

Adobe Acrobat DC/Creative Cloud License Process and Installation Instructions

NOTE: This process is only for installation on VCU owned systems. VCUHS has their own Adobe products for hospital PC's.

Requesting an Adobe License:

User needs to submit a Cherwell ticket <https://itsupport.vcu.edu/> requesting an Adobe license. Include the following information:

VCU eID if known

VCU budget code or index code for purchase

Please identify product being requested: Adobe Acrobat DC or Adobe Creative Cloud suite. If requesting Creative Cloud please submit a valid business justification as to why Creative Cloud is needed.

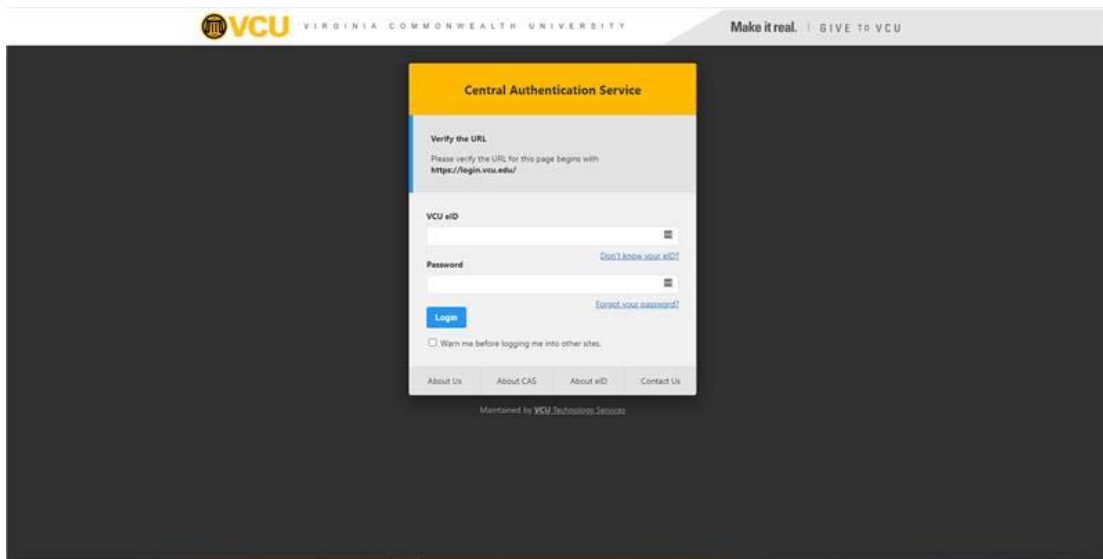
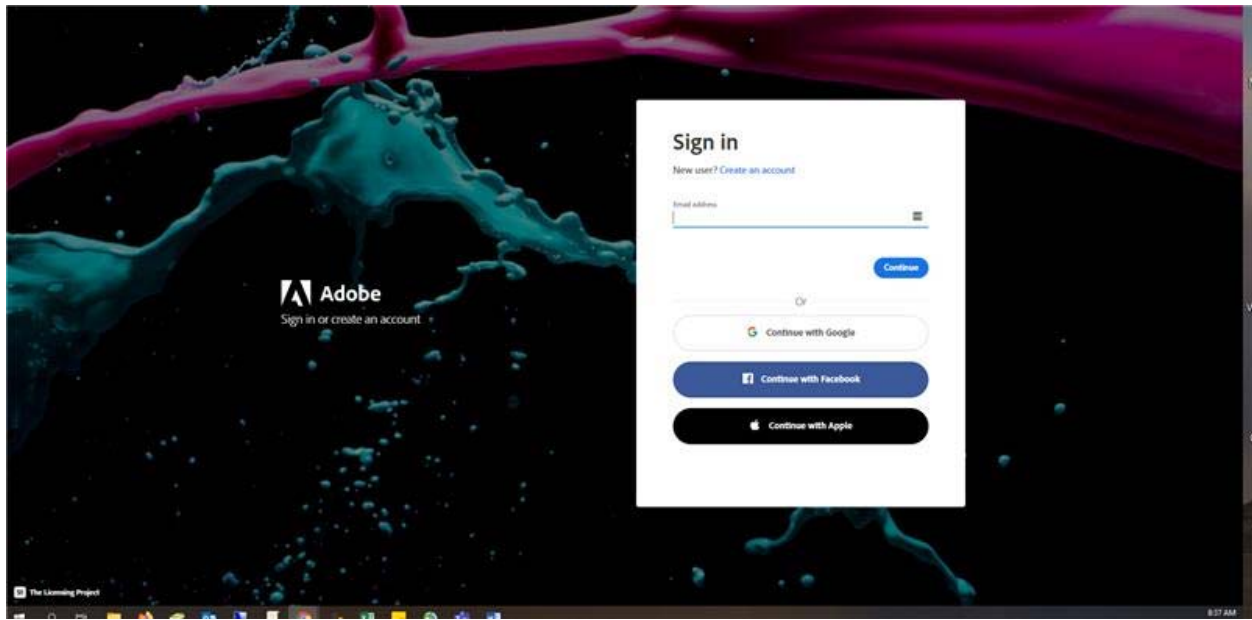
The Cherwell ticket should be transferred to the SOM Adobe Tech Liaison to request the license on the user's behalf. The SOM Adobe Tech Liaison is Client Services management.

