



## Title: How to Login to Adobe using your Staff/Student account and access Adobe applications

Last revision date: 03/25/20  
Last update by: Tessa Renison

Reviewed Date: 03/31/20  
Approved by: Co Ho

### Purpose

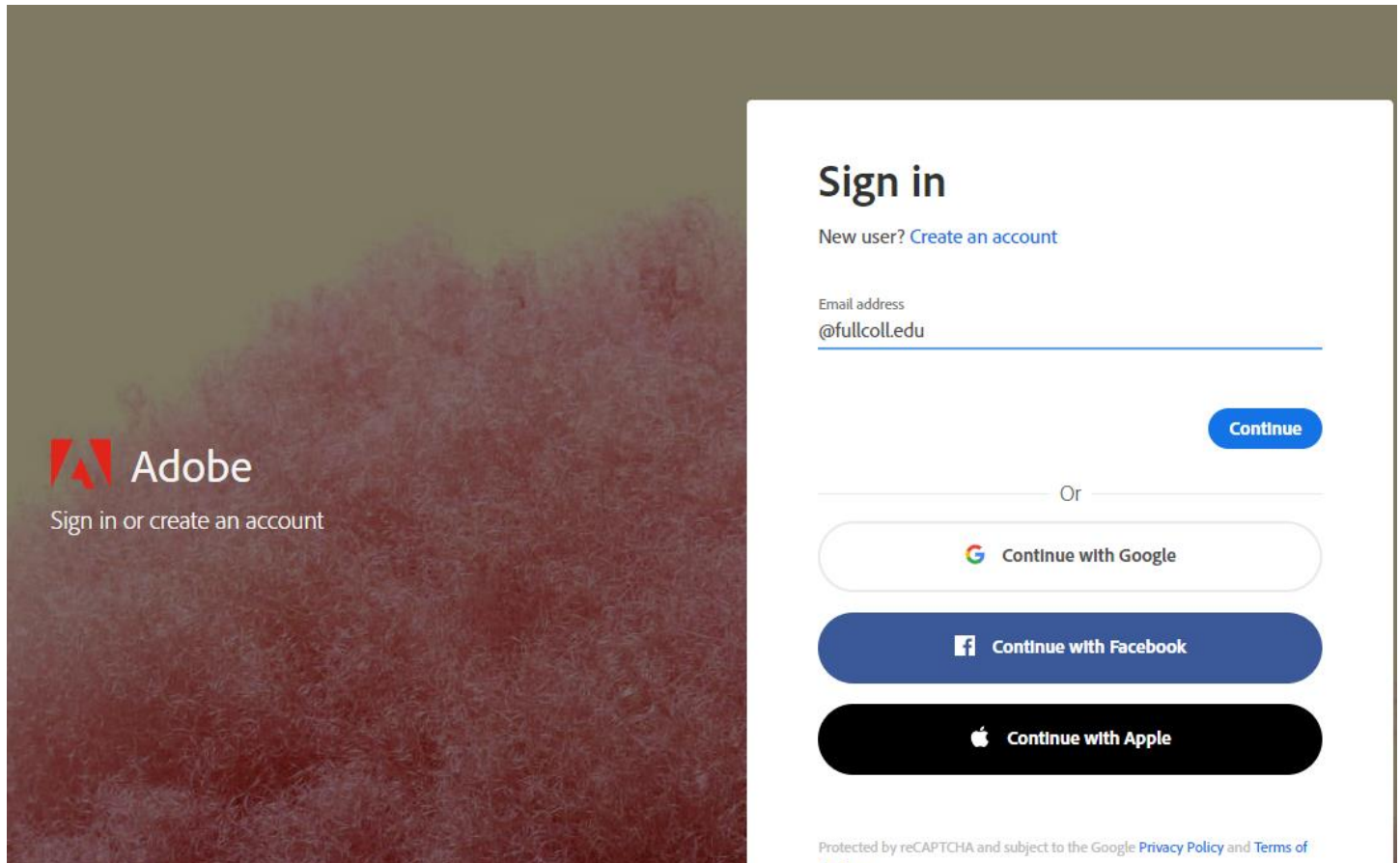
This SOP is to detail how permanent ACT staff and students can access Adobe Creative Cloud products from the Adobe.com website during the COVID campus shutdown.

### Scope

As a result of campus closure, access to Adobe Creative Cloud in labs and classrooms is not available. Adobe has provided temporary at home access for impacted staff and faculty so they can continue to work remotely. This will allow you to download and install adobe Acrobat, Photoshop, Illustrator, Premiere and other Creative Cloud applications until May 31, 2020.

