

2017 Product Registration

TITLE:	2017 Product Registration
DATE:	September 2016
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 2017. 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](#).

This document is only to be distributed and used by Hawk Ridge Systems customers. Any other use is prohibited.

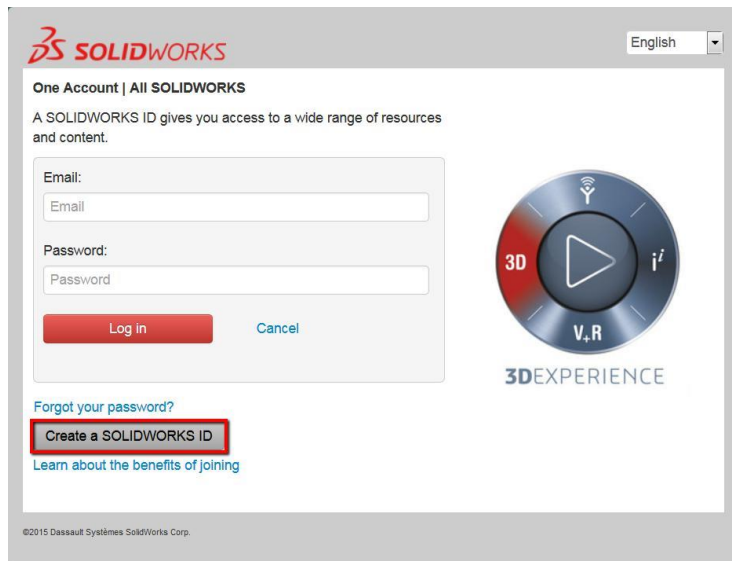
Contents

2017 Product Registration.....	1
Creating an Account.....	2
Product Registration.....	3

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**.



2. Enter a valid company **e-mail** address, along with your 2017 SOLIDWORKS product **serial number**, and press the **Next** button.



- 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 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.

- Enter your first name, last name, and desired password during 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

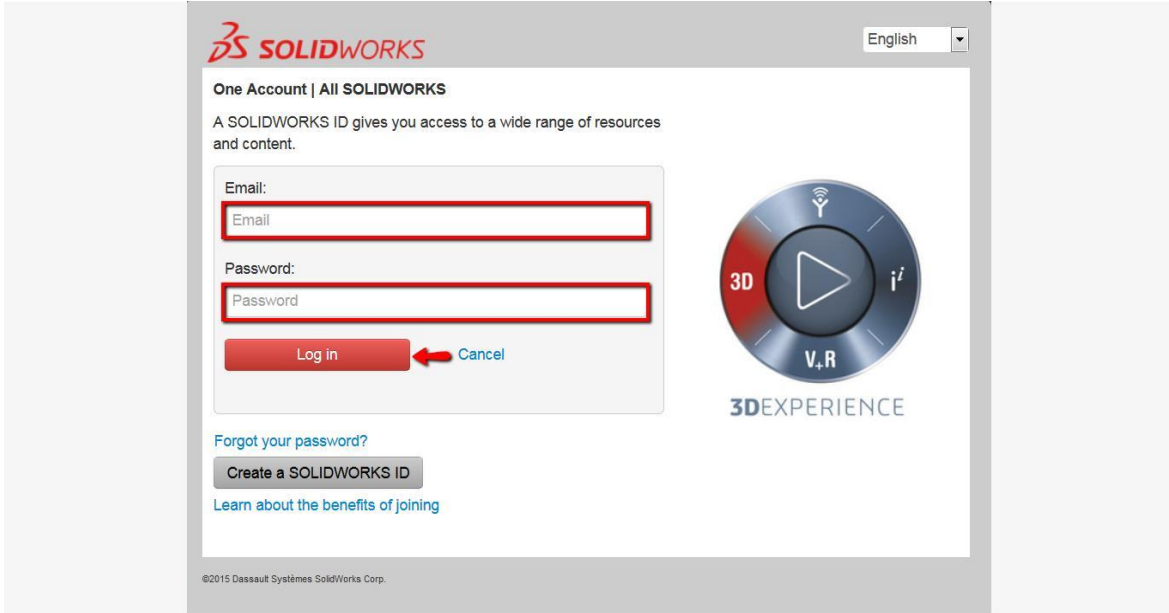
- Accept the Export Agreement at the bottom of the page to finish your account and go to the Customer Portal.

