LICENSING USER GUIDE

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USER-BASED LICENSE. HOW IT WORKS.

DiRoots ("Licensor") grants you, the end user ("Licensee"), a non-exclusive, non-transferable, user-based license to use the licensed software ("Software") subject to the following conditions:

- The license is issued on an annual subscription basis and is restricted to individual users.
- The Licensee may install the Software on multiple devices, but simultaneous use on multiple devices by the same account and different users is not permitted. You may install copies of the Software on additional computers, provided that (i) such additional copy of the Software is accessed solely by you; (ii) you access the additional copy solely to perform work while away from your usual work location and solely for your internal business needs; and (iii) the primary and additional copies are not accessed at the same time by different users.
- The Software may be used for personal or internal business purposes.
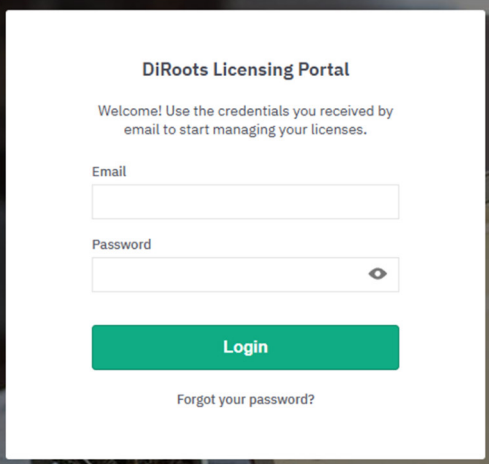
USER ROLES

There are two user roles:

- **License Manager:** The person within your company responsible for assigning/distributing the licenses to the users. The License Manager is not required to have a product license. It is possible to have more than one License Manager.
- **License User:** The user of the product.

MANAGING LICENSES THROUGH THE CUSTOMER PORTAL

LOGGING IN
[FOR THE LICENSE MANAGERS]

After purchasing the licenses, you'll receive an email with your credentials for accessing the licensing management system. The first step to start managing the licenses is to go to the User Portal and log in with the credentials you received by email.

### LOOK UP A LICENSE
Licenses can be looked up on the end-user portal in a variety of ways, including by:

- License user email

- License key

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![AUTODESK Authorized Developer]

- Order ID

- Product name

- Device hostname

To do so, click `Licenses` on the left-hand side of the portal then use the search bar at the top of the page as shown below:
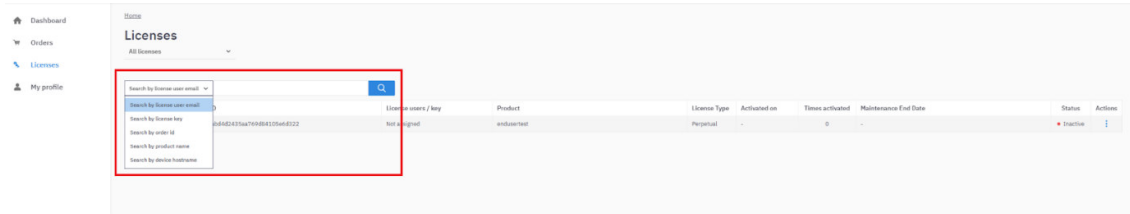

ASSIGN A USER

To assign a user to a license, click on the specific license on the `Licenses` page, then go to the `License users` tab on the license details page. From here you can assign the user by clicking the blue `Assign license user` button, shown below:
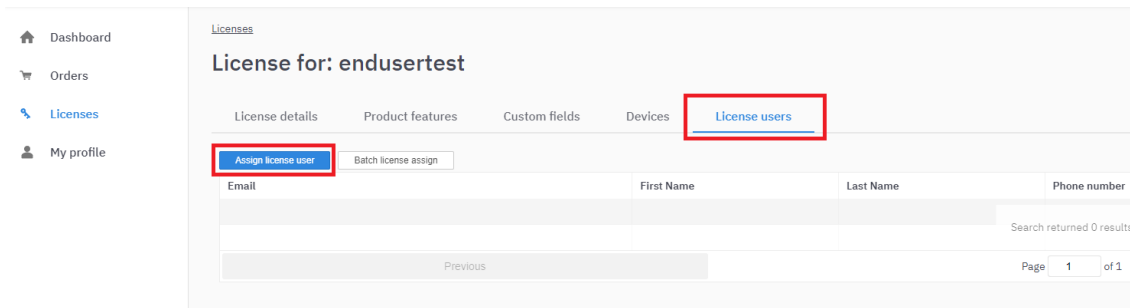
BATCH ASSIGN A USER