### PROCESS/PROCEDURE:

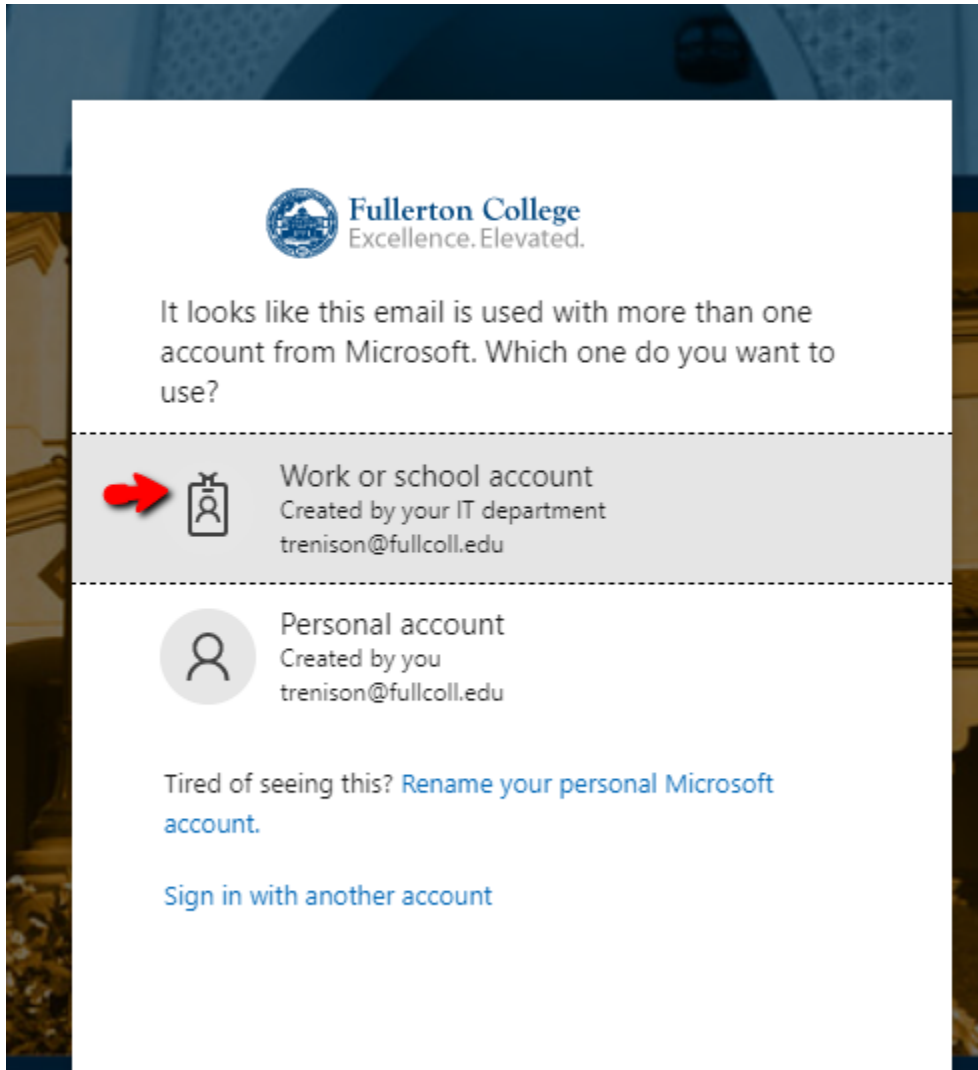
1. Visit <https://creativecloud.adobe.com> and use your @fullcoll.edu email address and account password to sign in, for students use your MyGateway ID (@fullcoll.edu)





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2. If prompted select Company or School Account.





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3. Then you will be directed to sign in again

Fullerton College  
Excellence. Elevated.

