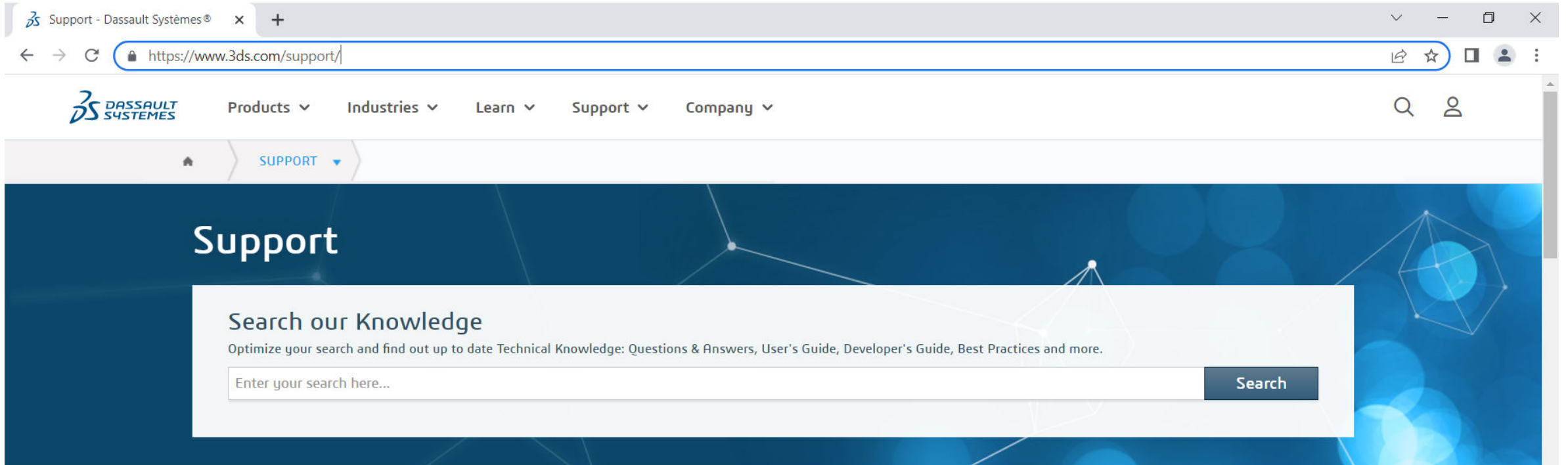




Service Request Creation

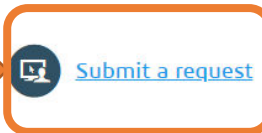
3DSupport PORTAL

Go to <https://www.3ds.com/support>




The screenshot shows the 3DSupport Portal website. The browser address bar displays <https://www.3ds.com/support/>. The navigation menu includes [Products](#), [Industries](#), [Learn](#), [Support](#), and [Company](#). The main content area features a search bar with the text "Search our Knowledge" and a "Search" button. Below the search bar, there is a text input field with the placeholder "Enter your search here...".

Click on




LOGIN

Sign in to your 3DEXperience



3DEXPERIENCE

3DEXPERIENCE ID*




Remember me

[Log in](#)

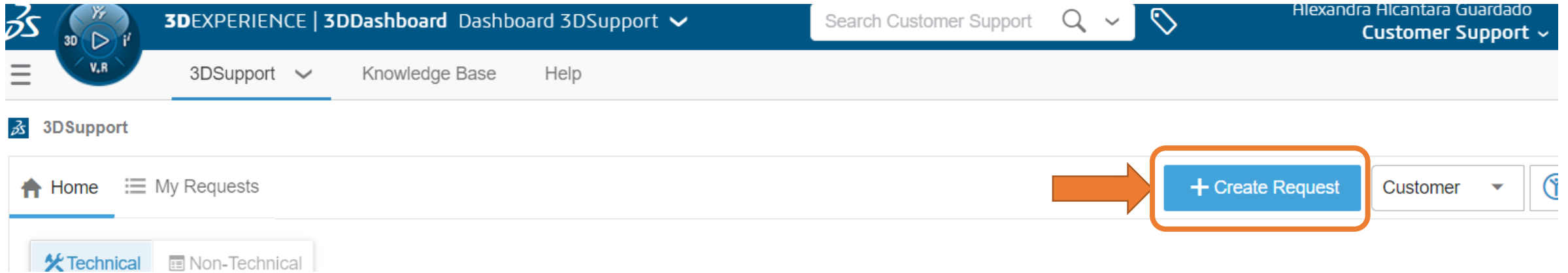
[Create your 3DEXPERIENCE ID](#)
[Forgot your password?](#)