To batch assign users to the license, click on the specific license on the `Licenses` page, then go to the `License users` tab on the license details page. From here you can assign the user by clicking the `Batch license Assign` button, shown below:
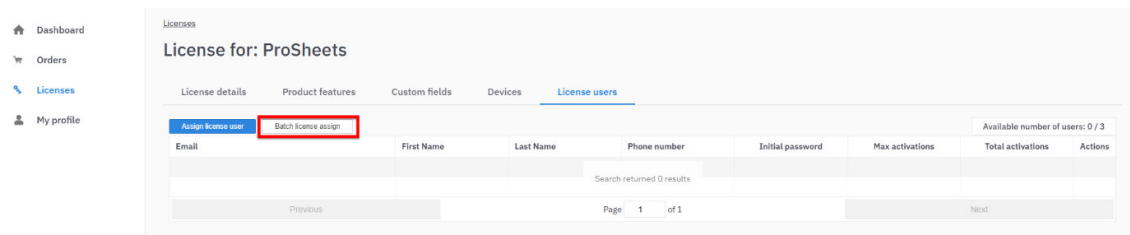
Note: It is not applicable to Bundle products at this stage.

MAX ACTIVATIONS FOR SINGLE PRODUCTS
UPDATE:
The maximum number of activations per user is now automatically set by the system. No further actions are required on your side.

~~IMPORTANT:~~

~~When assigning a license to a user, you can set the max activations up to 3 per user. This is the maximum number of devices on which the user will be able to use the license.~~

~~Note: sharing credentials between users is against the terms and conditions and licensing policy.~~

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MAX ACTIVATIONS FOR BUNDLE PRODUCTS

UPDATE:

The maximum number of activations per user is now automatically set by the system. No further actions are required on your side.

~~IMPORTANT:~~

~~When assigning a user to a Bundle license **you must set the max number of activations at least to the same number of products in the bundle** (see image below). You can set the max number of activations per user to up to 3 times the number of products.~~

~~Example: Bundle 02 contains DiRootsOne, ProSheets, and DiStem. So, it's 3 products x3 = 9 max activations allowed per user. This will allow the users to activate the bundle license on 3 devices.~~

Note: sharing credentials between users is against the terms and conditions and licensing policy.
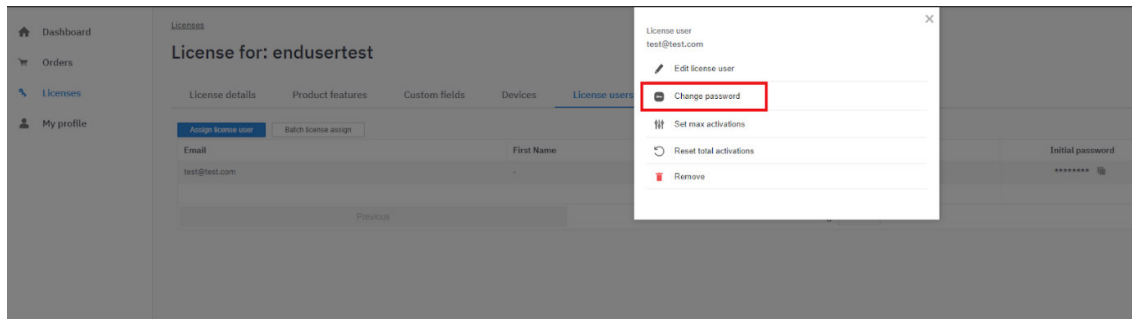
UNASSIGN A USER

