



SEQUOIA ROOT DOCUMENT CREATING AN ONLINE ACCOUNT WITH PTC

Acquiring Needed Information

In order to create an online account with PTC, one must have two different pieces of information. One item is your company's Customer Number. The other is either your company's Service Contract Number or a new Sales Order Number for product just purchased.

Your company's Customer Number can be found by contacting your SEQUOIA ETCETERA, LLC Solutions Coordinator. Our Solutions Coordinators have the automated online tools to look up Customer Numbers. Your Solutions Coordinator will also be able to give you any Sales Order Numbers you may need.

In order to find your Service Contract Number simply launch Pro/ENGINEER and look under the Help menu for the Technical Support Info option. When this option is selected an information window will pop up revealing your Service Contract Number as shown in the following illustration.

```
INFORMATION WINDOW (support.inf.2)
File Edit View
FILE: support.inf.2
TIME: 13-Oct-04 15:09:22

=====
License Information
=====

Service Contract Number: 2A127948
Product Version: 2001
Product Build: 2003441
License Name: PROE_REP2-REP
License Version: 25.0
License Type: Evaluation version, Floating License
Server Name: se_port_4

LM_LICENSE_FILE is defined: 7788@se_port_4

=====
Configured Option Modules
=====

The following Pro/ENGINEER options are installed:
(license extensions are marked with a '**')
```

Creating Your Online PTC Account

Once you have the information required then go to <http://www.ptc.com/appserver/common/account/basic.jsp> directly to sign up for an online account. If you have trouble with the above link the actual process to get to this webpage will be to go to PTC's website at www.ptc.com choose Order and License Support under the Support drop down menu and once on the support page choose the hyper link called [sign up here](#). Either way you should end up on a page that looks like the below illustration:

PTC
The Product Development Company

Select Country United States

Advanced Search

Products | Training & Services | Customer Resources | Partners | About PTC | Support

ptc.com Accounts

New Account »

ptc.com Account Management

Reset Your Password

New Account

Creating a ptc.com account is simple: Fill out the form below and your new account will be available immediately. Once you've created your account, you'll be able set your preferences and upgrade your account.

NOTE:

- Your email address will be your new ptc.com username.
- All fields marked with a * are required.
- An upgrade will be necessary for access to areas specific to customers and partners.

Personal Information

* First Name:

* Last Name:

* Email:

* Confirm Email:

Title:

Telephone:

Fax:

Preferred Language:

I would like to receive email from PTC: Yes No

Security Information


* Password:

* Confirm Password:

* Password Hint Question:

* Password Hint Answer:


Fill out the appropriate Fields and select Create Account. Once your account is created then you will see the following webpage. Within that webpage you will want to select the hyperlink called, "[Upgrade Your Access](#)".



[Select Country](#) United States
 [Advanced Search](#)

[Products](#) | [Training & Services](#) | [Customer Resources](#) | [Partners](#) | [About PTC](#) | [Support](#)

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New Account »
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[Reset Your Password](#)



[Home](#) » [Customer Resources](#) » [ptc.com Accounts](#) » [New Account](#)

New Account

Congratulations, your ptc.com account has been successfully created.

Your username is now: **jsmith@sequoiaetc.com**

Upgrade Your Access

To get access to additional PTC resources go to: [Upgrade Your Access](#). Even though the upgrades are free, you may need to be a customer or have an active maintenance agreement to access some services.

Your ptc.com account now allows you to access the following resources

User Area

- Read articles and stories, including tips and tricks, tutorials, ask the product manager and whitepapers
- Download free software
- Be invited to and participate in projects on Pro/COLLABORATE (You can create projects if you upgrade your account)
- Use ProjectLink to collaborate with PTC on projects
- Replay webcasts
- Sign up for monthly email newsletters
- Browse partner yellow pages

PTC University

- Search and register for learning assets
- Track enrollments and transcript
- Create personal development plan
- Participate in online communities
- Visit PTC University to learn more (<http://www.ptc.com/learning>)
- To take full advantage of all PTC University has to offer upgrade your access ([Upgrade Your Access](#))

[Return to the page that sent me here](#)
[ptc.com Account Management](#)

Once you select that hyperlink you will be asked to log in using the account you just created, username = email address and password = <whatever you entered on the previous page>. This will result in the page displayed in the following illustration.

PTC
The Product Development Company

Select Country / United States

Search

Advanced Search

Products | Training & Services | Customer Resources | Partners | About PTC | Support

Home

Upgrade Your ptc.com Account

If you are a PTC customer or an Enterprise Consulting Partner or VAR, you can upgrade your account to gain access to customer and partner-only content. Additionally, if you have an active maintenance agreement with PTC you can get access to customer support, including the knowledge base and help desk.

Upgrading an account is easy, just fill in the information below and you'll be on your way.

Important information: It is **necessary** that your email address is correct. Without the correct email address, you will be unable to activate your ptc.com account upgrades.

The email address we have on record for you is: **jsmith@sequoiaetc.com**

If this email address is incorrect, please correct it before continuing.

- [ptc.com Account Management](#)

All fields marked with a * are required.

Customer Number

You must enter your Customer number to upgrade your ptc.com account.

* Customer Number:

Customer Information

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

Service Contract Number (SCN):

- or -

Sales Order Number (SON):

- or -

Site Number:

Partner Information

If you are an Enterprise Consulting Partner or VAR, enter your contract number or version to receive access to PTC Partner areas.
[Contact your PTC partner manager](#)

Contract Number:

< Cancel Reset Upgrade >

Now simply fill out the form with the appropriate information you gathered in the first step and hit the upgrade button. Once the upgrade button has been hit PTC will email you instructions on how to complete the upgrade. Follow the instructions and you are set.

For help with understanding this document contact:

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