Sign in with your organizational account

Student ID @fullcoll.edu

Password

Sign in

**Students: use BannerID@fullcoll.edu here**

**Students: use myGateway password here**

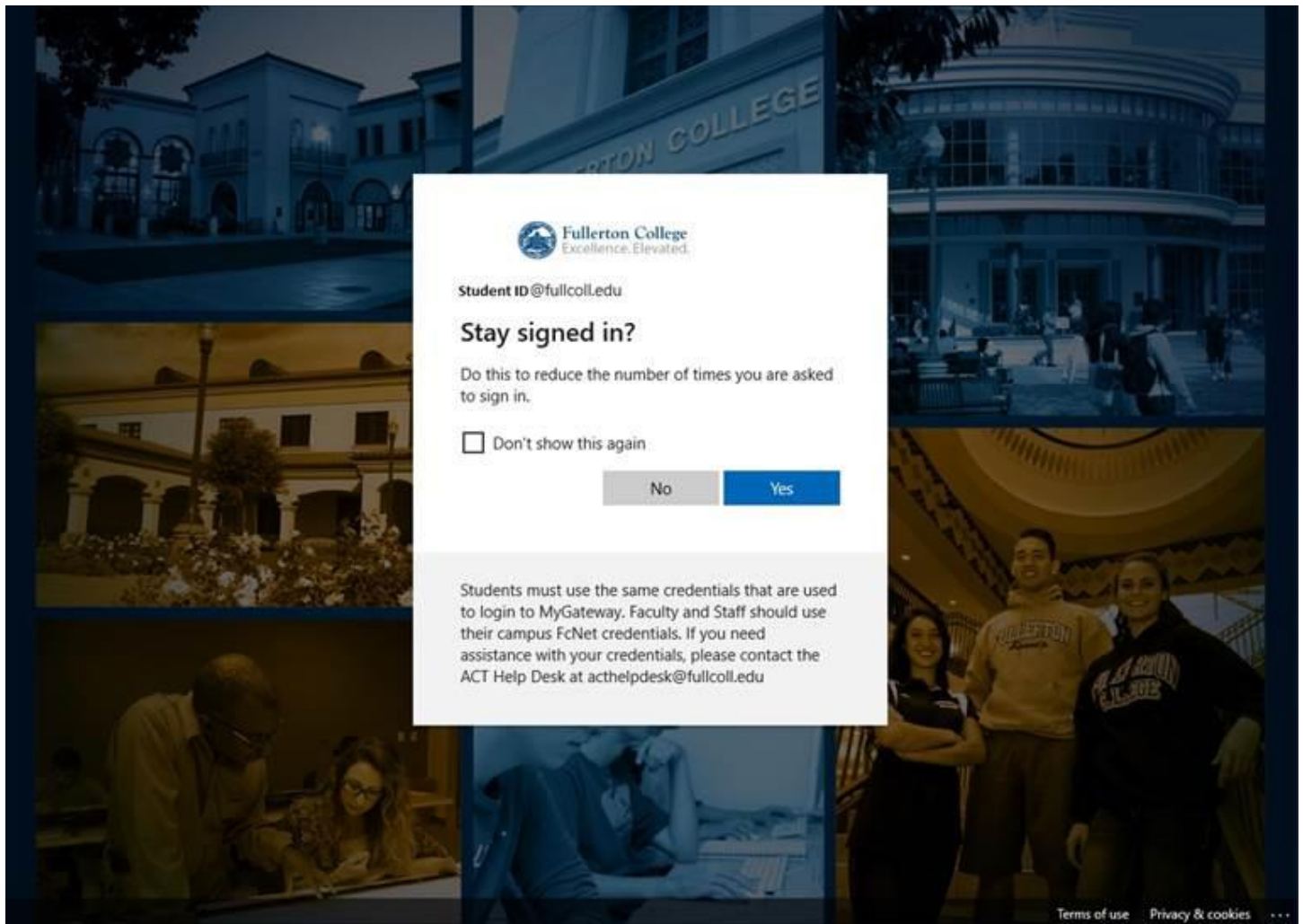
**Staff: use your email@fullcoll.edu and your desktop password**

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4. Here you can select to cache your password if you want, if you get an error retry your password.





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5. You should now be in the Adobe website, follow the next steps as listed, "Click here first" on your user icon, then View Account.

The screenshot shows the Adobe Creative Cloud user interface. At the top, there is a navigation bar with the Adobe logo and several menu items: Creativity & Design, Marketing & Commerce, PDF & E-signatures, Business Solutions, and Support. A blue banner at the top right says "Click here first" with an arrow pointing to a user profile icon. The user profile is for "Student ID Student" with the email "Student ID@fullcoll.edu". Below the profile, there is a "View Account" button circled in red, with an arrow pointing to it from the text "Then Click here". A "Sign Out" link is also visible. The main content area says "Welcome back, Student ID" and "You have the Creative Cloud Free plan." Below this, there is a message about product trials and an "Upgrade now" button. At the bottom, there are three promotional tiles: "CREATIVE CLOUD" with the text "Creativity for all. The latest release of Creative Cloud is here with", "OUR RESPONSE TO COVID-19" with the text "A message to our community.", and "ADOBE STOCK" with the text "Say it with Adobe Stock. Choose from millions of images, graphics, videos."