Once this user has been assigned to a license, you can then remove them by clicking on the button on the far right under `**Actions**`, then clicking remove:
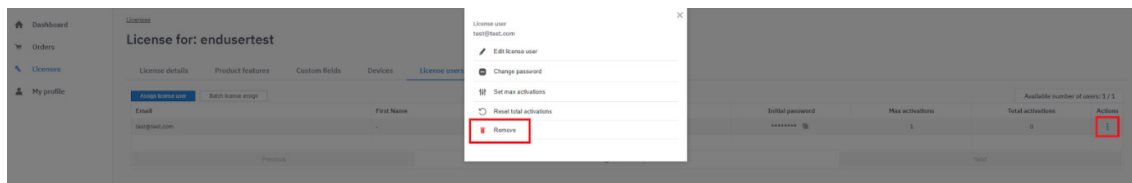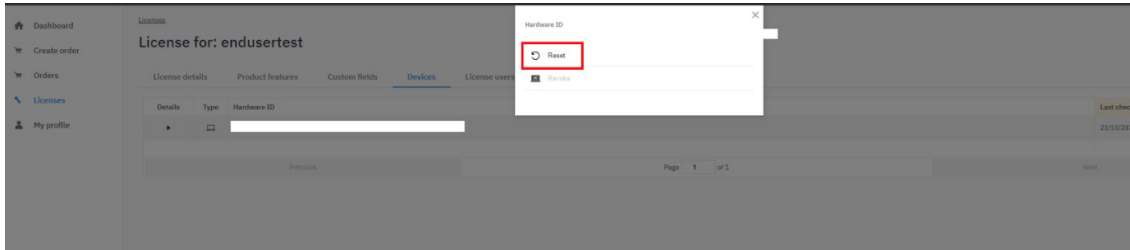
CHANGE A USER'S PASSWORD

License Managers can change a license user's password under the same `**Actions**` button that is shown above, then by clicking the `**Change password**` button:

RESET A DEVICE

To reset a device, head to the `**Licenses**` page then select the license that the device has been activated on. Click the `**Devices**` tab then the `**Actions**` three-dot button, then click `**Reset**` as shown below:

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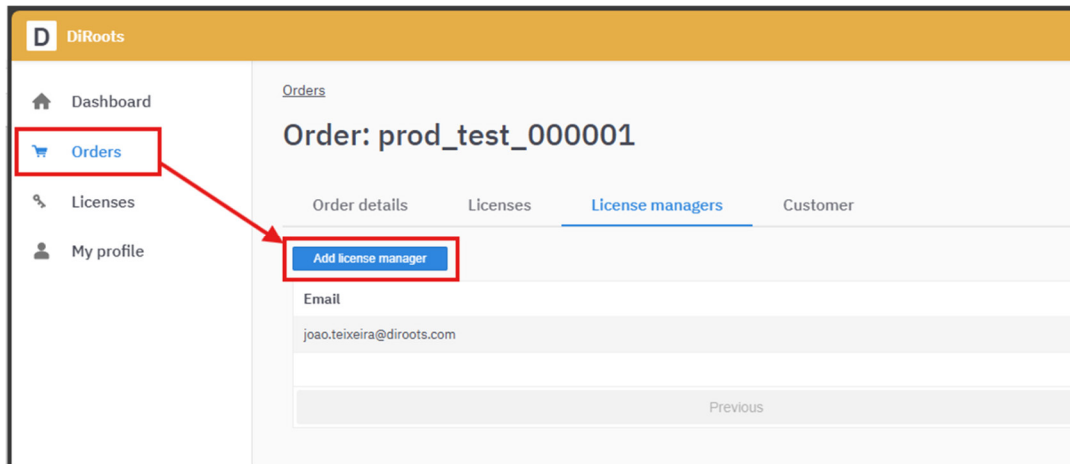
RESET A LICENSE

Resetting a license includes navigating to the `Licenses` page, then clicking the red `Reset license` button:
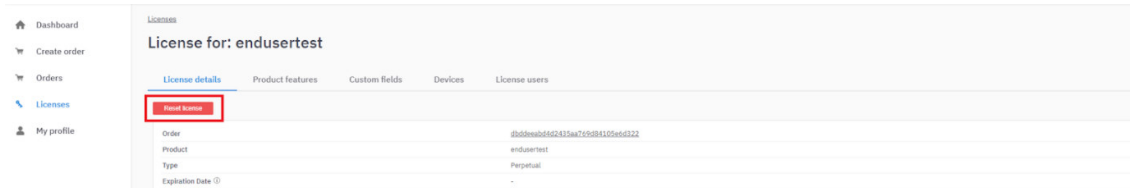
Resetting a license refers to adjusting the license values back to their defaults (i.e. resetting consumptions, activations, etc).

ADD/REMOVE LICENSE MANAGERS

Go to Orders -> Open one of the orders and you can manage the license managers.

## ACCESS THE APPLICATION

[FOR THE PRODUCT USERS]

After getting assigned a license by the license manager, you'll receive an email with your credentials for accessing the products.

