Introduction

This document will guide you through accessing Adobe products using the Creative Cloud Desktop application, which includes:

1. Checking for / installing the Creative Cloud Desktop app
2. Uninstalling / removing previous versions of Adobe products
3. Logging into the Creative Cloud Desktop app with your employee email address
4. Installing licensed Adobe products
5. Installation for off-network devices

Prerequisites

1. Adobe Creative Cloud application must be installed on the computer.
   - If Adobe Creative Cloud is not installed on your computer, please see section "Install Creative Cloud Desktop app" for instructions or contact the Service Desk at itservicedesk@ufv.ca.
2. Previous versions of Adobe products must be uninstalled prior to installing current Adobe products. See section "Uninstall old versions" for instructions.

Instructions

Creative Cloud Desktop

To install Adobe products, the computer must have Creative Cloud Desktop installed on your computer. Follow the instructions below to check if the software is installed on your computer:

1. Open the Start menu.
2. Look for the title 'Adobe Creative Cloud' under the Alphabet 'A' or under section 'Recently added'.
3. If the software is not shown, please contact Service Desk, itservicedesk@ufv.ca, or read through the "Install Creative Could Desktop app" section
4. If the software is available then please proceed with removing older versions of the Adobe products.
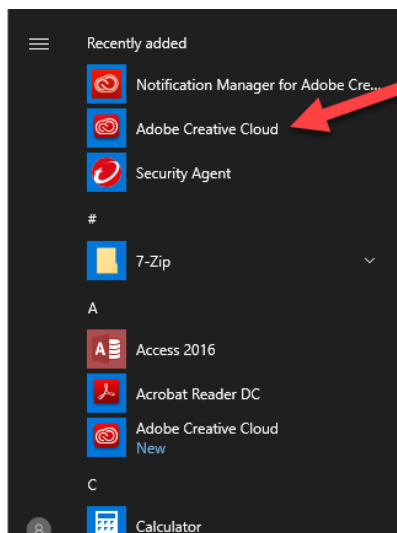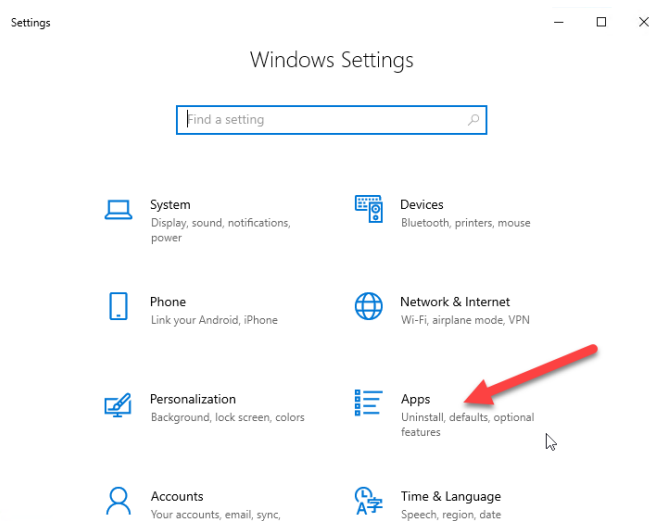
Uninstall old versions

To use the latest version of the Adobe products, old versions of the product must be removed. Uninstallation can be done using Apps & Features or Control Panel. Follow the instructions below to remove old versions of the software.
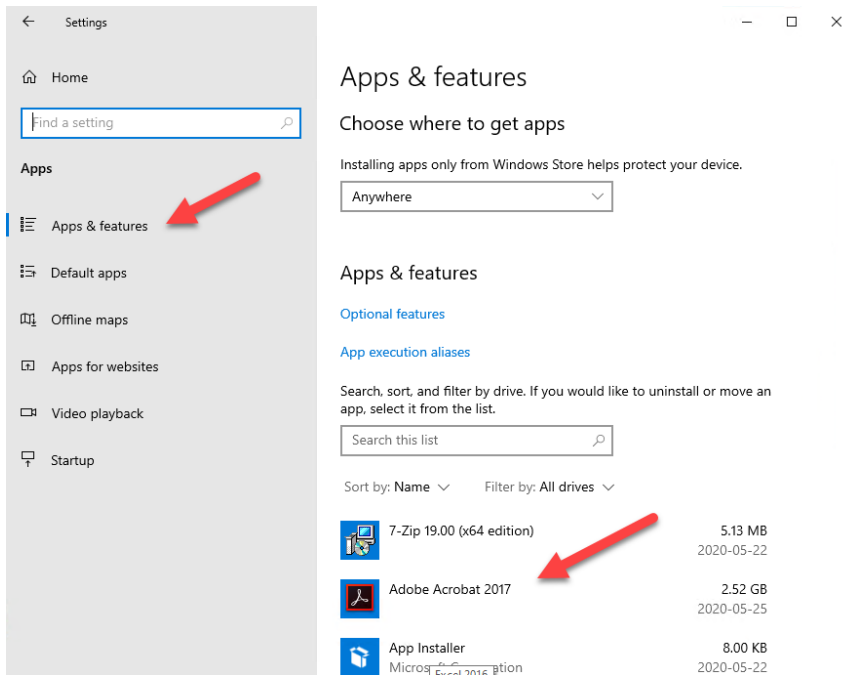
Uninstallation using Apps & Features