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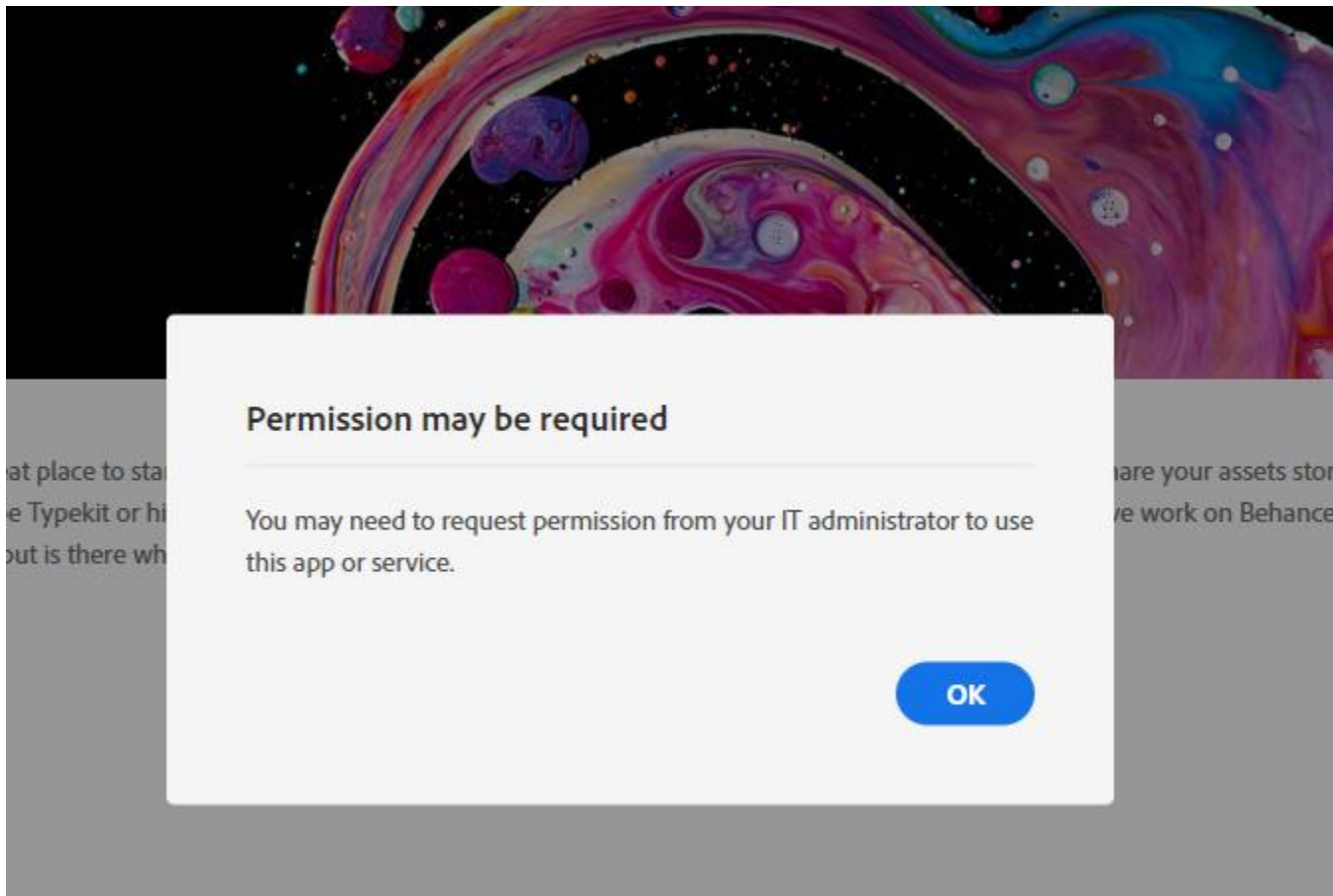
6. From here you can see the apps that you have access to, click on Creative Cloud download,

The screenshot displays the Adobe Creative Cloud interface. At the top, there are navigation links for 'Creative Cloud', 'Home', 'Apps', and 'Learn', along with a search bar. The main content area is titled 'All apps' and includes filters for 'Desktop', 'Mobile', and 'Web'. A large banner reads 'Welcome to Creative Cloud' with the subtext 'Find and update your Adobe apps, libraries, and more.' To the right, there is a section titled 'Our commitment' with a 'Learn more' button. Below this, a grid of application cards is shown, each with a 'Download' button. The applications listed are: Creative Cloud, Photoshop, Illustrator, Acrobat DC, InDesign, XD, Lightroom, Premiere Pro, and Premiere Rush. At the bottom of the page, there are links for 'Terms of Use', 'Privacy Policy', 'Cookies', 'AdChoices', and 'Language: English', along with the copyright notice '©2020 Adobe. All Rights Reserved.'



