

Adobe Creative Cloud - Troubleshooting

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Activation

All MIT faculty, students, and staff can access the full suite of Adobe Creative Cloud by entering an @mit.edu address at adobe.com and authenticating through MIT Touchstone Authentication.

Note: If you already have an Adobe Creative Cloud account using your @mit.edu address (whether purchased yourself or provided by MIT), you will see two options when you log in to adobe.com:

- **Personal account** - This is your old account, using your email address and password.
- **Company or school account** - This is your new, Touchstone-enabled MIT account.

If your old account was provided by MIT, use the Touchstone-enabled “company or school” account. If you paid for your old account, it will continue working as long as your subscription remains current.

Previous Purchases

- [I just purchased a subscription, what do I do... can I get a refund?](#)
 - [Cancel your existing Adobe Creative Cloud subscription](#)
 - [Contact your vendor, or \[VPF Procurement\]\(#\) about getting a refund](#)

Trial Licenses

- [Purchased Creative Cloud apps appear as trial.](#)
- [Resolve trial and license expired errors for teams & enterprise users](#)

Using

- [Apps panel doesn't show installed my Creative Cloud apps](#)
- [Applications missing from Desktop application](#)
- [Desktop app does not open or shows a spinning progress wheel](#)
- [Error: Adobe Creative Cloud, needed to resolve this problem, is missing or damaged](#)
- [You don't have access to manage apps](#)

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](#).