

MONTCLAIR

STATE UNIVERSITY

Division of Information Technology

Technical Support Services

DOCUMENTATION

Adobe User Quick Guide (Self Service)

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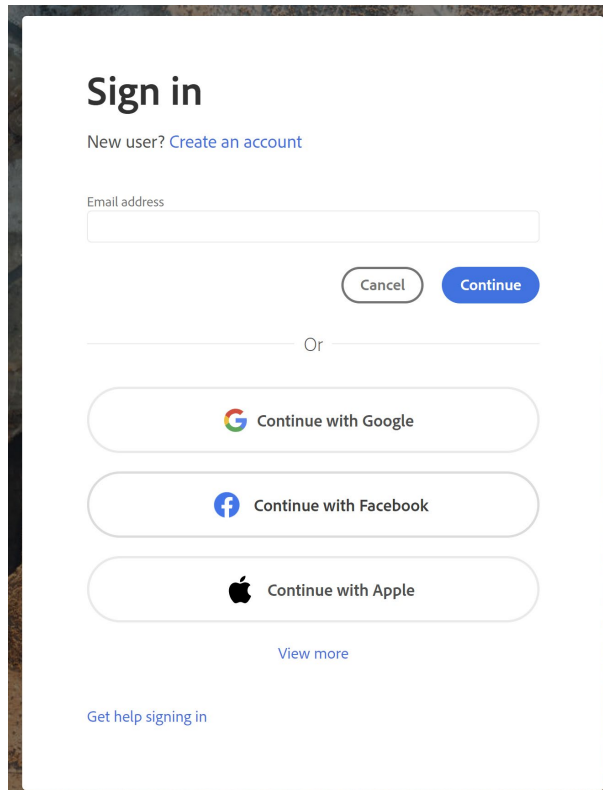
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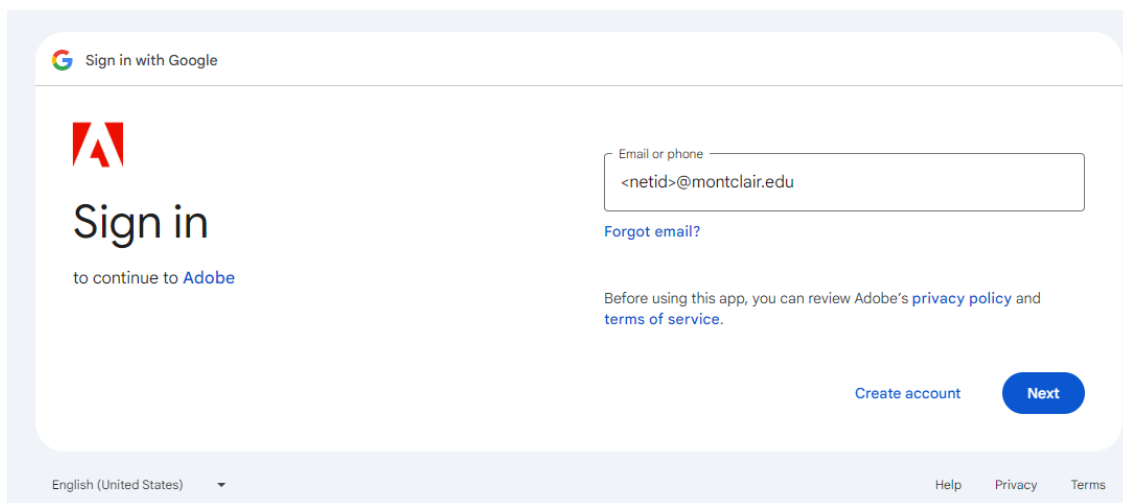
For more in-depth information and guides, visit <https://www.adobe.com/creativecloud/desktop-app.html>.

