

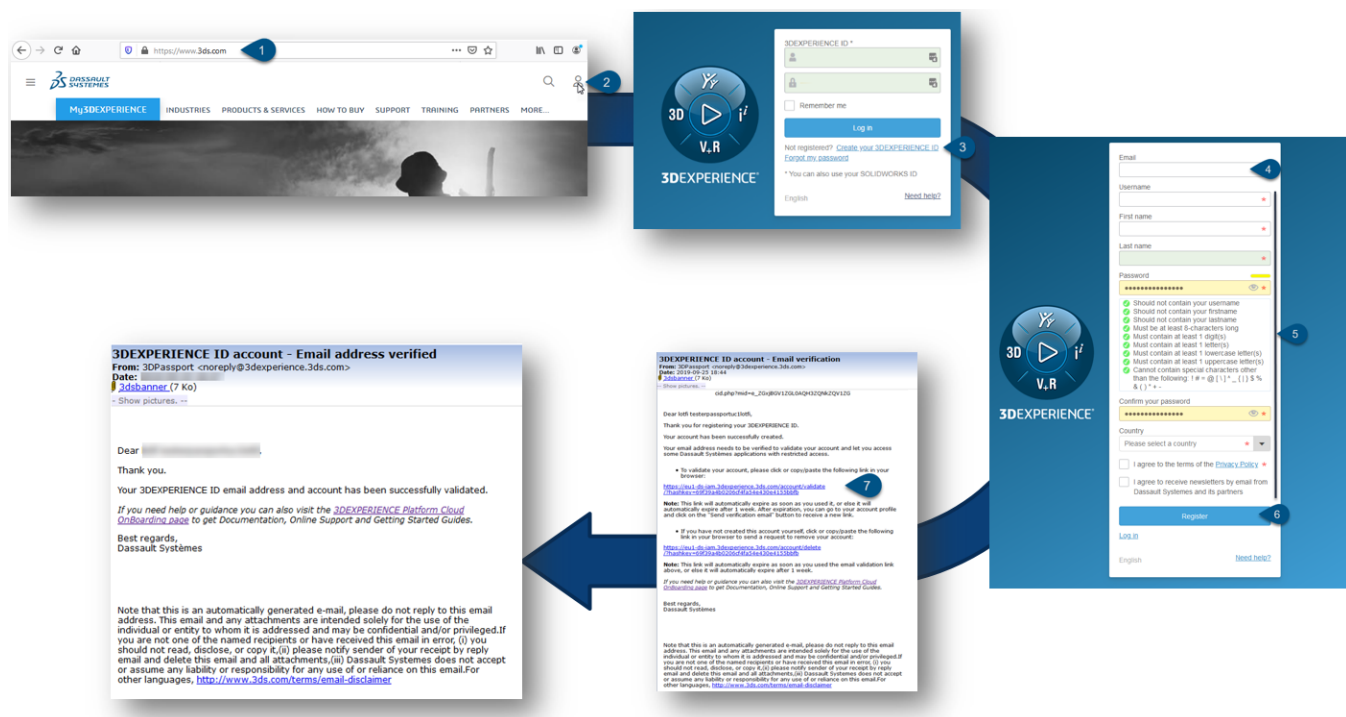
3DEXPERIENCE ID creation and validation

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You will need a 3DEXPERIENCE ID to access private content and services on the Dassault Systèmes Support site. If you have previously logged in to Dassault Systèmes' support site tools, you probably have a 3DEXPERIENCE ID. If you are not sure, you can check the **Assistance with your 3DEXperience ID creation** section.

If you do not have a 3DEXPERIENCE ID, follow the **3DEXPERIENCE ID creation workflow** below.

3DEXPERIENCE ID creation workflow



1. Log to www.3ds.com
2. Click on the top right Login icon
3. Click on "Create your 3DEXPERIENCE ID"
4. Enter **your corporate email**



If you have received the email communication titled **No Magic Customer Support transition – preparation** on March 26, 2021, please enter **the email address** given to you in that communication email.

5. Fulfill all remaining information as per your wishes
6. Click "Register"



When you register for a 3DEXPERIENCE account, an automated email will be sent to you. The email contains a link that will verify your email.

Note: check your junk/spam folder for the email if it does not appear in your inbox

You may have to request IT to add mail id <3dexperience@3ds.com> to the white list.