1. Select the Start Menu and select the settings icon.

2. Select the Apps icon.
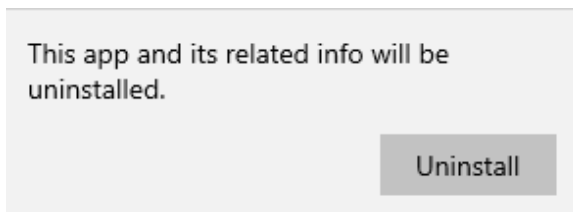
3. Under the 'Apps & Features' section, search and uninstall the following Acrobat products from application list:
   i.   'Adobe Acrobat 2017'
   ii. 'Adobe Acrobat DC'
   iii. 'Adobe Acrobat XI Pro'
   iv. 'Adobe Acrobat X Pro'
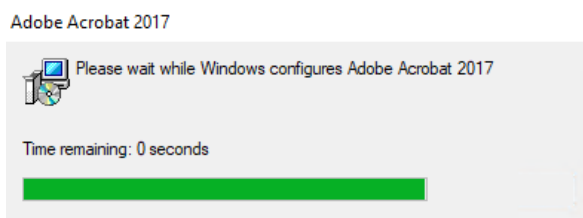   v.   'Adobe Acrobat 9 Pro'

4. To uninstall the software, select the application and click uninstall.
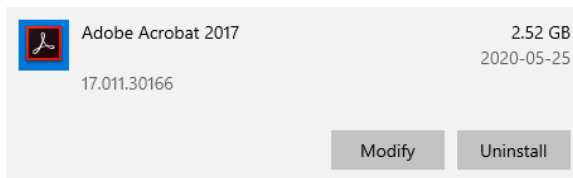
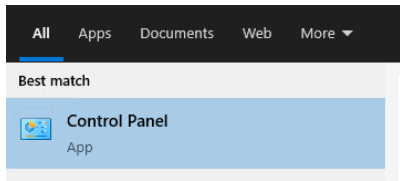5. Select 'Uninstall' to confirm the removal of the software.

6. The software will now begin uninstall, this process may take up to 15-20 minutes.
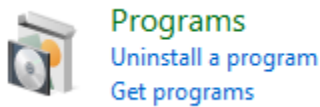

7. Once the software is uninstalled completely, please restart your computer.

Uninstallation using Control Panel

1. Select the Start menu or click the Search icon in the taskbar.
2. Type and search for the 'Control Panel'. (you can search for items by single click start menu and start typing)
3. From the 'Best Match' section, select 'Control Panel'.

4. If the Control Panel view is set to "Category", select 'Uninstall a program' under 'Program' Category.


5. If the Control Panel view is not set to "Category", select 'Programs and Features'.
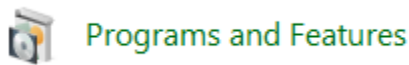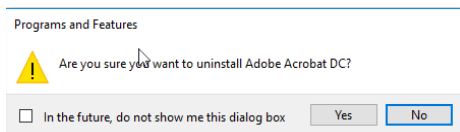

6. Uninstall the following products from application list:
    i. 'Adobe Acrobat 2017'
    ii. 'Adobe Acrobat DC'
    iii. 'Adobe Acrobat XI Pro'
    iv. 'Adobe Acrobat X Pro'
    v. 'Adobe Acrobat 9 Pro'
    Note: This is not an exhaustive list of old applications that may be installed on your computer.

7. Select the software and click 'Uninstall'
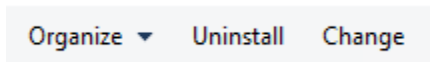
8. At the uninstallation prompt, select 'Yes'.

