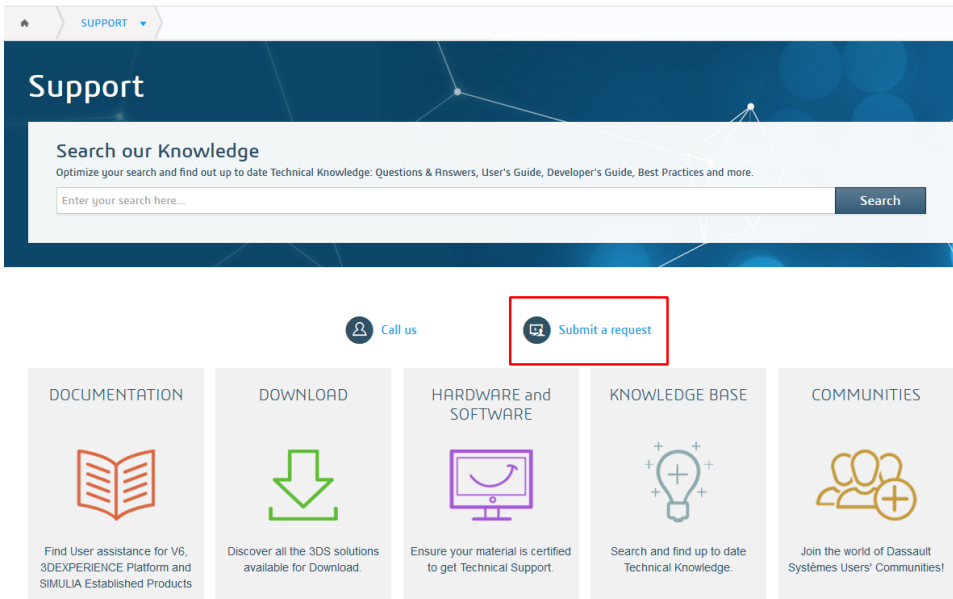


Access 3DSupport App

- [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.

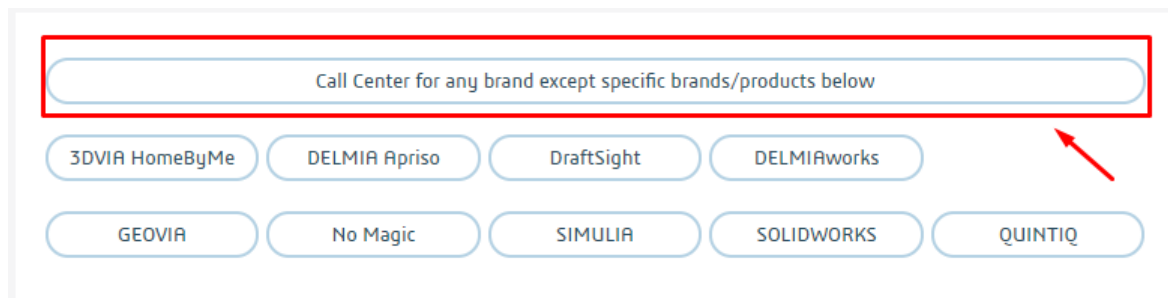


To access the **3DSupport App**, you need to have the appropriate **support role**. Your support role is managed by one contact, identified as Security Administrator within your company.

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 Systemes' global Call Center](#)



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For customers

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