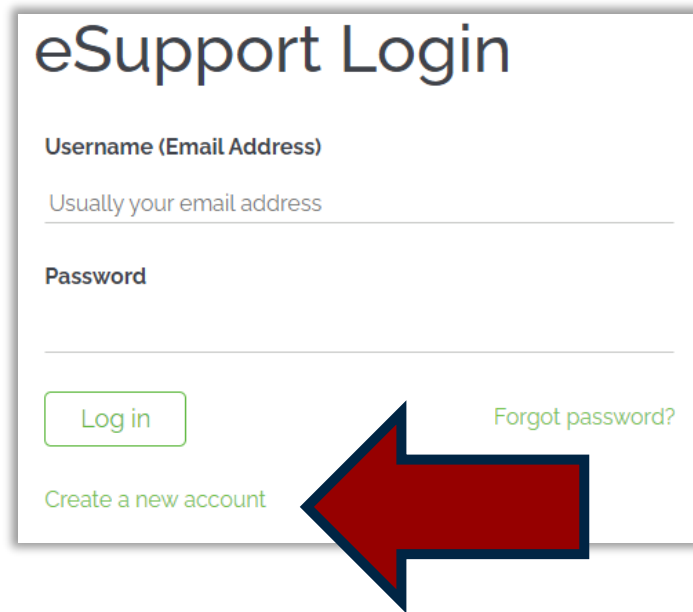


Creating a PTC account



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

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



The screenshot shows the 'eSupport Login' page. It features a 'Username (Email Address)' field with the placeholder text 'Usually your email address', a 'Password' field, a 'Log in' button, a 'Forgot password?' link, and a 'Create a new account' link. A large red arrow with a black outline points from the 'Forgot password?' link area towards the 'Create a new account' link.

- (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>

Creating a PTC account

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

Create New PTC eSupport Account

New Customer Partner Basic Education

All fields marked with a * are required.

* First Name:

* Last Name:

* Title:

* E-mail:

* Confirm E-mail:

* Telephone:

* Address:

* City:

State/Province:

Zip/Postal Code:

* Country/Region:

* Preferred Language:

I would like to receive PTC product and services related e-mail: Yes No

* Password:

* Confirm Password:

You must complete this section to create a Customer Account to gain access to all Support entitled areas of PTC.com.

Customer Number:

Please supply one of the following pieces of information for verification. ⓘ

Service Contract Number (SCN):

or

Sales Order Number (SON):

or

Site Number:

PTC Security Challenge


Please enter the underlined numbers only, in order: 328481

Customer Account: If you, or your company, have purchased a Global Support agreement with PTC, you are entitled to this account level.

If you already have a web account associated to one customer number, and would like to add it to another so that you may use one email address and switch between customer numbers, please do not create a new eSupport account. Instead, go to [Manage Company Settings](#), log in, and add the new customer number to your existing account.

Please refer to your PTC Software Order Fulfillment Letter for information necessary to setup your PTC.com customer account, such as your Service Contract Number (SCN).

