

Frequently Asked Questions (FAQ)

1. What is changing?

SolidCAD and Cansel are coming together to form one national operation, newly branded as SolidCAD, a Cansel Company. All Cansel business involving Autodesk, Bluebeam, BlueCielo and Lumion software will be completed by this new division across Canada.

For all of your needs and services, visit: <https://www.solidcad.ca/>

2. When will this change take effect?

As of August 1, 2017 you will notice a change of details related to your Autodesk subscription. Moving forward, SolidCAD, a Cansel Company will now be listed as your supporting reseller name.

3. Do we have a new sales representative?

The sales representative that you have been working with will continue to be your primary contact. However, to access your representative there is a new number: 1-877-438-2231.

Calls made to the previous Cansel phone number regarding Autodesk business will be automatically redirected to the new phone number.

4. Are email addresses changing?

Yes, email addresses will be changing. Moving forward, both companies will follow the same format.

An example is: firstname.lastname@solidcad.ca

Don't worry, all emails will automatically be redirected to the new email address.

5. Who do we contact when we require technical assistance?

In the new organization, SolidCAD, a Cansel Company, customers have access to technical support, under a program called, SolidAssist. SolidAssist technical support services are **complimentary** for clients who maintain their maintenance or subscription with SolidCAD.

Our services will support customers across Canada. Access to SolidAssist is available to customers by calling: 1-877-438 2231 ext. 2 between the hours of 9:00 am to 7:30 pm EST (4:30 pm PST), Monday to Friday excluding holidays. You can also access SolidAssist via email: support@solidcad.ca

For more information and list available of support services, please visit:

<https://www.solidcad.ca/support/solidassist/>

6. Does this name change affect our maintenance and/or subscription contract?

No, the only detail that changes is the name of your reseller, all information related to your maintenance and subscription contract remains the same.

7. Our Company has purchased from other divisions in Cansel such as wide format and survey equipment. How will this affect us?

There will be no impact. All other divisions operating under Cansel, including wide format and survey equipment will remain the same. SolidCAD, a Cansel company will be a division dedicated to Autodesk, Bluebeam, BlueCielo and Lumion related business only. This includes the purchase of software, as well as training and/or services related to supporting Autodesk, Bluebeam, BlueCielo and Lumion software.

8. We have training services upcoming with Cansel. What will happen to these committed engagements?

Your bank of hours or your current services in execution are not affected. They will be moving over to SolidCAD.

9. What changes need to be made to our accounting records?

Another communication in the form of a letter will be sent out to your accounting department, providing a list of details including the new address to make your payments, tax numbers and registration number so you can open a new supplier in your system.

The new company name change will be reflected on all communications, including quotations and invoices. The SolidCAD and Cansel team will assist you in updating your company's records so that ordering and payments can be completed promptly.

10. Where are the service locations in Canada for CAD products and services?

Visit our website at <https://www.solidcad.ca/contact-us/> to find the closest location near you. We have over 11 service locations.