* You can also use your SOLIDWORKS ID

English  [Need help?](#)

SR CREATION

Click on **Create Request**



The screenshot displays the 3DExperience 3DSupport dashboard. The top navigation bar includes the 3DExperience logo, the text "3DEXPERIENCE | 3DDashboard", and a dropdown menu for "Dashboard 3DSupport". A search bar for "Customer Support" and a user profile for "Alexandra Alcantara Guardado" are also visible. Below the navigation bar, the "3DSupport" section is active, showing a "Home" link and a "My Requests" link. A prominent blue button labeled "+ Create Request" is highlighted with an orange arrow and a rounded orange border. To the right of this button is a "Customer" dropdown menu. At the bottom left, there are tabs for "Technical" and "Non-Technical" requests.

CATEGORY SELECTION

Select a category

Please select a category to begin

- Technical Category
 - Software Usage**
Issue, How to question
- Non-Technical Category
 - Software Download**
Media Availability, Access Issue
 - Software Ordering**
Ordering issue, How to Question, Click and buy
 - Software License keys**
License Activation, Temporary File Request, Activation Exemption
 - Contact Management**
Access Request, Contact Update
 - Certification / Training**
Certification, Training
 - Administrative Apps Usage** ⓘ
Access Issue, Usage Issue, How to Question
 - For other category, contact [helpdesk](#) ↗

For example, if selecting **Software Usage** the following window appears

Software Usage
New Request Draft

Sub-Category *
Choose your sub-category

Context

Final Customer Site *
VIRTUAL INTEGRATED ANALYTICS SOLUTIONS MEXICO S DE RL DE CV ID/Name