To access via the Creative Cloud Application, Acrobat, Photoshop or any other CC Suite Application (PC and macOS)

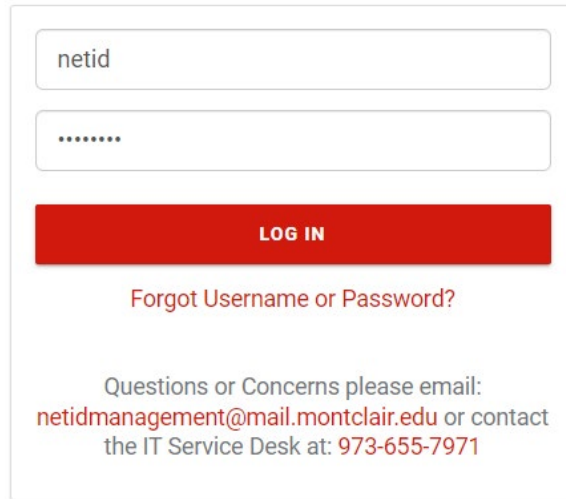
Open the Application, and *Click continue with Google*.

The image shows the Adobe Sign in screen. At the top, it says "Sign in" in a large, bold font. Below that, it says "New user? [Create an account](#)". There is a text input field labeled "Email address". Below the input field are two buttons: "Cancel" and "Continue". Below these buttons is a horizontal line with the word "Or" in the center. Below the line are three rounded rectangular buttons: "Continue with Google" (with the Google logo), "Continue with Facebook" (with the Facebook logo), and "Continue with Apple" (with the Apple logo). Below these buttons is a link that says "View more". At the bottom left, there is a link that says "Get help signing in".

This will redirect you to the Google Login page. *Enter your **netid@montclair.edu** and password, and click **Next**.*

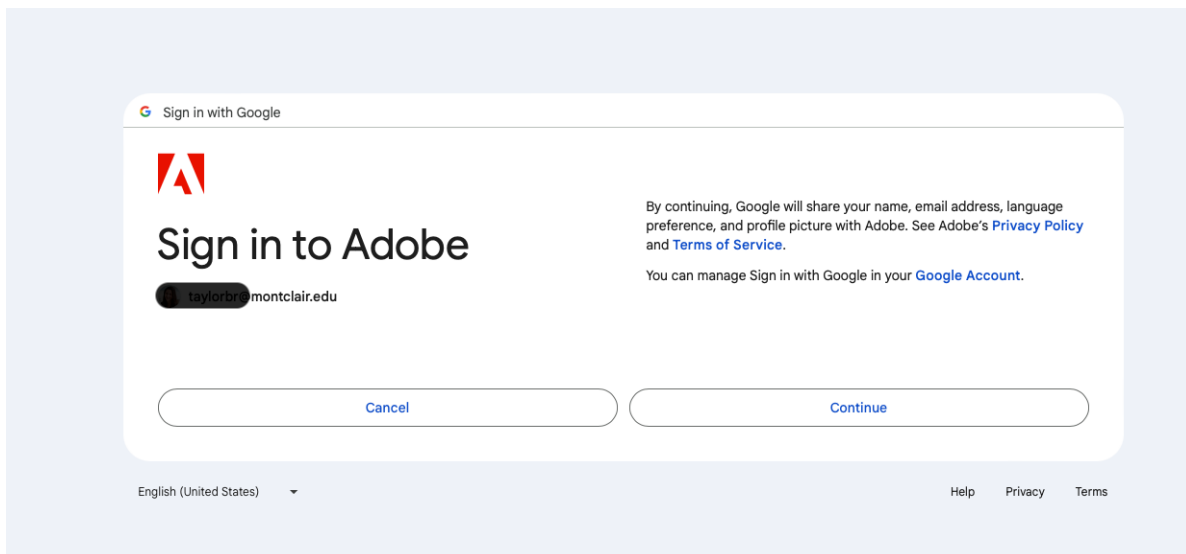
The image shows the Google Sign in with Google screen. At the top, it says "Sign in with Google" with the Google logo. Below that is the Adobe logo and the text "Sign in to continue to Adobe". There is a text input field labeled "Email or phone" with the text "<netid>@montclair.edu" entered. Below the input field is a link that says "Forgot email?". Below that is a paragraph of text: "Before using this app, you can review Adobe's [privacy policy](#) and [terms of service](#)." At the bottom right are two buttons: "Create account" and "Next". At the bottom left, there is a language selector that says "English (United States)". At the bottom right, there are links for "Help", "Privacy", and "Terms".

This brings you to the following dialogue, where you *enter your NetID credentials*.