9. The software will now begin uninstall, this process may take up to 15-20 minutes.
10. Once the software is uninstalled completely, please restart your computer.

Uninstallation for Macintosh
1. Open Finder.
2. Select the Applications folder.
3. To Uninstall the software, click and drag the software icon to the Trash folder.

Log into the Creative Cloud Desktop Application to view available products.
1. Select the Start menu.
2. Select the title 'Adobe Creative Cloud' under the Alphabet 'A' or under section 'Recently added'.
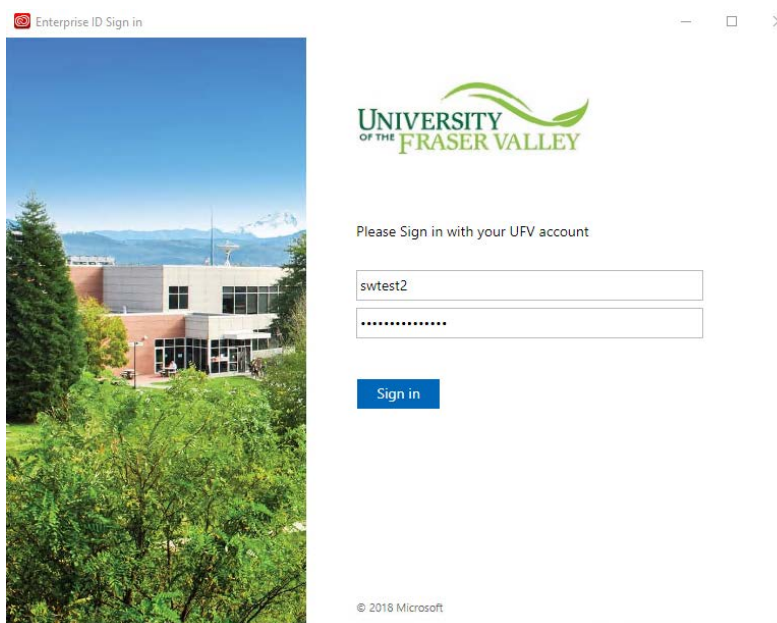3. Sign in to the application, enter your UFV provided email address and click continue.
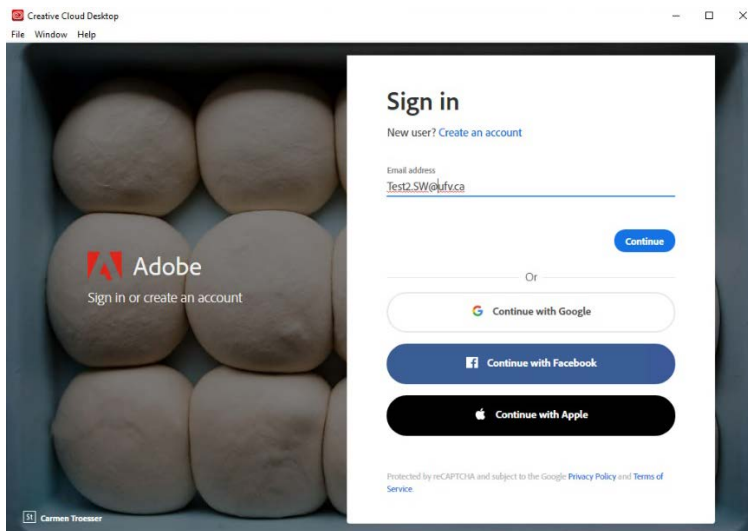
4. If you have previously registered to Adobe with your UFV account, then select 'Company or School Account'.
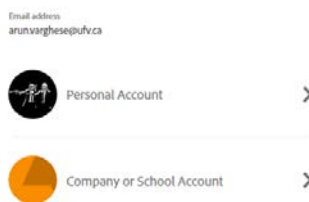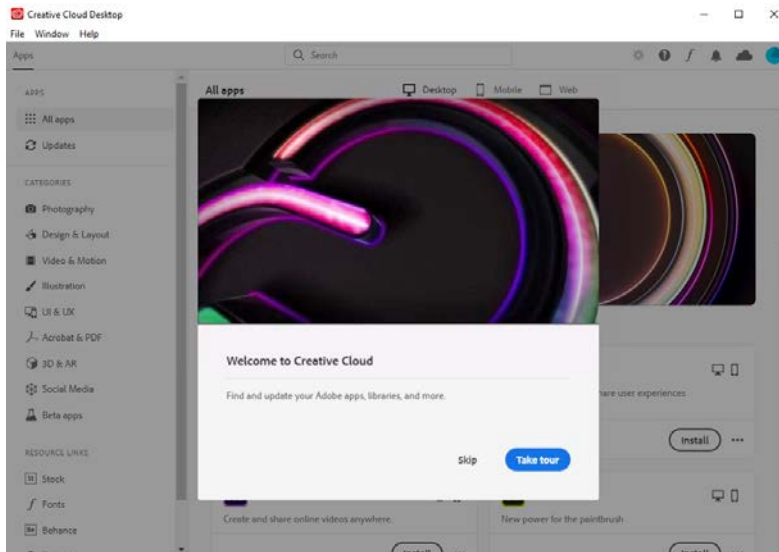

