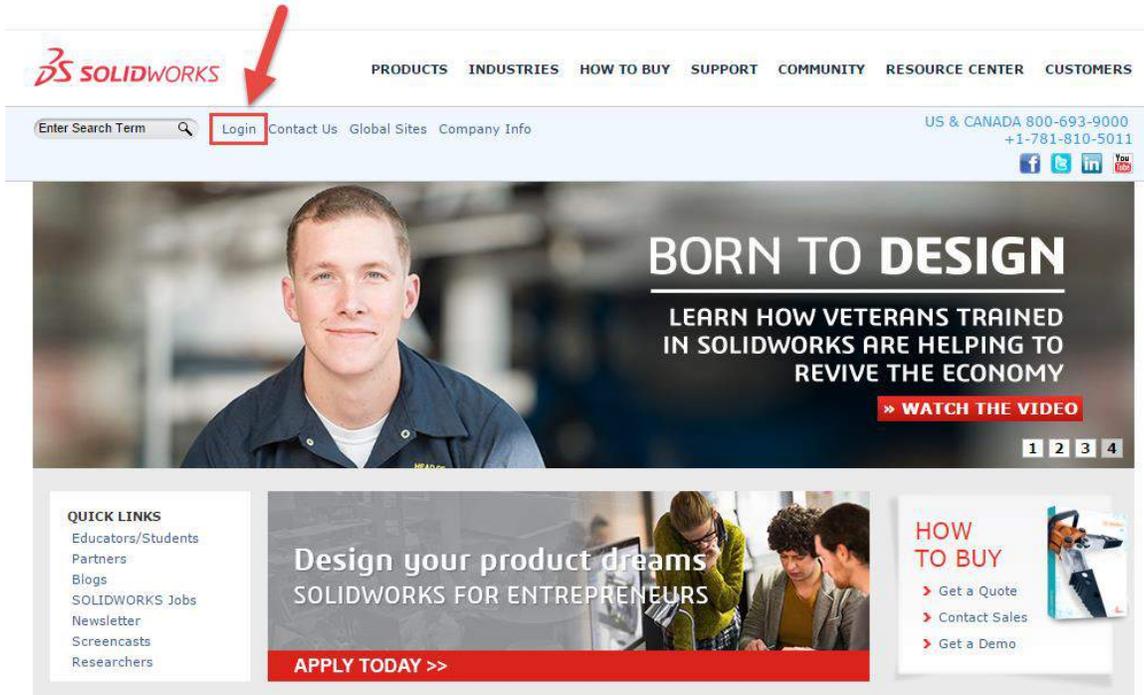


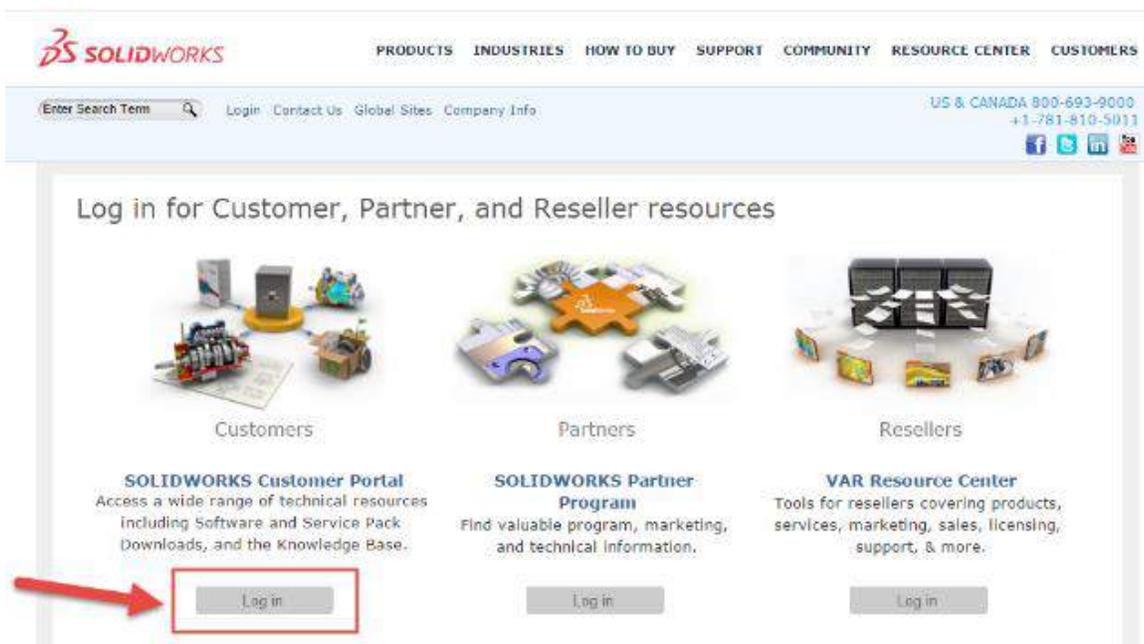


Guide to Removing Padlocks in the  
SOLIDWORKS Customer Portal

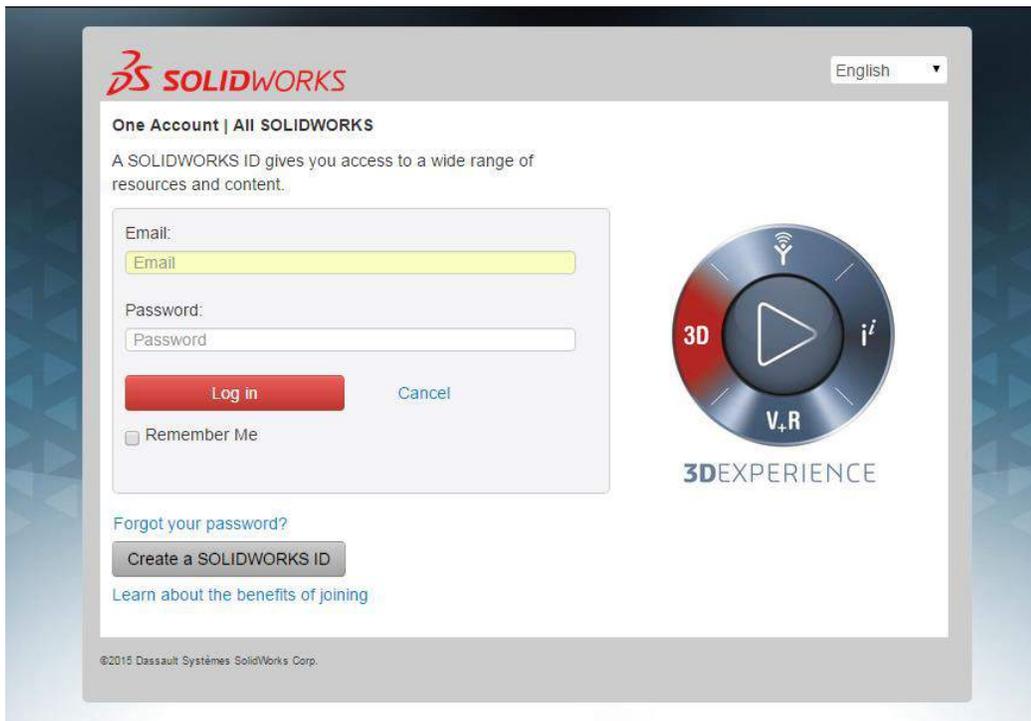
**STEP 1:** Browse to [www.solidworks.com](http://www.solidworks.com) and select **Login**.



**STEP 2:** Select **Login** under SOLIDWORKS Customer Portal.



**STEP 3:** Sign in with your existing account information or create a new account. If creating a new account, you will need to enter your SOLIDWORKS serial number.



## Why are the links on my Customer Portal homepage locked?

A valid subscription contract is required for full access to the Customer Portal. If you are not on active subscription, many of the links will be marked with a gold padlock symbol. If you would like to renew your subscription service to gain full access, please contact your Alignex account representative.

If you are already on active subscription, the locks will also appear anytime a new version of SOLIDWORKS is released. In this case, you will need to register your products for the latest version. Click the 'Register My Products' link under My Support. Enter your serial number and select the most recent version from the drop-down box. You MUST select the latest version available, NOT the version you are using. For example, if your company is on active subscription but has not yet upgraded to the latest version of SOLIDWORKS, you still need to register the latest version in order to gain full access to the Customer Portal.

After registering your products with the latest version, the locks should disappear. If the locks are still present, there may be another issue that needs to be resolved in the customer database. Please send an email to [customerportalhelp@solidworks.com](mailto:customerportalhelp@solidworks.com) with your full name, company/account name, and SOLIDWORKS serial number. Be sure to explain that you have already registered your products but the links are still locked. The SOLIDWORKS Customer Center will respond with a Service Request (SR) number and will work with you to resolve the issue.