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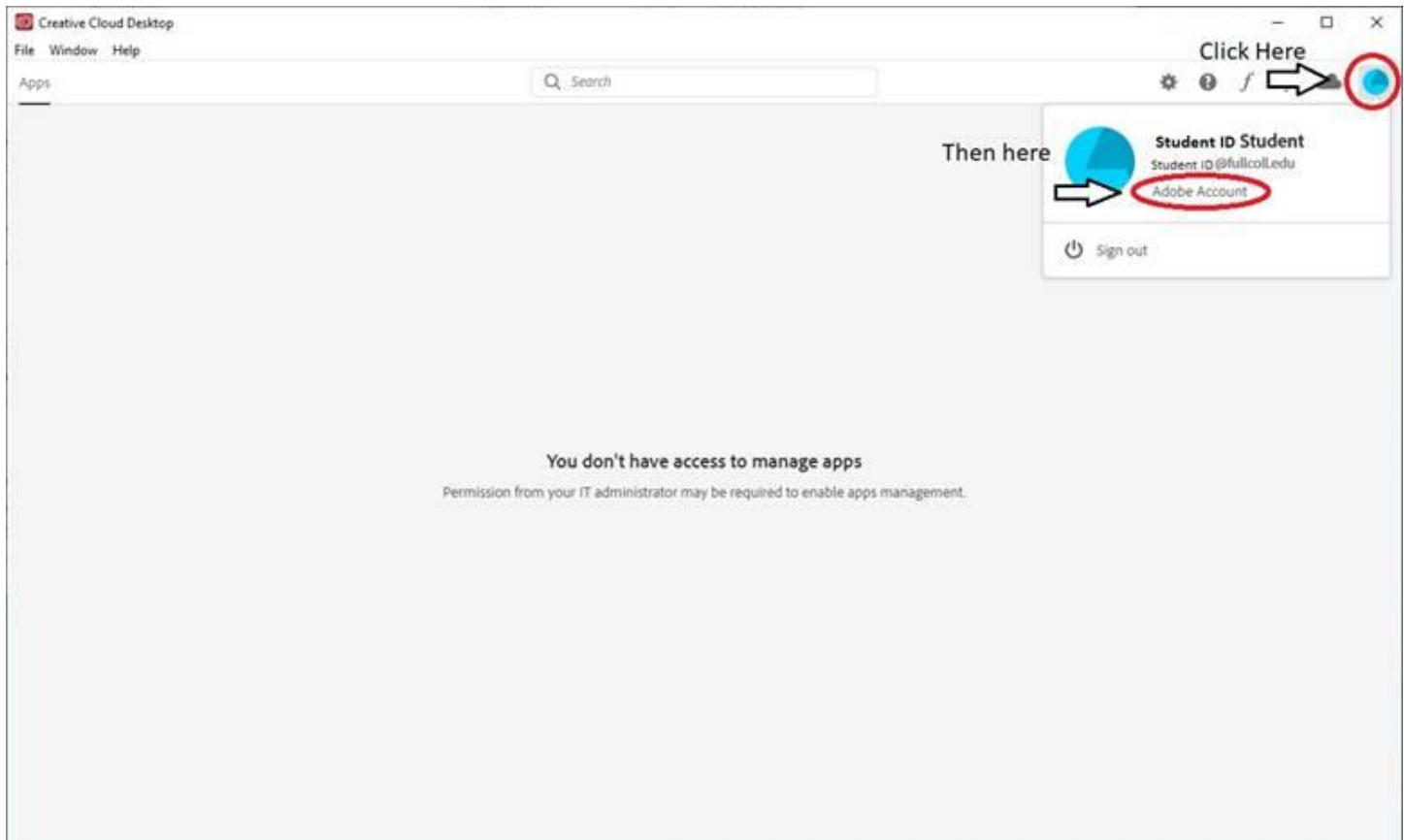
7. If accessing from a personal device, then the user can just click "OK" and proceed to download and install. (If it is a campus issued device you will not be able to install any of the apps without an admin account. Please put in a service request for remote support at <https://www.fullcoll.edu/service-requests/>) When the permissions window opens, select OK.





