Support

- Introducing 3DSupport App
- The 3DEXPERIENCE ID
- Accessing the 3DSupport App
- Transition to 3DSupport App for Customers eligible for Data Migration
    - Troubleshooting
- Contacts
- Support policies
- More information about Dassault Systèmes support model

Beginning June 1, 2021, No Magic customers are supported through Dassault Systèmes' support model, provided by No Magic experts.

Introducing **3DSupport App**

Technical customer support is provided through the Dassault Systèmes' support tool - **3DSupport App**. The **3DSupport App** is the new support tool based on 3DEXPERIENCE platform technology.

Using the **3DSupport App**, you can do the following:

- Create new service requests (support tickets)
- Manage and track active service requests

The **3DEXPERIENCE ID**

You need a **3DEXPERIENCE ID** to access the Dassault Systèmes Support site. If you have already logged in to Dassault Systèmes' support tools before, you probably have a **3DEXPERIENCE ID**.

If you don't have a **3DEXPERIENCE ID** or are not sure if you have one, please check the 3DEXPERIENCE ID creation and validation page.

Other resources you can access with your **3DEXPERIENCE ID:**

- Software download (documentation is included in the software). See more information on how to access and download software.
- Knowledge Base, which includes Questions & Answers, existing bug reports.

Accessing the **3DSupport App**

The **3DSupport App** is dedicated to customers with a valid support contract (software assurance/ALC - annual license contract).

Connect and submit a service request via 3DSupport App

Transition to 3DSupport App for Customers eligible for Data Migration

The **No Magic legacy support** customers who are eligible for support data migration, have been transferred to **Dassault Systèmes'** support model as described in the following table.

Date	No Magic/Dassault Systèmes actions	Available customer action
March 26, 2021	1st email communication titled **No Magic Customer Support transition – preparation** is sent	3DEXPERIENCE ID creation and validation
May	Migration of closed tickets.	
May 27, 2021	2nd email communication titled **No Magic Customer Support transition** is sent	
May 31- June 1, 2021	2 automated emails are sent about: • support role granted to you, • account to access Dassault Systèmes Support Services.	Login to **3DSupport App**
June 1, 2021	• migration of in-progress tickets • **No Magic legacy Customer System** restricted to a read-only mode	Continue communications on your migrated tickets in **3DSupport App**

Troubleshooting

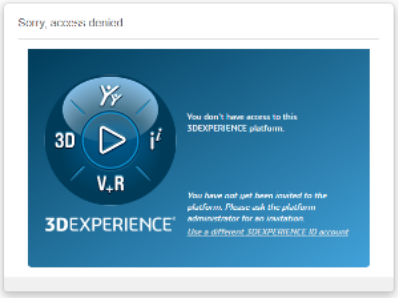
Q: I have not received emails about accessing 3DSupport App or other communication emails.

A: Check if you have a 3DEXPERIENCE ID.

If you do not have one - contact your company dedicated Security Administrator for Dassault Systèmes. Consult your IT or asset department for help.

If you are not able to identify your Security Administrator, or if they have not yet been designated, contact us.

Q: I receive an 'Access is denied' error message, when connecting to 3DSupport App.



A: You do not have a support role. Contact your company dedicated Security Administrator for Dassault Systèmes to get the support role. Consult your IT or asset department for help.

> ⚠ It takes up to 24 hours to take an effect after the support role has been granted by the Security Administrator. Until then you will get an 'Access is denied' error message.

If you are not able to identify your Security Administrator, or if they have not yet been designated, contact us.

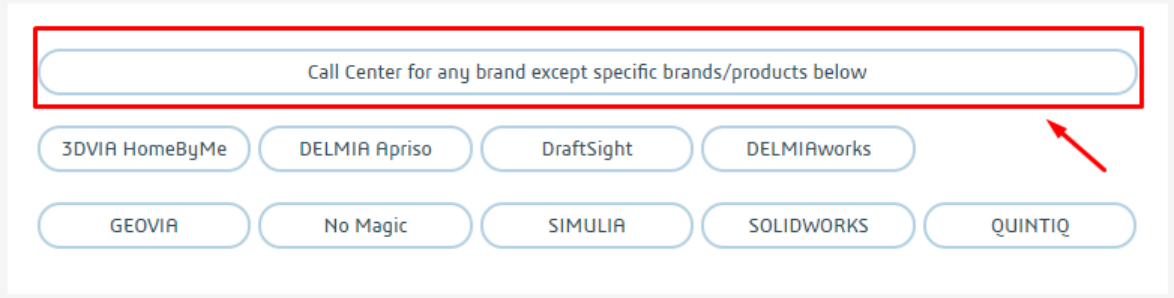
Q: I can not submit a service request from my 3DSupport App.

A: Support contract has expired for your company/Site. Contact your sales representative.

Contacts

If you are not able to identify your Security Administrator, or if they have not yet been designated, contact

Dassault Systèmes' global Call Center



Support policies

See support policies For Licensed Programs

See Lifecycle policy for supported releases (you need a 3DEXPERIENCE ID to access this content)

More information about Dassault Systèmes support model

New customer onboarding

Discover 3DSupport App for customers