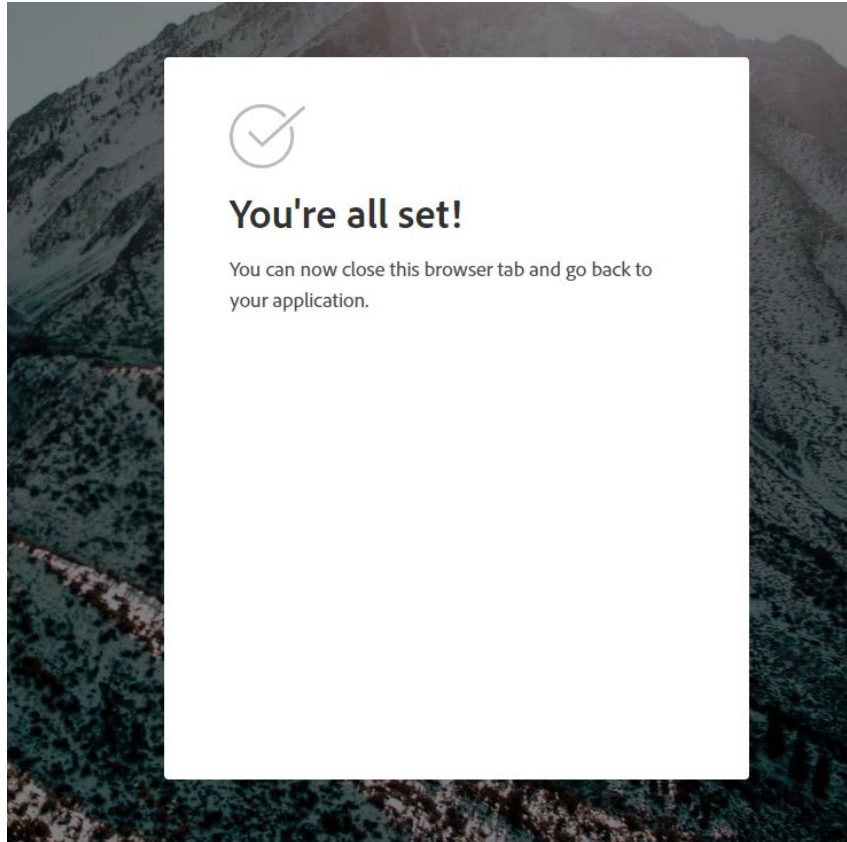


A login dialog box with a white background and a thin gray border. It contains two input fields: the first is labeled 'netid' and the second is for a password, represented by seven dots. Below these fields is a prominent red button with the text 'LOG IN' in white. Under the button is a red link that says 'Forgot Username or Password?'. At the bottom, there is a line of text: 'Questions or Concerns please email: netidmanagement@mail.montclair.edu or contact the IT Service Desk at: [973-655-7971](tel:973-655-7971)'.

macOS only - You will be asked to confirm access.



