" and "Password:". Below these fields are "Log in" and "Cancel" buttons. To the right is a circular graphic with "3D", "V.R", and "i" icons, and the text "3DEXPERIENCE". At the bottom left, there is a link "Forgot your password?" and a button "Create a SOLIDWORKS ID" which is highlighted with a red box. Below that is a link "Learn about the benefits of joining".

2. Enter a valid company **e-mail** address, along with your 2018 SOLIDWORKS product **serial number**, and press the **Next** button.



The screenshot shows the "Create a SolidWorks Online Account" form. At the top, it says "Create a SolidWorks Online Account" and "eMail and Account Type > Company > Profile > Done". There is a red asterisk next to "Your email address" followed by a red-bordered input field. Below that are two radio buttons: "I am not a SolidWorks customer or I do not have a SolidWorks Serial #" and "I am a SolidWorks customer with a SolidWorks Serial #". The second radio button is selected. Below the radio buttons is "Serial #" followed by a red-bordered input field. At the bottom left, there are "Next >" and "Cancel" buttons, with "Next >" highlighted by a red box.

3. You will now need to review your company information. It is recommended that you click the **Yes** button to accept the information that is shown and contact [support@hawkridgesys.com](mailto:support@hawkridgesys.com) if any changes need to be made.

Create a SolidWorks Online Account

Email and Account Type > **Company** > Profile > Done

According to our records, this is your account information:

**Account Name:** Hawk Ridge Systems

**Address1:** 4 Orinda Way

**Address2:** Ste 100B

**City:** Orinda

**State/Province:** CA

**Postal Code:** 94563-2507

**Country:** USA

Is your company information accurate?

**Note:** Use the navigation buttons on these pages. **Do not** use your standard browser navigation buttons.

4. Enter your first name, last name, and desired password in the **Profile** section.

Create a SolidWorks Online Account

Email and Account Type > Company > **Profile** > Done

\*Required

\* **First Name:**

\* **Last Name:**

**Email Address:** CustomerPortal@hawkridgesys.com

\* **Password:**

\* **Re-Type Password:**

**Do not** send SolidWorks Express

**Do not** send info on user groups, webinars and events

**Do not** send postal mail

**Do not** call me

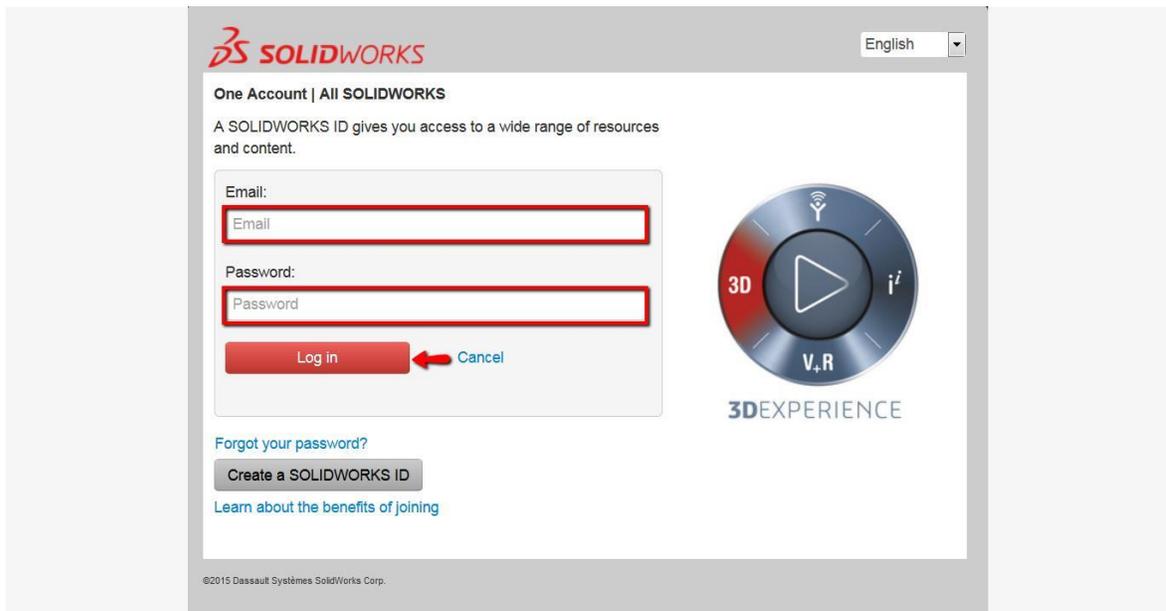
5. Accept the Export Agreement at the bottom of the page to finish your account and go to the Customer Portal.

