Adobe Creative Cloud - Installation

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On this page:

I am having trouble installing applications, what should I do?
Are you having signing out/in errors?
Apps panel doesn't show installed Creative Cloud apps
How do I install older applications?
How many machines can I install it on?
Affiliate Licenses: Purchasing information
Support
Have Questions or Still Need Help?

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 machine (2 installs allowed but only 1 can be logged in at anytime) and need to deactivate and installation 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.

Affiliate Licenses: Purchasing information

Affiliates are not covered by MIT's limited Adobe Creative Cloud license. Only, a person with purchasing permissions in your department would be able to purchase Adobe VIP licenses through GovConnection on your behalf.

The Adobe VIP program is a 12 month subscription with an annual renewal each year.

Please specify the type of license you wish to purchase.

1. Named user licenses, where you get 100 GB of storage, and online services (products such as Behance for portfolios), each user can install on a school owned computer and one other computer, maybe for home use. The proctor of these licenses will assign them to a Personal Adobe ID that only requires a name and an email address, and can make changes at any time via and Admin portal you will need a Personal Adobe ID to log in with. Our Federated ID's are NOT affiliated with this program.
2. Device licenses, where the license is assigned to a computer (great for lab environments), this is less expensive than the named user licenses, but you only get one install per license, you don't receive the online services or the 100 GB of storage space.

Adobe VIP licenses can be purchased through GovConnection.

1. Go to the GovConnection portal through B2P.
2. In the top right corner you will find the contact information for Darren Gullen, our GovConnection Account Manager.
3. Contact Darren via phone or email for a quote for your Adobe VIP needs. (licenses can NOT be found in their B2P portal)

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.