Installing Adobe Creative Cloud

Sheffield Hallam University

Installing Adobe Creative Cloud
How to install Adobe Creative Cloud Applications on a Personal Device

This installation process may vary for each operating system.
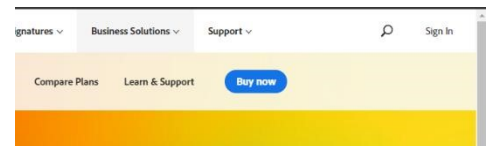
These instructions are for students who have a Home Use Adobe Plan only.

Instructions for downloading older versions and for preventing automatic updates from Adobe can be found at the end of these download instructions.
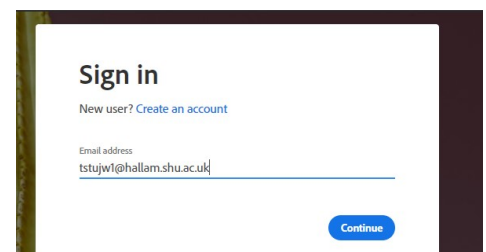
---

1. Go to site
   https://www.adobe.com/uk/
   At the top of the web page click on Sign in

   To sign in enter your email in the following format
   Username@hallam.shu.ac.uk
   and click continue.

Installing Adobe Creative Cloud

2. You will then be taken to a SHU Sign in page enter your email address in the following format username@hallam.shu.ac.uk.
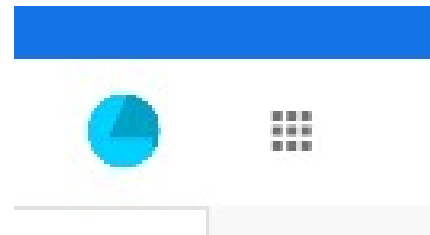Enter your password and click on Sign In.

3. Once signed in on the top menu click on the account icon in the top right corner of the page and click on View account

4. An account page will appear.

Click on the View all apps and services button
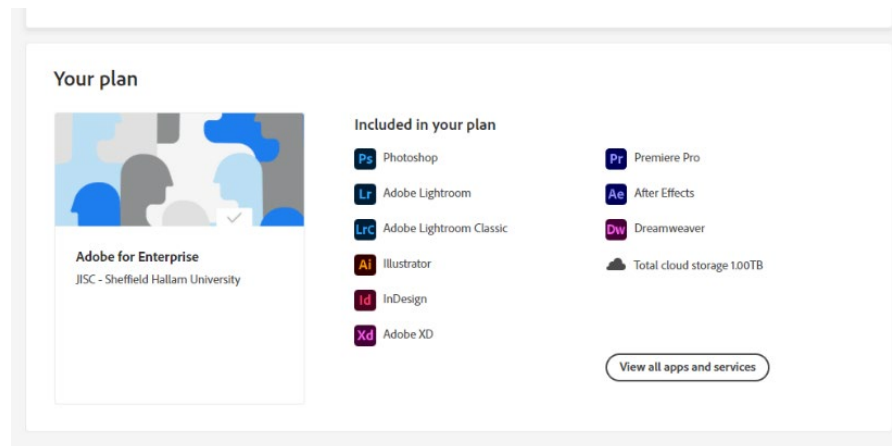
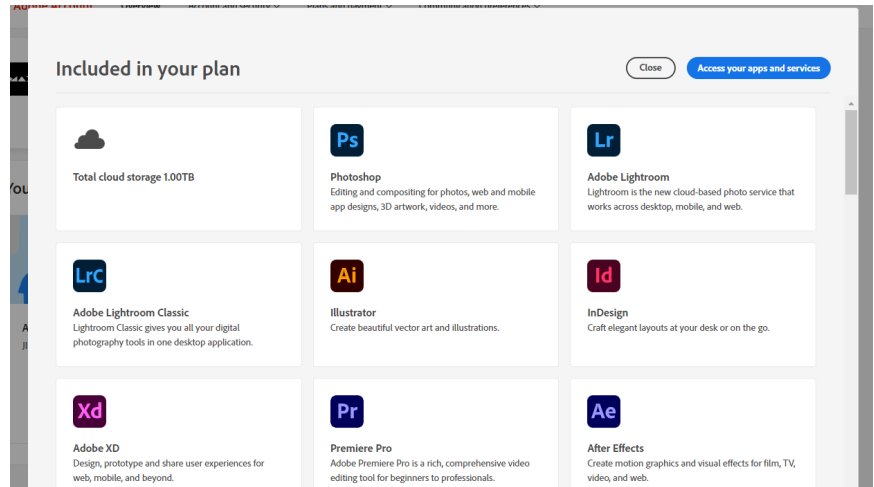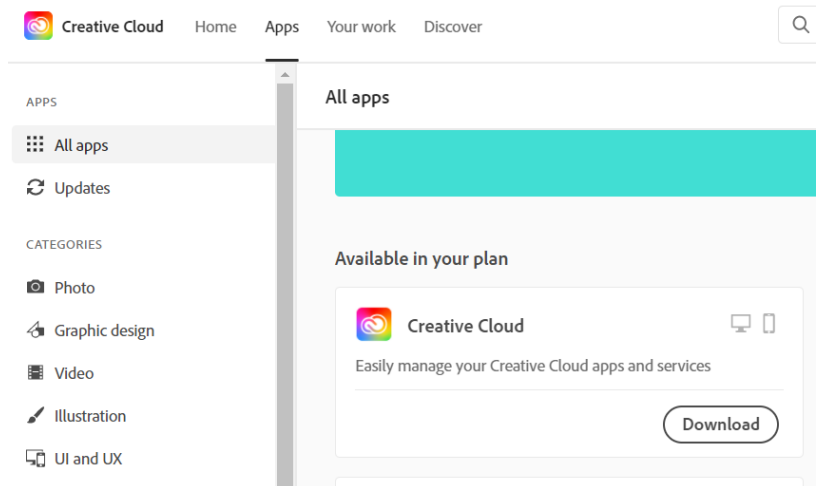| **For more help contact**			
IT Service Desk			
Audience: Students and staff	Version: 2.1	Last revised: 14/10/2021	Page: 2

