

# Getting Started with Altair Connect

Welcome! Thank you for being a valued Altair customer. This portal is meant to be your link to all of the Altair software and support you may need, and this guide will get you started using the portal quickly.

## Register a New Account

Setting up a new account in Altair Connect is a simple, straightforward process.

1. Go to <https://connect.altair.com>.
2. On the Altair Connect login page, click the link **Sign up for Altair Connect**.

The **New Account** page will open.

3. In the **Login Information** and **Personal Information** sections, simply enter your name, and other required information in the spaces provided. Required fields are marked with a red asterisk (\*).

**Note:** You will be asked to provide a **Security Question** and a **Security Answer**. Make sure you remember what you enter. If you ever forget your password, Connect will present you with the **Security Question** you create here and you will need to provide the answer exactly as you enter it here, including any capital letters or special characters. If you can't remember your security answer, you can always call or email your local support office.

4. In the **Account Preferences** section, choose a **Time Zone** and a **Date Format** from the dropdown menus.
5. In the **Words Verification** section, enter the two "Captcha" images to verify that the information being entered is not generated by a computer.
6. Finally, in the **Terms and Conditions** section, read the **Terms of Service** and if you agree, click the **I accept, Continue** button.

7. Once you accept the **Terms of Use** and continue, you will receive an email asking you to activate your account. Click the link in the email to complete the process.
8. When you activate the account, the **Technical Profile** page displays. Check boxes on this page to indicate which software you use. Altair will use this information to better assist you with your requests.

## Logging in with an Existing Account

Logging in to Altair Connect is very easy. Enter your **Username** in the field, exactly as you created it. The same is true of the **Password** field. Enter your password exactly as you created it, including any numbers or special characters.

If you need help logging in, click the **Forgot Password?** or **Forgot Username?** links.

## Touring Altair Connect

Let's start with a tour of the system. The home page is your main launching point for anything you'd like to do in the system.

**Tip:** Wherever you are in the system, click the Altair Connect logo in the upper left corner to navigate back to the home page.

The service menu on the top of the page connects you to the full range of services offered. Each of these services is described more fully in other guides, but there are two items that are probably the most important to you: **Support Requests** and the **Knowledge Base**.

## Support Requests

Click the Support Requests item in the menu at the top of the page, and choose **Track Support Requests**. All support requests for your company are displayed in the **Request Listing** area. You can navigate through all of the requests by using the controls at the bottom of the page.

New support requests can be created from the **Request Listing** page. Click the **Create New Request** link in the upper right corner of the **Request Listing** table. Simply fill in the required fields, and enter as much additional information as you can, so that Altair’s support engineers will be better able to assist you.

Once you save the request, an email will be automatically generated and sent to you.

Request ID	Title	Contact	Product	Status	Severity
293336	Geometry dressup gives error that element size should be at least	Tim Jan	Altair Connect	Open	
293372	RE: Radices not available in altair suite	Ragash Rajan	AD360	Completed	1-Low
293490	RE: Upstart hyperlinks broken review	William Haines	Thermo	Completed	
293572	RE: Software OpenSL	William Haines	Altair Learning	Completed	
293646	Checking for easy units are available	William Haines	Altair Learning	Completed	1-Low
293786	RE: Hardware page	Sharon Sara	Altair Learning	Completed	
293824	Automating secondary panel	Jim Ode	HyperMesh	Open	1-Critical
293824	How network accessible over material 4th file	Kevin Mason	HyperMesh	Open	
294197	Blank Shape Report type file of Overlay	Egna Horta	HyperForm	Completed	
293822	FEA server upgrade problem and license file bad format	Tim Jan	Altair Connect	Open	
293888	RE: Altair missing usage reports	William Haines	Altair Learning	Completed	
293563	renewal_email and renewal_email attributes ignored in Photo subtable	Brad Lanning	FEA Professional	Open	3-Medium

## Knowledge Base

The Knowledge Base is an extensive repository of Altair and partner software information.

### Searching

Clicking the **Search Knowledge Base** link will open a search page. Enter your keywords and click the **Search** button.

The page refreshes to display the results, and a filter list appears on the right side of the page. Check the boxes in the filter list to help narrow your results.

### Browsing

Not entirely certain what you are looking for? You can browse the **Knowledge Base** using the options provided.

You can choose to browse by clicking links in the **Product** or **Document Type** sections. Once you choose a product you may also narrow your search results by choosing a product version.

The items matching your request are displayed as links at the bottom of the page. If one of these links matches your need, click that link to open the information.

Note that in the category you’ve chosen, you now have the option to **Reset Selection**. Click that link to see all options in that section again.



If you need further assistance with this, or anything else Altair offers, please contact customer support by using Connect. If you cannot access Connect, you may email [connect@altair.com](mailto:connect@altair.com).