

AutoCAD Web

Frequently Asked Questions

August 8th, 2022

Overview:

Autodesk launched the [Web App Program](#) in July of 2020 to help customers adjust to the changing world with COVID. As we've all adjusted to the new normal, we are concluding the Web App Program and have launched a new offering, AutoCAD Web, that makes it easier than ever to work anytime, anywhere, on any device.

What is the new offering?

AutoCAD Web is a new standalone offering that provides access to AutoCAD's core commands and fundamental drafting capabilities on the web and on your mobile device.

Why is Autodesk making this change?

The AutoCAD Web App Program concluded on August 8, 2022, and Autodesk is now offering the option to purchase AutoCAD Web as a standalone subscription offering, giving you access to AutoCAD on the web with the added benefit of access to AutoCAD on mobile.

What are the benefits of this new offering?

AutoCAD Web provides a cloud-based solution for CAD with anytime, anywhere access; you can view, create, edit and share drawings from your browser or mobile device without the need to install software on your computers.

When did this change take effect?

AutoCAD Web is available for subscription as of August 8, 2022. The Web App Program concluded on August 8, 2022, after which the AutoCAD web app was made available for purchase through the eStore as part of the AutoCAD Web offering, which includes access to AutoCAD on mobile, at <https://www.autodesk.com/products/autocad-web/overview>. Web App Program participants, as well as new users or previous subscribers to the mobile app will have the ability to participate in a free 30-day trial of AutoCAD Web.

Is this a global change?

Yes, this is a global change.

Will this change affect AutoCAD web app users?

AutoCAD web app users who have free access under the Web App Program can either subscribe to AutoCAD Web to maintain full access to the features and functionality of AutoCAD on the web, as well as gain access to AutoCAD on mobile, or they can continue as a free user with limited viewing and measuring capabilities.

What happens if I already have an AutoCAD mobile app subscription for iOS or Android?

As a subscriber to the Premium or Ultimate offerings of the AutoCAD mobile app, you will continue to get access to AutoCAD on mobile with the added benefit of access to AutoCAD on the web after August 8, 2022. Existing subscribers to the Premium offering of the mobile app will be able to renew their subscription to AutoCAD Web at a one-year price lock, meaning you can continue to pay the same annual or monthly amount for one year before having to pay the AutoCAD Web pricing.

What is the change to the AutoCAD mobile app offering?

Access to the AutoCAD mobile app is available with a subscription to AutoCAD Web, which includes access to the AutoCAD web app as well. Both AutoCAD and AutoCAD LT subscriptions continue to include AutoCAD on the web and mobile.

How will the new offering impact my ability to trial AutoCAD products?

As with other AutoCAD offerings, you will be able to trial AutoCAD Web for 30 days, which will include trial access to AutoCAD on mobile and AutoCAD on the web. You will no longer be able to get a separate trial of the AutoCAD mobile app.

When was I notified about the end of the existing web and mobile offerings?

Existing Mobile Premium subscribers, Mobile Ultimate subscribers, and Web Access Program participants were notified on August 8, 2022.

Will third party application compatibility change with the new offering?

No, there is no impact or change to existing third party application compatibility in AutoCAD Web.

What if an active AutoCAD mobile app subscriber wants to renew their subscription to the AutoCAD mobile app?

Mobile subscribers who are eligible for renewal (within 90 days of the renewal date for yearly and 30 days of the renewal date for monthly) can renew their current AutoCAD mobile app subscription by August 8, 2023. Existing Mobile Premium subscribers will be able to renew their subscription to AutoCAD Web at a one year price-lock (meaning you can continue to pay the same annual or monthly amount for one year), and existing Mobile Ultimate subscribers will be able to renew their subscription to AutoCAD Web at no added cost.

What learning content is available on AutoCAD Web to help users learn the features of AutoCAD Web?

Help documentation can be found for AutoCAD on the web on the [Autodesk Knowledge Network](#). Mobile help documentation is also available on the [Autodesk Knowledge Network](#).

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