5. A pop up will appear.

   Click on Access your apps and services button

Your Creative Cloud Services will load on the web page.

Once complete you will see an Account Overview page

6. The first app you need to install is the Creative Cloud – This is the Creative Cloud Desktop App which is needed to download and manage all your other Adobe desktop apps
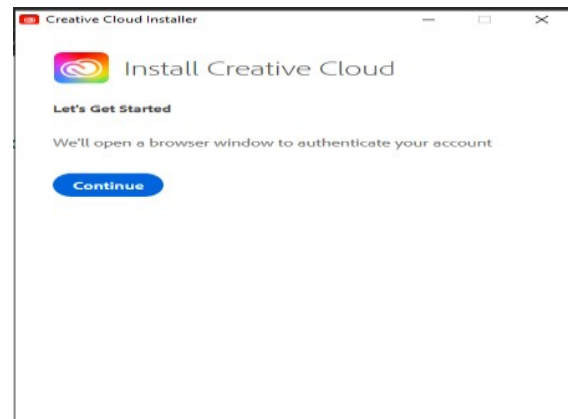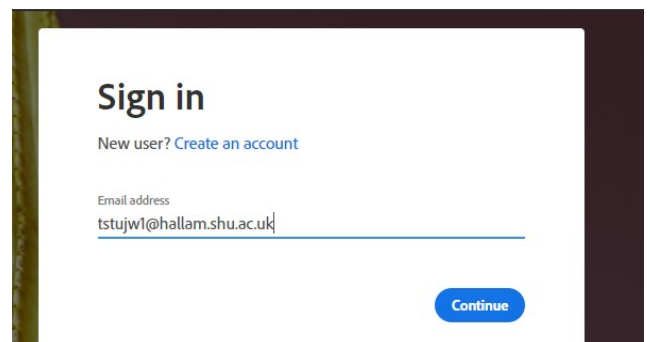
Installing Adobe Creative Cloud

7. When you click on Download you will be presented with the following message. You need Admin privileges to install any Adobe software on the computer you are using

Permission may be required

You may need to request permission from your IT administrator to use this app or service.

OK
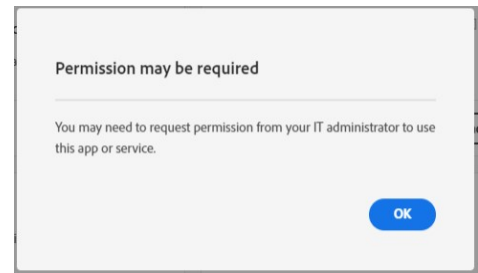
8. Once downloaded click on Creative Cloud Desktop App installer. You will see the following message. Click continue

