

As part of our ongoing integration with Ansys, we will be shutting down the Zemax.com website, including the license management and support ticket system, from **January 1st, 2025**. Moving forward, all your software management needs will be managed through the **Ansys website**.

To continue accessing these services, you will need to create an **Ansys account** (if you do not already have one). Once your account is set up, you will be able to:

- Activate your Ansys license entitlement(s)
 - Note: Legacy Zemax licenses are not captured on Ansys systems. Legacy licenses are defined as a black USB key starting with 2, 3, or 4 or as digital keys beginning with letter L).
- Submit support tickets.
- Access product downloads
- Find relevant product documentation and updates.

To create an Ansys account:

Step 1: Open your preferred web browser and navigate to the official Ansys website: www.ansys.com.

Step 2: Access the Sign-Up Page on the Ansys homepage, locate the sign in button in the top-right corner and click on it, on the login page, select the create account link.

Step 3: Fill out the registration form.

Step 4: Accept Terms and Conditions, review the Ansys Terms of Service and Privacy Policy, check the box to agree to the terms.

Step 5: Complete verification, solve the CAPTCHA to verify you are not a robot, click create account to proceed.

Step 6: Verify your email address, check your email inbox for a verification email from Ansys, click on the verification link provided in the email.

Step 7: Log In to your new Ansys account, return to the Ansys login page, enter your email address and password, click sign in to access your account.

A detailed step by step guide can be found here:

<https://innovationspace.ansys.com/courses/courses/ansys-customer-support-space/lessons/registering-for-the-ansys-customer-support-space/>

Are you an academic customer? You can create an account on the [Ansys Innovation Space](#)

If you have any questions or concerns, please contact your Ansys Account Manager.