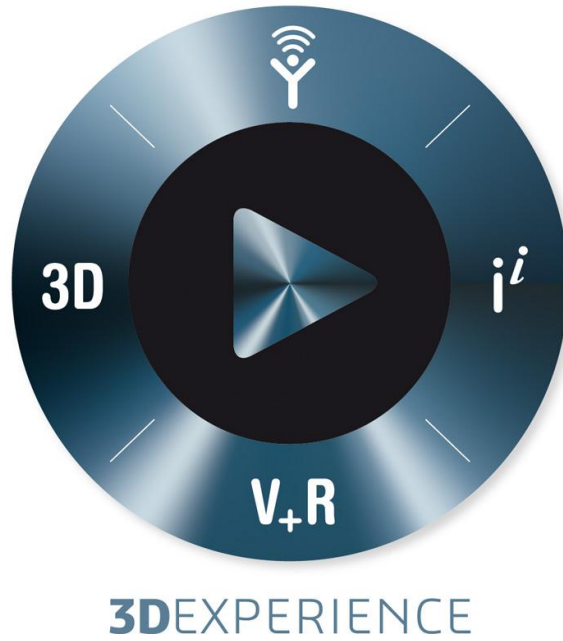


DS Passport and Support Roles



Applicable as of August 28th, 2014
Written by: DS Customer Support

1. What is DS Passport for Support?

Dassault Systèmes offers added value content to its customers on 3ds.com/support. It implies that some of this content is **private**.

To access to private resources and downloads on our Support Website, you have to login with your **DS Passport**.

2. How to get a DS Passport for Support?

First of all, to get a DS Passport for Support you must be a Dassault Systèmes customer and have a valid Support contract.

Contact your company's **Support Administrator*** to get your DS Passport. If you are not able to identify him, contact your [Customer Support Center.**](#)

** The user administration is managed by one person identified as Support Administrator within your company.*

*** Please note that the following information will be required to open your account: Prefix, First Name, Last Name, Email and Customer site ID Number (available in the "License Key Delivery Notice" or in the "Key Availability Notice").*

3. Support Roles

Different roles and permissions can be granted to our customers with a valid support contract. They are authored in Dassault Systèmes Support Tool, DSx.Client Care.

		No Role	Support Roles				
		3ds.com	3ds.com Support	Support Restricted	Support Advanced	Support Administrator	Security Administrator
Support Portal: www.3ds.com/Support 	Log in to 3ds.com	✓	✓	✓	✓	✓	✓
	Knowledge Base		✓	✓	✓	✓	
	Documentation		✓	✓	✓	✓	
	Software Download			✓	✓	✓	
Support Tool: DSx.Client Care 	Contact Administration					✓	✓
	Service Request Management			✓	✓	✓	

By default, every customer has a role 3ds.com. This role gives you access to the documentation

Remind that to access Private content & Services on www.3ds.com/support, 3ds.com Support role is sufficient.