**Sheffield
Hallam
University**

Adobe Creative Cloud Troubleshooting

This document should help you resolve some of the most common issues faced when setting up Adobe Creative Cloud.

Why am I only seeing Trial Versions?

Are you using the correct email format?

The email address you need to use to sign into your Adobe Creative Cloud Desktop Plan that you have been allocated a licence for is *username@hallam.shu.ac.uk*

If you are prompted to enter a password this will be your usual SHU password.

Notes:

If you have created an Adobe CC account using your email address in either of these formats:

- *name.surname@student.shu.ac.uk*
- *username@my.shu.ac.uk*

although these are valid email addresses, you will not receive the Adobe licensing using that style of email address. Simply log in to your account using the correct email format *username@hallam.shu.ac.uk* and sign in.

As there are several different formats for your University email address we have created this guide to [Understanding your Email Addresses](#).

Is your Adobe account signed in?

A common issue with Adobe is that it can sometimes sign you out of the Creative Cloud Desktop Application meaning you will see only trial versions available.
You can check your sign in status on the Creative Cloud Desktop Application.

1. With the Creative Could Desktop Application open, click the blue icon in the top right corner.
2. If you see your details but you are still only seeing trial versions, *Sign out* and sign back in again.
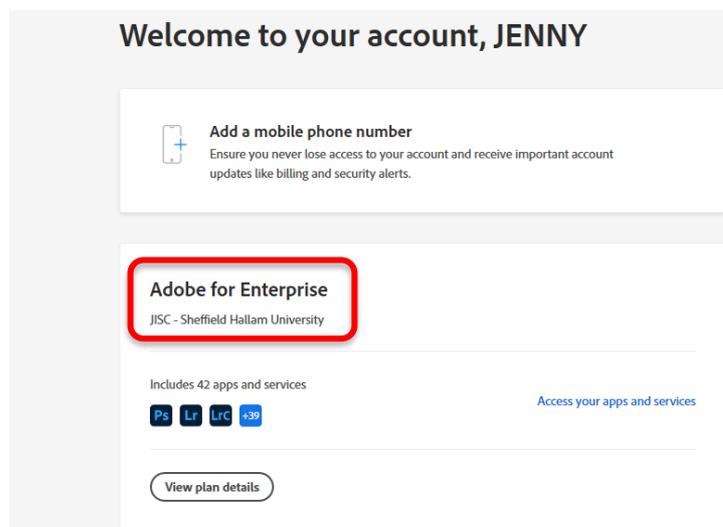
For more help, visit the IT Service Desk contact page: go.shu.ac.uk/itservicedesk

Is my licence plan wrong?

If you are seeing *try or buy* messages next to the apps:

1. Go to https://www.adobe.com/uk/

2. Sign in with your SHU email address *Username@hallam.shu.ac.uk*

3. Click on blue account icon in the top right hand corner

4. Click on *View Account* to see the home screen which looks like the this.

   If you are seeing *JISC - Sheffield Hallam University* this is your SHU Adobe Creative Cloud Plan.
   Note: If it shows that you are not on a plan but you believe you should be, or if all the plan information is correct but you are still seeing trials versions, contact the University IT Service Desk

   Welcome to your account, JENNY

   Add a mobile phone number
   Ensure you never lose access to your account and receive important account updates like billing and security alerts.

   Adobe for Enterprise
   JISC - Sheffield Hallam University

   Includes 42 apps and services
   Ps Lr LrC +39   Access your apps and services
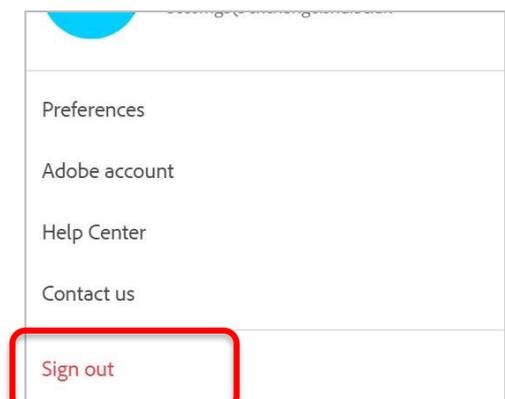
   View plan details

## Switching between my Personal and University Creative Cloud Account

If you had an Adobe subscription prior to coming to University, you may already have the *Creative Cloud Desktop Application* and be signed into your personal account. To access the University licensed Creative Cloud you will need to sign out of your personal account on the Creative Cloud Desktop Application and sign into the University account.

With the Creative Cloud Desktop Application open, click the blue icon.

1. Click the *Sign Out* button

   Preferences

   Adobe account

   Help Center

   Contact us

   Sign out

For more help, visit the IT Service Desk contact page: go.shu.ac.uk/itservicedesk

2. Ensure you are not working on any personal projects that would be affected by signing out
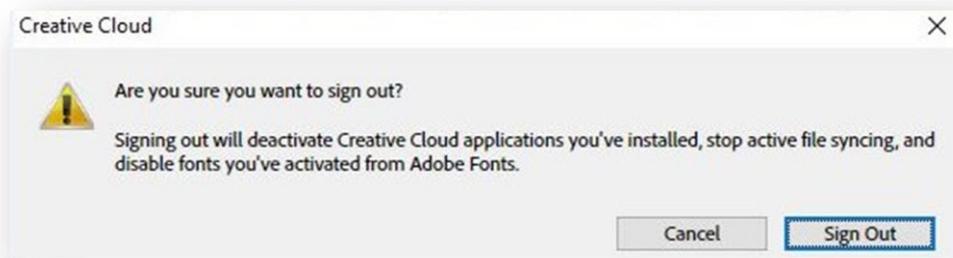
3. Once signed out, *Sign in* with your SHU email address *username@hallam.shu.ac.uk*

Forgotten Password

Your login details for Adobe are aligned with your University login details. Your password will therefore be the same for both. If you change your University password, you need to use your new password to access Adobe. If you have forgotten your University password you need to change it here: go.shu.ac.uk/password

Unable to find download links

If you are unable to see links to download software:

1. Sign in here https://www.adobe.com/uk/
2. Then go to https://creativecloud.adobe.com/apps/all/desktop

Compatibility Issues

Some software may not install or work correctly if your system does not meet the required specifications. Before installing Adobe Applications check the required system specifications here: https://helpx.adobe.com/uk/creative-cloud/system-requirements.html

For more help, visit the IT Service Desk contact page: go.shu.ac.uk/itservicedesk

Can I use Creative Cloud on more than one device?

The Creative Cloud package can be activated on up to 2 devices however it can only be used on one device at a time.

How do I get further help?

If you are still having issues accessing Adobe CC please contact the University IT Service Desk

For help using Adobe CC:

- If your tutor has asked you to use this software, they are your first line of support.
- Adobe offer support via their Help Center Adobes Online KB or user Community forums,
- The University has a subscription to LinkedIn Learning which is full of tutorials and videos to further your skills.