

2021 Product Registration

TITLE:	2021 Product Registration
DATE:	September 2020
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 2021. 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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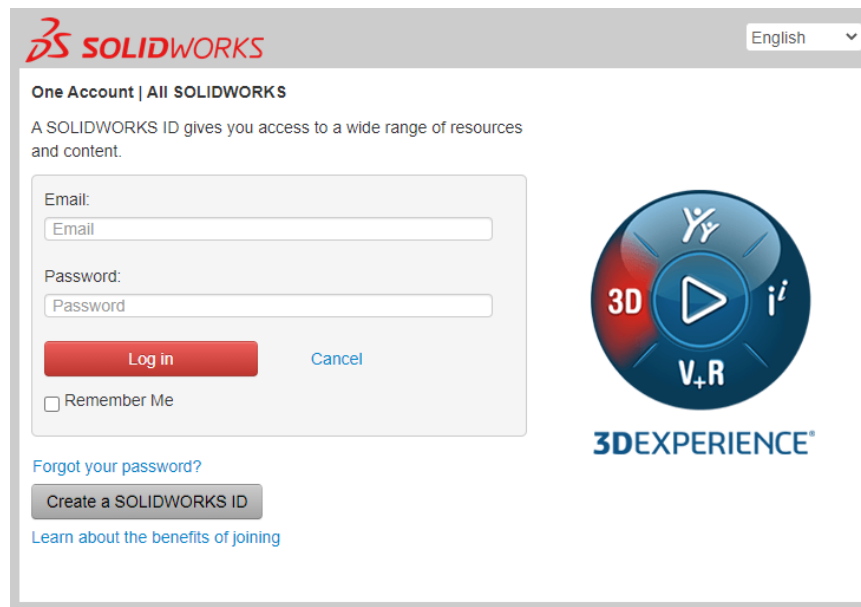
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Creating an Account

If you already have a SOLIDWORKS account, then skip this section and proceed with the **Product Registration** section of this document.

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



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 is the heading 'One Account | All SOLIDWORKS' and a sub-heading 'A SOLIDWORKS ID gives you access to a wide range of resources and content.' The main form contains two input fields: 'Email' and 'Password'. Below these fields are a red 'Log in' button and a blue 'Cancel' button. There is also a 'Remember Me' checkbox. To the right of the form is a circular graphic with icons for 3D, i, and V+R, and the text '3DEXPERIENCE' below it. At the bottom of the form are links for 'Forgot your password?', 'Create a SOLIDWORKS ID', and 'Learn about the benefits of joining'.

2. Enter a valid company email address as well as your 2021 SOLIDWORKS product serial number before selecting **Next**.



The screenshot shows the 'Create a SolidWorks Online Account' form. At the top is the heading 'Create a SolidWorks Online Account' and a breadcrumb trail 'eMail and Account Type > Company > Profile > Done'. The form has two main sections. The first section is labeled '*Your email address' and has a red-bordered input field. Below this are two radio button options: '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 section is labeled 'Serial #' and has a red-bordered input field. At the bottom of the form are two buttons: 'Next >' and 'Cancel'.



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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 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?

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

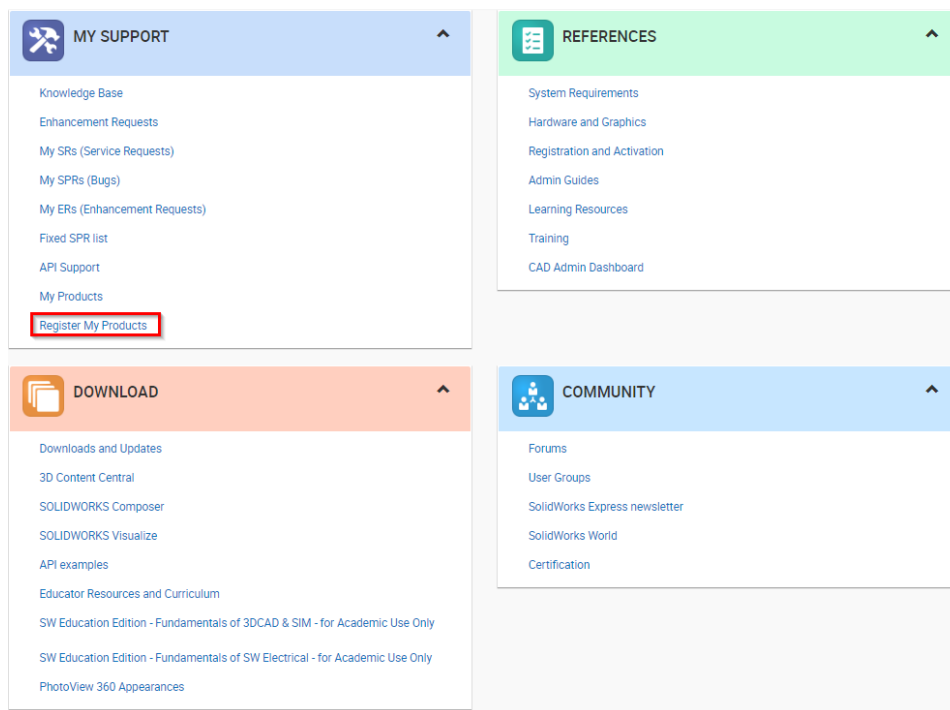
5. Accept the Export Agreement at the bottom of the page to finish your account and go to the Customer Portal.

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 2021 products.

1. Using a web browser, Navigate to <https://customerportal.solidworks.com> and sign in.
2. Under **My Support**, select the **Register My Products** link.



3. Enter the **Serial number** and select **Next**.

★ Indicates required field.


Welcome to the SolidWorks eRegistration.


Please enter the serial number for the product you would like to register.

★

4. Select the magnifying glass icon to the right of the **Version** as instructed on the website.

★ Indicates required field.

Please click  button for the pop-up window and then select the Version you would like to register and click OK.

★ 

6. A dialog box will open showing all versions associated with the serial number. Select the **2021** version from the list and select **OK** to close the popup window. This will fill in the version box for you.
7. Press the **Next** button to continue.
8. Select the **Next** button to finish the registration.
9. Your product serial number is now registered in the SOLIDWORKS Customer Portal.