How To Register SOLIDWORKS Products

TITLE:	How To Register SOLIDWORKS Products
DATE:	September 2026
SUBJECT:	DSx Client, Subscription Service Benefits
ABSTRACT:	Create a 3DEXPERIENCE ID and be granted a role in DSx Client Care and Order to gain access to SOLIDWORKS Subscription Benefits



This document will cover how to create a 3DEXPERIENCE ID and how access to Subscription Service benefits can be granted to users. Subscription services include software downloads, access to the SOLIDWORKS Knowledge base, training content and more.

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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Contents

Creating an Account 2
Accessing Subscription Service Benefits 2
Granting Access to Subscription Service Benefits 2

Creating an Account

The SOLIDWORKS ID login has been replaced by the 3DEXPERIENCE ID login. If you already have a SOLIDWORKS ID, you can use it to log on to the 3DEXPERIENCE login page using the same email address and password. For more information on the migration, please see the FAQ from SOLIDWORKS:

Learn More About the Transition to 3DEXPERIENCE Login and DSx.Client Care & Order

If you do not have an account and are unsure how to get one, please see the 3DEXPERIENCE ID creation steps.

Accessing Subscription Service Benefits

By this point, you should have a 3DEXPERIENCE ID as per the instructions in the previous section.

Entitlement is defined at the organizational level. Your organization is entitled to Subscription Service benefits as long as it owns and maintains SOLIDWORKS products. Any contact within your organization will be considered entitled.

Your individual Subscription Services benefits will now be assigned by your Administrator. When you want to access them, you simply log in and the system will look up your software entitlements.

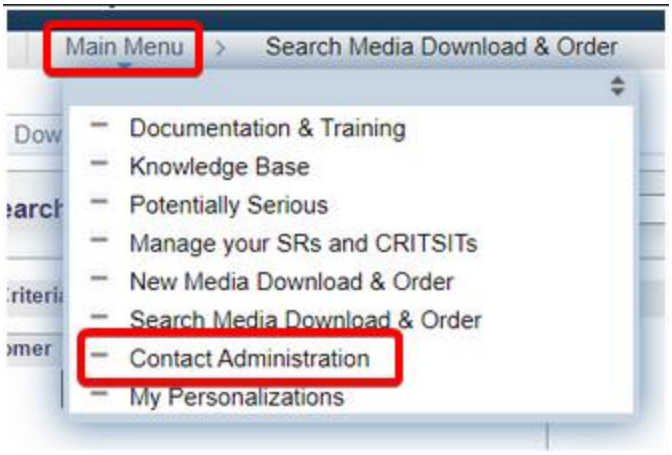
Granting Access to Subscription Service Benefits

If you log in and do not have access to your subscription benefits, you will need to be added as a contact and granted a role by your SOLIDWORKS Security Administrator.

The SOLIDWORKS Security Administrator must follow the process below:

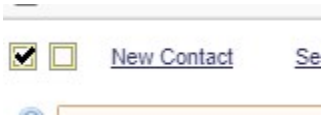
1. Log in to DSx Client Care and Order.