If you have any other questions regarding your access to SOLIDWORKS Customer Portal content, please contact Alignex Technical Support for assistance. See [www.alignex.com/support](http://www.alignex.com/support) for contact information.

## Knowledge Base

After registering your products, you will have access many helpful resources including the SOLIDWORKS **Knowledge Base**. The Knowledge Base is full of useful information including frequently asked questions, troubleshooting tips, extended help topics, and Software Performance Reports (SPRs).



### 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
- Learning Resources
- Training
- CAD Admin Dashboard

## Downloads and Updates

You can also download complete installation packages for all of the SOLIDWORKS products. This is accessed via the Downloads and Updates link.



### Download

- Downloads and Updates
- 3D Content Central
- API examples
- Educator Resources and Curriculum
- PhotoView 360 Appearances



### Community

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



On the Downloads page, select the version and service pack you want to install. All of the SOLIDWORKS Products (3D CAD, Simulation, Electrical, PDM, Composer, Visualize, etc.) can be installed from this link.

## Downloads

Download new versions, service packs, and add-ins.

Select Version:

SOLIDWORKS	ONEPART	FREE CAD TOOLS		
Product	Version	Service Pack	Edition	Posted
SOLIDWORKS Products	2017	3.0 Early Visibility	Win7/Win8.1/Win10 64-bit	03/30/2017
SOLIDWORKS Products	2017	2.0	Win7/Win8.1/Win10 64-bit	02/13/2017
SOLIDWORKS Products	2017	1.0	Win7/Win8.1/Win10 64-bit	12/05/2016
SOLIDWORKS Products	2017	0.0	Win7/Win8.1/Win10 64-bit	10/17/2016
Product	Version	Service Pack	Edition	Posted
SW Activation Wizard	2017	2.0	Win7/Win8.1/Win10 64-bit	02/13/2017

- Click for [Service Pack Release Schedule](#)

- Click for [General Hotfixes](#)