5. Enter your UFV AD credentials and select 'Sign
   i.e. username - last name first initials.

6. After a successfully sign in, you will have the option to download and install Adobe products listed under the 'Available in your subscription' section'.
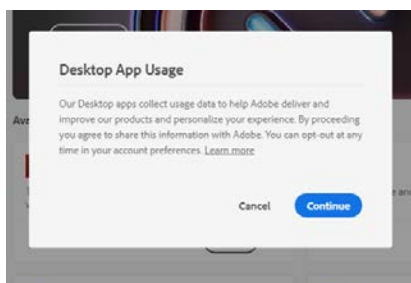

Install Adobe Products

To install Adobe products, find the software listed under the 'Available in your subscription' section'.

1. Find the software required and click Install.
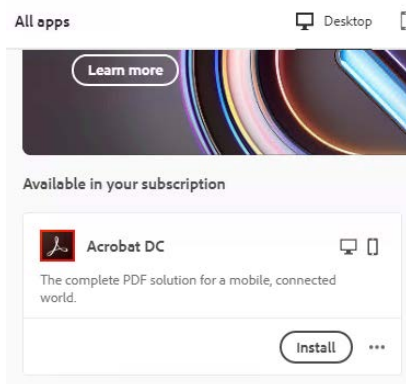
2. At the 'Desktop App Usage' prompt select 'Continue' to start the installation.

3. Once the software is installed, to run the application find the software in Start menu (Windows) or Launch Pad (Mac OS).

Note: If your software is listed under 'Trials', click the link below to submit a software request form.
https://www.ufv.ca/its/employee-tech-guide/software/software-request-form/

Off-Network Install of Creative Cloud Desktop App

This section is meant for employees who are using devices not connected to UFV's network. Examples include home computers, Macbooks, and laptops that don't use Direct Access. If you have a device that IS connected to the UFV network but you don't have the Creative Cloud Desktop app, please contact the Service Desk at itservicedesk@ufv.ca

