

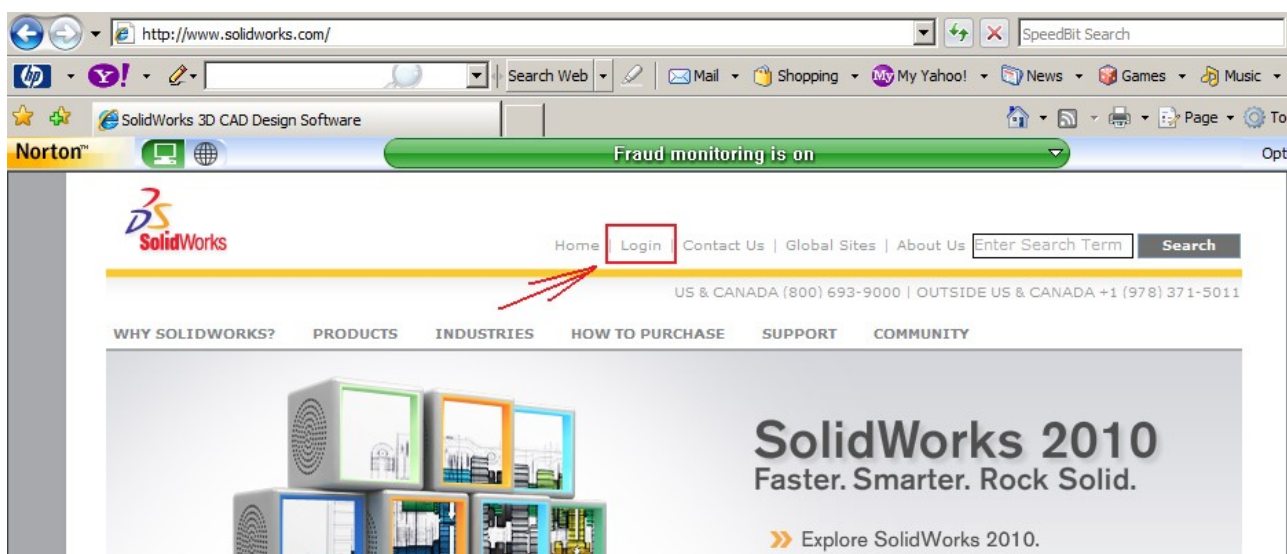
UVW Computação Gráfica Ltda

Como acessar o **Portal do Cliente** SolidWorks:

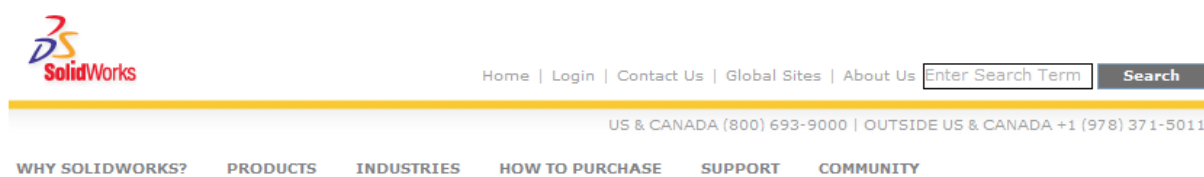
O **Portal do Cliente** SolidWorks é uma forma rápida e direta de conseguir suporte aos mais diversos assuntos sobre o SolidWorks.

Para acessar o portal proceda da seguinte forma:

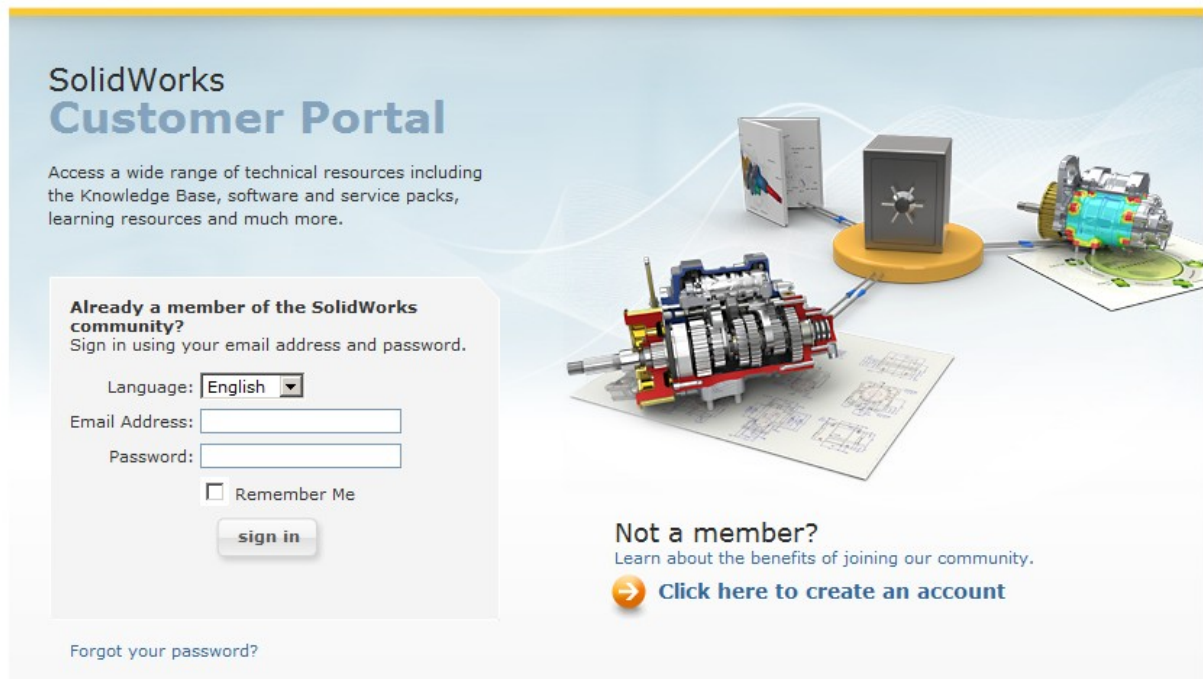
- 1) Entre na página da SolidWorks no endereço: www.solidworks.com
- 2) Entre na seção de login:



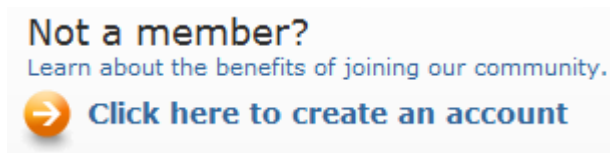
Na próxima página parecerá as opções de login:



3) Acesse a opção **SolidWorks Customer Portal**



4) Se for a primeira vez que você acessa esse portal, escolha a opção **Click here to create an account**.



Se você já criou sua senha, vá para o passo 12.

Duas opções são apresentadas:

Create New Account

Guests: To create a guest account with limited access, select this option and click **Next**. To Upgrade your account or add additional products, see **Register My Products**.

Customers: If you're a Solidworks customer, enter your serial # and click **Next**. Full access requires an active Subscription Service contract. See **My Products** for details.

Serial Number:

When navigating through your account creation, please use the navigation buttons on the page. Using your standard browser complete the account creation process successfully.

Guests = Visitantes e não clientes. Acesso limitado ao portal

Customers = Clientes que tem um número serial do SolidWorks e contrato de

manutenção ativo. Acesso completo ao portal.

- 5) Em **Customers** entre com o **número serial** de seu SolidWorks e clique em **Next**. O número serial é um conjunto de 4 grupos de 4 números. Deve ser digitado sem espaços.
- 6) Confirme os dados de sua empresa na tela seguinte.
- 7) Entre com seu e-mail, que será o seu login.

Check Email Address

Please provide us with your e-mail address.
**Please note that this e-mail address will be where licensing information, as well as any communication that is done through your SolidWorks Customer Portal account will be sent.

*Email Address:

When navigating through your account creation, please use the navigation buttons on the page. Using your standard browser navigation buttons will impact your ability to complete the account creation process successfully.

- 8) Entre com seus dados:

New Contact

Please enter your contact information in the associated fields so that we can create your contact record.

