

# That CAD Girl

## Frequently Asked Questions

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### **[FAQ420] I've Installed My Carlson Software – Now What Do I Do?**

Just getting started...? Try these FAQs!

#### **Installing and Registering**

FAQ: How do I register my Carlson Software? And what are change keys?

FAQ: Can I install my Carlson desktop software on two computers?

FAQ: What happens if I get a new computer and need to reinstall Carlson?

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#### **Tracking my Licenses and Keeping Up to Date**

**FAQ: That CAD Girl Customer Portal**

FAQ: My Maintenance is Current... Where's My Upgrade?

FAQ: When I upgrade, do I immediately lose access to the older version of my software?

FAQ: I can't seem to keep up with my Carlson maintenance – Can you help?

FAQ: Do I qualify for an automatic upgrade to the new version of Carlson?

## **Technical Support**

FAQ: Where do I get support for Carlson Software and how much will it cost me?

FAQ: How can I be sure I'm running the latest build of my Carlson Software?

FAQ: How can I find out when new versions or builds of Carlson are released?

FAQ: Where do I find the build date or build number of my Carlson Software?

FAQ: I think I found a bug in my Carlson Software – how can I get it resolved?

FAQ: What is the latest and greatest version/build of my Carlson Software? (a running thread)

FAQ: What is "The Little CAD Engine That Could" Website?

## **Training**

FAQ: What options do I have for training on CAD or Carlson Software?

FAQ: What is Carlson Academy?

Self-Study Training Manuals: 1) Getting Started: Settings, Setup, Configuration and Points and 2) Field to Finish

FAQ: Am I eligible to attend your Carlson Software webinars for

free?

FAQ: Before I buy, can I attend a webinar for free?

FAQ: Does That CAD Girl training qualify for PDH/CEU/continuing education credit?

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## **That CAD Girl**

If you find the material on this website helpful, please consider supporting That CAD Girl or one of our Trusted Partners, such as Carlson CAD Solutions, by purchasing or referring others to us for CAD and Carlson Software support and training.