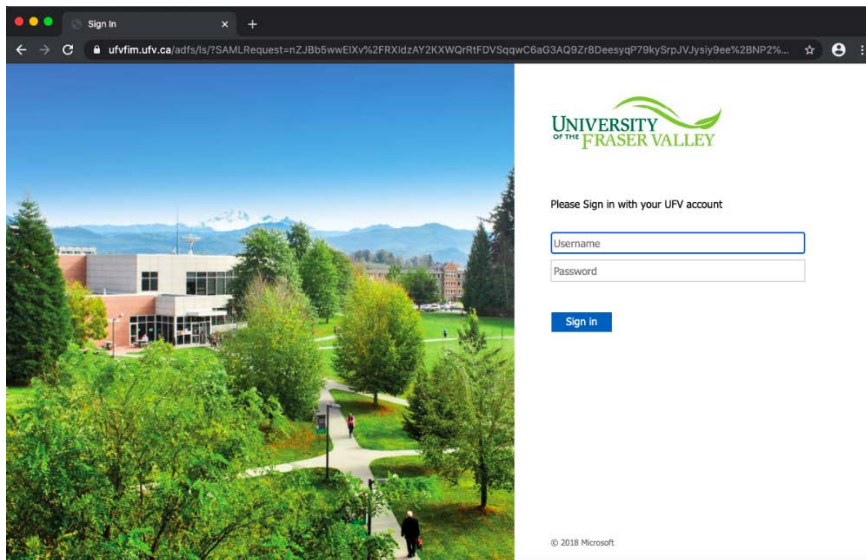1. Visit creativecloud.adobe.com and click "Sign In"
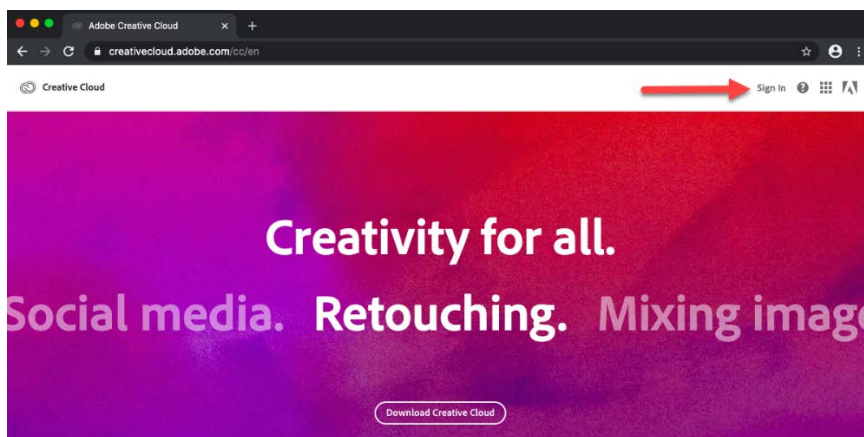
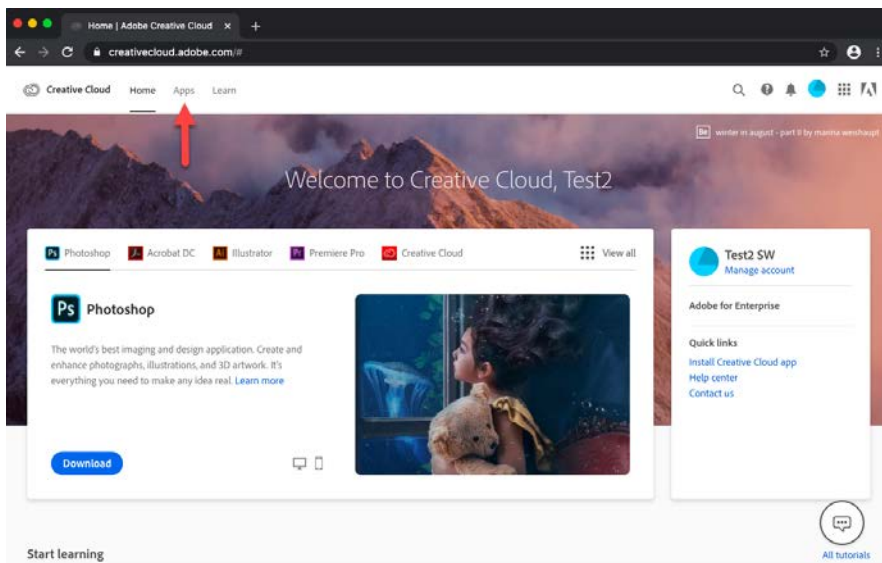2. Enter Employee email address, to sign in.
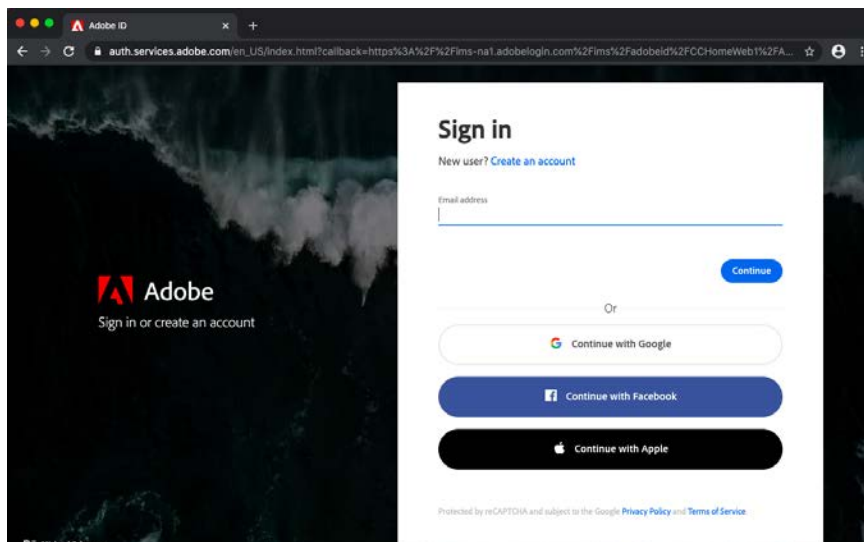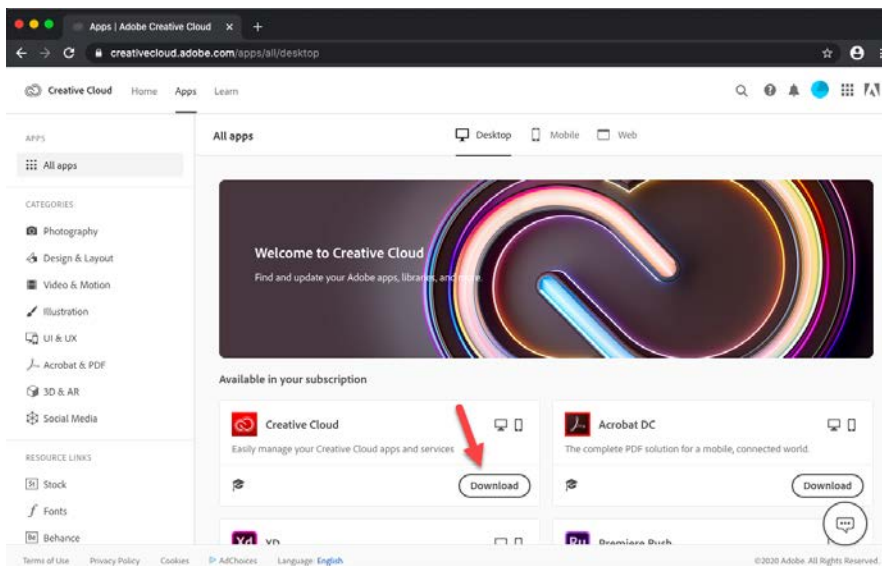

