

Upgrading to Bluebeam 21

Prior to the most recent update, Bluebeam has been working on a perpetual license model. They have now moved to a subscription like many other software's inside of the AEC+ Space. Below we have provided the complete steps to take your previously owned seats of Bluebeam to Revu 21. These instructions are for clients currently on maintenance.


****Please note: Only the Primary or Secondary Contact for your company as according to Bluebeam can upgrade your seats. The upgrade process outlined below also requires the possession of active maintenance. Net New seats can skip to step 3.****

Step 1: Bluebeam Web Store

Head over to the [Bluebeam Web Store](#) and "Sign In" with the Primary or Secondary Contact's Bluebeam ID (BBID) which is typically the user's email.

Buy Bluebeam Software

Visit our web store to choose the subscription plan that's right for you.

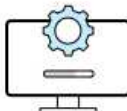


WELCOME

New to Bluebeam?

Visit our webstore to choose the subscription plan that's right for you.

[Buy Now](#)



Already have an account?

Sign in to buy new subscriptions or manage existing licenses and subscriptions.

[Sign In](#)

Follow the prompts to "Sign In," if you do not remember your password, after hitting next you will have the ability to choose "Having Trouble Signing In." This option will allow for you to reset your password, if you do recall your password continue signing in and skip right over resetting.

After successfully accessing the site, the next page you see will show two tabs: "Subscriptions" and "Perpetual Licenses." If you have not bought new subscription-based seats, this tab will show empty. You will click on "Perpetual Licenses," which will be where your upgradable seats are accessed.

Your Software

Here's where you can view your existing Bluebeam subscriptions and perpetual licenses.

Subscriptions **Perpetual Licenses**

NEW: You're eligible for a free upgrade to Complete, our most comprehensive subscription plan.

Revu CAD 18 	Created Jan 8th 2019	Maintenance Expires Jan 8th 2023	Seats 1	Upgrade For Free 
Revu eXtreme 19 	Created Jul 27th 2020	Maintenance Expires Dec 17th 2022	Seats 11	Upgrade For Free 
Revu eXtreme 20 	Created Jul 5th 2022	Maintenance Expires Dec 17th 2022	Seats 2	Upgrade For Free 

Showing 1 of 1 1

Choose the seats you would like to upgrade by clicking "Upgrade For Free." From here, a pop-up window will occur asking if you would like to "Add to Cart." After selecting "Add to Cart" the seats will then be ready for check out. (Note if they are free to upgrade, the cost will equal \$0.) Once added, at the top of your screen select "View Cart."

Upgrade to Complete

Complete
Serial Number:
Seats: 2
Start Date Jul 5th 2022
Maintenance Expires: Dec 17th 2022

Price per Seat \$0 USD
Total \$0 USD

Add to Cart

For purposes of this Agreement "Upgrade" means exchanging a Seat of Revu 20 or earlier Revu version which is supported by a current Maintenance Subscription for a subscription to Revu 21 or later Revu version sold as a subscription. By clicking "Add to Cart" you are hereby agreeing that the Maintenance Subscription supporting Revu 20 or an earlier version is terminated and is converted to a Revu 21 subscription as provided in the [Product and Services Addendum](#) in section "4.2 Revu 21"



United States



Items in Cart: 2
Subtotal: \$0 USD

[View Cart](#)

Your Software

Here's where you can view your existing Bluebeam subscriptions and perpetual licenses.

[Subscriptions](#)

[Perpetual Licenses](#)

The following screen will show everything added to your cart (you can do multiple serial numbers at one time). By clicking "Check Out" you will be taken to a screen to confirm the decision to upgrade the quantity shown to Revu 21 and provide details for your order. We DO NOT recommend trying to split up a single serial number in any amount other than the entire number of seats available.

Cart

All prices **exclude** Tax.

	Price	Quantity	Item Total
Free Upgrade	\$0.00 USD	2	\$0.00 USD

Subtotal: \$0.00 USD

Tax: Calculated at checkout

Total: \$0.00 USD

[Checkout](#)

Checkout

1. Contact Information

2. Review Your Order

3. Payment Information

4. Order Complete

Cart subtotal: **\$0.00 USD**

[View Cart](#)

Contact Information

(From your Bluebeam ID)

Phone Number (We will only call you if it's necessary to complete your order)

Company Name

I'm buying this for **personal use**, not for a company.

After filling out the Contact Information follow through with tabs 2.- 4. in the above image.

