

A little background

The Creative Cloud is a new way to manage your Adobe software. By downloading the Creative Cloud, you will have access to a variety of Adobe programs, including Photoshop, InDesign, Premiere and more.

Three Scenarios

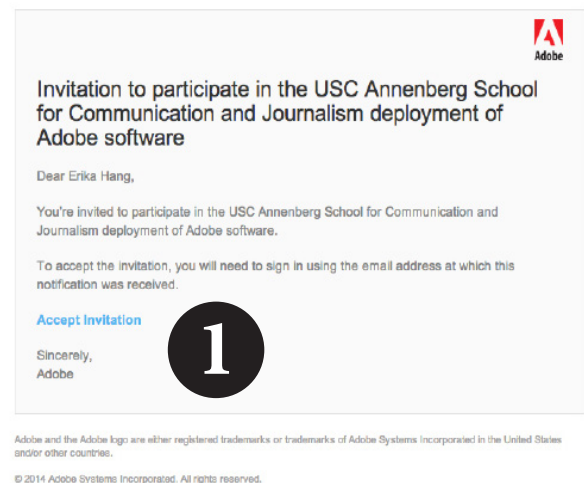
The Creative Cloud install process will depend on whether you are:

1. A New Adobe User (have never installed a previous version of the Adobe CS or CC)
2. A New User but have previously installed a trial of the CC and/or an older version of CS
3. Continuing User (installed Adobe CC through Annenberg prior to July 2014)

In this handout, we will cover scenarios #1 and #2. For scenario #3, please visit vc.uscannenberg.org/ for an additional handout.

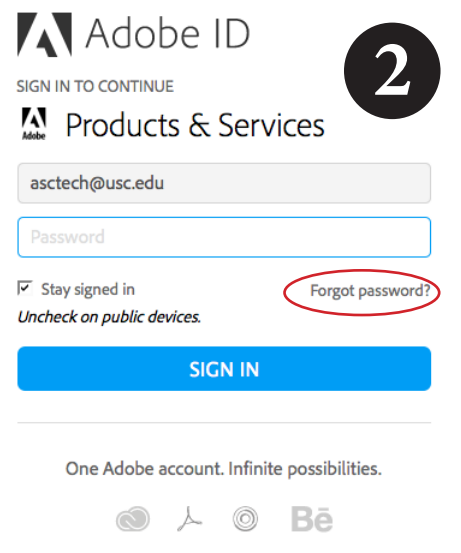
Getting started

1) You should have received an email from USC Annenberg titled “Invitation to participate in the USC Annenberg School for Communication and Journalism deployment of Adobe software.” The email contains a link to activate your account. Click “**Accept Invitation**”



2) You will then be prompted to sign in with your Adobe ID. The email must be the same email as the one you received the invitation. If you don't already have an Adobe ID associated with your USC email, you'll need to click “**Forgot Password?**” to set up your Adobe ID. If you do already have an Adobe ID associated with your USC email, simply type in your password and click **Sign In** and skip to Step #6.

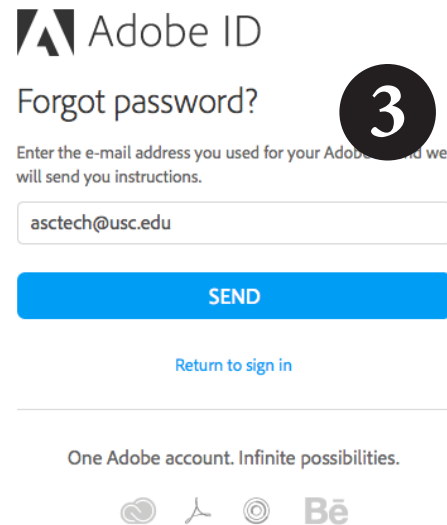
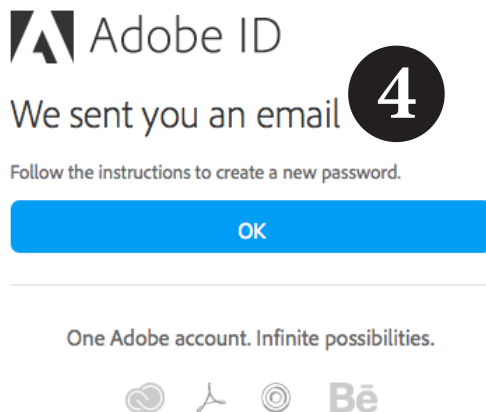
Note: If you have an already existing Adobe ID under a different email, you cannot use that ID to accept your Creative Cloud invitation. It **MUST** be your USC email.