3. Enter AD credentials and sign in.
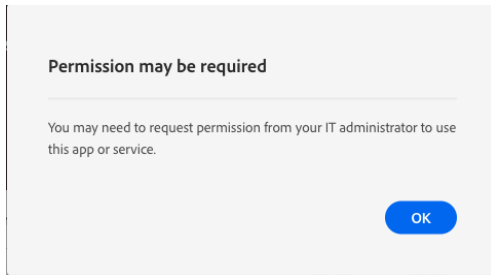
4. Click "Apps" icon on top navigation bar.

5. In the 'All apps' section, under 'Available in your subscription', find 'Creative Cloud' and select Download.
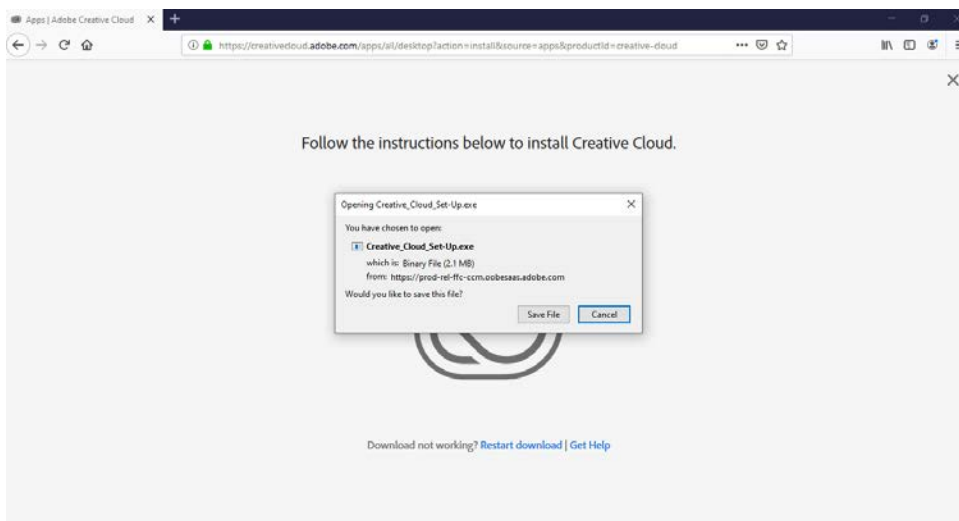
6. Click 'OK' when the following permission requirement window is prompted.