Order Details

[Edit](#)

	Price	Quantity	Item Total
Complete ()			
Free Upgrade	\$0.00 USD	1	\$0.00 USD

Subtotal: \$0.00 USD

Sales Tax: \$0.00 USD

Grand Total: \$0.00 USD

Please read and agree to our [Webstore Terms of Sale](#).

Please read and agree to Bluebeam's [General Terms and Conditions of Use](#).

[Complete Order](#)

Once the order is complete, you are ready to move to Step 2. (During this time the Primary Contact, should receive an email from Bluebeam giving them access to the Admin Portal where licenses are assigned and managed).

Step 2: Setting up the Bluebeam License Admin Portal

Next, head over to the Bluebeam License Admin Portal

<https://org-admin.bluebeam.com/>

This will be a great time to set a bookmark for 'Bluebeam License Admin Portal'

From here select your respective server and sign in with your BBID and Password.

Once signed in, select the account name in which you would like to manage the licenses for (Company name will be a hyperlinked item).

Welcome to your Bluebeam Admin Account

Build better with Bluebeam



See account

View all Subscription Accounts to view and easily navigate through account hierarchy



Account, product tiers & users

Modify account information, product tiers and users



Subscription management

Maintain and modify subscription products throughout your organization

Accounts

Account Name	Account Location	Account Owner	External Id	Billing Location	Phone	Account Type	Account Owner Name
[Redacted]	[Redacted]	Joe Klotzle	[Redacted]	[Redacted]	[Redacted]	Customer	[Redacted]

The following screen will show seat usage and other statics, users can also be assigned from this page. By clicking on “Account Administration,” the next page will provide additional options for managing the Account.

Account Location: [Redacted] Billing Location: GA Phone: [Redacted]

Account Type: Customer Account Owner Name: [Redacted]

Reallocate Subscriptions Add New Subscription User

Active: [Redacted] Remaining: [Redacted]

Consumed: [Redacted] Remaining: [Redacted]

Under the Account Admin. tab, select “Users & Tier Management.” This will have options to add users, and show users that have already been added; when accessing this for the first time the only user seen should be the email address of the one who initiated the upgrade. It will also say “pending” by the user’s name, which will change once the invitation email has been accepted. If an invite is needed to be resent, select the three dots to the right of the user’s name and choose “Resend Invitation.”

To add users select “Create New Subscription User”

- Two Options to add Users
 - Add New Subscription User (One at a time)
 - Bulk Add Users, using the provided .csv file
- Any users that are to assist in License Management will need to also have “Organizational Admin” selected, this can be changed at any time.

When adding users, there may be a prompt that gives access to assign a version of Bluebeam to that user at that time. However, below is the process if this option is skipped or does not happen.

Staying within the “Users & Tier Management” scroll down to “Product and Tier Overview.” Locate the licenses that were upgraded and verify the number of seats matches the amount upgraded from the

Bluebeam Web Store. Upon verification, select the three dots next to the corresponding version you would like to assign users to. Select “Assign Members to Product Tier.”

Product Tier Overview

Search all Enter a text keyword

Serial Number	Product Tier	Product Tier Description	Start Date	End Date	Total Users	Subs Available	Total Subs
	Basics	PDF markup solution for essential AECO document and drawing management and back-office use.			0	0	0
	Collaborator	Free License that provides read-only access			0	0	0
	Complete	Comprehensive AECO collaboration platform for companies and power users at unlimited project scale.			0	0	0
	Core	Complete AECO collaboration solution for managing your small and mid-sized projects.			0	0	0
	Subscription Upgrade: Revu Extreme to Complete	Subscription Upgrade: Revu Extreme to Complete	Sep 2021				

View & Edit Product Tier Information
Assign Members to Product Tier

The next prompt will have two sides: Left Side shows Account Users, Right Side will show Current Users. By selecting the check box next to the user's name (this can be done in multiple), the next step is to select the right arrow to add them to the Current Users column. Confirming everyone has been assigned, select “Save.”

Edit Product Tier: Subscription Upgrade: Revu Extreme to Complete

Account users Search...

Name

1

2

Showing all 1 entries

Current users Search...

Name

No results

No results

Available seats: 1

Cancel Save

Once the above steps are done, all added users will have the ability to sign into their installed copy of Revu 21 (Step 3).