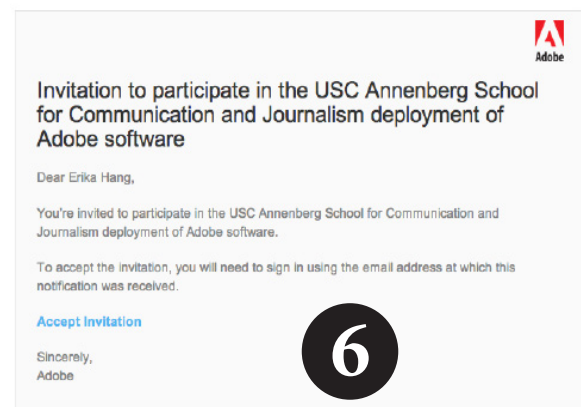
3) If you've clicked "Forgot Password?", now click "**Send**" to receive instructions on setting up a password for your Adobe ID account.

4) You will be prompted with a confirmation that an email was sent. Click **OK**. Check your USC email for an email from "account-noreply@adobe.com" titled "**Reset Your Adobe ID Password**" and follow the link in the email.

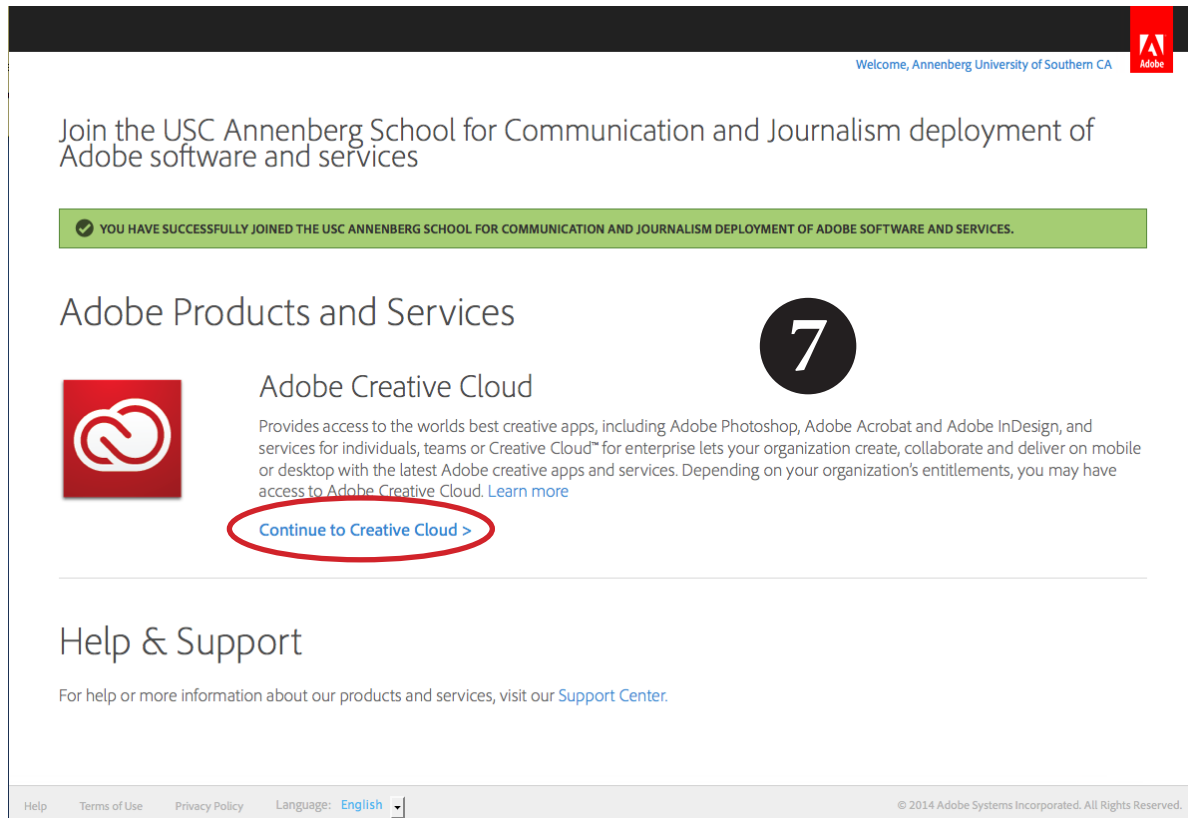
5) Type in a new password and click "**Reset My Password**" and you will receive a confirmation email that your password reset.

