Creating a PTC account

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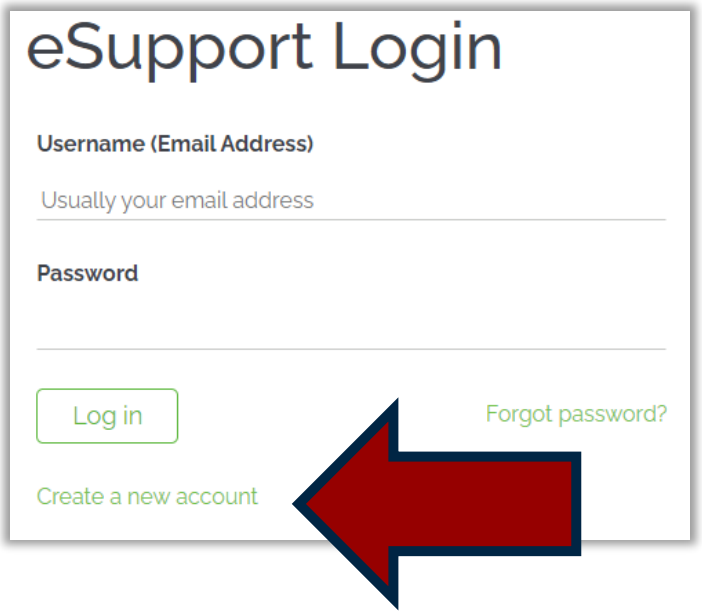
Creating a PTC account

Open https://www.ptc.com/en/support website

- Click on **Create a new account** below the login section as shown below.



- (If you do have a PTC account but cannot access it, click on the link below to log a web account problem)
  https://support.ptc.com/support/feedback/web-account.htm

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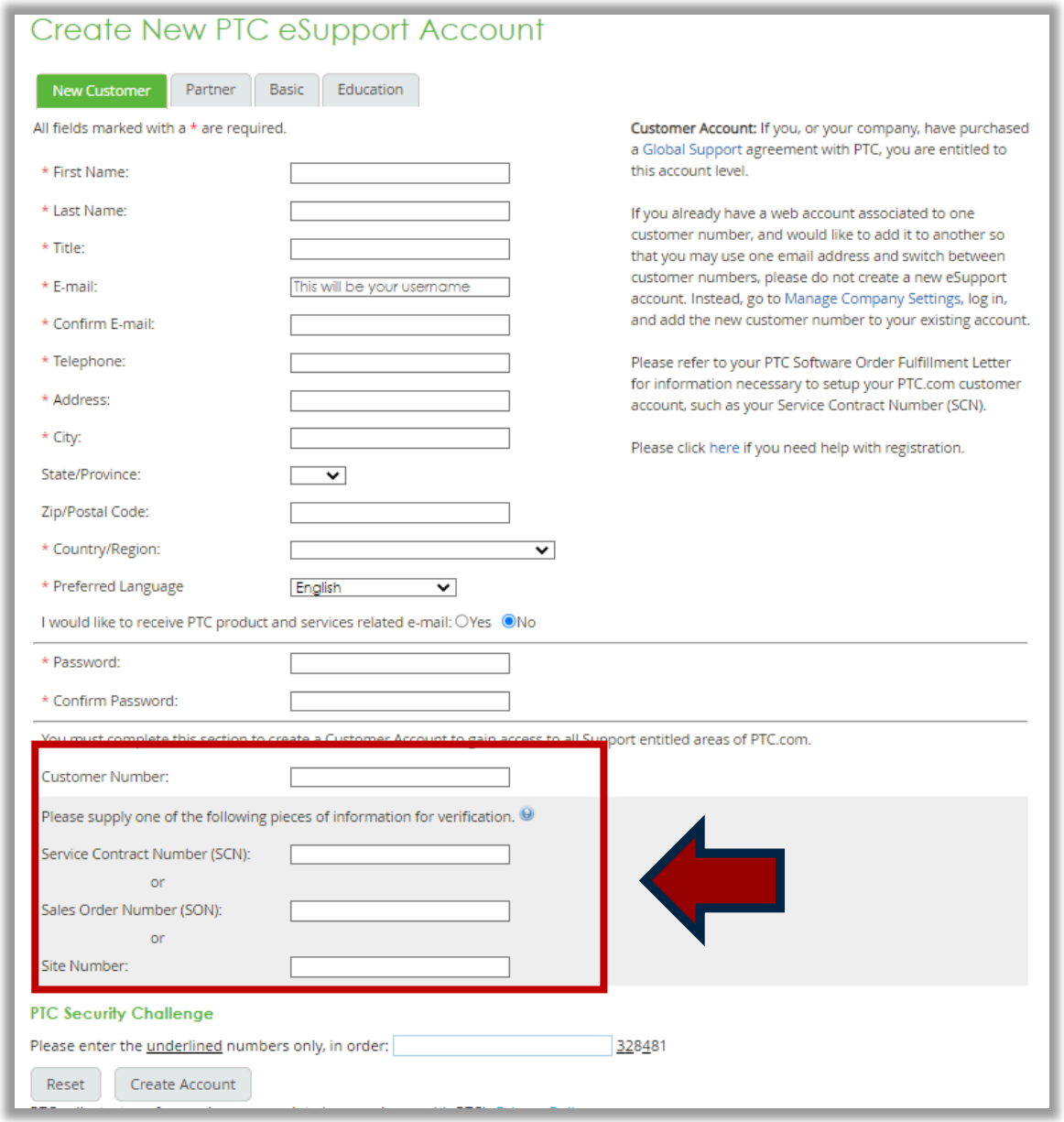
Complete all the required Fields marked with red Asterisk