Final Customer Contact *
ALCANTARA, Alexandra

Final Customer CC Emails

Technical Environments *
Add New Environment Last 3 Used

Is it a regression ?
 Yes No

CLIENT DETAILS

← Software Usage
New Request Draft

Sub-Category *



Choose between an **Issue** and a **How to question**

Context

Final Customer Site *

 ID/Name

Select your company

Final Customer Contact *



Select your profile

Final Customer CC Emails



Optional: Add other contacts that will receive email updates

Technical Environments *

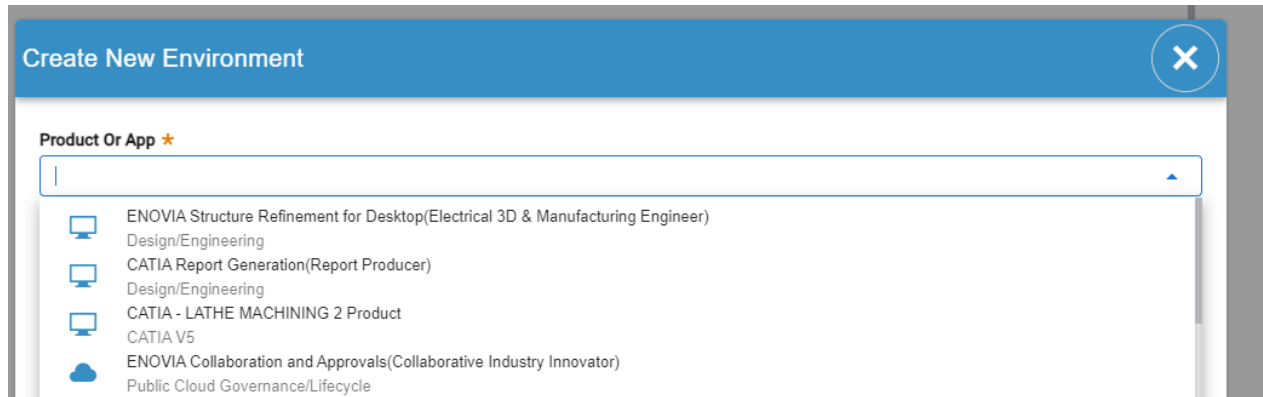
 

Click on Add New Environment

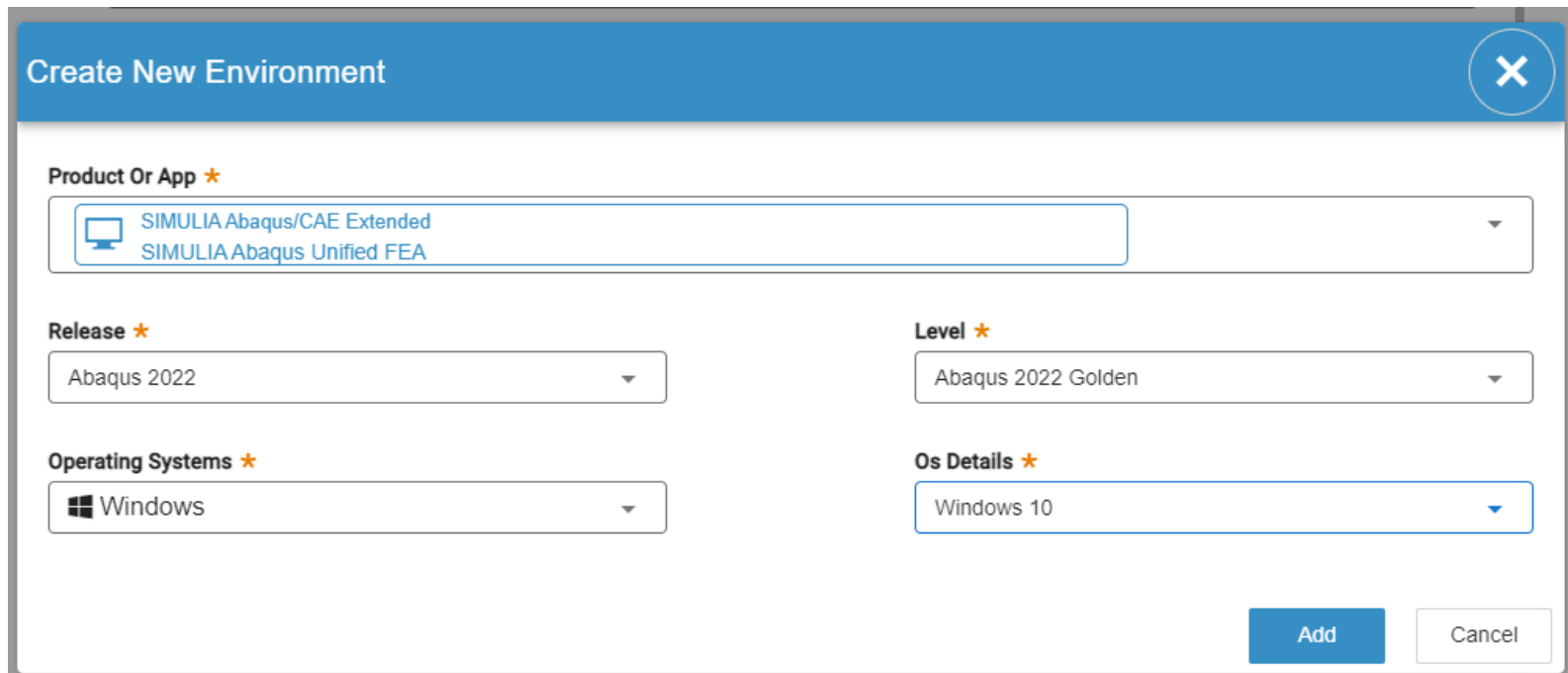
Is it a regression ?

