Hello--

Thanks to Jefferson University's partnership with Adobe, all Jefferson students, faculty, and staff have unlimited access to Adobe Creative Cloud for the duration of their relationship with the University. **Please note that this license is only valid for your personal devices,** as University owned and issued computers already have these apps installed by default.

Please review the information below on how to access and install Adobe Creative Cloud Apps (you may also view our FAQs page **HERE** in your browser):

-How do I sign in to Adobe and install my Apps?

1. Open a browser and go to https://www.adobe.com and click Sign In in the top-right corner.

2. In the Email address field of this first page, enter your personal **Campus Key** username in the following format: abc123@jefferson.edu. Press Enter.
*Note: You will be unable to sign in if you use your student username (ex: smith1234) or Fac/Staff username (ex: smithj), or Jefferson email (ex: John.Smith@Jefferson.edu)
-If you do not know your campus key as a **Student**: Please visit this site for look up:
-If you do not know your campus key as a **Fac/Staff** member: Please speak with your supervisor who has the campus key on file, or call the Help Desk for assistance.

3. You will be redirected to the Jefferson login page. (Note: if you are off-campus you may be prompted for Multi-Factor Authentication)

If you are not redirected to the Jefferson login page, enter "Jefferson.edu" only in the Email address field.

4. Log in again with your Campus Key (**ONLY**-- do not add @Jefferson.edu) and current Password.

5. You will then have full access to Creative Cloud Apps and are ready to install desired apps to your personal device. More information on installation can be found **HERE**. ***NOTE:** Following your installation you will be prompted to sign into Adobe once again with your **Campus Key** username in the following format: abc123@jefferson.edu. Press Enter.

-Can I install Creative Cloud Apps on multiple personal devices?:

Students can install Creative Cloud on multiple devices, but can log in and use it on only one desktop-type device at a time. To use it on a second, you'll have to deactivate it on your previous device.

Faculty/Staff can install Creative Cloud on multiple devices, however, you can log in and use it on only two desktop-type devices, and you cannot use the software on two devices simultaneously. To install it on a third, you'll have to deactivate it on one of your previous devices.

Both Students and Faculty/Staff have unlimited access on mobile devices, and 100 GB of free cloud storage with Adobe.

-I already have an Adobe account. Can I move my files to my Jefferson account and take advantage of the free license?

Sure! See Adobe's instructions for Automated Asset Migration and Manual Asset Transfer **HERE**.
Just keep in mind, you will lose access to any files stored on your Jefferson account when you are no longer a student or employed by the University. For that reason, we highly recommend that you save your files to a local hard drive before your Jefferson account is closed.

Still having trouble logging in, receiving an "access denied" error, or unsure of your Campus Key?
Please reply to this email and/or call the East Falls Help Desk at 215-951-4648.

Thanks:
Technology Help Desk