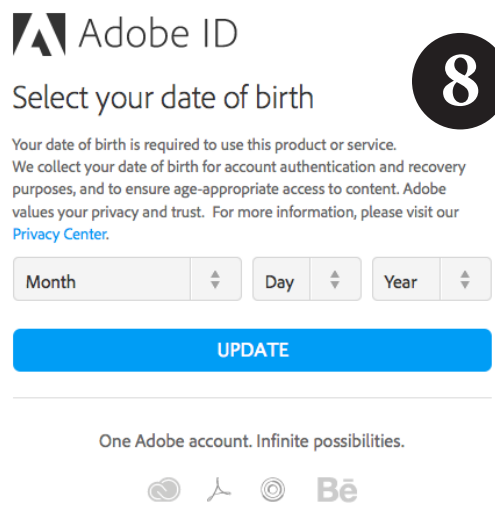

6) Now, you can go back to the Invitation email in Step #1 and click Accept Invitation again. You will then be prompted to sign in with your Adobe ID. Go ahead and use the password you just created and sign in.



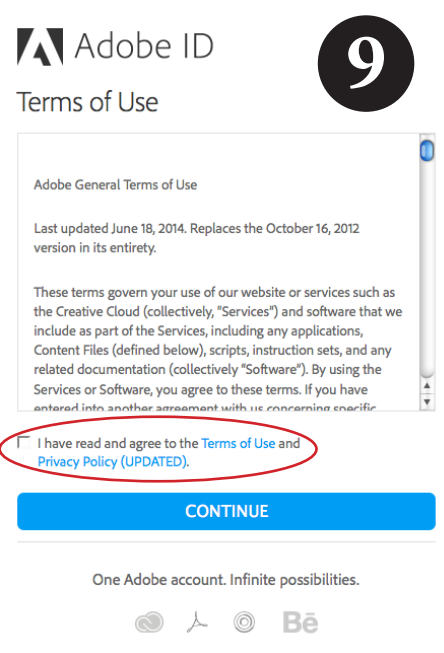
7) Once you've signed in, you'll be prompted that "You've successfully joined the USC Annenberg School for Communication and Journalism Deployment of Adobe Software and Services." Click on **"Continue to Creative Cloud"**



8) You will then be prompted to select your date of birth. Once you've done that, click **"Update"**



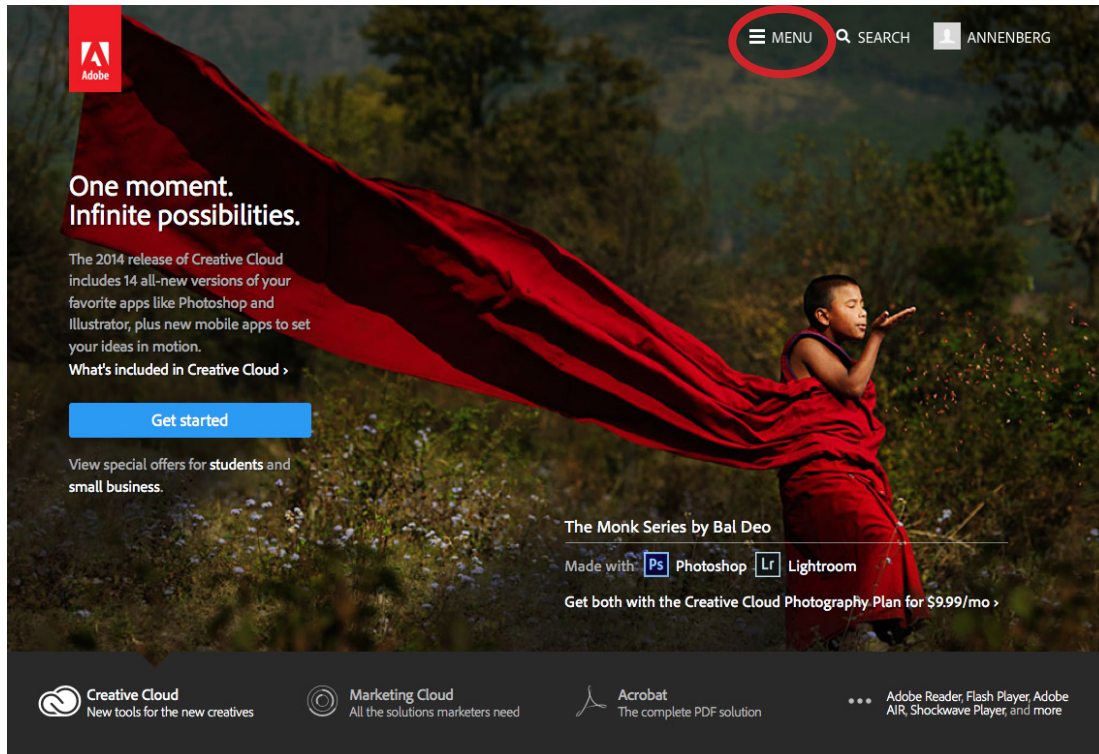
9) Check mark "I have read and agree to the Terms of Use and Privacy Policy" and then click **Continue**.