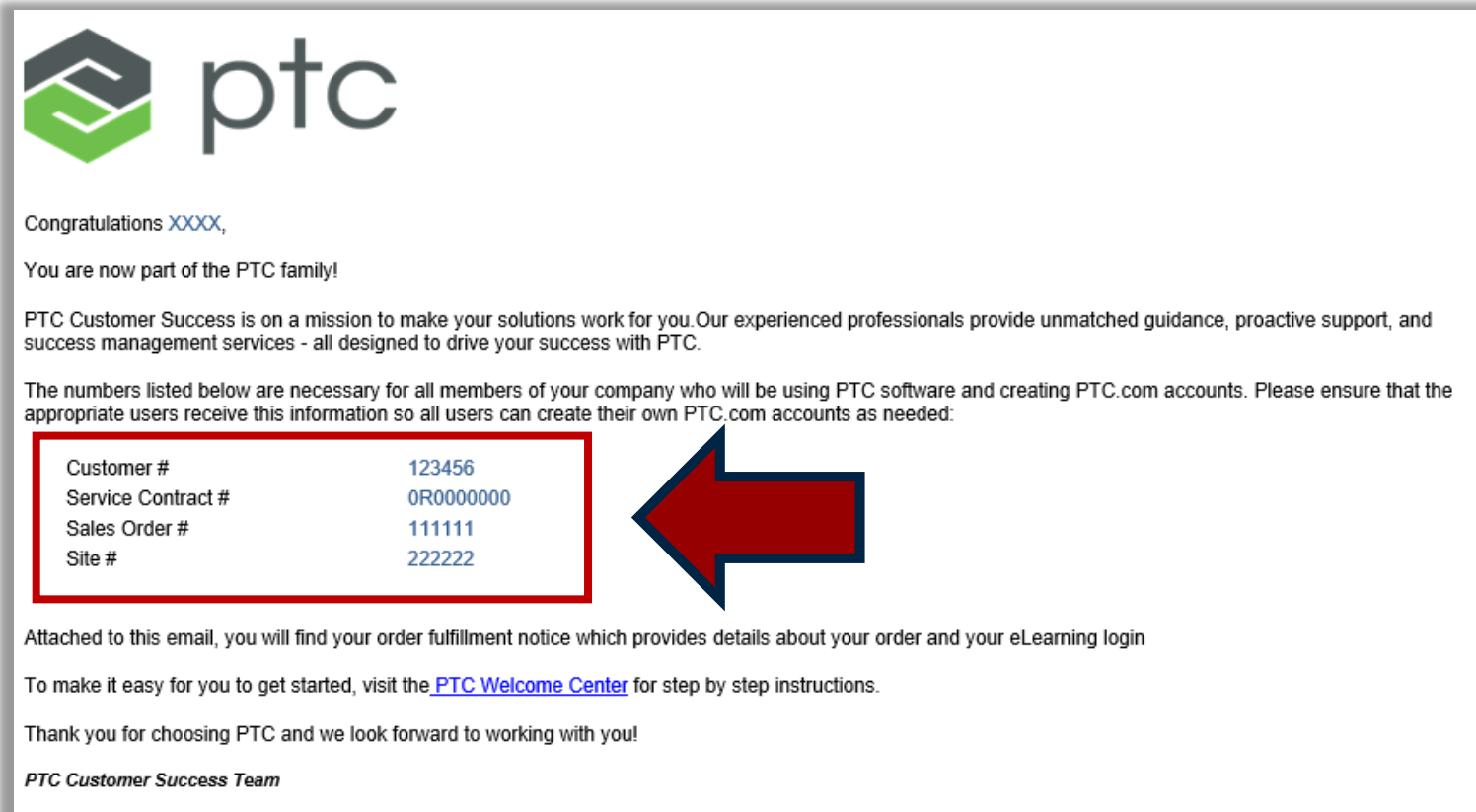
Please click [here](#) if you need help with registration.




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





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

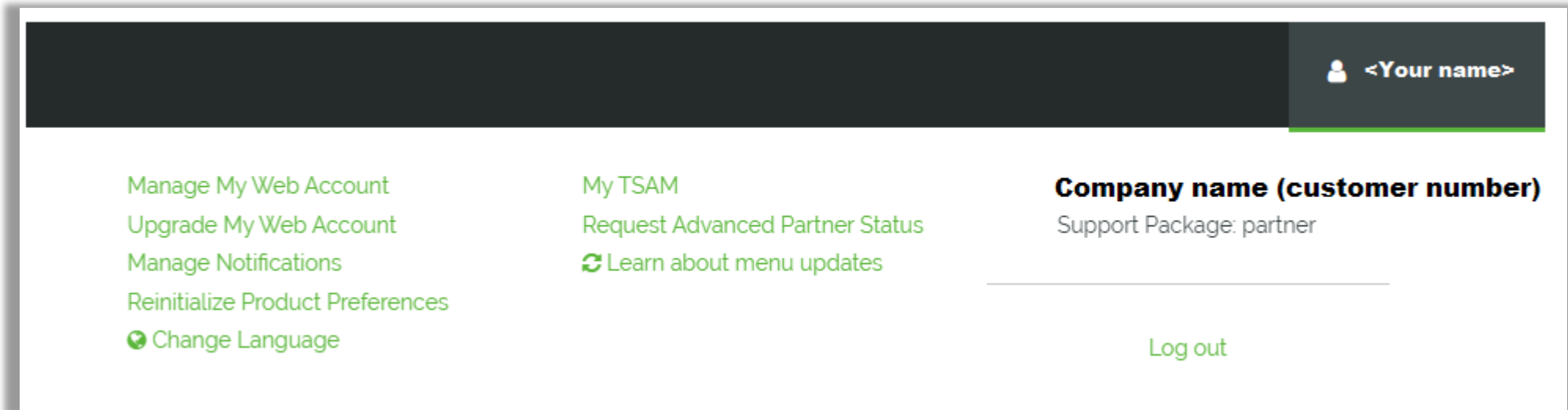
Example license file

(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 00/00/00 8A1367213
```

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!