Email Address: uvwcps@uvw.com.br

*First Name:

*Last Name:

When navigating through your account creation, please use the navigation buttons on the page. Using your standard browser navigation buttons will impact your ability to complete the account creation process successfully.

- 9) Entre com seus dados e senha: os campos com * são obrigatórios.

Profile Questions

Please enter your information and then click on the "Continue" button.
* Indicates required information.

Email Address: uvwcps@uvw.com.br

*Password:

*Re-Type Password:

First Name: uvwcps

Last Name: uvwcps

Your Primary Responsibility:

*Previous CAD package:

*Company Industry:

What products do you design?:

Do not send Email:

Do not call me:

Do not send postal mail:

Notify me for Beta programs:

Notify me for EV (Early Visibility) access:

My User Group:

When navigating through your account creation, please use the navigation buttons on the page. Using your standard browser navigation buttons will impact your ability to complete the account creation process successfully.

Password = Senha

Re-type Password = confirme a senha

Your primary Responsibility = **Sua função na empresa**

Previous CAD package = seu sistema CAD anterior

Company Industry = O que sua empresa produz

What products do you design? = Qual o tipo de produto você desenvolve

Ativando os itens abaixo:

Do not send e-mail = Nenhum e-mail de novidades será enviado a você

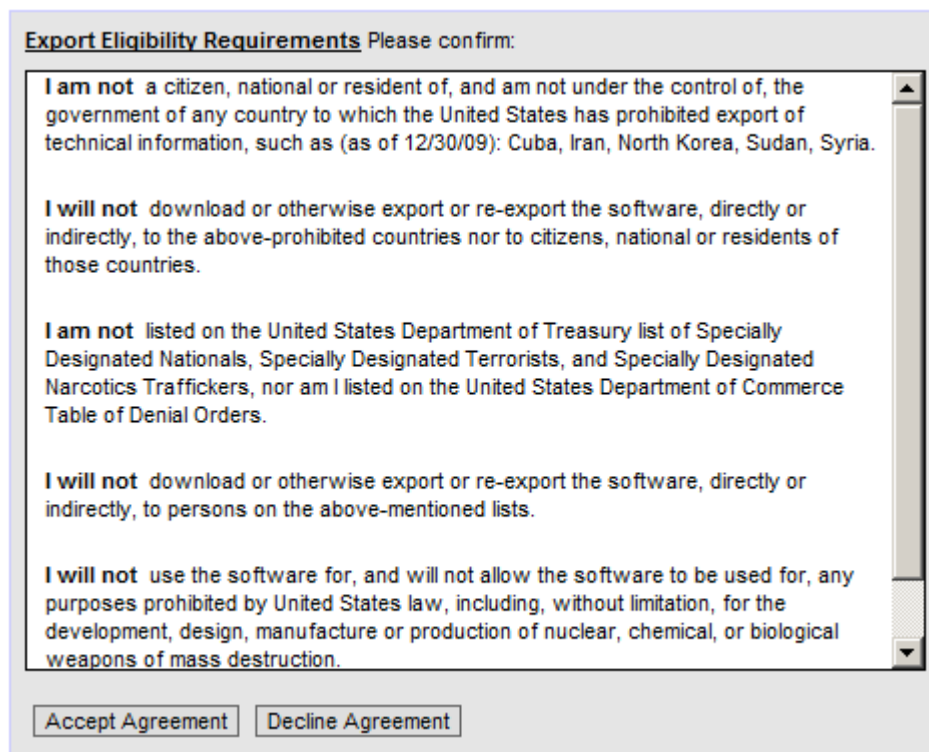
Do not call me = Ninguém da SolidWorks irá telefonar para você

Do not send postal mail = Nenhuma carta será enviada a você

Notify me for Beta programs = você será avisado dos programas de beta teste

Notify me for EV (Early Visibility) access = Programa especial de pré lançamento do service pack para teste.

