

SparkED: Getting Started FAQ

Finding your License Key

Q: How do I find out if I was approved?

A: After filling out the application for an Education license, you should receive an email from verify@sheerid.com confirming your status. Please search for this in your Inbox, as well as junk/spam folder if you cannot locate it.

Q: How do I find my license key?

A: Once you are approved, you will receive your license key via email from sparked@alteryx.com. You can locate this email by searching for that email address or the subject line “**Congratulations on your Alteryx Education License**” in your Inbox or junk/spam folder.

Alteryx Designer Activation and Installation

Q: Where do I download Alteryx Designer?

A: Alteryx Designer can be downloaded from the Licensing Portal at my.alteryx.com/licensing. To access the Designer download, you will first need to create an account in the portal. When creating the account, you will be prompted to enter your license key provided to you by the SparkED education program. Entering the key at this stage will not actually activate the license, but it will associate your account with the SparkED license group and provide access to the download.

Once the account has been created and you have logged in, the Designer download will appear on the left side of the main home page under Product Download (it may take a few minutes for the product to appear in the list). From here, you can download Designer and then run the installation on your device. *You will have to enter your SparkED license key again to activate the download of Designer.*

Q: I have a Mac – how would I install Alteryx Designer?

A: As Alteryx runs on Windows, there are two ways to install Alteryx on a Mac:

1. Use [Boot Camp](#)
2. Use a virtual machine product (emulates Windows within macOS), like [VMware Fusion](#), [VirtualBox](#) (open source), or [Parallels](#), among others

Note that any of the above solutions require a Windows license. Read [this article](#) to see the pros and cons of the different approaches, as well as detailed installation instructions. Additionally, check with the virtualization software vendor as many, like Alteryx, offer free or discounted software licenses for students and educators.

Q: Do I have to be an Alteryx user to create an account in the Licensing Portal?

A: No, you do not have to be an Alteryx user to create an account at my.alteryx.com/licensing. However, you will need a license key to create a login and access the downloads/licensing portal. When creating an account please make sure you use the same email address used to apply for a license.

Q: How do I activate my SparkED license key?

A: License keys are sent by email by the SparkED team. You can activate your SparkED license key by opening Alteryx Designer and selecting **Options > Manage Licenses > Activate New License**. From here, you will need to enter your license key and select **Activate**.

[This article](#) provides an overview of Alteryx licensing, including our prerequisites for installing and licensing Alteryx, an overview of different ways to activate, links to helpful guides, and how to best administrate your keys once activated.

The [License Activation Overview](#) provides more detail on the different options for activating Alteryx licenses.

If you run into any issues during the activation, you can reach out to the Fulfillment team at fulfillment@alteryx.com to assist.

Q: What is the difference between the Admin and Non-admin versions of Designer? Which one should I download?

A: The Admin version of Designer will save files and information at the machine level which means it will save across all users on the machine. The Non-admin version will save files and information at the user level. If you are an administrator on your machine and you have the correct permissions to save to your entire machine, you should download the Admin version. If you are not an administrator on your machine or if you have restricted permissions, you should download the Non-admin version. If you are still unsure, we recommend installing the Non-admin version.

Q: Will my Alteryx license expire?

A: Yes, SparkED Student, and Educator Alteryx Designer licenses are issued in 1-year increments. Career Changer licenses are issued for 90 days, with an option to renew if eligibility is met. Your license will expire on the designated expiration date, and you will not be able to continue using Designer. You can check the expiration date of your license by opening Alteryx and selecting **Options > Manage Licenses**. We have a license renewal process for those who are still eligible to continue.

Q: How do I access the Predictive Tools?

A: SparkED Student, Educator, and Career Changer licenses all provide access to the Predictive Tools (Data Investigation, Predictive, AB Testing, Time Series, Predictive Grouping, and Prescriptive tool palettes). Once Designer is downloaded, installed, and the license key is activated, you can install the Predictive Tools. The Predictive Tools install that you select must match the admin level (Admin vs. Non-admin) and version (2021.1, 2021.2, etc.) of your current Designer install. You can identify your Designer admin level and version by choosing **Help > About** from the ribbon in your current Designer install. To access the download, go to the [licensing page](#), select Alteryx Designer, and choose the appropriate version number. From that window, select the executable for the Alteryx Predictive Tools with the appropriate admin level.

Q: How do I create an Alteryx Community account?

A: After you have downloaded and installed Designer, you can create an [Alteryx Community](#) account via our [SSO](#) system. Log in with the email address you used to activate your Alteryx Designer license. Once signed in, click on the Community icon on the top of the page in order to set up your Community account. If you are a student or an educator, be sure to pick the appropriate **role** for your account.

After creating your account, we suggest checking out these helpful resources:

[SparkED Group Hub](#)

[Educator Forum \(private\)](#)

[Student Forum](#)

[Career-Changer Forum](#)

[Job Board](#)

[SparkED Learning Program](#)

OTHER HELPFUL LINKS

License Activation

- [System Requirements for License Activation](#)
- [License Activation Overview](#)
- [The Ins and Outs of Alteryx Licensing](#)
- [Offline Activation](#)
- [Command Line Activation](#)

If you are having any other issues activating your license, please email us at sparked@alteryx.com.