7. If you are installing the software on Windows OS skip to step 9.
8. If you are installing the software on Mac OS Skip to Step 11.
9. For Windows OS installation, Select save and run the installer once the download is complete.
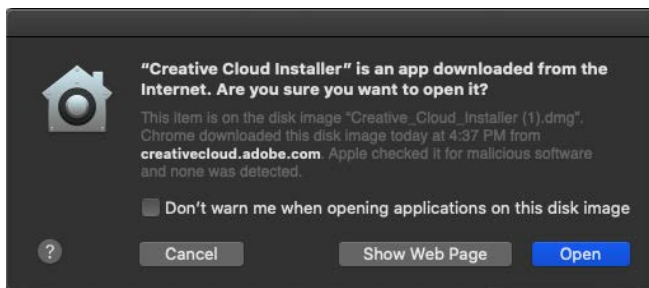

10. Skip to step 16.
11. For Mac OS installation, run the installer once the download is complete.
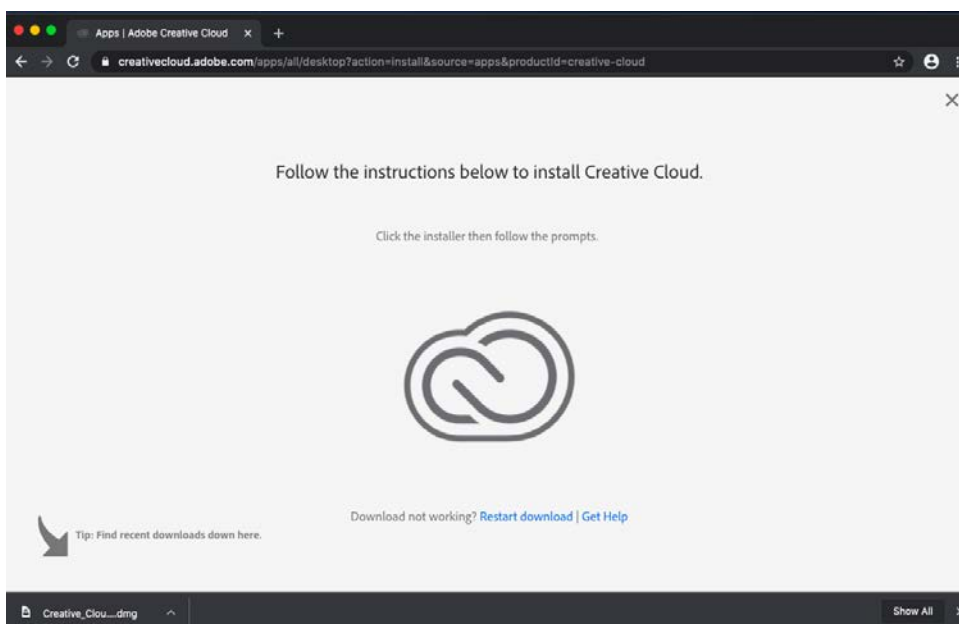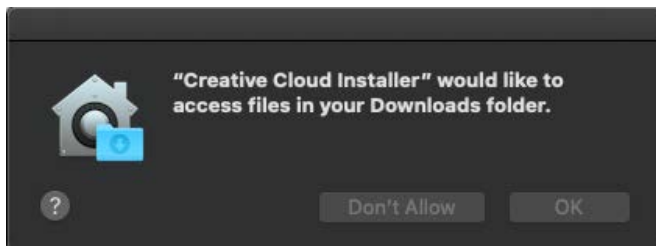
12. The installer will extract the setup and prompt the following, double click the Creative Cloud Icon in the window.
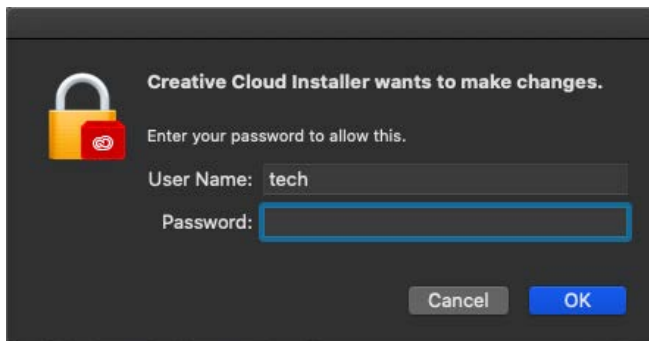

