Install Adobe Creative Cloud Desktop Application

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Before You Begin

- Adobe Creative Cloud Desktop Application is for use by all faculty, staff and students.
- If you are on a Brown-owned computer and previously installed individual Adobe Creative Cloud titles from the Software Catalog, you must run the Adobe Remove Volume License tool to continue using your installed Adobe applications.
- Verify that you have **administrator access** and your computer meets these **system requirements**:
  - Windows 7 or 10 or Mac OS 10.10 or newer with 4GB memory
  - Multiple GB of local hard drive space (depending which apps will be installed)
- Understand the limitations of Brown's license
  - You can only install Brown's personal version of Creative Cloud on two computers, and you cannot open the software on both at the same time. If you try to install on a third, you will be prompted to deactivate another.
- Installing Adobe Creative Cloud is a multi-step process. Give yourself ample time to complete the installation. Do not use the back button during installation.
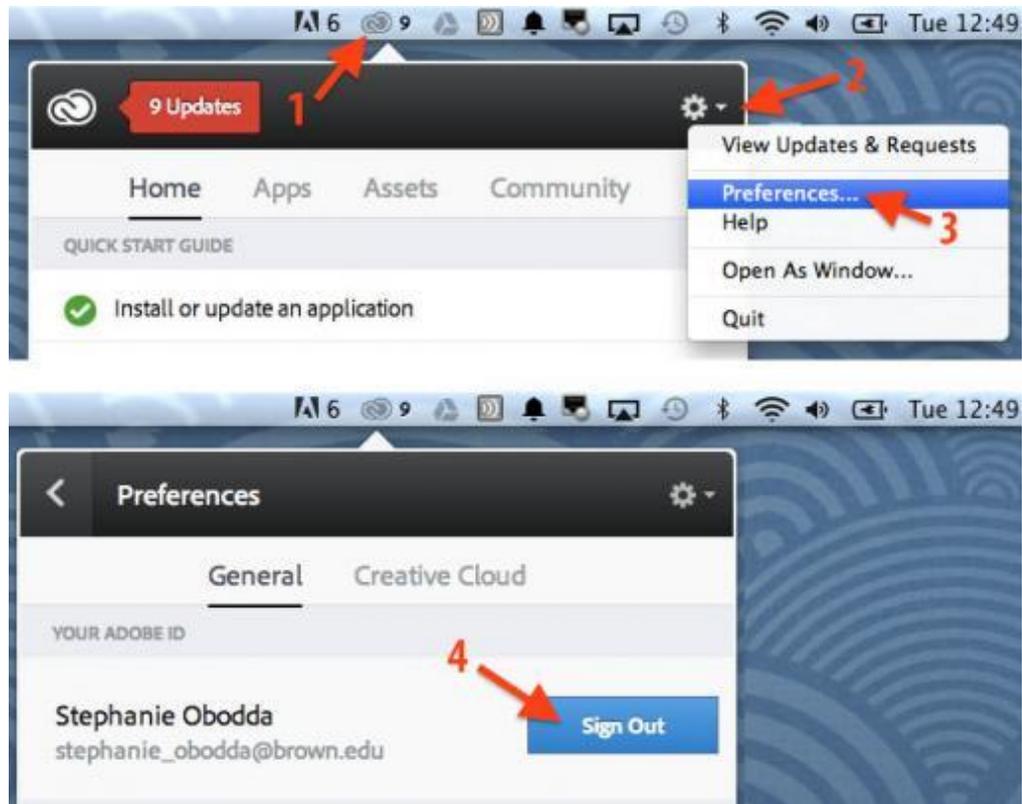
Instructions

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Upgrading a Creative Cloud Trial or Personal Subscription

If you already have Adobe Creative Cloud installed and would like to switch to the Brown version, you must **sign out of the trial or personal version** and then **sign into your Brown account**. If you have never installed Creative Cloud, you can skip to the next

.

1. Click the Creative Cloud icon to open your current version of Creative Cloud
2. Click the Gear
3. Choose Preferences
4. Click Sign Out

5. Click Sign In, and follow from Step 3 in the "Install or Launch" section below
6. To cancel your personal subscription, follow these instructions from Adobe.

Upgrading from Earlier Versions of Adobe Software

If you already have Adobe Creative Suite applications (older versions) installed, please uninstall these versions before installing Creative Cloud. We also reccomend that you run the Adobe CC Removal Tool prior to installing Creative Cloud: https://helpx.adobe.com/creative-cloud/kb/cc-cleaner-tool-installation-problems.html.

