

# **ADOBE CREATIVE CLOUD ACCOUNT**

For Students on Campuses Impacted by COVID 19

## LOG IN

- 1. Visit Adobe Creative Cloud.
- 2. In the upper right, select Sign In.



3. Email address: enter your myWSUID@wichita.edu (e.g. A123Z987@wichita.edu). Press Continue.

Sign in		
New user? Create an	account	
Email address		
		Continue
	05	

- 4. You will be redirected to a WSU Log in screen after entering your email address.
  - Email Address: enter your myWSUID@wichita.edu (e.g.

A123Z987@wichita.edu)

- Password: your myWSUID password
- ✓ Press Sign In





5. To view all apps, click **Apps** on top of the page.



6. Click Install for the app you want to download. Then follow the onscreen instructions to complete the installation.

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Last Updated March 25, 2020

- 7. Once the installer window opens, sign in to your Adobe account with your school credentials. For you this is:
  - a. Email address: your myWSUID@wichita.edu (e.g. A123Z987@wichita.edu)
  - b. **Password**: your myWSUID password.

The Creative Cloud desktop app launches automatically and installs your app.

### TROUBLESHOOTING

The following are some known issues that you may run in to and their workarounds:

#### I see a trial prompt when I sign in to Acrobat DC on my computer.

When you install and launch Acrobat DC on a Windows computer and sign in, if you see a Try or Buy prompt, do the following:

- 1. Exit Acrobat DC, if it is running.
- 2. Download the <u>AcrobatStudentAccess.zip</u> file and extract it on your computer.
- 3. Right-click the included EXE file and choose **Run as Administrator**. (Click yes or enter your computer password, if prompted)
- 4. Start Acrobat DC. It should now launch without asking you to sign in.

#### How can I ensure that my access is properly granted?

To ensure your access is properly granted, sign-out of your account and sign back in.

#### My temporary at-home licenses do not show up in the account page.

The Accounts Page is expected to show only the existing entitlements and not the temporary athome licenses.

#### **Other Questions?**

Check out Adobe's FAQ Page for more assistance.