10) Aceite os termos do contrato (se você concordar com eles) clicando em **Accept Agreement**



Export Eligibility Requirements Please confirm:

I am not a citizen, national or resident of, and am not under the control of, the government of any country to which the United States has prohibited export of technical information, such as (as of 12/30/09): Cuba, Iran, North Korea, Sudan, Syria.

I will not download or otherwise export or re-export the software, directly or indirectly, to the above-prohibited countries nor to citizens, national or residents of those countries.

I am not listed on the United States Department of Treasury list of Specially Designated Nationals, Specially Designated Terrorists, and Specially Designated Narcotics Traffickers, nor am I listed on the United States Department of Commerce Table of Denial Orders.

I will not download or otherwise export or re-export the software, directly or indirectly, to persons on the above-mentioned lists.

I will not use the software for, and will not allow the software to be used for, any purposes prohibited by United States law, including, without limitation, for the development, design, manufacture or production of nuclear, chemical, or biological weapons of mass destruction.

11) Você é direcionado para a página do Portal do cliente automaticamente.

Quick Links

- Open SR's
- My Profile
- Technical Support

Self-Service

My Support

- Knowledge Base
- Enhancement Requests
- My SRs (Service Requests)
- My SPRs (Bugs)
- My ERs (Enhancement Requests)
- Fixed SPR list
- API Support
- My Products
- Register My Products

References

- System Requirements
- Hardware and Graphics
- Registration and Activation
- Admin Guides
- Documentation Central
- Tech Tips & Presentations
- Webinars
- Training

Download

- Downloads and Updates
- 3D Content Central
- SolidWorks Labs
- API examples
- Educator Resources

Community

- Forums
- User Groups
- SolidWorks Express newsletter
- SolidWorks World
- Supplier Source
- Certification

Destques:

My Support = Suporte da SolidWorks

Knowledge Base = banco de dados de dúvidas da SolidWorks.