7. Verify your email.

You will receive an “Email address verified” notice. You are now ready to connect with your 3DEXPERIENCE ID.

Assistance with your 3DEXperience ID creation

1. Email already in use




If you have received the email communication titled **No Magic Customer Support transition – preparation** on March 26, 2021, please enter **the email address** given to you in that communication email.

The screenshot shows a registration form with four fields: Email, Username, First name, and Last name. The Email field is highlighted with a yellow background and has a red asterisk icon to its right. A dark blue callout box with white text points to the Email field, containing the text "Enter provided email address". The other fields (Username, First name, Last name) also have red asterisk icons to their right.

While applying for a new 3DEXPERIENCE ID, if it reports that the email address already exists, it means that a 3DEXPERIENCE ID is already associated with this email address.

The screenshot shows the registration form with the Email field highlighted by a red border. Below the field, the text "This e-mail already exists." is displayed in red. To the right of the form, the word "Action:" is visible.

Please reset your password using the “Forgot my password” option rather than creating a new account with a different password.



3DEXPERIENCE ID *

Email or username

This field is mandatory.

.....

☐ Remember me

Log in

Not registered? [Create your 3DEXPERIENCE ID](#)

[Forgot my password](#)

* You can also use your SOLIDWORKS ID

English [Need help?](#)



Forgot my password

Email

Enter provided email address



If you can't read this image text, load another one.



Type the characters you see above

English

Send

Cancel

You will receive reset password emails to this mailbox and will be able to generate a new password to connect to Dassault Systèmes Support site web services.

2. Logging in difficulties

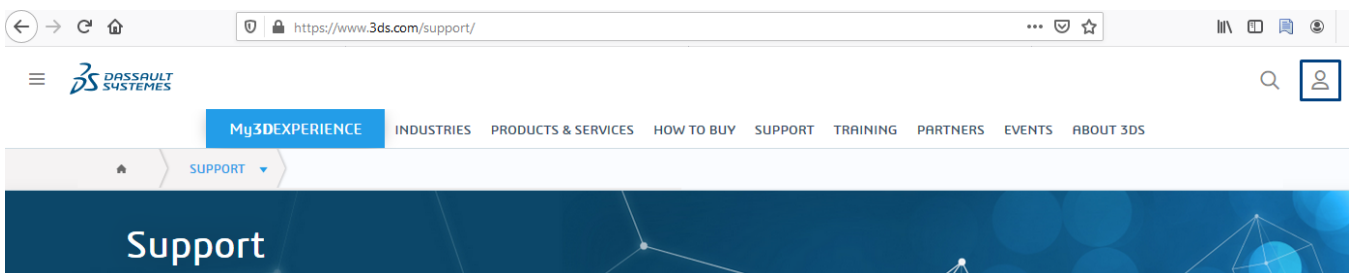
If you are encountering difficulties logging in, please try again using a Private (Firefox) / InPrivate (Edge) / Incognito (Chrome) window. If this log in is successful, please clear your browser cache and cookies, open a new browser window and retry.

Be sure you verified the email address first by replying to that email form.

3. Validation test

To test your 3DEXperience ID go to the [Dassault Systèmes website](#)

Click on the Log on icon and enter your 3DEXPERIENCE ID, as shown below:



Browser address bar: <https://www.3ds.com/support/>

Navigation menu: My3DEXPERIENCE, INDUSTRIES, PRODUCTS & SERVICES, HOW TO BUY, SUPPORT, TRAINING, PARTNERS, EVENTS, ABOUT 3DS

Support banner: Support

If your log-in is successful, you will see your name replacing the icon.

Contact Support

If you have issues when creating or validating a **3DEXPERIENCE ID**, or receive any other technical issues or errors related to **3DEXPERIENCE ID** creation, but not described in this page, please contact support team:

[Dassault Systèmes' global Call Center](#)

Call Center for any brand except specific brands/products below

3DVIA HomeByMe

DELMIA Apriso

DraftSight

DELMIAworks

GEOVIA

No Magic

SIMULIA

SOLIDWORKS

QUINTIQ

If you are Security Administrator and need help about managing contacts, roles or have questions about 3DEXPERIENCE and 3DSupport App on behalf of your users, please create Non Technical Service Request (NTSR).