FREEMIUM PRODUCTS

To active the premium version of a freemium product (e.g., DiRootsOne and ProSheets) you need to follow these steps:

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1. You must download the [latest versions of our plugins](#), which are the ones integrated with the licensing system.
2. Click on the 'Unlock Premium Button'.
3. Enter your access credentials.
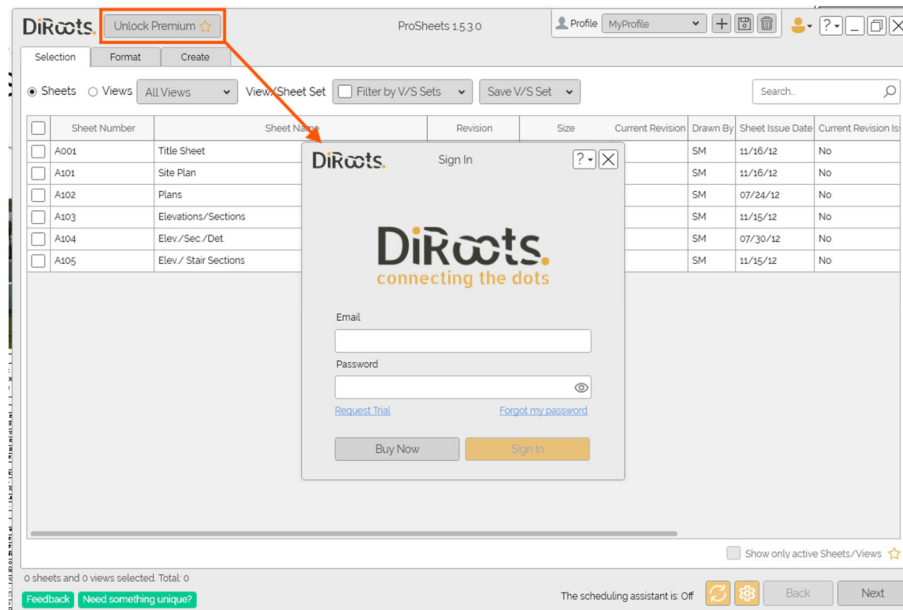
PREMIUM PRODUCTS

To activate the product (e.g., DiStem) you need to follow these steps:

1. You must download the [latest versions of our plugins](#), which are the ones integrated with the licensing system.
2. Click on one of the Revit Ribbon Tab buttons. 'Unlock Premium Button'.
3. Enter your access credentials.
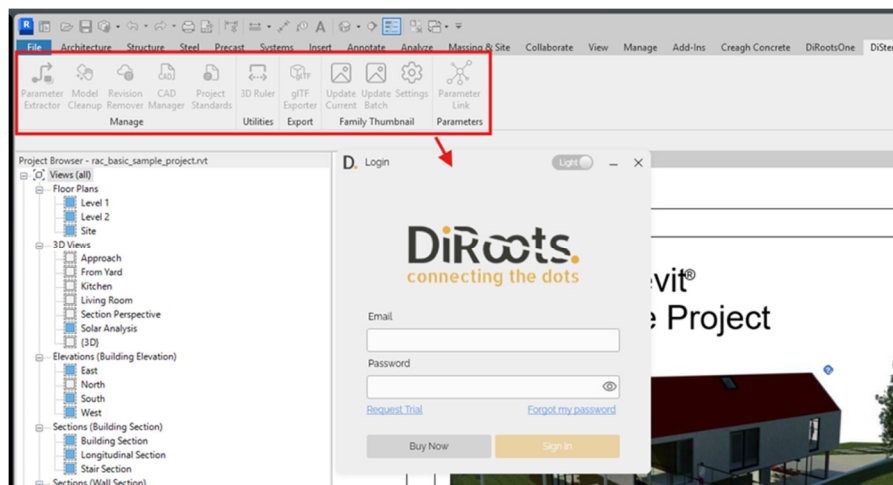
Frequently Asked Questions (FAQs)

What is your brute force login protection policy?

To protect against unauthorized access, the system implements a login attempt limit:

- Users are allowed **up to 10 consecutive incorrect password attempts**.

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- After 10 failed attempts, the user is **temporarily blocked**.
- A user can be temporarily blocked **up to three times**, with each block increasing in duration:
    - **1st block**: 15 minutes
    - **2nd block**: 30 minutes
    - **3rd block**: 45 minutes

This policy helps prevent brute-force attacks while still giving users a chance to recover from occasional login mistakes.