** Users will receive two emails when they are added as a user, 1. An email with an invitation that needs to be accepted and respective information filled out once the hyperlink has been selected (a sign in process is included), 2. Access to Bluebeam University, in which they will need to register.**

Step 3: Downloading, Installing, and Activating Revu 21

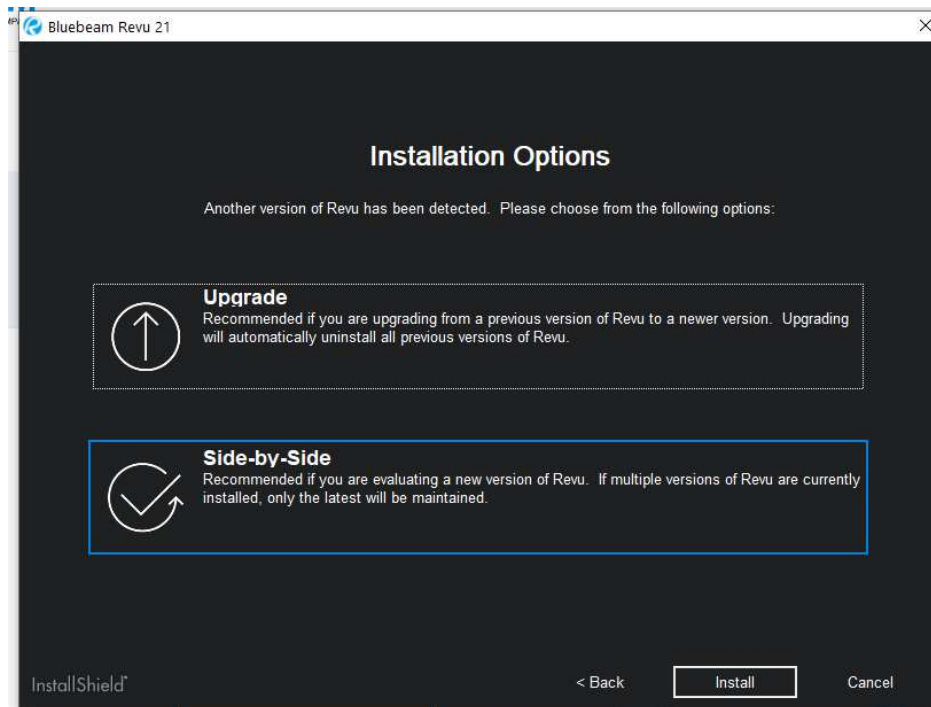
The download for Revu 21 can be found in the Bluebeam Download Center

<https://www.bluebeam.com/download/>

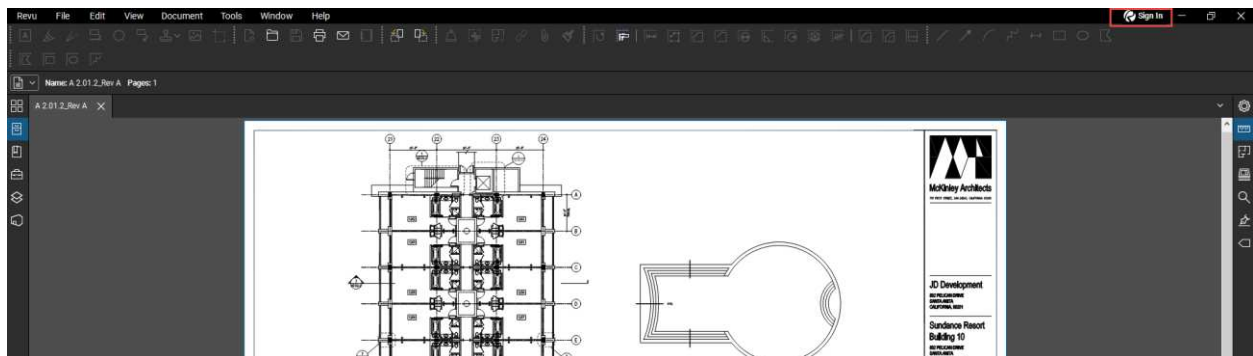
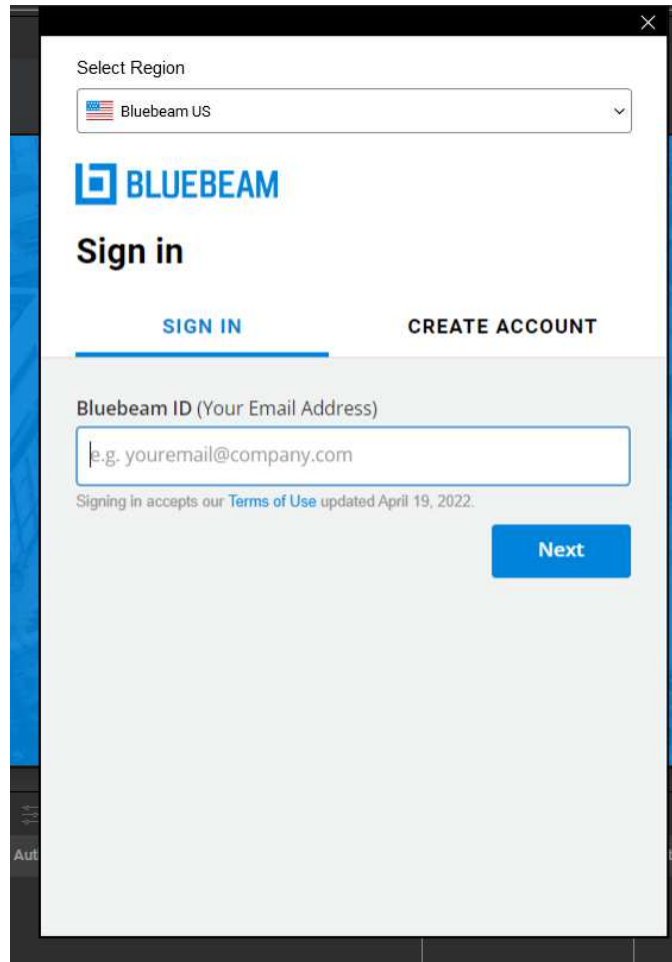
For Deployment options see Bluebeam Technical Support Page for Deployments

