



# Adobe Creative Cloud FAQ/Troubleshooting

1. Who is eligible to use the software?

All students enrolled at the University of Nebraska Lincoln in a degree-awarding program. Exclusions: Alumni, conference attendees, visitors.

2. How much do I pay for Creative Cloud for students?

The software is free to students at UNL with the above eligibility requirements.

3. How do I obtain the software?

<http://itprocurement.unl.edu/adobe-creative-cloud-full-suite#cc-help>

4. How many computers can I install Creative Cloud on?

You can download and install Creative Cloud desktop applications on multiple computers, regardless of operating system. However, **activation is limited to two computers per individual associated with the membership, and you may not use the software on these computers simultaneously.**

5. Will the software run in the Adobe Cloud or do I download the software onto my PC/Mac?

No. You need to install the software on your computer or mobile device.

6. Can I allow others to use my Adobe Apps, Services and Features?

No, the Apps, Services and Features that you downloaded and activated are solely for your use and must not be shared or used by others.

7. Do students and faculty/staff have to uninstall the software after they graduate and/or leave the university?

Yes. The license is tied to the University. You can start a new subscription directly with Adobe if you want to continue to use the software after leaving the University.

8. Who should I contact if I am having difficulty installing the product?

Contact **Adobe Customer Support** or call Adobe at 1-800-685-2950 (North America) 24 hours a day, 7 days a week.

9. Why is Creative Cloud asking me to 'Start a Trial' or 'Buy Now' even though I am eligible to use the Campus Agreement?

**Problem:**

When you sign into any CC app and you receive one of the following messages that indicates Creative Cloud is reverting to trial mode:

- Buy now
- Trial expired
- Start trial
- No subscription found
- <xx> days remaining

**Solution 1:**

Verify you are signing in using your **huskers.unl.edu email address**. If you attempt to sign in using any other email address or attempt to sign in with an Adobe ID that you created on the Adobe website, the apps will show as trials (or one of the other messages above).

**Solution 2:**

Sign out of the Creative Cloud Desktop app:

Open the Creative Cloud desktop application by clicking the desktop icon.

Note:

You can also open the Creative Cloud desktop app from the following location:

Windows: Start > Programs > Adobe Creative Cloud

Mac OS: Go > Applications > Adobe Creative Cloud > Adobe Creative Cloud

From the Profile menu, click Sign out.

In the confirmation dialog box, click Sign Out. This action deactivates the Creative Cloud apps and services associated with your username on that computer.

A sign-in option appears immediately. Sign in again with your **@huskers.unl.edu email account** and CAS authentication credentials to reset your Creative Cloud license and reactivate your apps and services on that computer.

**Solution 3:**

If the above 2 solutions are not successful. Please send in a ticket to [mysupport@unl.edu](mailto:mysupport@unl.edu)

10. I have signed up for my huskers account and I am logging into Adobe.com. After logging in I get an error message that says "Access Denied. You do not have access to this service. Contact your IT administrator to gain access, or sign in with an Adobe ID."

The reason for this error, is that you need to set your huskers email account as the preferred account in <https://myred.nebraska.edu> . To do so please follow these instructions:

- From the MyRed home page, make sure you are clicked on the student tab above the Red navigation bar.
- Then click "Profile" at far right
- Scroll down to "Email"
- It lists two: a UNL email address and the 'preferred' email address.
- To change: click the blue "Edit Email" button
- Enter the huskers.unl.edu address, and click the 'preferred' button.