Enhanced Request = Solicitações de melhorias

Download = Seção de downloads

Downloads e updates = Downloads de Service packs do SolidWorks

API examples = exemplos de macros em VB

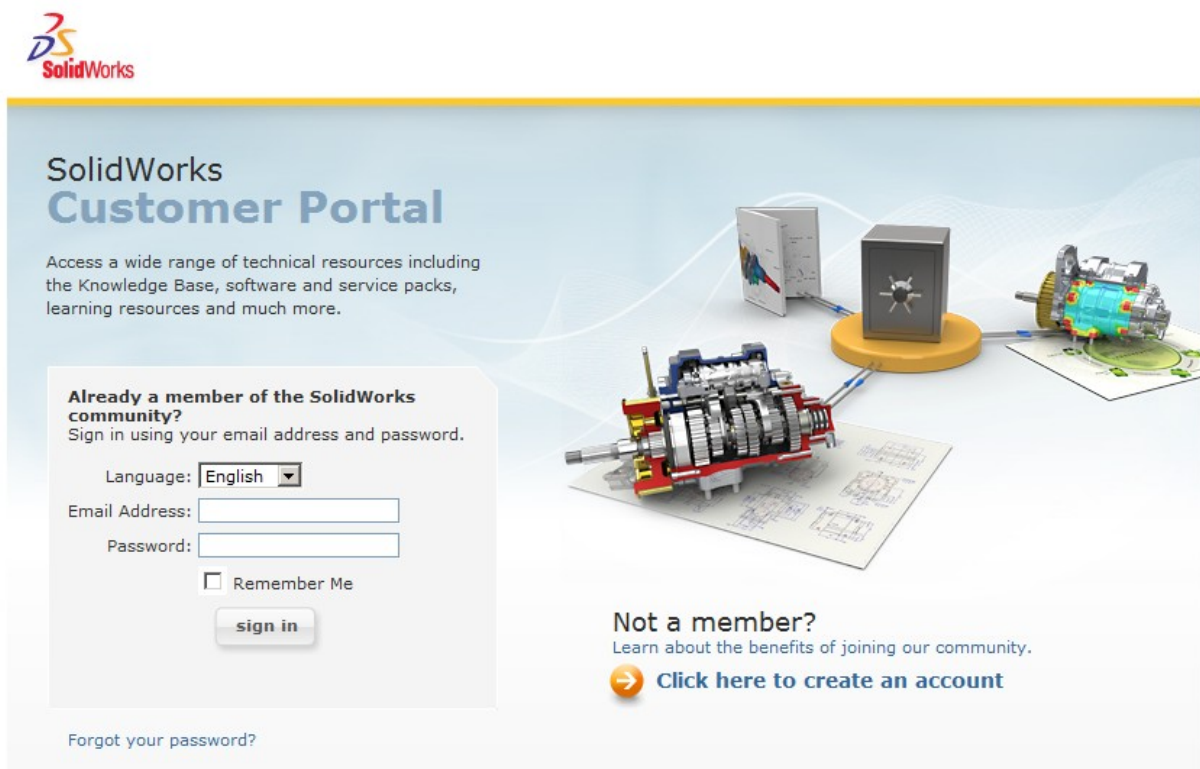
References = Dados e referências

System Requirements = Recomendação de micros para rodar o SolidWorks

Community = Comunidade SolidWorks

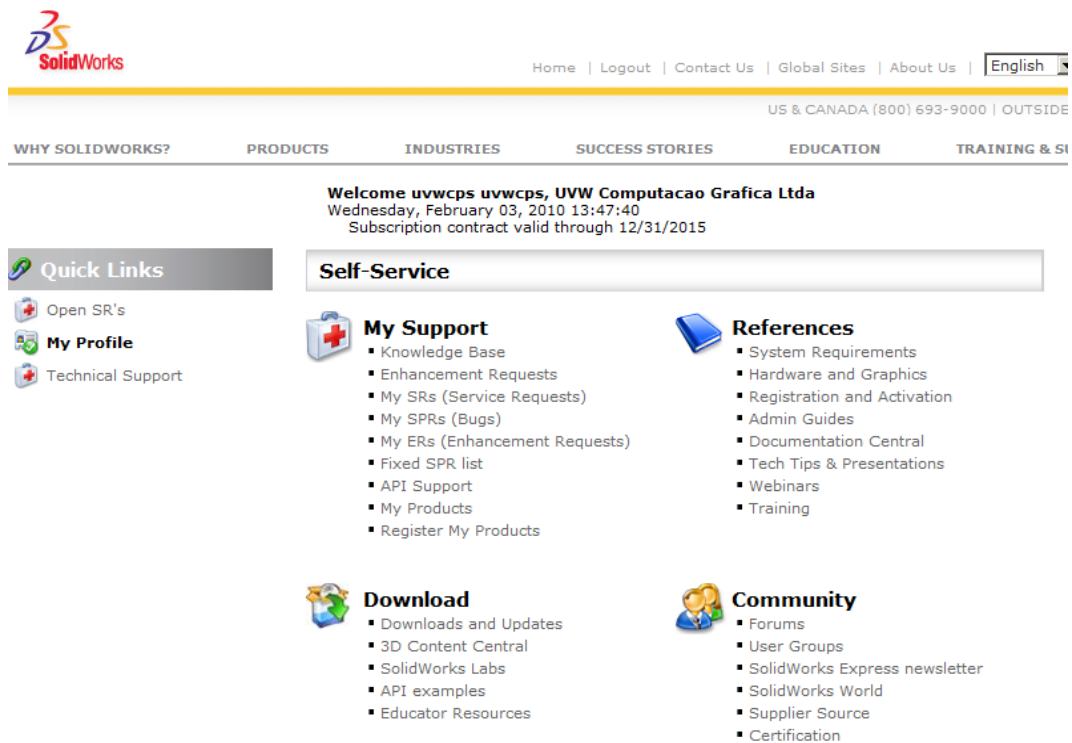
Supplier Source = Fornecedores de produtos e serviços que usam SolidWorks.

12) Entrando no Portal do Cliente se você já tem usuário e senha.



