

# Adobe Products Licensing Changes

## Who's affected and What's changing?

Anyone who uses the following Adobe Products, **except for Acrobat v10 (X) or v11 (XI)**:

Acrobat DC	Dreamweaver	Photoshop
After Effects	Illustrator	Prelude
Animate	InCopy	Premiere Pro
Audition	InDesign	FrameMaker
Character Animator	Lightroom Classic	Captivate

### ALERTS!!!

- Shared workstations will not be impacted at this time. They will be handled after licensing expire, November 29th. These workstations will need to be handled on an individual basis by Field Technical Services team.
- These instructions are for **all PSJH** caregivers, except St Joseph caregivers. A separate set of instructions have been created, please follow the "[StJoe Adobe License User Instruction](#)" document.

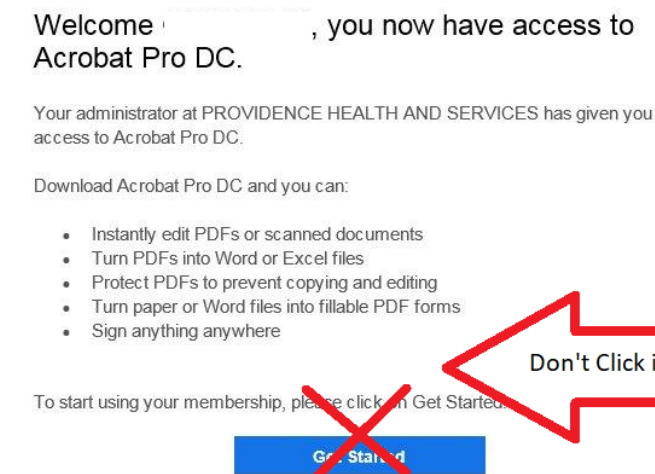
### When is the change taking place? How long will it take?

Change will occur during maintenance window (**1:00 AM—5:00 AM local time**) November 18th thru November 22nd. The change will take less than 30 minutes

### Is there anything I need to do before or after the change?

Yes, there are a few things that need to occur before and after.

**BEFORE** the change, you will be provisioned with the appropriate access to Adobe products. As soon as this is done, you **might** receive an email similar to the one below. **DO NOT click the Get Started button**. The email only serves as a confirmation that Adobe has processed the request to license you for their products. If you accidentally click it, you will be taken to the Adobe website to create an account, **DON'T**. It will just create confusion.



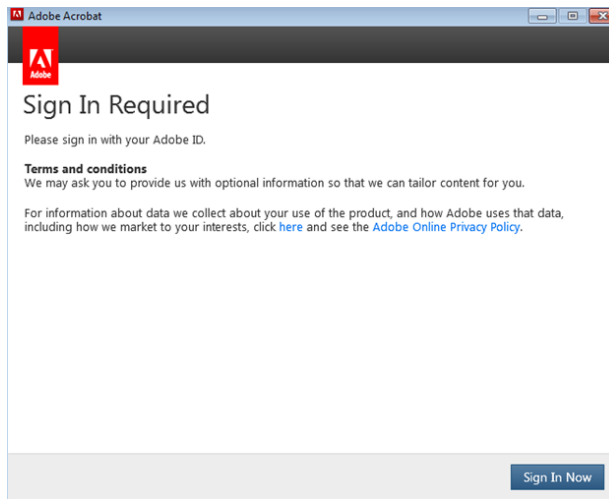
**AFTER the Change (Action required):**

Change will occur between **November 18- November 22<sup>nd</sup>** . *During this week check periodically for the **Adobe Creative Cloud icon** under **Start>Programs>All Programs** or your Desktop.*

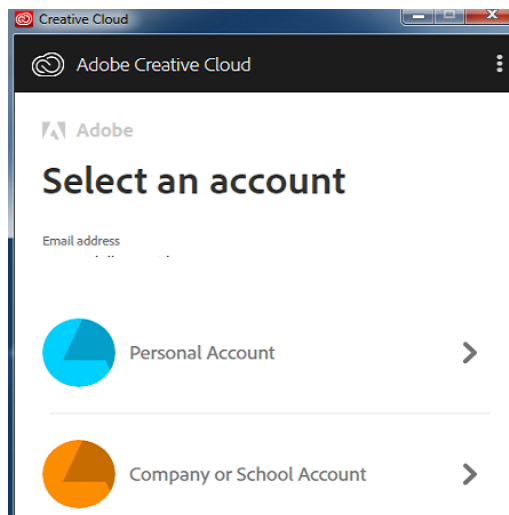


If you see the above shortcut on your PC, you have been migrated to the new Adobe licensing. Please follow these steps:

1. Open any Adobe Creative Cloud application, a shortcut should be on your desktop (such as Adobe Photoshop, InDesign, Dreamweaver, etc.).
2. When opening the application for the first time, you will see **Sign In** prompt, **Click it**. **NOTE: For Adobe Acrobat users only, you will see a "Sign In Now" screen similar to the one below, click it.**

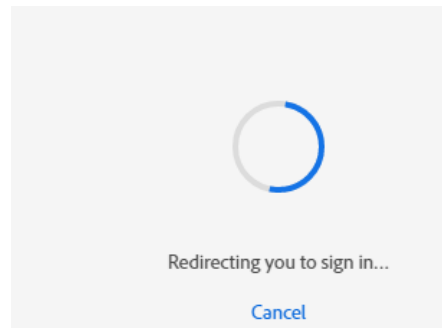


3. If you are given the choice between using your "Personal Account" or your "Company Account", choose the Company option. You will only see both options if you have previously created a personal account using your work email address.

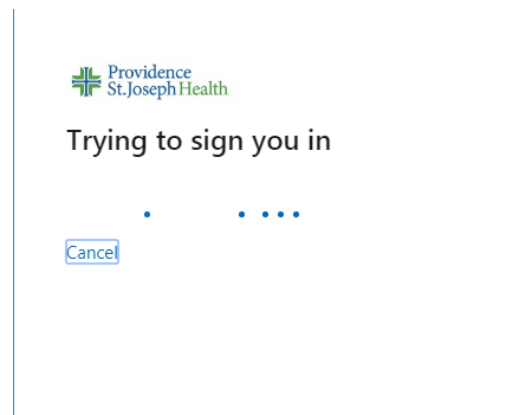


**Warning!!!:** Use of personal (non-work) email address is prohibited per the Adobe Agreement.

4. For a few moments you will see a redirection page.



5. Then the single sign-on (SSO) page that will automatically sign you in.



6. Once authenticated, your application will successfully launch. **NOTE:** *Creative Cloud will save your credentials and you shouldn't be required to authenticate again.*

### Who do I call if I run into any issues?

Please contact IS Service Desk and request a Service Now ticket be opened and transferred to the local Field Services team, contact info provided below: **1-844-92-AskIT (844-922-7548)**

**Alaska:** (907) 212-3044 or x23044

#### **California:**

San Fernando Valley: (818) 847-3073 or x73073

Santa Monica: (310) 829-8471 or x98471

South Bay: (310) 303-5952 or x35952

Tarzana: (818) 708-5385 or x85385

**Montana:** (406) 329-2701 or x72107

**Oregon:** (503) 216-2800 or x62800

#### **Washington:**

Providence Health Care / Spokane: (425) 687-4000

**Swedish:** (206) 386-6115 Option 1 for Epic, Option 2 for all other requests

**Walla Walla:** (509) 897-8484

**Western Washington:** (425) 687-4000 or x20000