2. Click Main Menu>Contact Administration.

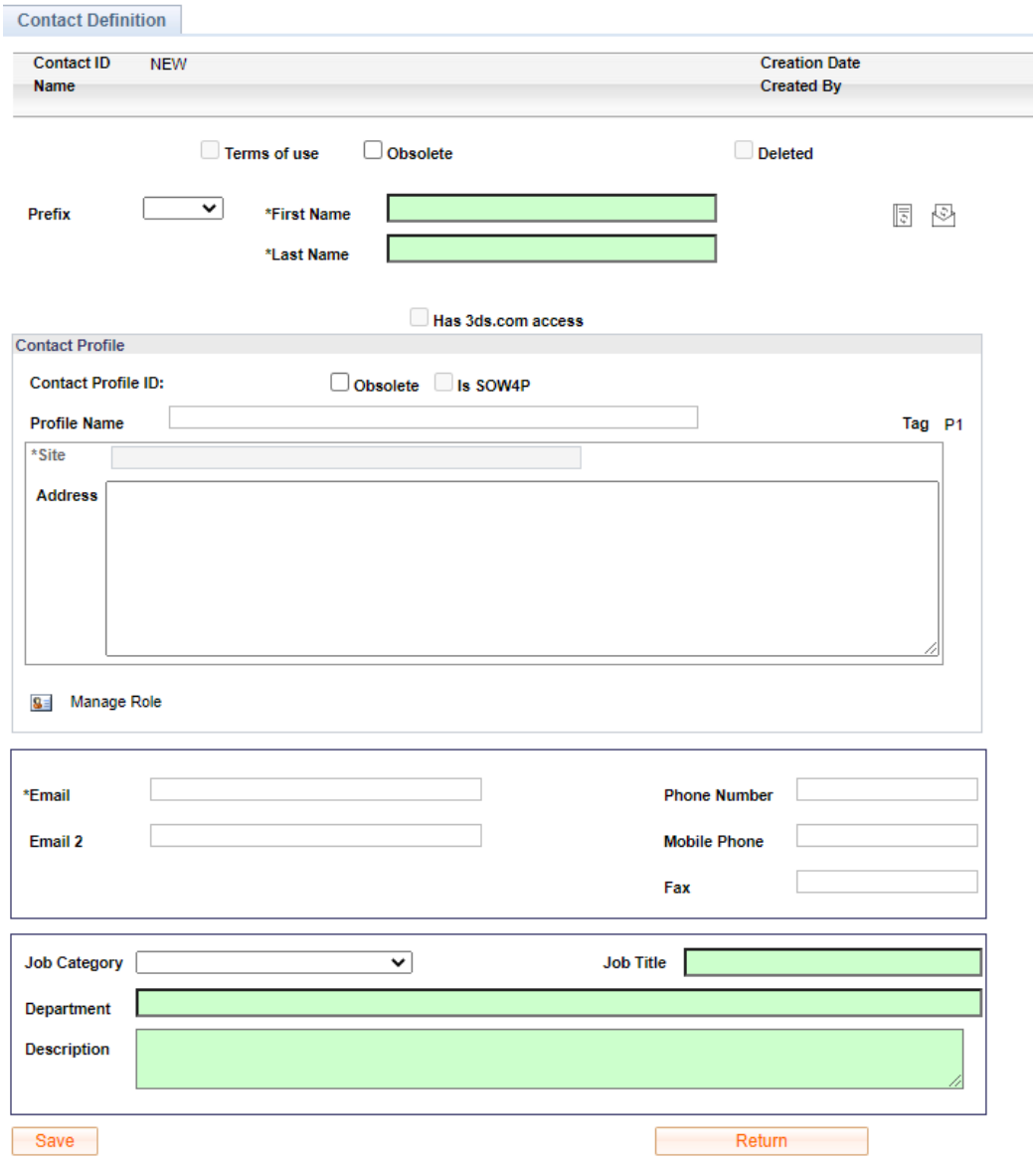


Note: The Main Menu items will not be available if you do not have the Security Administrator or Support Administrator role. (The Support Administrator role grants the ability to add contacts, but not the ability to grant roles to contacts). Please contact your SOLIDWORKS Administrator or contact Hawk Ridge Systems technical support to have the Security Administrator role assigned to your contact.

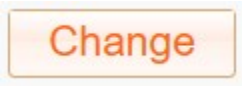
3. Click New Contact at the bottom left of the page to add the contact.



4. Fill out the fields with the contact information (First Name, Last Name, and Email are required). Click Save and Return.



5. From the contact list, find the new contact and click the Change button next to it.



6. Select which roles to assign to the new contact and click Ok. (A table, only available for Security Administrator roles, describing each role can also be found on this page. Generally, the **Support Restricted** role is appropriate for most SOLIDWORKS users.)

7. Back in the contact list, click the Apply Role Changes button at the bottom left.



The administrator and the new contact should both receive an email confirming the new contact and role. The newly added contact will be considered entitled to subscription service benefits when the user logs in to the 3DEXPERIENCE ID using the same email address defined in the above instructions.

For additional support, existing customers can submit a ticket or new customers can contact Hawk Ridge Systems.