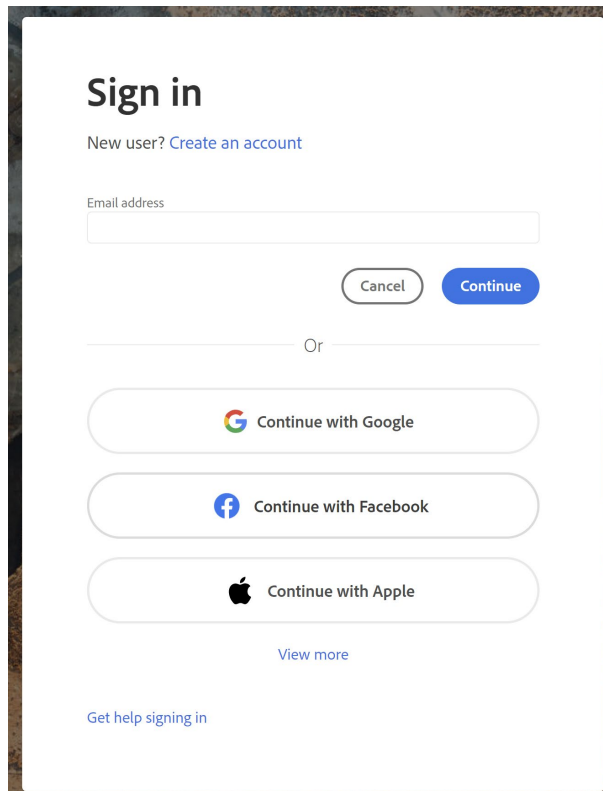
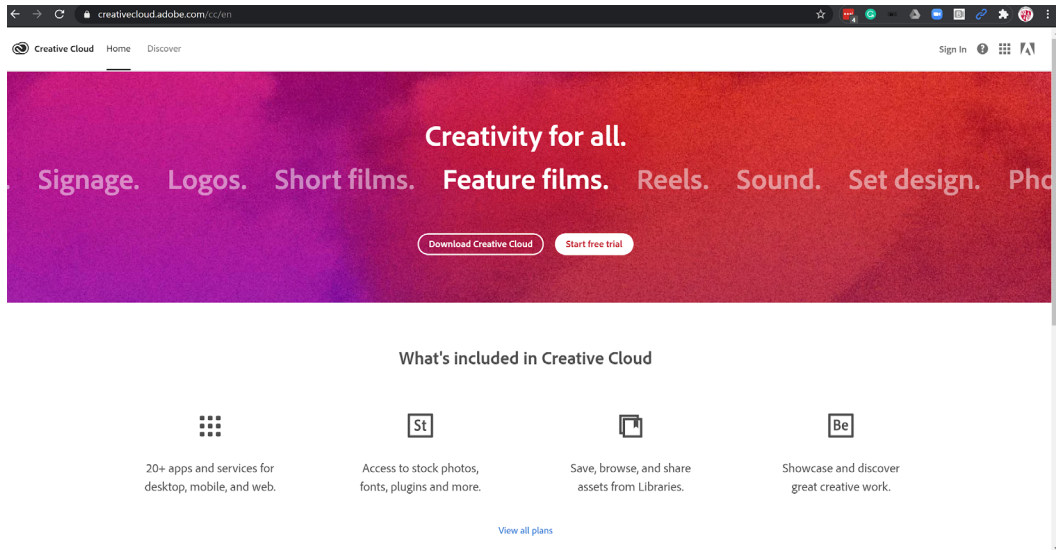
Upon successful login, you will be redirected back to the Creative Cloud Application.



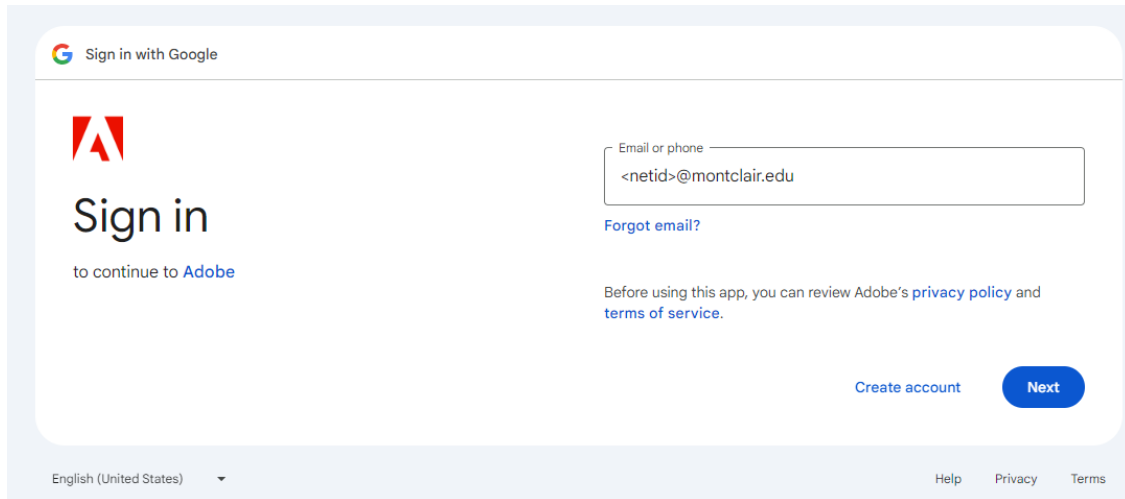
To access via creativecloud.adobe.com

Access via creativecloud.adobe.com is not necessary for university-issued machines; this section is for those who wish to install products on their personal computers.

Open a browser and go to <http://creativecloud.adobe.com>. On the top right of the page, *click* **Sign In** and then *click* **continue with Google**.



This will redirect you to the Google Login page. *Enter* **your netid@montclair.edu and password**, and *click* **Next**.

