

Adobe Licensing

Vann Wheeler - 2023-11-15 - Client 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 VCI or need or items. VCI has their own Adobe products for hospital PC's.

Requesting an Adobe License:
Users will be submit a Claim of Use at <http://support.cco.edu> requesting an Adobe License. Include the following information:

VCI # of licenses
VCI budget code or invoice number purchase

Please identify product being requested: Adobe Acrobat DC or Adobe Creative Cloud suite. Requesting Adobe Creative Cloud license submit an additional justification as to why Creative Cloud is needed.

The Claim of Use should be reviewed by the SORA Adobe Tech Liaison to request the license on the user's behalf. The SORA 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: <http://www.adobe.com/creativecloud/desktop-app.html>

If you are directed to the sign-in screen, enter your VCI <http://support.cco.edu> email and click on Continue. You should be redirected to the VCI DC3 login screen. Enter your VCI email and password. Click Continue to proceed. You should be automatically downloaded prompts to be installed to the Downloads folder. NOTE: The download may not begin until you enter your VCI email and password. Do NOT use our @ccohs.edu email.

Attachments

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