

3DS Passport and Support Roles



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3DS Passport Presentation

1. 3DS Passport for Support

The 3DS Passport is a Dassault Systèmes account. You can log in with your 3DS Passport for support to access to private content and services on www.3ds.com/support: Knowledge Base, 3DS Products Documentation, and Download of Products.

3DS Passport for Support is dedicated to customers with a valid support contract.

The contact administration is managed by one contact identified as Security Administrator within your company.

Initially, this Support Administrator receives by e-mail the 3DS Passport credentials that will enable him to generate contacts inside its company.

Contact your company's Support Administrator to get an access. If you are not able to identify him or if he has not yet been designated, contact your [Customer Support Center](#).



Once you get your 3DS passport, you can access to our Support Request Management Tool: [Dsx.Client Care](#). This Tool enables you to Submit Requests, Exchange with Technical Experts, Customize your Dashboard, Manage Contacts, and Download Fixes for your Dassault Systèmes Solutions.

**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").*

Support Roles Presentation

2. Support Roles

Different roles and permissions can be granted to our customers with a valid support contract. They are authored in **DSx.Client Care**.

Support Roles		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		✓	✓	✓	