<https://support.bluebeam.com/articles/bluebeam-revu-deployment-guide-version-21/>

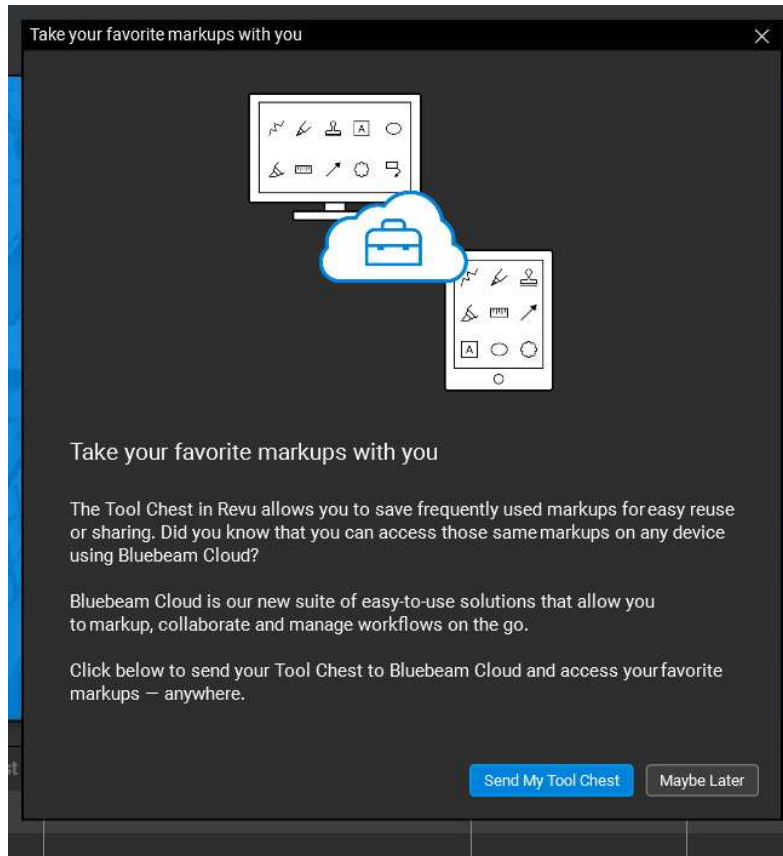
Once the Bluebeam.exe has downloaded, follow the traditional steps for installing software. If users are running Revu 20, they will be prompted to either “Upgrade” or install “Side by Side.” Any version older than 20 will be uninstalled via the Revu 21 installer. Also note all custom profiles, and other custom items will be retained within the installation process.



After the installation is complete, there will be a prompt to “Sign In”. If that prompt does not automatically appear prior to the interface opening there will be the option to sign in at the top right of in Bluebeam Revu 21 (second image).



Once signed in for the first time, Bluebeam will prompt the user to upload their Tool Chest to the cloud. If "Send My Tool Chest" is selected, another dialogue box will appear to further explain the process and allow for access to the Bluebeam Cloud. If "Maybe Later" is selected this prompt will appear later.



This is the last prompt the users will see before they are able to enjoy their copy of Bluebeam Revu 21.

***If there are any issues with any of the steps above, please contact support at 888-313-1688 option 4, or by emailing support@tpm.com ***