

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 VCU owned systems. VCU has their own Adobe products for hospital PCs.

Requesting an Adobe License:

Users need to submit a Case at <https://support.vcu.edu> requesting an Adobe license. Include the following information:

VCU ID #Name

VCU budget code or vendor code for purchase

Please identify product being requested: Adobe Acrobat DC or Adobe Creative Cloud suite. If requesting Creative Cloud license submit or discuss with IT Services or VCU's Creative Cloud for details.

The Case officer 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 app:

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 vcu@vcu.edu email and click on Continue. You should be redirected to the VCU OES login screen. Enter your VCU ID and password. Creative Cloud desktop app will then automatically download and prompt to be installed to the Downloads folder. **NOTE:** The downloaded app will begin only on entry on VCU ID and password. Do NOT use your @vcuhealth.org email.

Attachments

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