Creative Cloud Installer

Install Creative Cloud

Let's Get Started

We'll open a browser window to authenticate your account

Continue

9. You will be prompted back to sign in page.

Sign in

New user? Create an account

Email address
tstujw1@hallam.shu.ac.uk

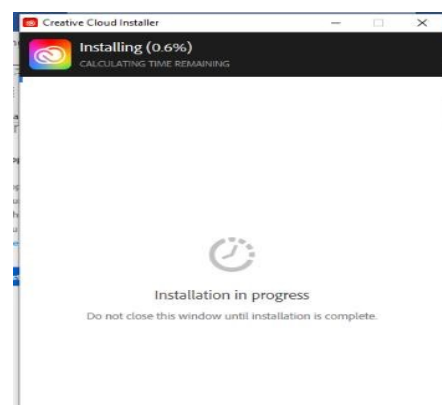Continue

Installing Adobe Creative Cloud

10. Once you have successfully verified your sign in, you will see the following message in your web browser
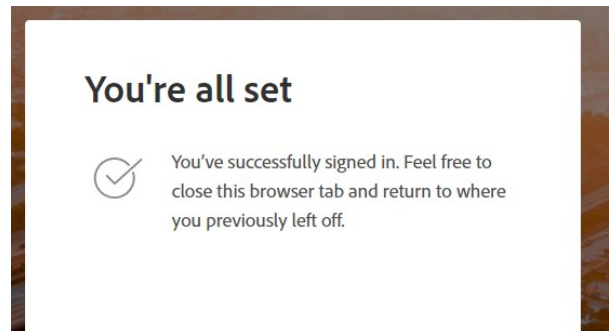
11. Once Sign In process is complete you will be able to continue installing the Creative Cloud Desktop App you should see a screen like this one. Click on Start Installing

12. Install of the Creative Cloud Installer. Installation in progress will appear.

Installing Adobe Creative Cloud

13. Once the installer has completed you will get the following on screen pop up
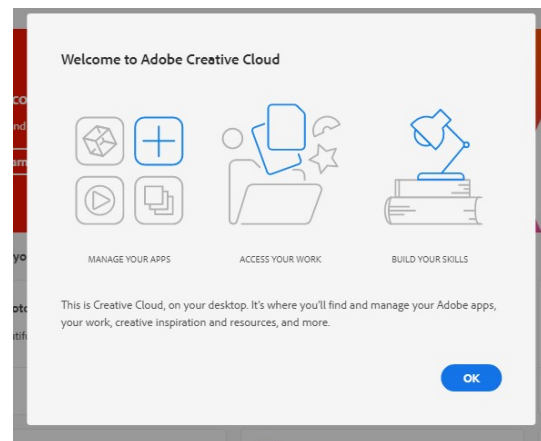
Adobe Useful link

Check system Requirements here:
https://helpx.adobe.com/uk/creative-cloud/system-requirements.html

Installing Adobe Creative Cloud

How to stop Adobe Creative Cloud Applications from auto updating on a Personal Device

This installation process may vary for each operating system.
These instructions are for students who have a Home Use Adobe Plan only.
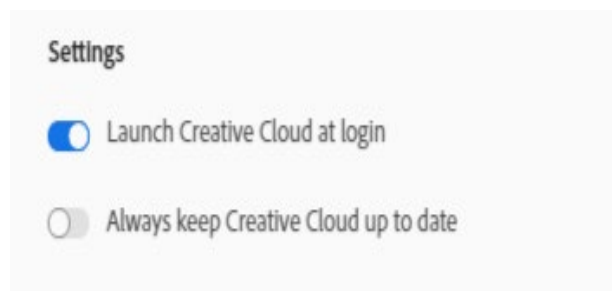
1. Open the Creative Cloud Desktop (CCD) Application by going to the start menu

   Go to the file Menu

   Click on preferences

2. Click on **General** from the list of tabs on the left and a Settings box will be available.

3. Change the toggle settings for 'Always Keep Creative Cloud Up to Date' to off - so it looks like the image below.

4. Go to the **Apps** tab on the left-hand menu.

   The versions of Adobe Creative Cloud Apps you install need to be as close to the versions that are installed on campus as possible. This is so your files can be used both off site and on site in the University labs but also ensures the academic staff

who are marking your assignments can open the files you submit without any loss of data or functionality.

Please see the information on shuspace for the versions of Adobe apps currently deployed in the University and see instructions below for downloading older versions.

5. You need to change two settings as shown below
   a. Ensure Auto update is not turned on
   b. In the Settings box, ensure 'Show older Apps' is turned on.
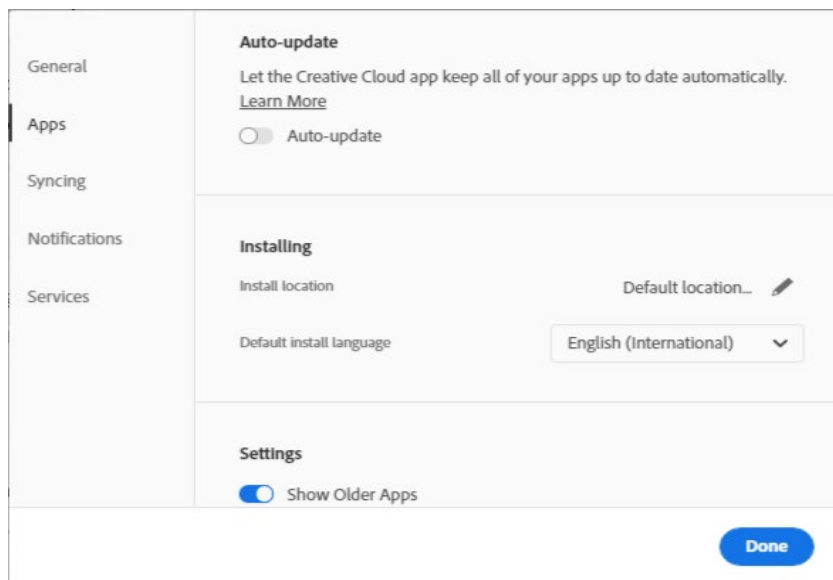
See below for installing an older version of an Adobe app.