- Information from the PTC software order fulfilment confirmation letter sent by PTC.
  (This information can also be found in an existing license file)
- Please see the two next slides as examples
- Complete all the information and click on Create Account



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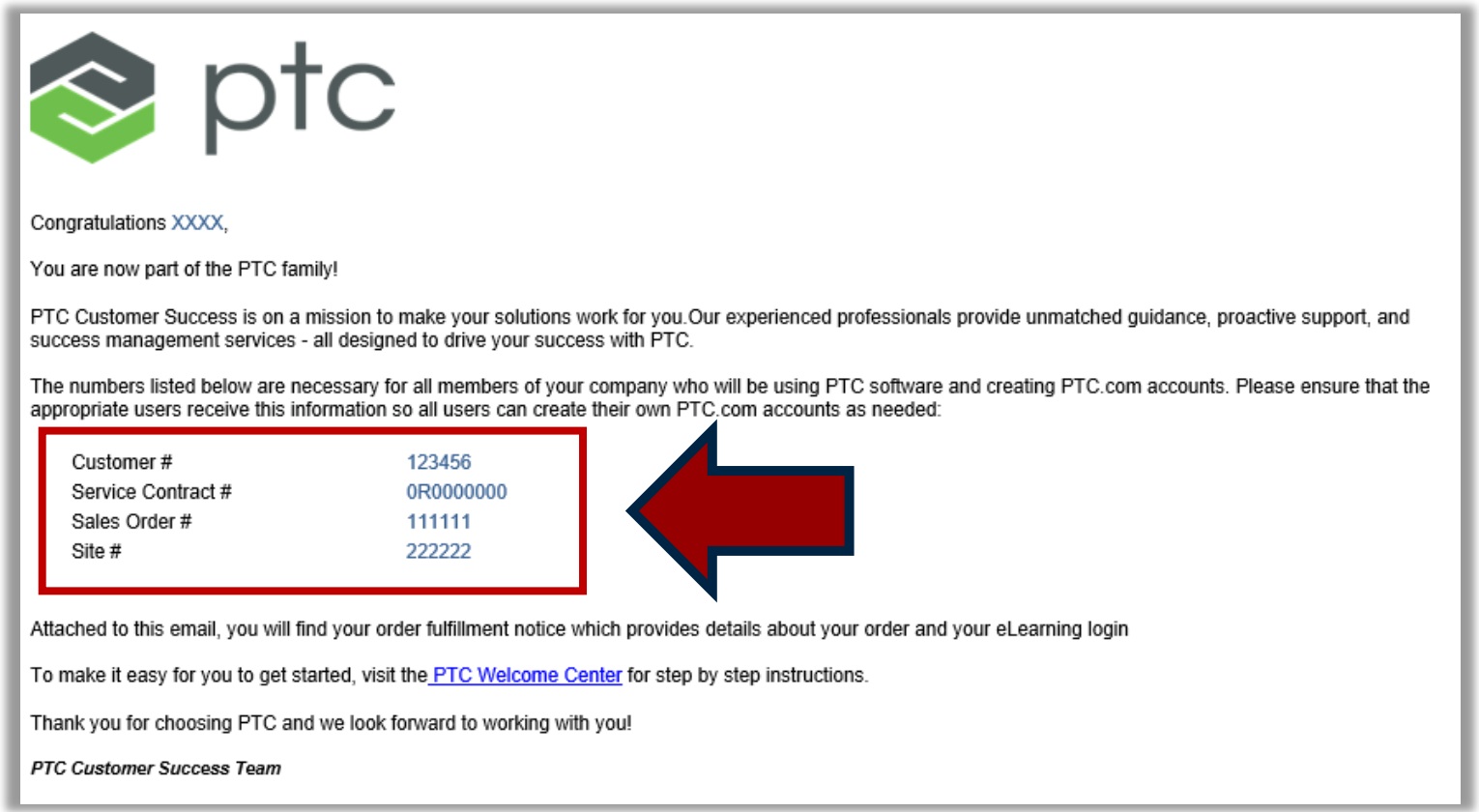
Example PTC software order fulfilment confirmation letter

(This email will have been sent to the main contact for your company account at PTC)

- You will need the information in this email to register your account.
- If you do not have this information. Please contact INNEO



ptc

Congratulations XXXX,

You are now part of the PTC family!

