



Mathcad Student Support FAQ

Q: How do I get started with Mathcad Prime?

A: To start using your student version of Mathcad Prime, begin by installing the software using the provided media. Then use the license wizard within Mathcad Prime to obtain the license file with the provided product code.

Q: I purchased a student license but can't find the installation media. Where can I get it?

A: See the [Installation Guide](#).

Q: I purchased a student license but cannot locate my product code. Where is it provided?

A: The product code is sent via email from Cleverbridge.

Q: I am having trouble retrieving my license file.

A: See the [Installation Guide](#).

Q: When a newer version of Mathcad Prime is released, can I use my existing student license to run that newer version?

A: No, the student license is a one-year locked license that is version-specific.

Q: Can I use my student license to run Mathcad Prime on more than one computer?

A: No, this locked license lets you use Mathcad Prime only on the original computer where it was retrieved.

Q: I did not receive my product code.

A: Please email academicsupport@ptc.com.

Q: Is the license refundable?

A: PTC does not process refunds directly. To request a refund, open a case with Cleverbridge and provide your reason. Cleverbridge will seek approval from PTC, and once approved, they will issue the refund and notify PTC for recordkeeping.

Q: Can I transfer my Mathcad Prime license to a new computer?

A: In some cases, yes (proof of purchase required). Contact academicsupport@ptc.com.

Q: Can I use Mathcad on a Mac?

A: No, please see the [system requirements](#).