A screenshot of the Adobe sign-in interface. At the top left is a "Sign in with Google" button. Below it is the Adobe logo and the text "Sign in to continue to Adobe". On the right, there is a text input field labeled "Email or phone" containing the email address "<netid>@montclair.edu". Below the input field is a link for "Forgot email?". Further down, there is a line of text: "Before using this app, you can review Adobe's [privacy policy](#) and [terms of service](#)." At the bottom right are two buttons: "Create account" and a blue "Next" button. At the very bottom, there is a language selector set to "English (United States)" and links for "Help", "Privacy", and "Terms".

Sign in with Google

Sign in
to continue to Adobe

Email or phone
<netid>@montclair.edu

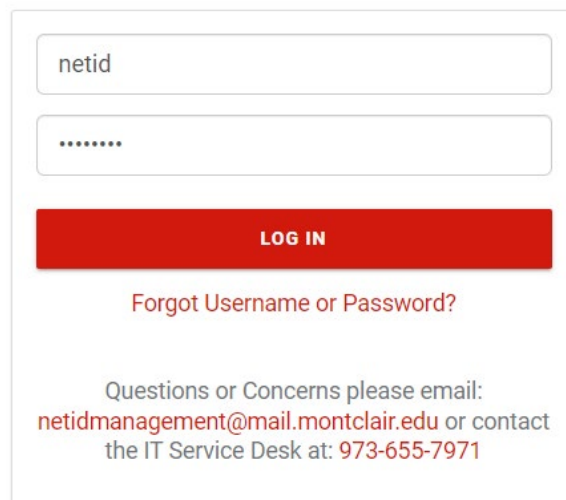
[Forgot email?](#)

Before using this app, you can review Adobe's [privacy policy](#) and [terms of service](#).

[Create account](#) [Next](#)

English (United States) ▼ Help Privacy Terms

This brings you to the following dialogue, where you *enter your NetID credentials*.

A screenshot of a NetID login dialog box. It contains two input fields: the first is labeled "netid" and contains the text "netid"; the second is a password field with masked characters ".....". Below these fields is a prominent red button labeled "LOG IN". Under the button is a link that says "Forgot Username or Password?". At the bottom, there is contact information: "Questions or Concerns please email: netidmanagement@mail.montclair.edu or contact the IT Service Desk at: [973-655-7971](tel:973-655-7971)".

netid

.....

LOG IN

[Forgot Username or Password?](#)

Questions or Concerns please email:
netidmanagement@mail.montclair.edu or contact
the IT Service Desk at: [973-655-7971](tel:973-655-7971)

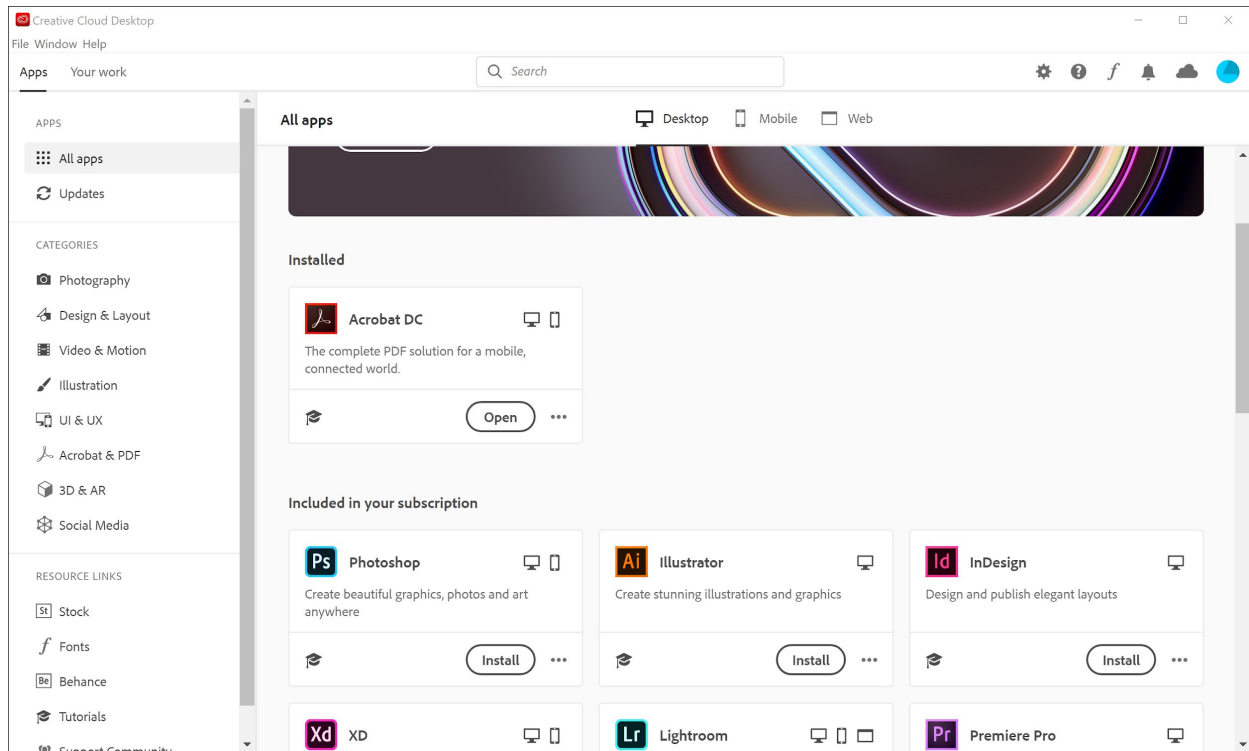
Upon entering your credentials, you will be prompted to complete Duo Multi-Factor Authentication (MFA). After successful login, you will be redirected back to creativecloud.com.