10) You will then be taken to the Adobe Dashboard. Click on “Menu” in the top right hand corner.

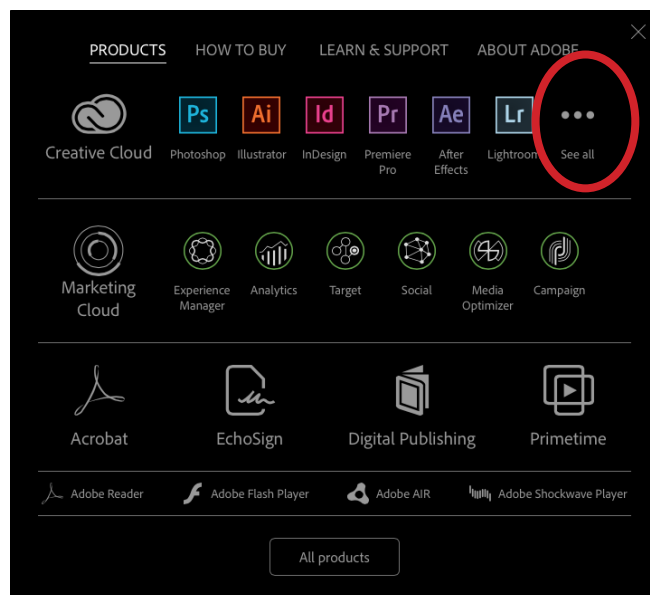


DO NOT CLICK ON GET STARTED.



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11) A window will pop up. Click on “See All”