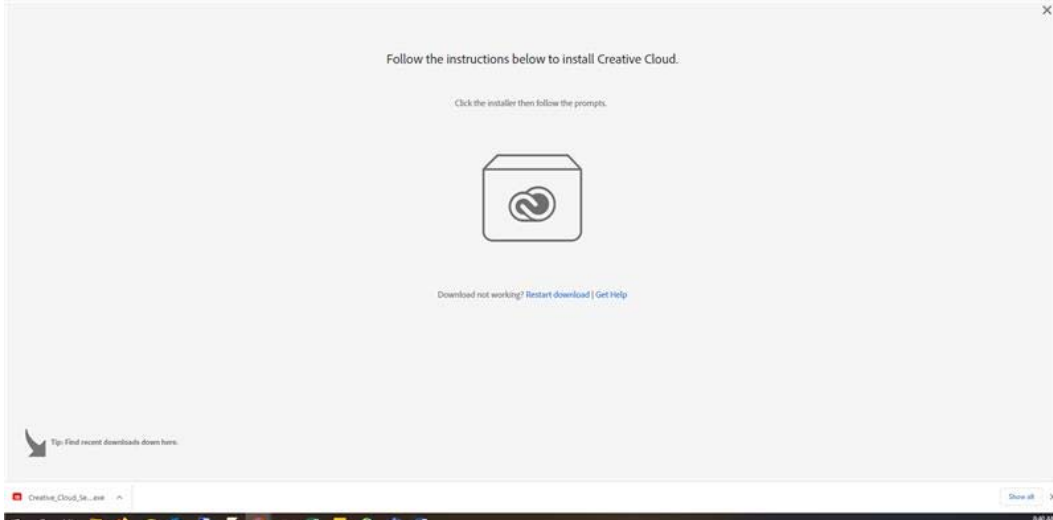
Download and Install Adobe Acrobat DC or Creative Cloud apps:

Click on this link to download the Adobe Creative Cloud Desktop application <https://www.adobe.com/creativecloud/desktop-app.html>.

If you are directed to the *Sign In* screen, enter your **VCU eID@vcu.edu** email and click on Continue. You should be redirected to the VCU CAS login screen. Enter your **VCU eID** and password.