Reminder: Duo approval is required every time you log in.

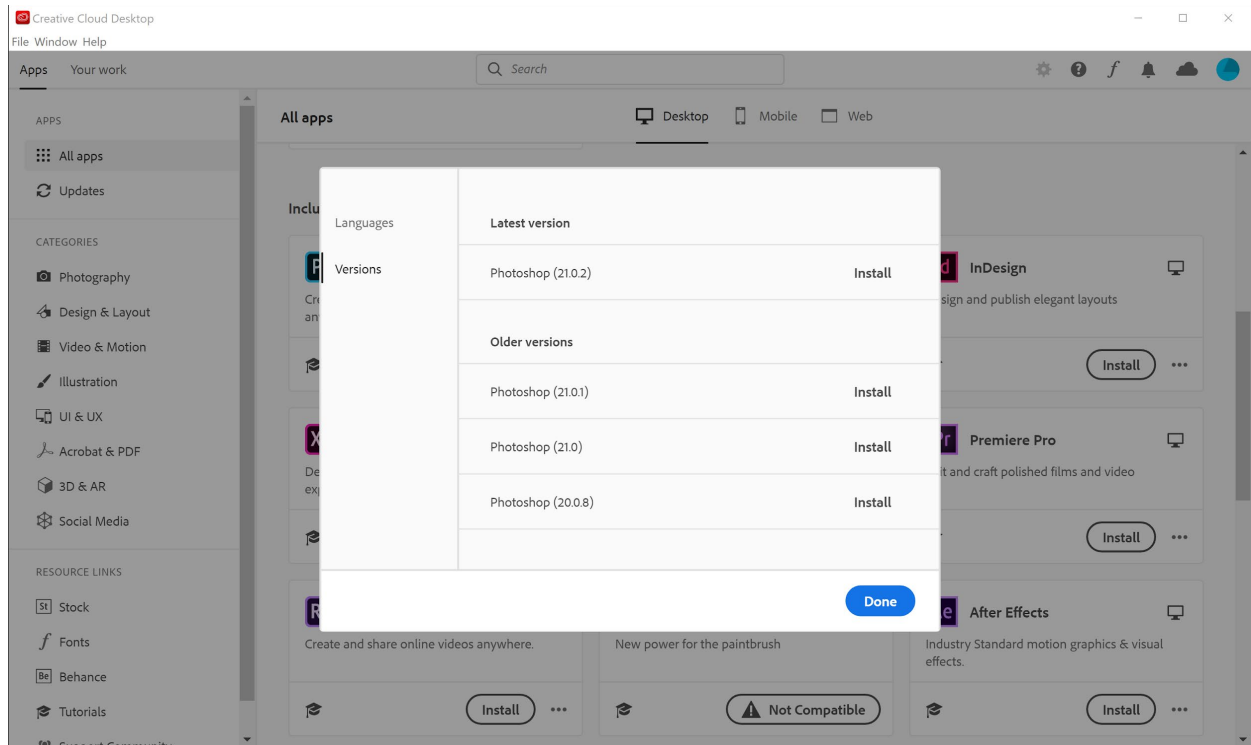
Managing application installations and updates