# Product Registration

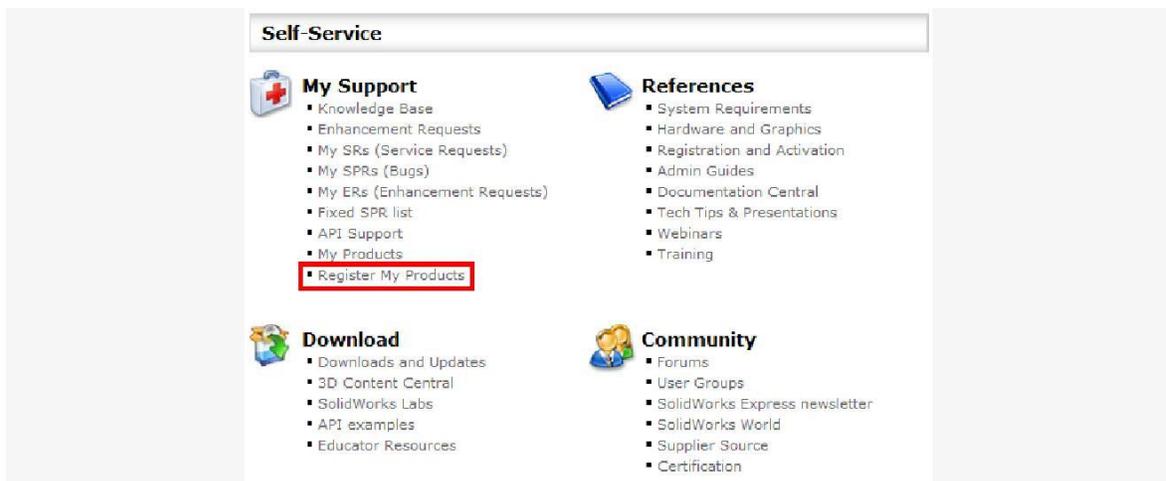
By this point, you should have an account on the Customer Portal as per the instructions in the previous section.

If you already have a SOLIDWORKS Customer Portal account, follow the steps in this section to register your 2018 products.

1. Using a web browser, go to <https://customerportal.solidworks.com>.
2. Fill in the **e-mail address** and **password** for your account and press the **Log In** button to continue.



3. In the **Self-Service** section, click the **Register My Products** link.



4. Enter the **serial number** of the product you wish to register (you can only register one product at a time) and press the **Next** button to continue.

\* Indicates required field.  
**Welcome to the SolidWorks eRegistration.**  
 Please enter the serial number for the product you would like to register.

\*Serial Number: xxxxxxxxxxxxxxxxxxxxxxxxxxxx

5. Press the button to the right of the **Version** field. This will open a window showing all the versions associated with the number that was loaded in the previous step. Select the 2018 version by pressing the > symbol next to the product. Press **OK** to close the pop up window, and this will fill in the version box for you. Press the **Next** button to continue.

\* Indicates required field.  
 Please click:  button for the pop-up window and then click Required Field to select the Version you would like to register.

\*Version:

Pick Product - Google Chrome

Secure | https://customerportal.solidworks.com/eservice...

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Product	Part #	Description
> SolidWorks Premium 2014	SMX0022	
> SOLIDWORKS Premium 2015	SMX0023	
> SOLIDWORKS Premium 2016	SMX0024	
> SOLIDWORKS Premium 2017	SMX0025	
> SOLIDWORKS Premium 2018	SMX0026	

6. Click the **Next** button to finish the registration.

**Message: Your Serial Number has been registered.**

7. Your 2018 product serial number is now registered on the SOLIDWORKS Customer Portal.