TARADIGM

Bluebeam Ordering Process

If you are a new Bluebeam customer, please provide the following information:

- ☑ Company name
- ☑ Company address
- ☑ Name and email address of the designated license administrator (must use a company email)

If you are an existing Bluebeam customer ordering additional licenses, please provide:

- ☑ Company name
- ☑ Company address
- ☑ Name and company email of the designated license administrator

If co-terming with an existing license:

- ☑ Provide the serial number to which the new licenses should be added or co-termed

If requesting a new serial number:

- ☑ Existing contract number

  Note: This is different from your account number. Bluebeam cannot locate accounts using the account number visible to end users.

If you are an existing Bluebeam customer renewing licenses, please provide:

- ☑ Company name
- ☑ Company address
- ☑ Name and company email of the designated license administrator
- ☑ Serial number(s) of the licenses to be renewed

What Happens After We Place Your Order

Bluebeam typically processes orders within 24 business hours, however this can vary as they are processed in the order received.

Licenses will be added directly to your Bluebeam admin portal.

Confirmation emails:

- ☑ **For new accounts**, Bluebeam will send an account creation email to the designated administrator
- X Bluebeam does not send confirmation emails for licence add-ons or renewals

It is the admin's responsibility to verify that licenses appear in the portal; Taradigm has no visibility into your admin portal or the real-time status of your order.

If licenses are not added within 24 hours, please contact Bluebeam Support directly at **1 (866) 496-2140**.

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Frequently Asked Questions

When will my licenses be available?

Bluebeam will typically add licenses to your portal within 24 business hours, after your order is submitted.

It's been 24 business hours and I still don't see the licenses. What should I do?

Check your admin portal carefully; new licenses are often added under an existing serial number.

If the licenses are still missing, contact Bluebeam Support directly at **1 (866) 496-2140**

Taradigm has limited communication options with the Bluebeam fulfillment team and cannot access your portal or provide order updates.

Can you co-term licenses with different renewal dates?

Yes. Licenses can be co-termed to share a single renewal date if that date is within 90 days of your request.

Can you assign a license to a specific user?

No. Bluebeam only adds licenses to your admin portal. Your license administrator must assign licenses to individual users within the portal.

What are the differences between an account number, contract number, and serial number?

Your company is assigned an account number, this number is not used in the ordering process.

Contract numbers are used to separate serial numbers onto different contracts (for specific jobs or to separate licenses by departments)

- ☑ Serial numbers are used to assign, distribute and look up your licenses
- ☑ Each Bluebeam version (Basics, CAD, and Complete) needs its own serial number.
- ☑ Multiple licenses of the same version can exist on one serial number.
- ☑ You can also request to have licenses on different serial numbers if you would like to organize them by job, or department, or have separate serial numbers for individuals.

Can you add licenses to my account using my account number?

No, Bluebeam assigns licenses to your admin portal by looking up a serial number, contract number or by using the admin's email address/company domain.

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Frequently Asked Questions

Can I have multiple account numbers for different jobs or departments?

No, Bluebeam recommends using one account/ account number per company domain for security and operational reasons.

If you need to organize licenses by job or department, we suggest:

- ☑ Requesting a different serial number or
- ☑ Requesting separate contract numbers for each job/department

I have multiple accounts. Licenses were added to the wrong account. Can they be moved?

While it's recommended not to have multiple accounts per company domain, it can happen due to a number of factors and most likely happened when Bluebeam switched to a subscription model.

Important: to move licenses between accounts, the account admin must contact Bluebeam Support directly at **1 (866) 496-2140** as Taradigm cannot make this request on your behalf.

Although we recently added licenses to our account, our admin portal show that there are no licenses available. Where are they?

Ensure that you have allowed sufficient time for Bluebeam to fulfill your order.
From the admin portal, view the users that have been assigned to the relevant serial number.

How do I see what users are assigned to our licenses?

Login to the admin portal. From the account dashboard, select the users tab on the lefthand side of the table. From this tab you can see your users and which serial numbers they have been assigned.

How do I access my admin account and portal?

In a browser, navigate to **https://org-admin.bluebeam.com/**, select your location, and use your credentials that you set up during account creation. If you haven't created an account and ordered licenses from us, check your email for an account creation email from Bluebeam.

Is there a comprehensive licenses management and admin guide?

Yes, Revu Administration Guide | Revu 21
https://support.bluebeam.com/revu/subscription/manage/subscription-management-guide.html