

Adobe has changed their licensing model and has decommissioned the serialized version of their product. Many users have been migrated to the new licensing model. The new licensing model will prompt users to login to Adobe.

Open the Creative Cloud app on your desktop.



Enter your Shepherd email address, then select Company or School account. You will be prompted to enter your Shepherd email address and password

If you get an error message or you do not see the Creative Cloud icon on your desktop, please submit a work order with the subject line "Adobe" to ITWorkOrder@shepherd.edu so we may assign you a license and/or install the app on your computer.

If you are not on Windows 10, you will need to use Citrix to access Adobe. If you need help accessing Citrix, please email ITWorkOrder@shepherd.edu for a set of instructions.

Common issues with Adobe:

When opening Adobe Acrobat or any Adobe app, an Activation Failed window appears:

Close the Activation Failed window. Go to the profile icon (blue dot in the right upper corner of the Creative Cloud app) and click on Sign Out. Close the app and re-open.

Sign in again. Click on open next to Adobe Acrobat. You may get the message Sign in and then Continue.

Sign out is grayed out in the Adobe Creative Cloud app:

Click on the cloud next the profile icon to show if Creative Cloud is running an update. It will display an update percentage. Allow it to finish updating, then sign out.

If it is not updating, restart your computer. Open the Creative Cloud app and sign out. Close Creative Cloud, re-open and sign back in.

Creative Cloud will not open and displays Updates Required:

Select the Start menu, followed by the gear/settings icon to the left. In there, choose **Update & Security** and then **Windows Update** on the left.

Check for new Windows 10 updates by choosing **Check for updates**.

Install all updates for Windows. Restart the computer and login to Creative Cloud app.