

# Technical Support

Technical support is available in many forms for VehicleSim (VS) products. When you have a question, first consider the Help system in our GUI (use the Help Menu, the F1 key, or the Help button “?”). If the documentation does not answer your question, and your software contract is currently in maintenance, then there are more options.

## Web Resources

The company website (<https://www.carsim.com>) will give you access to recorded Web Seminars on many topics related to vehicle dynamics and uses of our software. **Videos** are their own tab on the web pages, and Web Seminars are in the **News** tab.

In addition, the website contains a **User Section** (<https://www.carsim.com/users>) that gives access to all recent versions of our software, technical memos, downloadable examples, and news about reported bugs and workarounds. Access to the **Users Section** requires you to register for an account.

## Account Registration

You can register for an account by navigating to Register using the **Account** menu (Figure 1), or by directly accessing the Registration page (<https://accounts.carsim.com/register>).

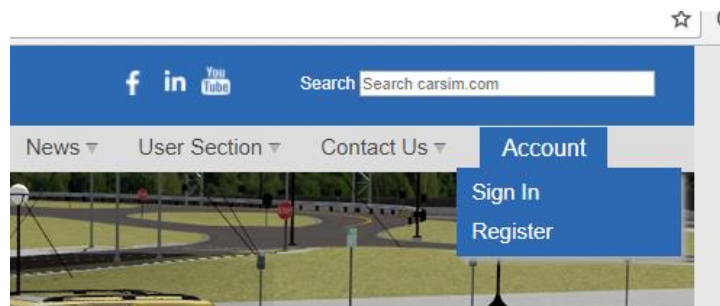


Figure 1. Sign in or Register a new account on <https://www.carsim.com>

**Note** Registration is a one-time process and requires manual approval to access the carsim.com user section. To register an account, you will need a Key ID.

After registering you will receive a confirmation email asking you to confirm your email address. Once you have confirmed your email address, Mechanical Simulation will process your account registration within one business day.

## Finding Your Key ID

Before initiating any interactive support request, you will need your Key ID.

Your Key ID is used by Mechanical Simulation to determine your license type and maintenance status. For dongle users, your KEY ID is printed on the dongle. Within the Browser, you can go the **Tools > License Settings** menu item to bring up a window showing your Key ID (Figure 2).

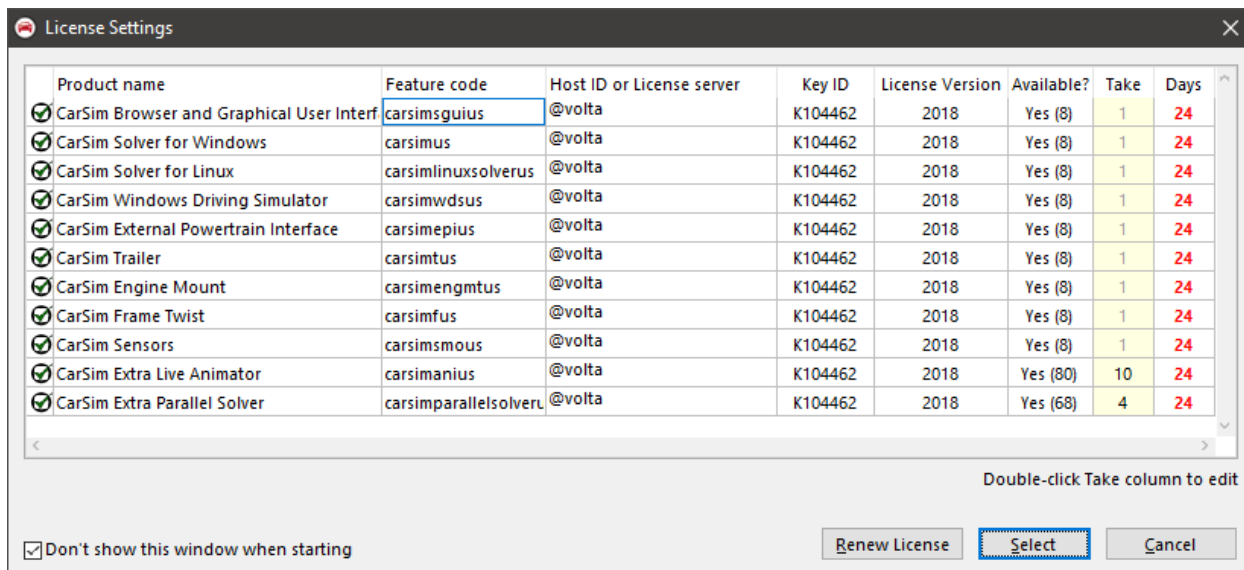


Figure 2. License Setting Dialog. The Key ID is K104462 in this example.

## Online Support

The most efficient way to get technical support is by submitting a request via the support web form after you have registered and logged into the **User Section** (Figure 3).

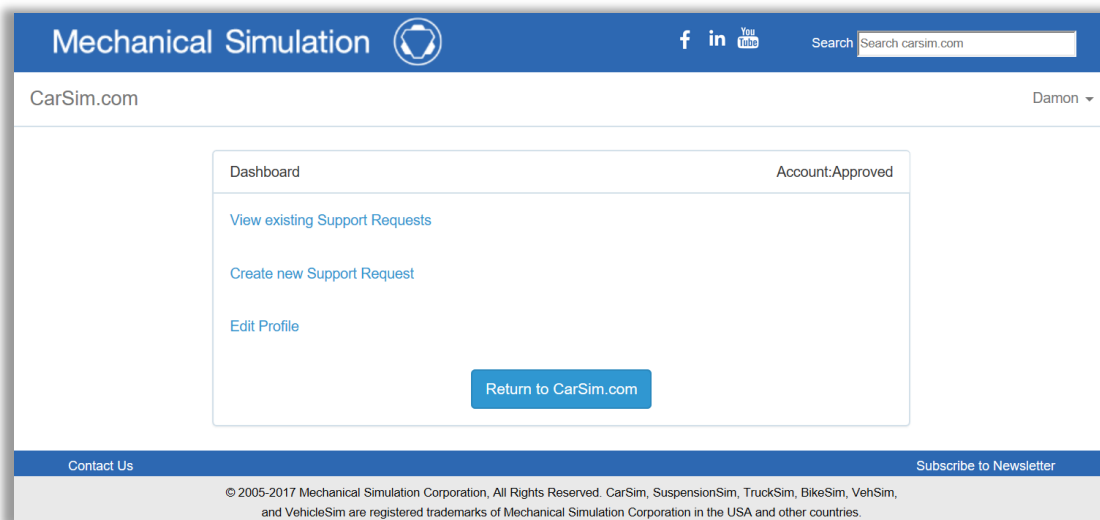


Figure 3. Submit, view or otherwise manage your account after login.

**Note** You can directly access the Mechanical Simulation Support Center on the CarSim website by navigating to <https://accounts.carsim.com/support>.

Once submitted, the support request will be routed to the appropriate expert at Mechanical Simulation. The support request will remain in our system and are available for later review. You have the option to view only your support requests or share your requests, and our responses, within your organization.

## Telephone Support

Call (734) 668-2930 and ask for technical support. Please have the following information available:

1. Your name, phone number, email address, and company name.
2. Include your Key ID (for a dongle, see the physical dongle; for a node-lock, the name of the file).
3. Your software version (**Help > About ...**), plus the version for any software you are using to extend the math models (for example, Simulink).
4. A detailed description of your problem, the steps you took to arrive at your questions and any error messages.