



GOENGINEER SUPPORT STARTER

SUPPORT & LEARNING RESOURCES

CATIA V5 & 3DEXPERIENCE CATIA

What do you do when you need help with your CATIA software?

Start with this list of free and premium resources from GoEngineer and Dassault Systèmes.

WELCOME TO GOENGINEER!

GoEngineer is your first line of CATIA support. Contact us any time with any questions you may have regarding your CATIA software (this includes all Dassault Systèmes CAD solutions, such as CATIA V5, **3DEXPERIENCE** CATIA, **3DEXPERIENCE** cloud and generative design solutions, etc.).

Our application engineers will be with you as soon as possible. We diligently monitor all lines of communication during business hours, but also be aware of the DS Knowledge Base, the searchable repository of documented issues and resolutions that is always available on the web.

Below, you will also find links to short how-to articles, in-depth videos, and searchable online documentation. We hope you find these resources useful, but never hesitate to contact us directly: we are your engineering advantage!

To get you started, here's our guide on [How to Install CATIA V5](#) and [How to Install 3DEXPERIENCE CATIA](#).



FOUR WAYS TO GET CATIA SUPPORT



EMAIL US

You can always email our support team directly. Great for quickly resolving simpler issues.

EMAIL_SUPPORT@GOENGINEER.COM



CUSTOMER PORTAL

You can submit support tickets with files (and do lots of other cool stuff) right from the GoEngineer Customer Portal.

[VISIT THE CUSTOMER PORTAL](#)



GOENGINEER COMMUNITY

You can ask our engineers, crowdsource your problem, or start a discussion on the GoEngineer Community forums.

[VISIT THE CATIA FORUM](#)



KNOWLEDGE BASE

For self-help, the searchable Knowledge Base is rich with information useful downloads, and publicized past support tickets.

[VISIT THE KNOWLEDGE BASE](#)



MULTIMEDIA STARTING RESOURCES



CATIA WEB RESOURCES

- [New Customer Onboarding](#)
- [Download CATIA Installation Media](#)
- [CATIA Tutorial Video Playlist](#)
- [Official CATIA Communities](#)



CATIA ONLINE MANUALS

- [Installation & Licensing Online Manual](#)
- [CATIA V5 Online Manual](#)
- [3DEXPERIENCE CATIA Online Manual](#)

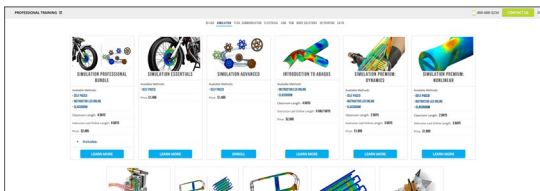
(If links appear invalid, try a different browser, like Google Chrome or Microsoft Edge.)

EVEN MORE CATIA SUPPORT & TRAINING



CLASSROOM & ONLINE TRAINING

We run a regular [schedule of training courses](#), but don't hesitate to request a class if you don't see it.



PREMIUM GOENGINEER SUPPORT

- Software installation & configuration
- Network debugging including VPN & firewall
- Methodology development & training
- Best practices
- Model review & assistance
- ...and more

A great use of your four free yearly Application Mentoring Sessions!



3DEXPERIENCE EDUSPACE

A [massive library](#) of on-demand web training courses so you can learn in-depth workflows at your own pace.



CUSTOM TRAINING COURSES

Is there something special you want to learn how to do? We can develop a customized training course and course materials just for you and your team!

[EMAIL INFO@GOENGINEER.COM](mailto:info@goengineer.com)

[REACH YOUR ACCOUNT REP](#)

