Adobe Licensing

Vann Wheeler - 2023-11-15 - Client Advancement Services

About

This page describes how Adobe products (including Adobe Acrobat Pro) are delivered to members of the School of Medicine.

Named-User License

Adobe licenses are now being purchased through a contract managed by the central Technology Services group. This affects the whole university. More information can be found at http://adobe.vcu.edu/. Faculty and Staff within the School of Medicine are granted an Adobe DC license. If the Creative Cloud suite is needed, a request can be submitted at https://go.vcu.edu/adobe/cloudaccess.

User Independent Licenses

The process above describes a license assigned to a specific user that can be installed on multiple computers that that user uses. If the Adobe software needs to be accessible to multiple people on a single PC, then a **Shared Devices License** is required. Please submit a ticket to SOMTech to help request this.

Installing the Software

Follow the steps below to install the software. If further assistance is needed, please submit a ticket to SOMTech at http://go.vcu.edu/SOMTicket to get a technician to help install the software.

More Documentation

More documentation can be found at http://adobe.vcu.edu. If you have any questions, please submit a ticket to SOMTech at http://go.vcu.edu/SOMTicket.

Adobe Acrobat DC/Creative Cloud License Process and Installation Instructions

NOTE: This process is only for installations on VCU owned systems. VCUHS has their own Adobe products for hospital PCs.

Requesting an Adobe License:

User needs to submit a Cherwell ticket at https://itsupport.vcu.edu/ requesting an Adobe license. Include the following information:

VCU eID if known

VCU budget code or index code for purchase

Please identify product being requested: Adobe Acrobat DC or Adobe Creative Cloud suite. If requesting Creative Cloud please submit av alid business justification as to why Creative Cloud is needed.

The Cherwell ticket should be transferred to the SOM Adobe Tech Liaison to request the license on the user's behalf. The SOM Adobe Tech Liaison is Client Services management.

Download and Install Adobe Acrobat DC or Creative Cloud apps:

Click on this link to download the Adobe Creative Cloud Desktop application https://www.adobe.com/creativecloud/desktop-app.html

If you are directed to the *Sign in* screen, enter your VCU eID@vcu.edu email and click on Continue. You should be redirected to the VCU CAS login screen. Enter your VCU eID and password. Create_cloud_setup.exe will either automatically download or prompt to be saved to the Downloads folder. NOTE: The download may not begin until you enter your VCU eID and password. Do NOT use your @vcuhealth.org email.

Attachments

- [AdobeCreativeCloudAcrobatDC.pdf (506.47 KB)](#)