The image shows the SolidWorks Customer Portal login page. At the top left is the SolidWorks logo. The main heading is "SolidWorks Customer Portal". Below it, a text block says: "Access a wide range of technical resources including the Knowledge Base, software and service packs, learning resources and much more." To the right is a 3D rendering of a mechanical assembly with a gear and a motor. On the left, there is a login form with the following elements: a dropdown menu for "Language" set to "English", input fields for "Email Address" and "Password", a checkbox for "Remember Me", and a "sign in" button. Below the form is a link for "Forgot your password?". To the right of the form, there is a section for "Not a member?" with the text "Learn about the benefits of joining our community." and a blue button with a right-pointing arrow that says "Click here to create an account".

Digite seu e-mail cadastrado e digite sua senha. Você é direcionado para o Portal do Cliente.



The image shows the SolidWorks Customer Portal dashboard. At the top left is the SolidWorks logo. To the right of the logo is a navigation bar with links: "Home", "Logout", "Contact Us", "Global Sites", "About Us", and a language dropdown menu set to "English". Below the navigation bar is a horizontal line with the text "US & CANADA (800) 693-9000 | OUTSIDE". Below this is a horizontal menu with tabs: "WHY SOLIDWORKS?", "PRODUCTS", "INDUSTRIES", "SUCCESS STORIES", "EDUCATION", and "TRAINING & SI". The main content area starts with a welcome message: "Welcome uvwcps uvwcps, UVW Computacao Grafica Ltda", followed by the date and time "Wednesday, February 03, 2010 13:47:40" and the subscription validity "Subscription contract valid through 12/31/2015". Below the welcome message are four main sections: "Quick Links" with links for "Open SR's", "My Profile", and "Technical Support"; "Self-Service" with a "My Support" section containing links for Knowledge Base, Enhancement Requests, My SRs (Service Requests), My SPRs (Bugs), My ERs (Enhancement Requests), Fixed SPR list, API Support, My Products, and Register My Products; a "References" section with links for System Requirements, Hardware and Graphics, Registration and Activation, Admin Guides, Documentation Central, Tech Tips & Presentations, Webinars, and Training; and a "Community" section with links for Forums, User Groups, SolidWorks Express newsletter, SolidWorks World, Supplier Source, and Certification. At the bottom left of the dashboard is a "Download" section with links for Downloads and Updates, 3D Content Central, SolidWorks Labs, API examples, and Educator Resources.

13) Como fazer o download de service pack pelo Portal do Cliente.

Faça o login no Portal do cliente

Acesse download, Download e Updates

Você é direcionado para a página de downloads de service packs da SolidWorks

Downloads

Download new versions** and Service Packs** for SolidWorks, Simulation, PDM, 3DVIA products, and Free CAD Tools (eDrawings, DWG Navigator, DWG Gateway, Drawings Now, SolidWorks Explorer).

Select Version:

SolidWorks3DVIA ComposerFREE CAD TOOLS

References

- [Fixed SPRs*](#) Listing of SPRs fixed within a Service Pack
- [Install FAQs](#) Installation frequently asked questions
- [Product Comparison](#) SolidWorks, SolidWorks Office Professional and Premium
- [SolidWorks Labs](#) Preview not-yet-released technologies and applications

Note:

- [Critical Hotfix for PhotoWorks on 64-bit operating systems with SolidWorks 2009 SP5, SolidWorks 2010 SP1 or SolidWorks 2010 SP2](#)
- Licensing and activation required for all products.

** Education Subscription Service customers should access Service Pack updates only.

Product	Version	Service Pack	Edition	Posted
SolidWorks	2010	2.1	XP/Vista/Win7 32-bit	01/26/2010
SolidWorks	2010	2.1	XP/Vista/Win7 64-bit	01/26/2010
SolidWorks	2010	1.0	XP/Vista/Win7 32-bit	12/07/2009
SolidWorks	2010	0.0	XP/Vista 32-bit	10/19/2009
SolidWorks	2010	0.0	XP/Vista 64-bit	10/19/2009

Product	Version	Service Pack	Edition	Posted
DWGeditor	2010	2.0	XP/Vista/Win7 32-bit	01/11/2010
SolidWorks Enterprise PDM	2010	2.0	XP/Vista/2003/Win7 32/64	01/19/2010

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