PTC Customer Success is on a mission to make your solutions work for you.Our experienced professionals provide unmatched guidance, proactive support, and success management services - all designed to drive your success with PTC.

The numbers listed below are necessary for all members of your company who will be using PTC software and creating PTC.com accounts. Please ensure that the appropriate users receive this information so all users can create their own PTC.com accounts as needed:

Customer #	123456
Service Contract #	0R0000000
Sales Order #	111111
Site #	222222

Attached to this email, you will find your order fulfillment notice which provides details about your order and your eLearning login

To make it easy for you to get started, visit the PTC Welcome Center for step by step instructions.

Thank you for choosing PTC and we look forward to working with you!

PTC Customer Success Team

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Example license file

(items in red can be used to create account)

```
#-----------------------------------------------------------------------------------------------------------------------------------------------------------
#Your call number is 000000000
#-----------------------------------------------------------------------------------------------------------------------------------------------------------
#-----------------------------------------------------------------------------------------------------------------------------------------------------------
#License Pack for Request ID 0000000
#This License pack was requested by: PTC Host ID A0-B1-C2-D3-E4-F5
#-----------------------------------------------------------------------------------------------------------------------------------------------------------
#                                                    PTC License Pack
#                                                    IMPORTANT SOFTWARE LICENSING INFORMATION
#                                    Retain this for your records.
#Customer:                           Customer name.
#Site:                               Customer address line 1
#                                    Customer address line 2
#                                    Customer address line 3
#                                    Customer address line 4
#
#Contact:                            Main Contact Person at customer
#Email:                              Main Contact email address
#Customer Number :                   123456
#Install Site No :                   222222
#******************************** Summary Table*****************************************************************************************
#                  PTC Host ID A0-B1-C2-D3-E4-F5
#FeatureName          Qty      Product                        Release   Type    Expiration                    Contract
#*****************************************************************************************************************************************
#259                  1    License name                       9.0                Ext     00/00/000             8A1367213
```

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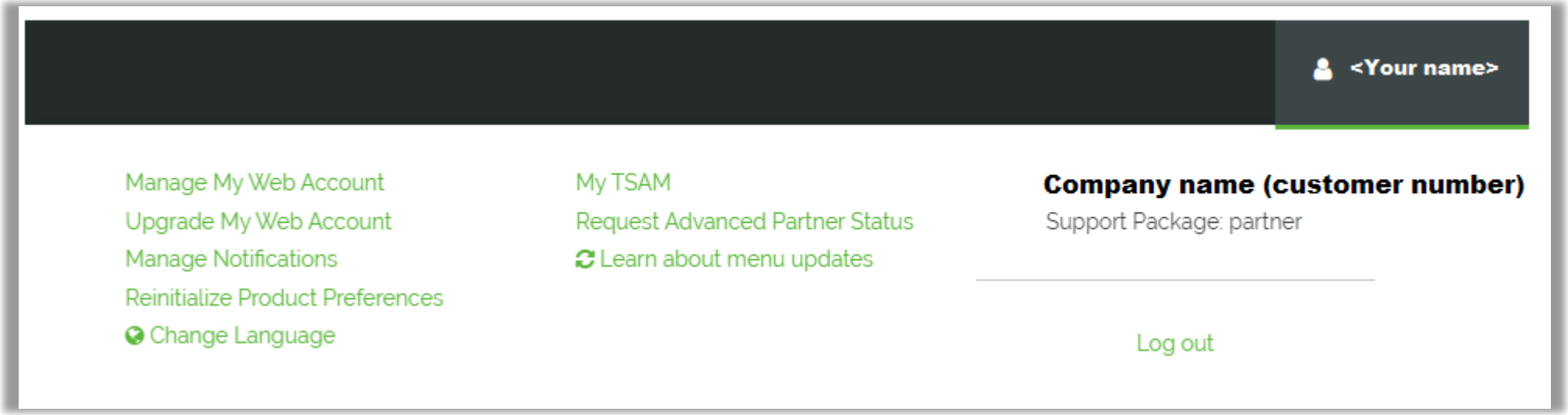
Log into the PTC support site if not signed in.

- Click on your name in the top right hand corner
- Upgrade your account to become an administrator to
- Being an administrator will allow you to:
  - Download software
  - Retrieve and move licenses
  - Control other user's access control on the PTC site.



Thank you!

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