Adobe Creative Cloud - Installation

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This page answers many installation questions for the Adobe Creative Cloud.

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How do I install with my Adobe ID?

All you need to do is Attach MIT's Adobe License to Your Adobe ID.

I am having trouble installing applications, what should I do?

Adobe recommends that users follow Adobe's Adobe Creative Cloud Cleaner Tool instructions. Pay special attention to Step 12 where it discusses older "Creative Suite" installs that may cause conflicts for the new Creative Cloud.

If you have installed Adobe Creative Cloud on too many machines and need to deactivate and re-install use the instructions on the Adobe Help page for Activation and deactivation troubleshooting.

If you have older keyed installs of Acrobat; that may also be conflicting with your install, use the Adobe Reader and Acrobat Cleaner Tool.

Adobe Cleaner Tool Didn't Work?

Are you having signing out/in errors?

- Learn how to resolve errors when you are unexpectedly signed out of Creative Cloud, or required to sign in multiple times

Apps panel doesn't show installed Creative Cloud apps

In the Apps tab of the Creative Cloud desktop app, applications are not listed as installed. Or, they are listed as installed, but are not located in the Start Menu or Application folder. Find out how to resolve on Adobe's Help site. If that method fails, this Adobe Forum page suggests a language change to English (International) that worked for some.

How do I install older applications?

Go to this page for instructions.

How many machines can I install it on?

Go to this Adobe Help page for instructions.

Support

- Adobe's Creative Cloud Learn and Support pages
- Landing Page in the KB
Have Questions or Still Need Help?

- Contact the IS&T Service Desk.