Upon successful login to the Creative Cloud Application, you can perform several operations from the Apps Section

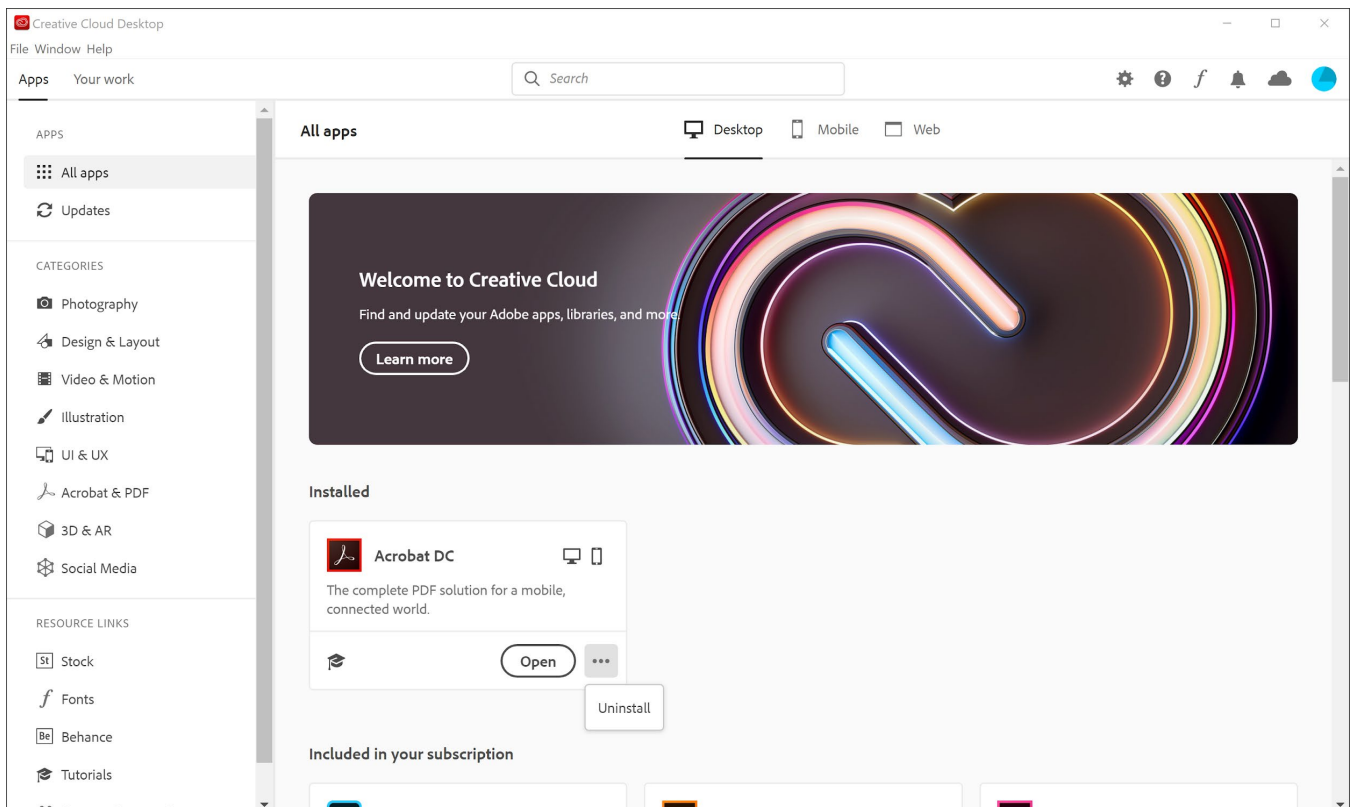
Click **Install**, and the current version of the application will begin to install.



Click on **the three dots** to the right of an Install button to see the option of Other versions. If you select it, a new window will open showing all the non-current versions available for installation.