Product Registration

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

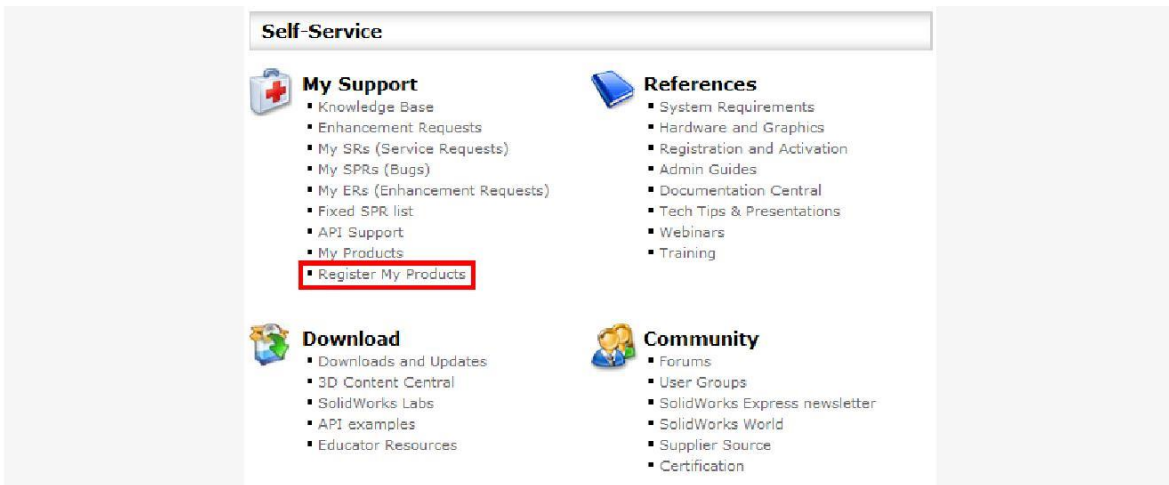
If you already have a SOLIDWORKS Customer Portal account, follow the steps in this section to register your 2017 products.

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.



The screenshot shows the SolidWorks login interface. At the top left is the SolidWorks logo, and at the top right is a language dropdown menu set to "English". Below the logo, it says "One Account | All SOLIDWORKS". A paragraph explains that a SOLIDWORKS ID provides access to resources and content. The login form includes an "Email:" field with a red border, a "Password:" field with a red border, a red "Log in" button, and a blue "Cancel" button with a red arrow pointing to it. To the right of the form is a circular graphic with "3D" on the left, "i" on the right, and "V.R" at the bottom, with a play button in the center and "3DEXPERIENCE" below it. At the bottom left of the form, there are links for "Forgot your password?", "Create a SOLIDWORKS ID", and "Learn about the benefits of joining". A copyright notice "©2015 Dassault Systemes SolidWorks Corp." is at the very bottom.

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



The screenshot shows the "Self-Service" section of the SolidWorks customer portal. It features four main categories: "My Support", "References", "Download", and "Community". The "My Support" category includes links for Knowledge Base, Enhancement Requests, My SRs (Service Requests), My SPRs (Bugs), My ERs (Enhancement Requests), Fixed SPR list, API Support, My Products, and "Register My Products", which is highlighted with a red box. The "References" category includes System Requirements, Hardware and Graphics, Registration and Activation, Admin Guides, Documentation Central, Tech Tips & Presentations, Webinars, and Training. The "Download" category includes Downloads and Updates, 3D Content Central, SolidWorks Labs, API examples, and Educator Resources. The "Community" category includes Forums, User Groups, SolidWorks Express newsletter, SolidWorks World, Supplier Source, and Certification.

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:** XXXXXXXXXXXXXXXXXXXXXXXXX

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 step 4. Select the 2017 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 - Mozilla Firefox

https://customerportal.solidworks.com/eservice_enu/

1 - 3 of 3

	Product	Part #	Description
>	SolidWorks Premium 2014	SMX0022	
>	SOLIDWORKS Premium 2015	SMX0023	
>	SOLIDWORKS Premium 2017	SMX0025	

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

Message: Your Serial Number has been registered.

7. Your 2017 product serial number is now registered on the SOLIDWORKS Customer Portal.