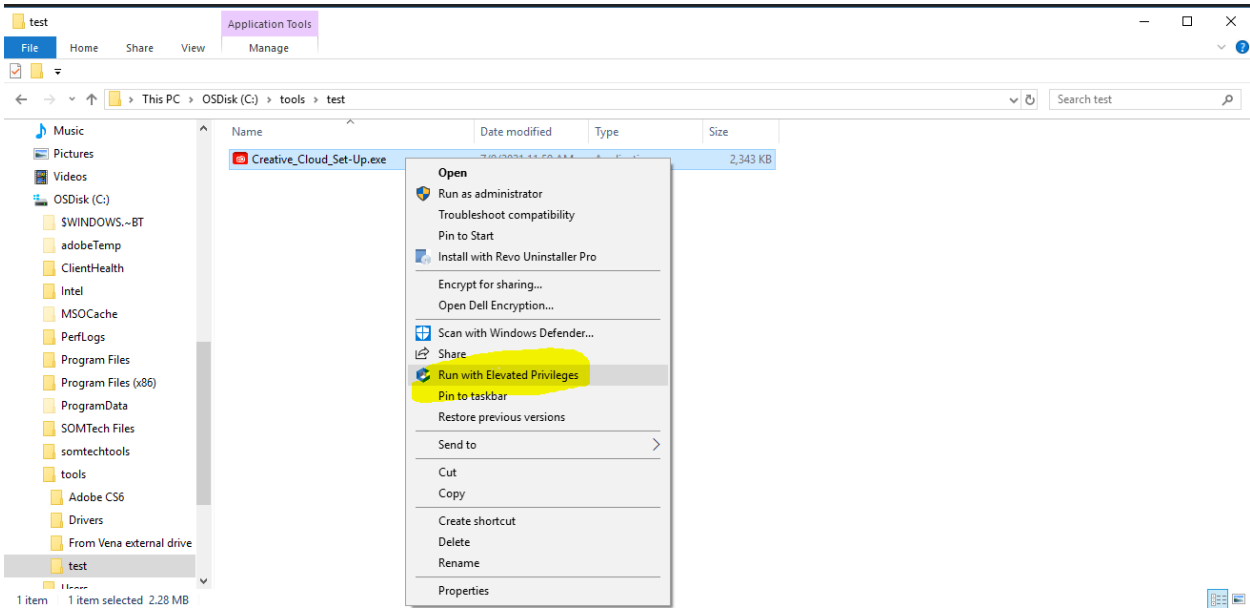
Creative_cloud_set-up.exe will either automatically download or prompt to be saved to the Downloads Folder. **NOTE: The download may not begin until you enter you VCU eID and password. Do NOT use your @vcuhealth.org email.**