 Yes No

SOFTWARE AND ENVIRONMENT

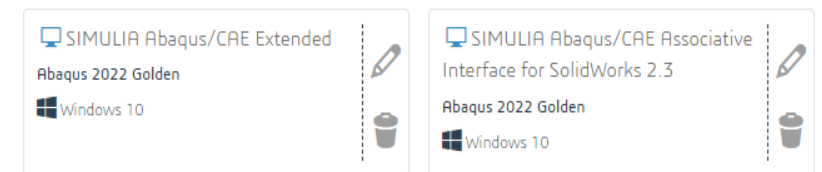


← Select the software



Select the release, level, OS, and OS version

Multiple environments may be added of necessary



PROBLEM DESCRIPTION

Description

Abstract *

Abstract

0 / 254



Title or brief description of issue

Description *

Problem Description/Question:

Required information to reproduce or answer:

Specific setup to reproduce the scenario (i.e. Environment Variables, Software Levels, Client Server Architecture, Data, Customization etc)

:

Scenario: (steps to reproduce) mentioning the required Product(s) or App(s) in addition of the one set during SR creation :

1)

2)

3)

...

Actual Result :

Expected Result :

Important specific information related to reproducibility of the scenario :

Workaround (if you know of any):



Please include as much detail as possible.

URGENCY LEVEL

Urgency *



Select the urgency level. Please refer to DS [Support Policies \(3ds.com\)](#) for [Licensed products](#), [Online services](#) and for [SIMULIA Academic Licenses](#)


- **Urgent:** Unable to use product. No workaround is possible and there are critical impacts on operations
- **High:** Operations are severely restricted by the problem, but a workaround exists.
- **Medium:** Service available with some non-critical functional restrictions
- **Low:** Minimal or no impact to operations, or a way to circumvent the problem has been found.

Urgency level	Initial Response Time
Urgent	2 Business Hours
High	4 Business Hours
Medium	8 Business Hours
Low	2 business days

FILES


Please upload any file you think are necessary. For example, .log files, .inp files, .msg files, etc. Screenshots of the error(s) displayed are also helpful.

Upload Files (max 2 GB per file)



Customer's Internal Reference

0 / 40

 Need Help



Click here you have questions on how to complete the SR request

Click **Next** when everything is completed or **Save** and complete later.

SUBMISSION

Sub-Category

Issue

Is it a regression ?

Abstract

Example

Final Customer Site

VIRTUAL INTEGRATED ANALYTICS
SOLUTIONS MEXICO S DE RL DE CV
(20000000387256)

Final Customer Contact

ALCANTARA, Alexandra

Description

Scenario: (steps to reproduce) mentioning the required Product(s) or App(s) in addition of the one set during SR creation :

- 1)
- 2)
- 3)
-


Actual Result :

Expected Result :

Important specific information related to reproducibility of the scenario :


Workaround (if you know of any):

Technical Environments:


 SIMULIA Abaqus/CAE Associative Interface for SolidWorks 2.3

Abaqus 2022 Golden

 Windows 10

 SIMULIA Abaqus/CAE Extended

Abaqus 2022 Golden

 Windows 10

Attached Files:

Sort by

Upload date

No attached file

Export Control and Personal Data Disclaimer :

As a reminder, this request and its associated data may be viewed and/or treated by Dassault Systèmes support team members located in several countries around the world.

We encourage you not to provide any personal data (i.e. information related to an individual such as name, email, phone number,...) confidential and/or sensitive information, nor information or data the export of which is controlled in the free text fields or attachments, except if it is compulsory to reproduce your incident.

 Need Help

Edit

Submit

Save

Reset

A summary of will appear before submission, please verify all details are correct.

If you need to make a correction, click on **Edit**

If everything is correct, click on **Submit.**

ISSUES WITH DS AUTOMATED

Once you submit an SR, you will receive an automated email with your SR reference number. VIAS3D Technical staff also automatically receives an email for every SR created through the 3DSupport portal.

We have noticed some clients do not get the automated email updates from the 3DSupport portal. Please check the status of your SR frequently to ensure you view the updates/clarifications/questions by the Technical staff.

If you see a status change and did not receive the automated email, please send **Support Manager Matt Olivero** MOlivero@vias3d.com an email after checking your SPAM/Junk folder.