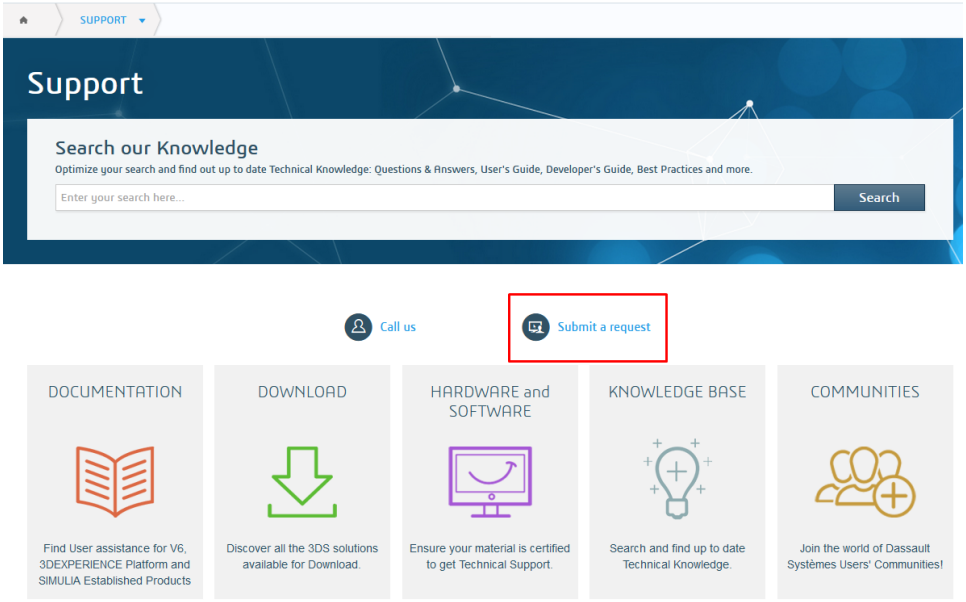
Access 3DSupport App

- As a Customer or a Partner
- 3DSupport App onboarding and video tutorials
  - For customers
  - For partners

As a Customer or a Partner

1. Go to https://www.3ds.com/support/
2. Click the **Submit a request** hyperlink OR open directly in the 3DSupport App.



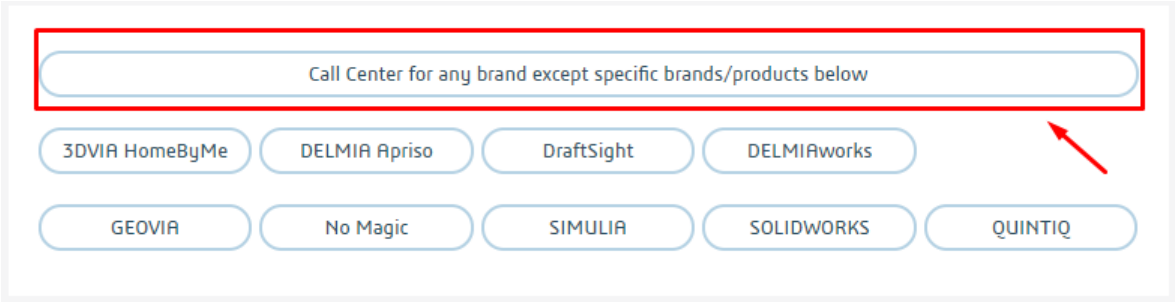
3. Login with your **3DEXPERIENCE ID**.

> ⚠ 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.

> To access the **3DSupport App,** you need to have the appropriate **support role**. Your support role is managed by one contact, identified as Security Administrator within your company.
>
> For more information, please check FAQ question about support roles - Who can access 3DSupport App?

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

Dassault Systèmes' global Call Center



3DSupport App onboarding and video tutorials

For customers

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3DSupport App – Video tutorials
3DSupport App - FAQ

For partners

Discover 3DSupport App for partners