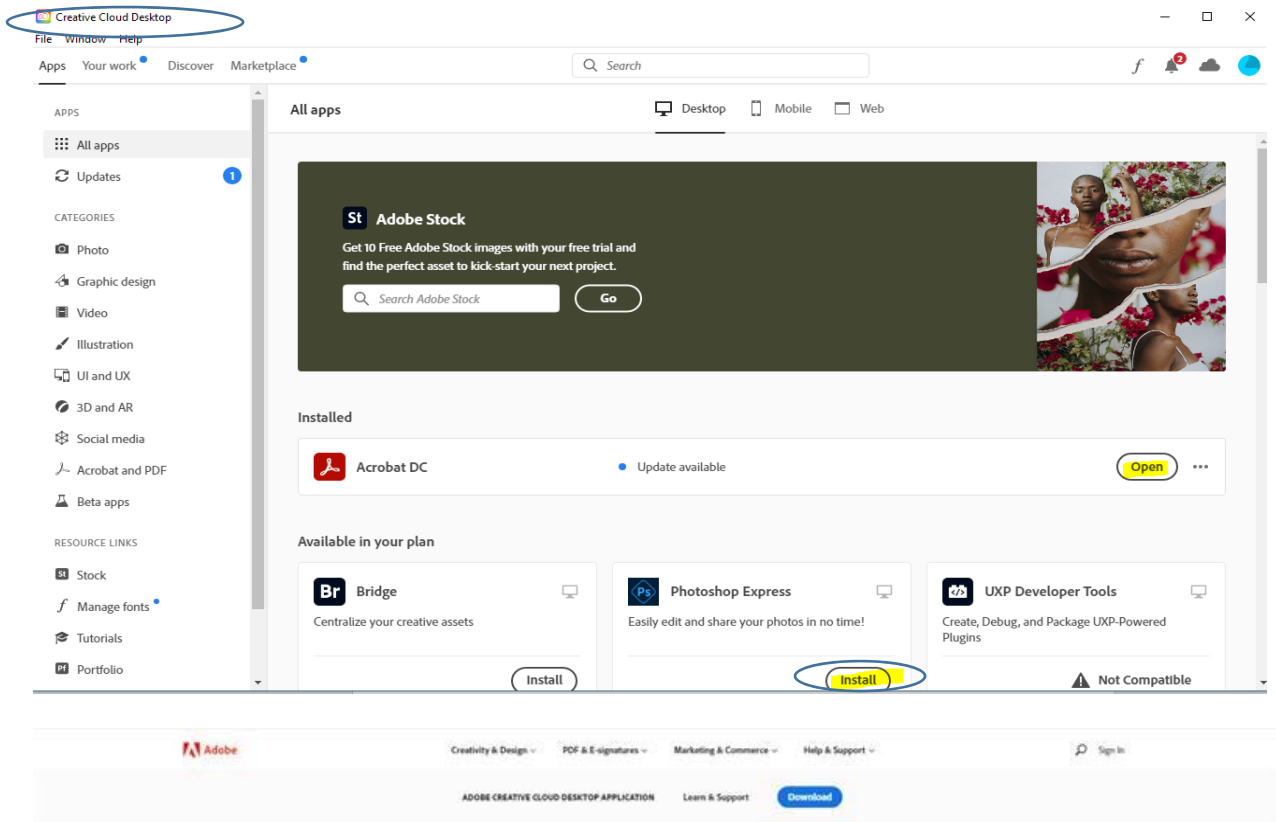


Navigate to the Downloads folder > Right click on Creative_cloud_set-up.exe and click on *Run with elevated privileges*. Click on Run. If you are redirected to the VCU CAS login screen enter your VCU eID and password. The software will install normally.

*Note: If you are installing the software from a remote location you will be prompted to authenticate through DUO unless you have connected to the ramsVPN prior requesting the license.

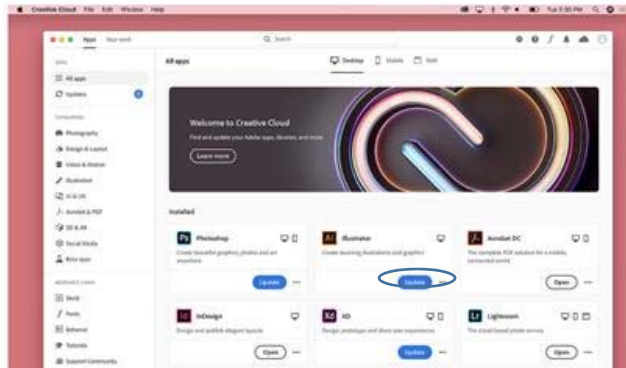


The above will install the Adobe Creative Cloud Desktop manager application. All Adobe software that you have a license for can be downloaded, installed and managed from this application.



Easily manage your Creative Cloud apps and services.

Creative Cloud for desktop is a great place to start any creative project. Quickly launch and update your desktop apps; manage and share your assets stored in Creative Cloud; download fonts from Adobe Typekit or high-quality royalty-free assets right within the app; and showcase and discover creative work on Behance. Best of all, the application stays out of your way but is there when you need it, so you can focus on creativity.



Click on the Install button next to the application that you would like to install eg. Acrobat DC > Install

The software will download and install automatically. The progress will be shown on the console.

Once the software is installed Click on Open in the console to launch the software.

Follow the above process for any additional Adobe products that you would like to install.

Adobe Creative Suite: You will have the option to download and install each application that you would like to use individually. There are 20+ pieces of software available with this license.

Using Adobe Software once installed:

Two instances of the software can be installed per license. Eg. One on a desktop and one on a laptop

You will be prompted to Sign In with your Adobe ID when you launch the software from your desktop. **Your Adobe ID is always your VCU eID@vcu.edu** and not your @vcuhealth.org email. Login as shown earlier in these instructions and you're ready to use your Adobe products.

Adobe acrobat DC will ask you to set the default software to open pdf files with to Adobe acrobat DC when application is first launched. Click on Change > Apply to accept > Click on OK

Contacts/information:

Adobe.vcu.edu – general VCU licensing, pricing, software specific information and FAQ's

SOM Adobe Tech liaison: Client Services Management

Process or general questions or issues: adobe@vcu.edu

Adobe ID is VCU eID NOT your @vcuhealth.org