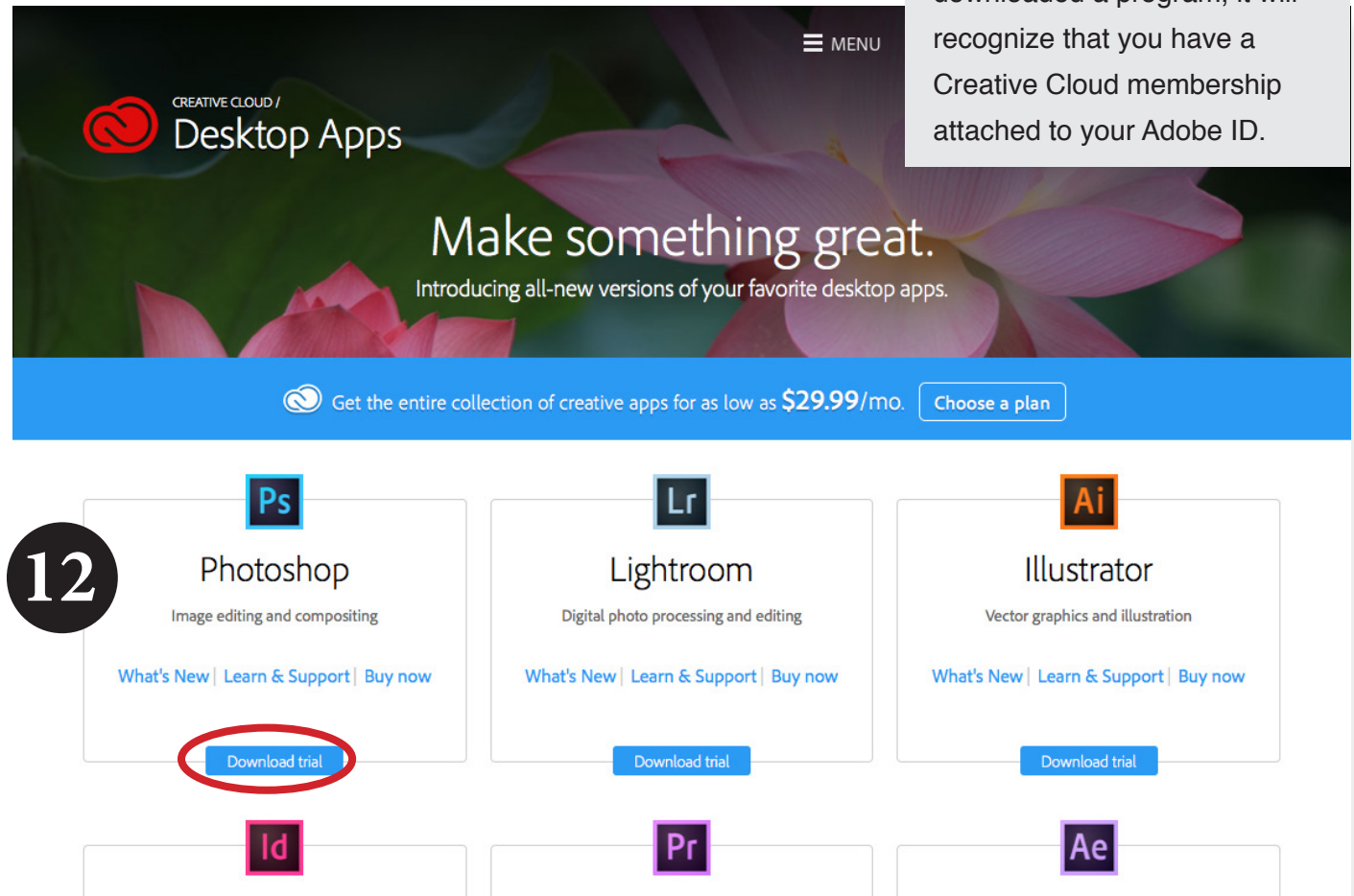


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12) Choose a program you'd like to download first. It doesn't matter what application you choose. You will be able to download them all later on. For this handout, we're going to start with installing Photoshop first. Click "**Download Trial.**"



DO NOT click on Choose a Plan. Ignore that it says "Download Trial." Once you've downloaded a program, it will recognize that you have a Creative Cloud membership attached to your Adobe ID.



13) Adobe requires you to provide some information about your skill level / why you're downloading Photoshop. Make your selections and click **Continue**.

Ps Photoshop: start your 30-day free trial

Next Steps

Help us provide you with the right experience and learning content

My skill level with Photoshop:

I am a:

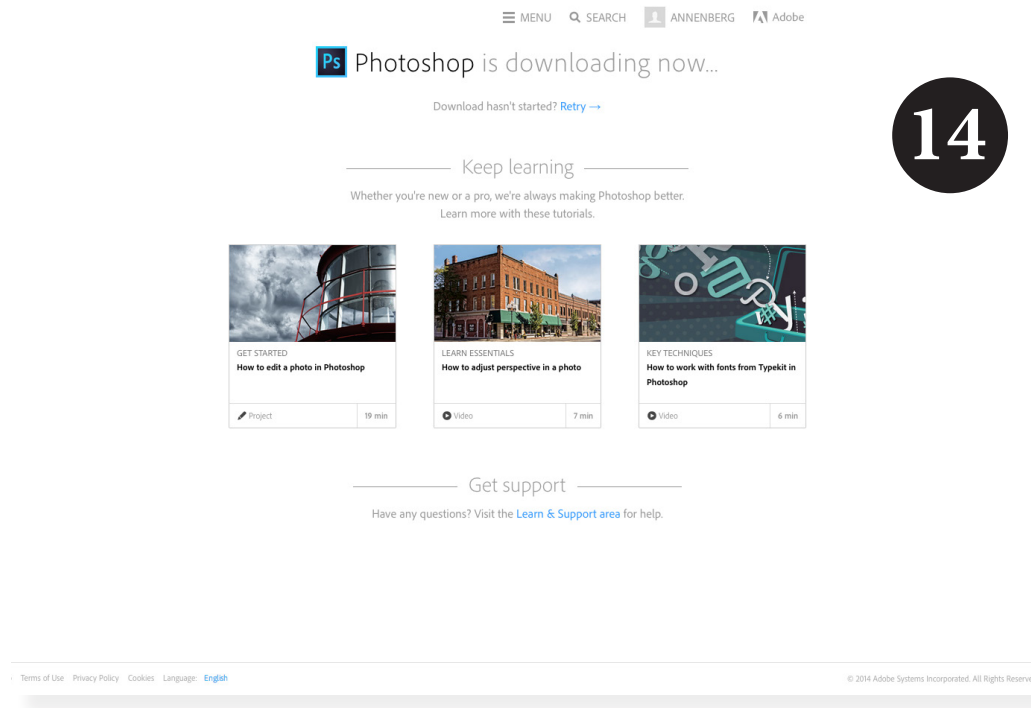
I am downloading Photoshop for:

Request a [consultation](#) for your business or organization.

Continue

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14) The next screen will say “Photoshop is downloading now...” If nothing happens, click “Retry.”

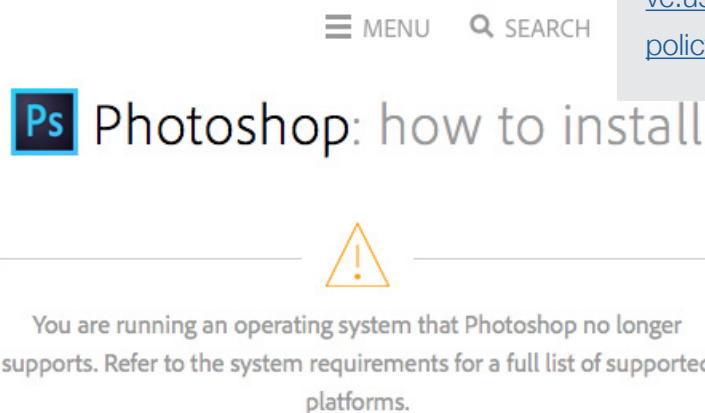


There are several issues that could arise here. If you do not run into these issues, skip to Step #19.

Issue #1: If you are not prompted with downloading now, and instead prompted that “You are running an operating system that Photoshop no longer supports” (as pictured below), you will not be able to download Creative Cloud.



Issue #1: In order to install Adobe CC, you must be running a supported operating system. For Macs, you must be running 10.7 OS X or higher. For PCs, you must be running Windows 7 or higher and it must be 64-bit. Please see vc.uscannenberg.org/new-laptop-policy for minimum requirements.



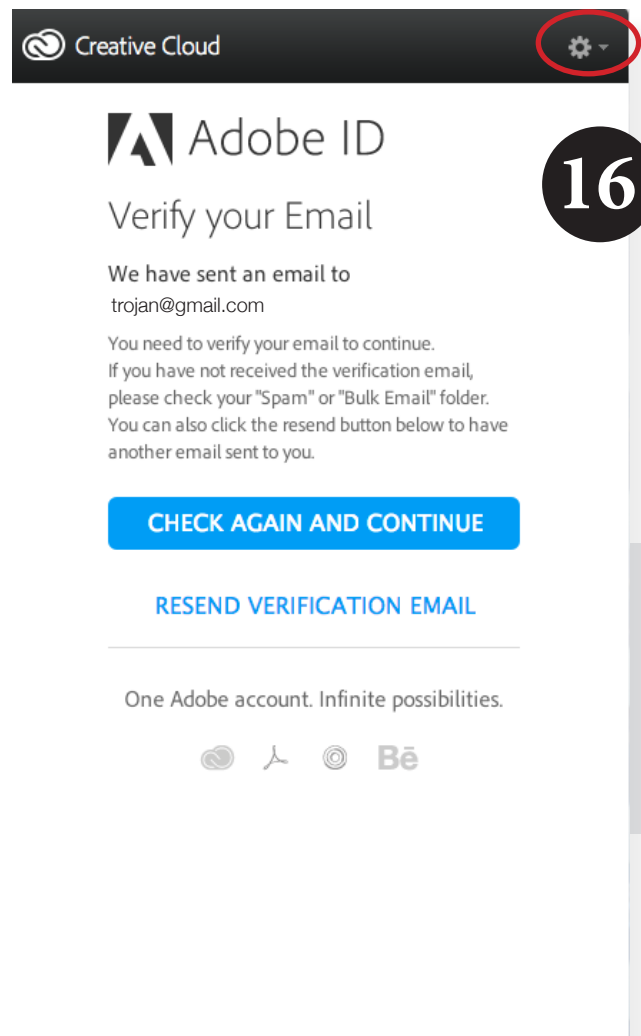
Issue #2: Some users may run into the issue, where instead of downloading the Creative Cloud Installer, it may prompt that “A new version of Creative Cloud is available. Update now?” (Pictured below).