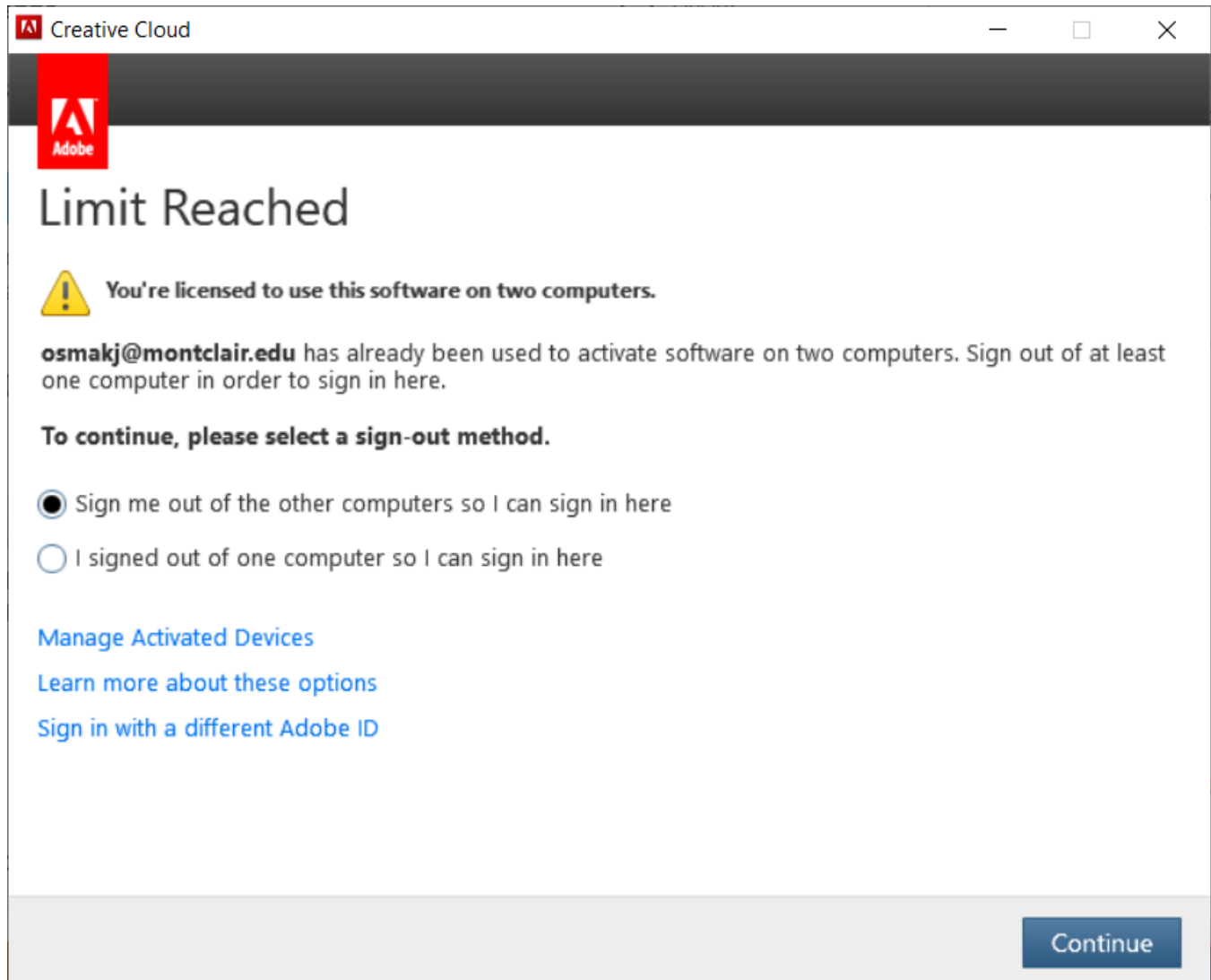


To Uninstall an application *Click on the three dots* on the right of an Open button and you will be presented with the option to uninstall.



If you get the Limit Reached dialogue (PC)

Choose the Sign me out of other computers " option and *Click Continue*. This will return you to the start of the login process outlined previously in this document.



If you get the Limit Reached dialogue (macOS)

Choose one of the listed computers, click **Sign out**, and then *click Continue*. This will take you back to the beginning of the login process described earlier in this document. After you see the message that you have successfully activated this device, *click Continue* to open the application.

