
Dear Bentley Account Administrator,

We will soon begin transitioning the SPIDA user community to standard Bentley applications for support, licensing, and account management. You are receiving this email because you are currently listed as the Bentley account administrator for your company.

As of **November 15, 2024**, SPIDA users will be required to submit new support cases and access the SPIDA knowledge base through the [Bentley Support Portal](#).

To prepare, as the account administrator, you will need to complete the following steps:

1. **Set Up Bentley Account:** If you haven't already, you must complete registration at Bentley's [CONNECT Center](#). You can complete your registration by entering your email and then utilizing the "Forgot Your Password" option on the login page.
2. **Update Administrator:** If you are not the correct administrator for your company, you can update this information within User Management. As the administrator, you can [assign and unassign roles](#) for your account.
3. **Add Users:** Add your users so they appear in [User Management](#). This will be your resource for maintaining users, user roles, fulfillment contacts, and managing domains.
 - a. [Federated Accounts](#): If your account is federated with Bentley, you will be directed to your corporate sign-in page to log in with your existing credentials.

Additionally, as of **June 30, 2025**, your account's license(s) on the SPIDA Account Portal (license.spidastudio.com) will be shut down. In preparation for this transition, you will need to complete the following steps before that time and confirm that your SPIDAcalc and/or SPIDAsilk users are accessing their license via the CONNECTION Client.

4. **Configure Entitlement Options:** The account administrator can configure [users and groups](#) to control the users' experience.
5. **Software Download and Activation:** Confirm that users have the [CONNECTION Client](#) installed; this is required to access your SPIDA licenses after June 30, 2025. In addition, SPIDAcalc and/or SPIDAsilk v8 or newer must be installed, as these versions are compatible with the CONNECTION Client.

For additional information, please visit the SPIDA knowledge base [FAQ page](#).

If you have questions or need any assistance, you can submit a new case [here](#).

Sincerely,
The SPIDA Team