Installing Adobe Creative Cloud

How to download an older version of an Adobe Creative Cloud application on a Personal Device

This installation process may vary for each operating system.
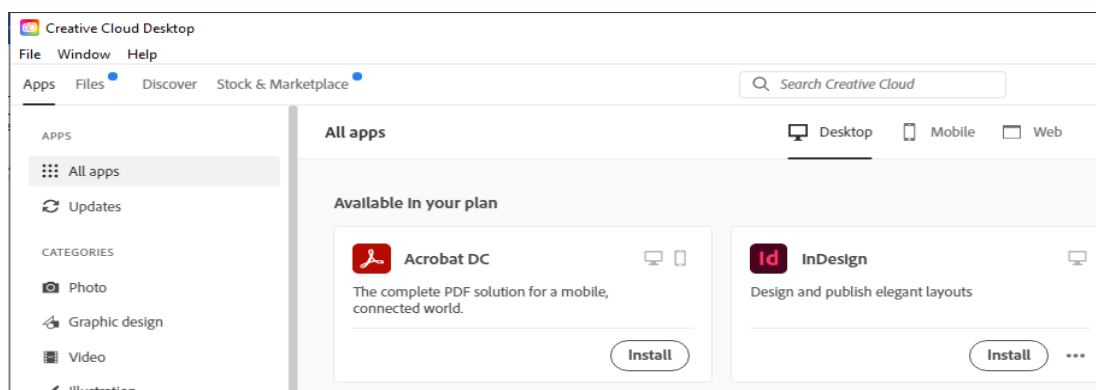These instructions are for students who have a Home Use Adobe Plan only.

> **Current onsite versions are shown on the shuspace page**
> **https://students.shu.ac.uk/shuspacecontent/it/specialist-software**

1. Open the Creative Cloud Desktop Application

   Click on the Apps menu and select All Apps from the left-hand menu

   Scroll down until you see Available in your plan.

2. From the list of Applications pick the Application you want to install (e.g. InDesign in the example above).

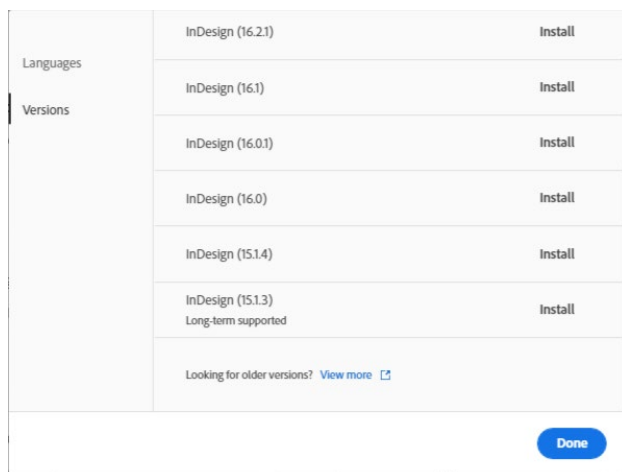   Click on the three little dots next to the install button

Installing Adobe Creative Cloud
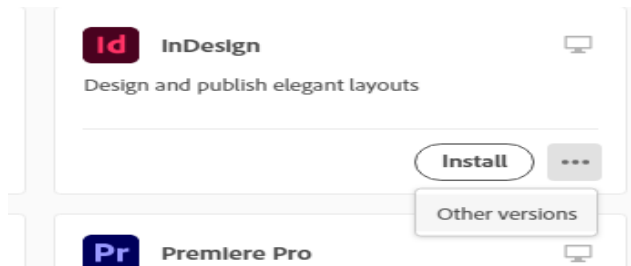
Click on Other Versions

3. You will see a screen that looks like this one

4. Identify the version of the application you need to install to be compatible with the version used on the University Campus.

This will probably be the closest available version to the one still in use on site or the Long term supported (LTS) version.

Please note the version numbers are different between Mac and Windows.

Adobe Useful link

https://helpx.adobe.com/download-install/using/install-previous-version.html