How to access Adobe Creative Cloud Suite on your personal device (Adobe Creative Campus)

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RIT is now an Adobe Creative Campus!

To learn more about this, visit: https://www.rit.edu/adobe

As a **CAD-matriculated student** in the **College of Art and Design**, this means that you also have free access to Adobe Creative Cloud on your **personal device** and do not have to purchase or renew your own license while you are an actively-enrolled, CAD-matriculated student.

You *(as well as all RIT students)* also have full access to **Adobe Express Premium.**

You continue to have access to **Adobe Creative Cloud** in all CAD computer labs just as you did before.

Non-CAD-matriculated students have full access to **Adobe Express Premium** on their personal device.

This means that if you are not a CAD-matriculated student, you will be able to access the Adobe Creative Cloud suite software installed in the CAD Computer labs, but you will ONLY have access to Adobe Express Premium on your personal device.

NOTES:

*1. "CAD-Matriculated" means your **major** is part of the College of Art and Design. This does NOT apply if you are simply taking a CAD class or if you are minoring in a CAD program, but your home major is a part of any of the other Colleges of RIT. In these cases, you WILL have access to the software you need while working in CAD Labs, but will not be able to install the full Creative Cloud suite on your personal computer. Please see the "Non-CAD-Matriculated" section below for more info.*

2. Access for new and incoming students does not activate until the beginning of the Fall Semester.

*3. If you are a **non-CAD-matriculated** student and are having issues accessing Adobe Express Premium, please file a ticket with ITS at **help.rit.edu** - ITS manages the Adobe license for the entire RIT campus.*

BEFORE YOU BEGIN

If you have a paid for Adobe Creative Cloud account and are using an RIT email address, please change that account to a personal email address before you login with RIT credentials for free RIT covered access. Failure to do so may cause problems.

GETTING STARTED

IF YOU ALREADY HAVE ADOBE CREATIVE CLOUD ON YOUR PERSONAL DEVICE

1. **Log out** of the Adobe Creative Cloud with any pre-existing username.

2. **Log in** to Adobe Creative Cloud app with your RIT username and password– use your **@rit.edu** email, **NOT** @g.rit.edu

- You will now be prompted with the **RIT Enterprise ID Sign-in Window**.

3. From the **Adobe Creative Cloud** app, you can now install any Adobe application, manage fonts, or select stock images, etc.

IF YOU ARE INSTALLING ADOBE CREATIVE CLOUD FOR THE FIRST TIME ON YOUR PERSONAL DEVICE.

1. Go to **https://creativecloud.adobe.com/apps/download/creative-cloud**

2. Click **Download Creative Cloud.**

3. Find the installer in your Downloads folder (Mac or PC)

4. Launch the installer and follow the prompts.

5. Once installed, launch the **Adobe Creative Cloud** app.

6. **Log in** to **Adobe Creative Cloud app** with your RIT username and password (@rit.edu - **NOT** @g.rit.edu)

- You will now be prompted with the **RIT Enterprise ID Sign-in Window**.

7. From the **Adobe Creative Cloud** app, you can install any Adobe application, manage fonts, or select stock images, etc.

LOGGING IN TO ADOBE IN CAD LABS

CAD LAB LOG-INS – CAD MAJORS

You will continue to login using the **School or Enterprise Login** option as you have done in the past.

CAD LAB LOG-INS – NON-CAD MAJORS

You will continue to login using the **School or Enterprise Login** option as you have done in the past.

This will give you access to the majority of the Adobe Creative Cloud suite for use in your classes when you are working in the labs *(this will not include things like Adobe Stock Photos, the full complement of Adobe Fonts, and select other extra software available to CAD students)*

While you do not have access to the full Adobe Creative Cloud suite on your personal devices, you DO have full access to **Adobe Express Premium.**

IF YOU ARE HAVING PROBLEMS . . .

IF YOU CAN'T LOG IN.

Make sure you are logging in to the Adobe Creative Cloud app with your RIT username and password – use your **@rit.edu** email, **NOT** @g.rit.edu

IF YOU HAD A PERSONAL PAID ACCOUNT AND ARE STILL GETTING CHARGED.

With this new Adobe arrangement, you will still need to go through the process to cancel your personal account if you no longer want to have/use it. Before you do, you should follow these steps:

NOTE: If your paid personal account uses your RIT email, start at Part 1. If you were already using a non-RIT email tied to your paid Adobe account, then go directly to Part 2.

PART 1:

Go into your personal (paid) account and change the account email to something like a personal Gmail - just make sure it is **NOT an RIT-issued email**. You need to create a differentiation between your personal account and your RIT-issued account.

PART 2:

1) Contact Adobe support. The best way to do this is for the student to **log on to their personal account on Adobe.com**.
2) Click the **question mark** at upper right and choose **contact support**.
3) Open a chat session, and let them know the following:

"As a student at RIT (rit.edu) where I am now covered via an enterprise contract, I would like to cancel my personal account."

- Make sure you have exported all of your personal assets out before you do this!!
- Make sure to indicate that you JUST changed your personal log in email address to a non-RIT email.

4) MAKE SURE YOU SAVE YOUR CHAT SESSION TRANSCRIPT!!

5) In case there is ANY issue with this, let CADTech know by filing a ticket, and we will connect you with our Adobe contact, who will escalate the issue. But to do so, they will need your chat transcript.

IF YOU ENCOUNTER ANY OTHER PROBLEMS . . .

If you don't get the RIT log-in prompt and/or don't see the full suite of applications, please file a ticket with

helpdesk.cad.rit.edu.

WHEN DOES MY ACCESS END?

By default, free access to the full Adobe Creative Cloud suite through the Adobe Creative Campus program ends roughly one month after you graduate from your CAD-matriculated major at RIT (usually by June 1).

Other exceptions include:

• If you change majors to another program at RIT, your ability to install the full suite on your personal computer will end *(there are a growing number of programs adding this option, so check with your home department for details)*.

• If you leave RIT (including transferring to a different school, ending your study at RIT, etc.), this access will end.

• Other unforseen conditions may arise, but we will do what we can to communicate those as we learn about them.

To prepare for the end of your free access, make sure that you migrate your assets (including any files stored in the cloud and any portfolio site content) as soon as possible around your graduation date. Adobe provides a few tools to help you migrate to a personal account.

1. Adobe Student File Transfer process
2. Adobe Portfolio Migration process

IF YOU HAVE ANY OTHER QUESTIONS

If you have a question we haven't covered, please file a ticket with helpdesk.cad.rit.edu.