13. Select 'Open' when following trusted installer message is prompted.
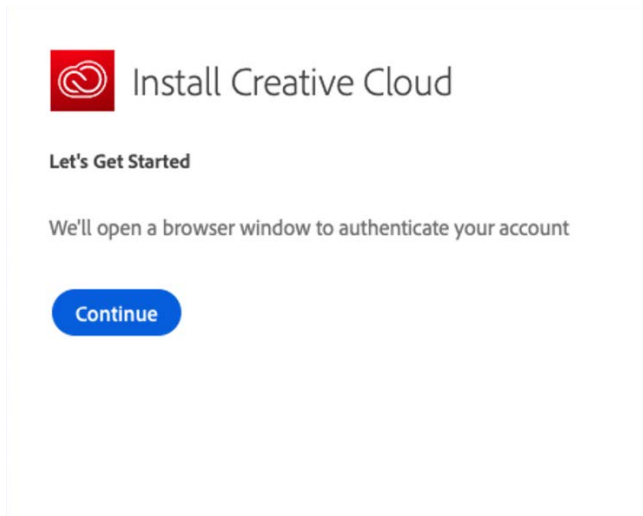

14. Select 'OK' when the following folder access message is prompted.

15. Enter your computer credentials to initial the install.

16. The installer will need to authenticate adobe your account. Select 'Continue', once the installer window is open. If you are still signed into creativecloud.adobe.com, then the authentication is automated, skip to step 18.

17. Enter Employee email address, to sign in.
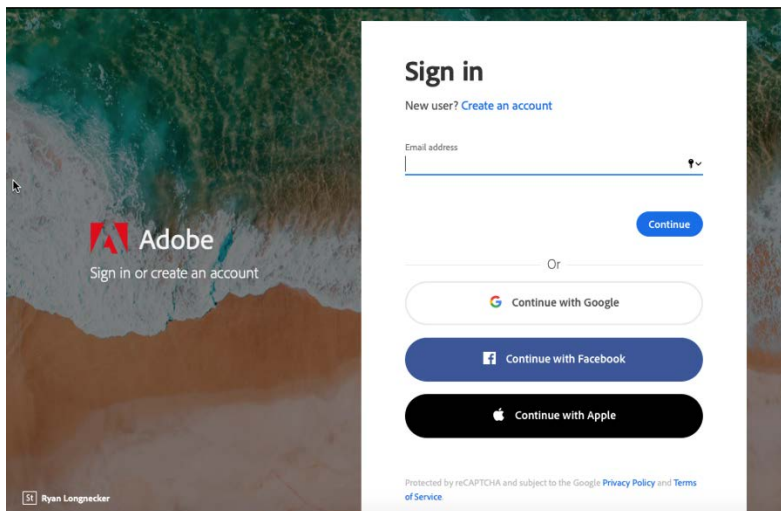
18. Once the account is authenticated, close the browser, and maximize the installer if it is minimized.
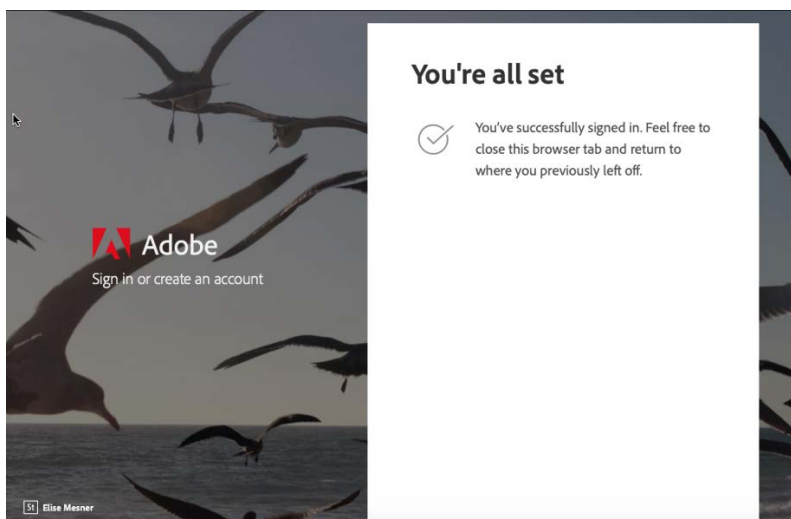
19. Select 'Start Installing' once the Installer window is open.

Install Creative Cloud

Desktop App Usage

Our desktop apps collect usage data to help Adobe deliver and improve our products and personalize your experience. By installing this app you agree to share this information with Adobe. You can opt-out at any time in your account preferences. Learn More

Start Installing

20. Once the installation is complete, open Creative Cloud App, you can now install application available to your account. Please see Section "Install Adobe Products" for app installation instructions.