Adobe Creative Cloud

(Named-User License)

Quick Reference Guide

Important Information

Adobe initiated the move to a named-user licensing model. Under the provisions of this model, all employees will access the Adobe Creative Cloud products in a new way. If you only use Adobe for opening/printing PDF documents, or filling out or highlighting PDF forms, then you do not need to purchase a named-user license. Contact your departmental or faculty Business Manager to request a named-user license. This Quick Reference Guide will explain how to get started with a named-user license after you have received notification that your request has been processed.

Please Note: It can take up to 24 hours to access the products after named-user license request has been approved.

Getting Started

Windows Users: Once you have received notification from your Business Manager that your request for a named-user license has been processed, you can start installing.

1. Go to the **Start Menu**, and click on **Adobe Creative Cloud**.
2. Type your Humber email address in the **Adobe Creative Cloud Sign In** window. Once you hit enter or tab, you will be re-directed to the **Humber Login** window.
3. Enter your Humber credentials and click **Sign In**.
4. Put a checkmark in the **Always keep Creative Cloud desktop up to date** option and then click on **Install Now** to proceed.
5. Wait for Adobe Creative Cloud to install. It may take a while. Creative Cloud will launch when complete. The Creative Cloud window will show all the Adobe applications available. Click on **Install** associated with the application you want to use and click on **Continue** in the **Desktop App Usage** window. Open the application by clicking the **Open** button now showing in the **Creative Cloud Desktop** window, or open the application via the **Start Menu**.

Mac Users: After your Business Manager notifies you that your request for a named-user license has been processed, you can start installing.

1. Navigate to the I Drive → Applications → Adobe → Adobe CC Desktop → macOS and run the AdobeCC-Named_SelfService-*date*.dmg file.

Once the Adobe Creative Cloud is installed, run the app and follow steps #2 - #5 from the Windows Users instruction.

Device Activation Limits	Cleaner Tool & Troubleshooting

Device Activation Limits

Your named-user license allows you to be signed into two devices. A device is defined as a desktop or laptop computer, a tablet or a mobile phone.

If you see a window like this, it means that you are attempting to sign into Adobe, but you are already logged into two other devices.
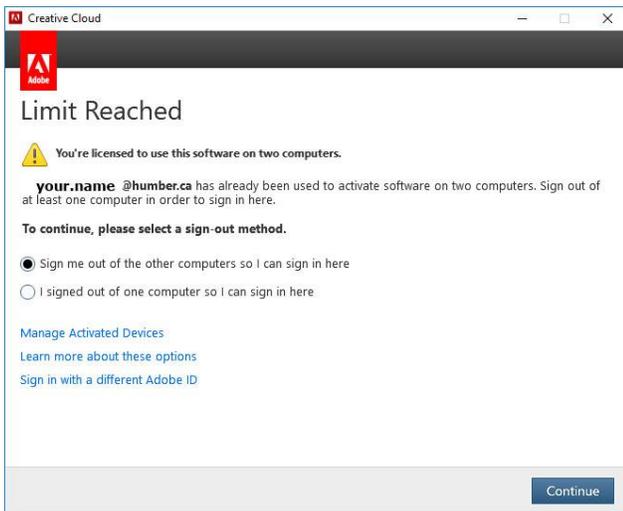
You will need to sign out of one of the devices in order to continue signing into the current device.

Cleaner Tool & Troubleshooting

The **Creative Cloud Cleaner Tool** is used to remove installation records for Creative Cloud or Creative Suite applications that may have become corrupted or may be causing problems with a new installation. You can also use it to remove pre-release software on your system, or if you're unable to connect to Adobe servers.

https://helpx.adobe.com/ca/creative-cloud/kb/cc-cleaner-tool-installation-problems.html

For those using the Adobe CC Desktop app from the Adobe website, you may get the error under the Apps tab "You don't have access to manage apps" (see below). This could be on your personal or Humber machine.

To resolve, delete the ServiceConfig.xml file and reboot.
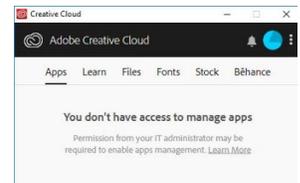
You can find the ServiceConfig.xml file:

Windows - "C:\Program Files (x86)\Common Files\Adobe\OOBE\Configs\ServiceConfig.xml"

macOS - "/Library/Application Support/Adobe/OOBE/Configs/ServiceConfig.xml"

Working offline: You must connect to the Internet when you want to install Adobe Creative Cloud apps, such as Photoshop and Illustrator. Once the apps are installed on your computer, you do not need an ongoing Internet connection to use the apps. You can use the apps in offline mode and it will attempt to validate your software license every 30 days.

Mobile Apps	Help & Support

Mobile Apps

IOS and Android: Search for Adobe Creative Cloud in the App Store or Google Play and download.

1. Continue with Adobe ID
2. Enter you Humber email address. Once you move out of that field, it will redirect you to the Humber login page.
3. Log in with your Humber credentials.

Help & Support

Please contact the I.T. Support Centre for help.

☎ 416.675.6622 X8888

✉ SupportCentre@humber.ca

💬 humber.ca/techtalk

Free support is available 24/7.

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