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## Coronavirus precautions - Using PTC products at home

Many of our customers need to work from home whilst Coronavirus precautions are in place. Here is how you can do that and the things you need to think about:

1. Creo Licenses
2. Access to data
3. Subscription renewal
4. Technical Support
5. Training

### **1: Creo licenses (Keyshot and MathCAD)**

#### *How can I get working at home with Creo?*

There are 6 ways you can use Creo at home:-

#### **I. Creo Cloud**

Run Creo licence from any internet connected PC or Apple Mac. **This is the simplest and easiest method to get up and running quickly.** Works with your Windchill system if you have one - exactly as if you were in your office.

Remotely access a high-spec remote PC from anywhere – all you need is browser access. There are small monthly hosting costs for this depending on how you want it set up and your data storage needs.

#### **II. Access license through VPN e.g. Citrix.**

The customer will need to set this up and test it. PTC do not officially support Creo and Windchill over VPN but we do have customers that use it successfully.

#### **III. 'Borrow' licenses – this is a standard feature of Creo. It allows you to temporarily move your licence to a PC at home. It is limited to 30 days for perpetual licences and 180 days for subscription.**

#### **IV. Install 'Home Use Licences'. For subscription users only, you can install Creo at home as well as at work. Remember that the home licence will be Creo Essentials only – so if you are using additional modules then you will need to select another method.**

#### **V. Transfer licenses to individual machines.** Licensing software would need to be installed on your home machine and the main license removed from the original server. This is not recommended unless you are going to be working from home for a long period of time.

#### **VI. Remote desktop to office machine from home.** This will only work for floating licenses (ie not locked licenses). It will also require some sort of VPN to access to your machine at work.

For our supported customers, if you are unsure which is the best method for you or you need help implementing one of these methods to get you up and running at home then please contact us for advice and we will be pleased to help. [www.root-support.co.uk](http://www.root-support.co.uk)



## 2: Data access:

### *How do I access my data?*

Windchill users:

- Windchill is a Web based product so you can access it over the internet OR through VPN.
- Add all required data to a workspace and then work offline.
- Add all required data to workspace and then export the workspace as a portable workspace.
- Export all required files to machine and work locally on them.

Non-Windchill users:

- Access network drives through VPN.
- Copy all required files to a home machine and work locally on them.

Cloud storage systems could be used e.g. DropBox or OneDrive to share or access the data.

Any data should include drawing formats and standard parts.

## 3: Subscription renewals:

### *What happens if our renewal occurs while we are home-working?*

- Subscriptions will renew as usual. If the license is locally on the machine, it will need to be updated. Windchill licenses will also need updating.
- PTC do not issue subscription licenses early. There is a grace period of 1 month after the renewal date to get the new license.

## 4: Technical Support

### *What about Technical support?*

- Technical support is accessible as normal either by phone, email, webchat or our dedicated support portal. [www.root-support.co.uk](http://www.root-support.co.uk)
- We utilise **GoToAssist** to help customers remotely with their technical queries – this will also work if you are working at home.

## 5: Training

### *Can I still attend Training courses?*

- YES, our full classroom training schedule continues as normal for Creo, Windchill and MathCAD. and you can attend remotely from home – no need to travel. All you need is a headset/mic which we can provide if needed.
- We have used this method successfully. It avoids the need for travel and accommodation and is a practical alternative to classroom training for those that cannot, or do not wish to travel at this time.
- For some, this home-working period is an ideal opportunity to brush up on skills.
- <https://www.root-solutions.co.uk/training/>

## 6: Home-workers connecting with production staff

Some of you working at home may need to interact with production staff remotely on the shop floor or in the field. If you need to do this then PTC Vuforia Chalk has the ability to mark-up and annotate on-screen in real time whilst conducting a conversation. A sort of 'Facetime for Engineers' which included dynamic mark-ups and notes to assist. Look out for an invite to a live demo in the next few days.

**Please forward on to any others that may need to work from home at this time.**

## Need Help or Advice?

Customer Support Hotline: 01954 288299  
email: [info@root-solutions.co.uk](mailto:info@root-solutions.co.uk)  
Website (with live chat): [www.root-solutions.co.uk](http://www.root-solutions.co.uk)