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8. Once the Creative Cloud Desktop App installs, then log in and you will get the "You don't have access to manage apps" message just select your user icon, the Adobe Account:

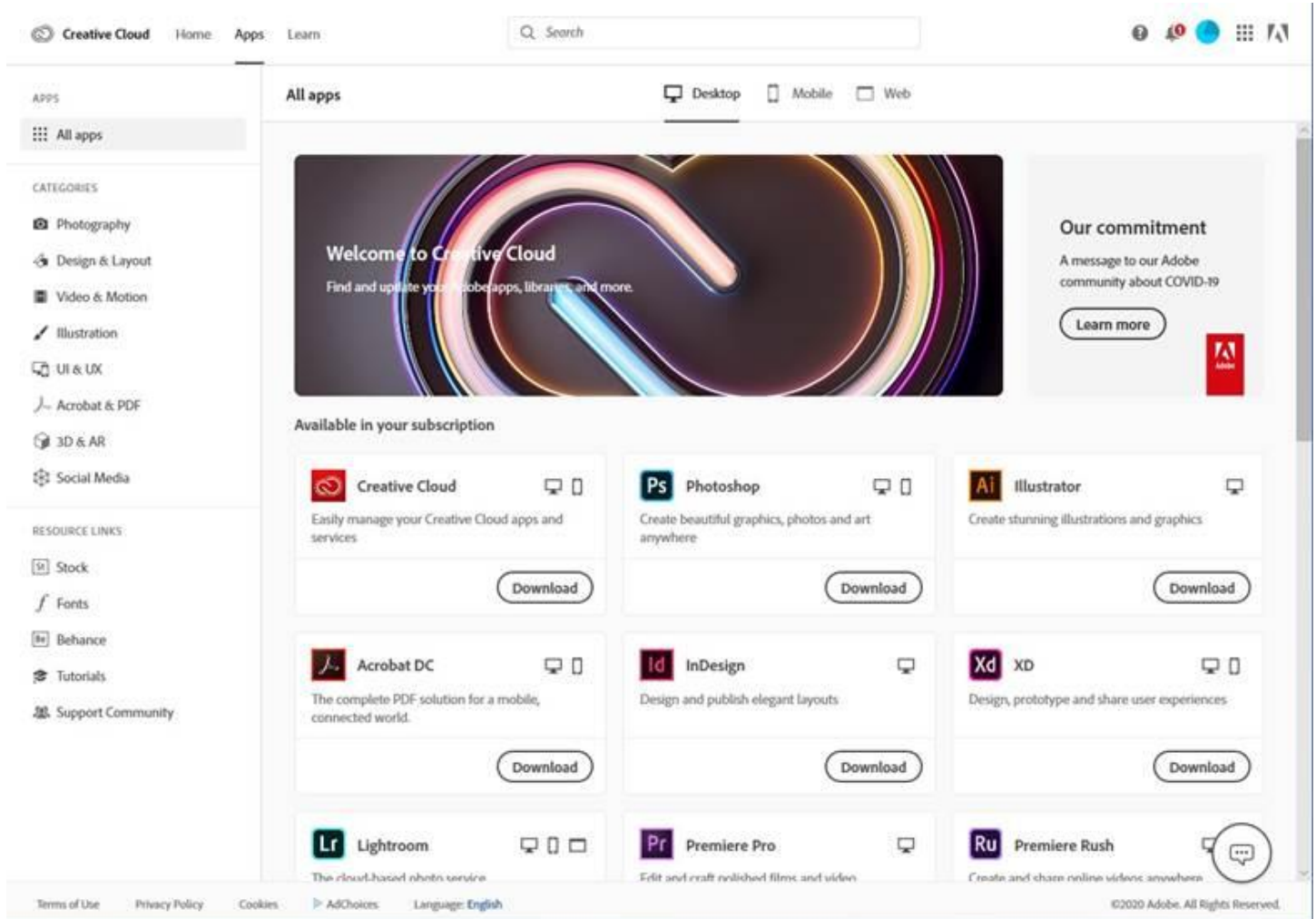






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9. It will then take you again to the following page where you can install the apps you need.



<sup>i</sup> Revision History End Notes:

03/25/2020 Tessa Renison

03/31/2020 Updated step 3, 7; approved and released to the public.