Part 1: Download and Install Creative Cloud

Text Instructions for Installation Process

Do not use your browser's back button during installation.

1. Disable your browser's pop-up blocker for the installation.
2. Visit the following address in a web browser NOT logged in to Brown's single sign on.

For example, if you are using Chrome, open an <u>Incognito Window</u>: <u>https://creative.adobe.com/products/download/creative-cloud</u>

3. Indicate your skill level.
4. Press the **Sign in** button. (Ignore the 'start your 30 day free trial' message.)

5. On the Sign in page enter your Brown University **email address only. Leave the password blank.** Click Sign In**.**
6. You might see a prompt to choose which account to use. If you see 'Choose an account for … ', select 'Enterprise ID (Company or school account).'
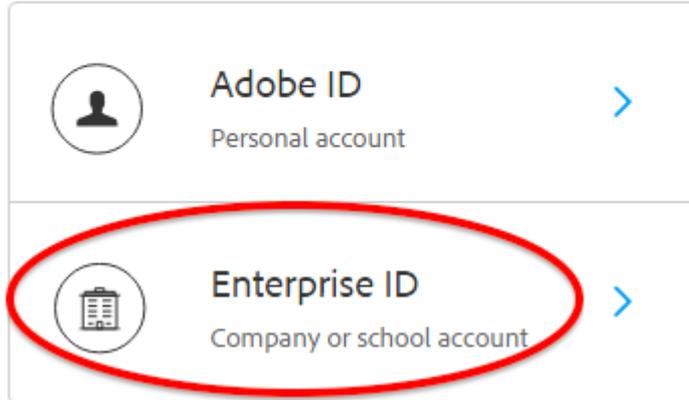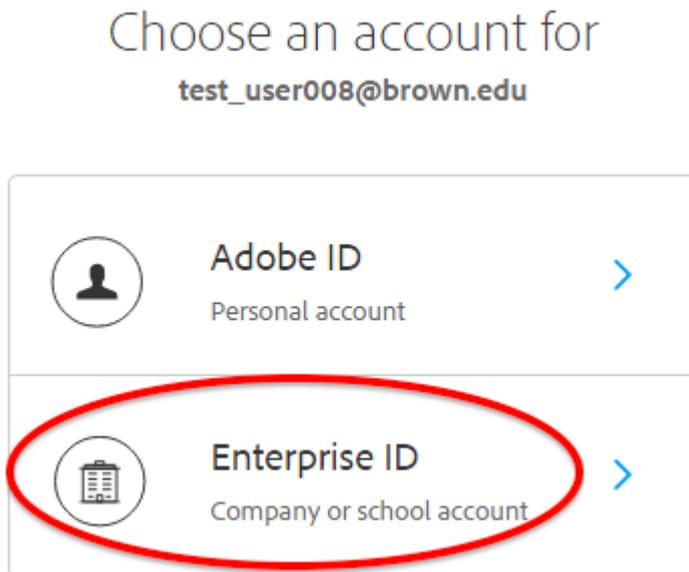

7. You will see a Brown Shibboleth authentication page. Log in with your Brown username and password and click Continue.

8. You will now be at the 'Creative Cloud: Get started' page. A prompt should appear to save the Creative Cloud desktop application installer. Save the installer file to a **local hard drive** such as your desktop or downloads folder (not a network drive) and follow the on-screen instructions. If your download does not automatically start, look for a link on the page to start the download.
   - Windows users can double-click the Adobe CC desktop installer.
   - Mac installers will be saved to "Downloads." Launch the desktop installer from

there.

Part 2: Install or Launch Specific Software (e.g., Photoshop)

1. Once your Adobe CC desktop application is installed, it may launch automatically, presenting you with a Creative Cloud window.
2. Sign-in with your Adobe ID (Brown email address) without a password, and Enter.
3. Just as in the initial installation, if you are required to choose an account, select **Enterprise ID**.

4. A Brown Shibboleth authentication window will appear. Enter your Brown username and password and Continue.
5. An Adobe Creative Cloud window will appear with four options. Select the "Launch applications" option.
6. You can click the Launch or Install button next to an application in the list. If installing, you will see a progress bar as the application installs.

If you are prompted to log in again at any time, use the same steps as you followed previously (steps 2-4 above).

Troubleshooting

If the Adobe Remove License tool fails:

1. Signout of Adobe CC desktop application
2. Uninstall the Adobe CC desktop application
3. Restart your computer
4. Reinstall the Adobe CC desktop application

For help, please contact Brown's IT Service Center.