Issue #2: This will appear if you have downloaded a previous Adobe CS version or if you’ve previously downloaded a CC trial.



15) You will be able to download Creative Cloud, but will need to go through an additional process. First, click **Update**. This will update your application to the CC application.

16) The Creative Cloud application will launch and prompt you to verify your email address. Typically, in this situation, you already have an Adobe ID created with a personal email address that you used to access a previous version of CS or to install a CC trial. It will ask you to verify that email address. You will need to access that email address and find the verification email. If you do not receive an email, click on “Resend Verification Email.”

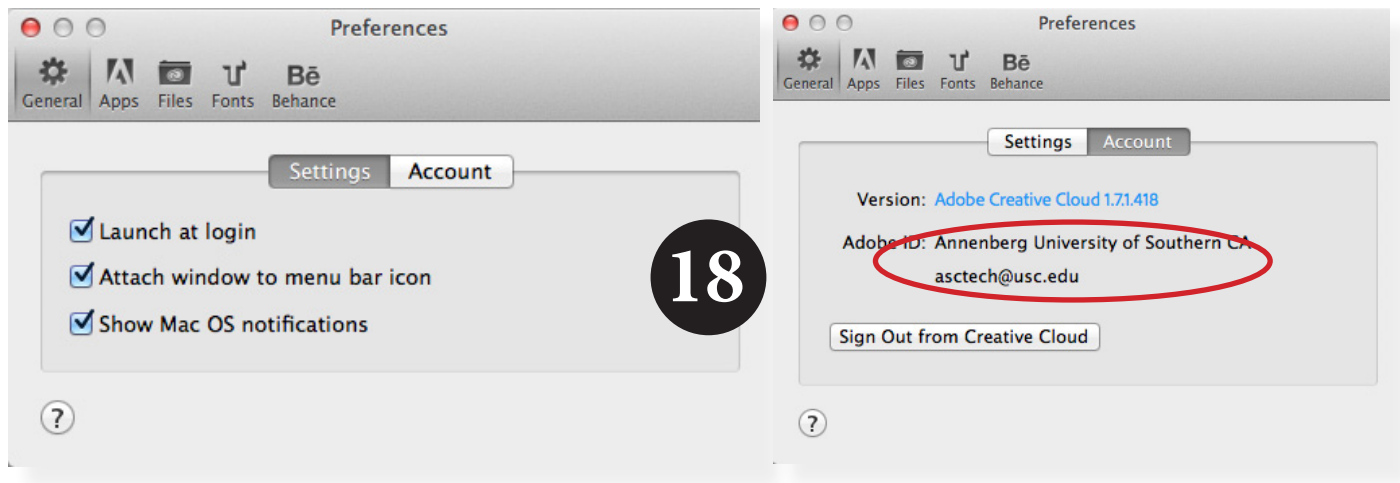


IMPORTANT: Once you’ve done this, you will need to switch your Creative Cloud application to be linked to your Adobe ID connected to your USC email. Click on the gear in the top right hand corner.

17) Choose **Preferences...**



18) A new window will appear. Click on **Account**. This is where you will see what Adobe ID is connected to your Creative Cloud application. Yours will say your personal email address instead of your USC email. Click **“Sign Out from Creative Cloud”** and sign in with the correct Adobe ID that is linked to your USC email. Then proceed to Step #21 (skip steps 19 & 20).



19) Find the Creative Cloud Installer in your Downloads folder. For Macs, it will be a .dmg file and for PCs, it will be an .exe file. Double click on that .dmg or .exe file and it will start installing the Creative Cloud Installer on your device. This will take a few minutes.



Note: The following screenshots are from the install process on a Mac. It may look different on a PC, but it should be similar.

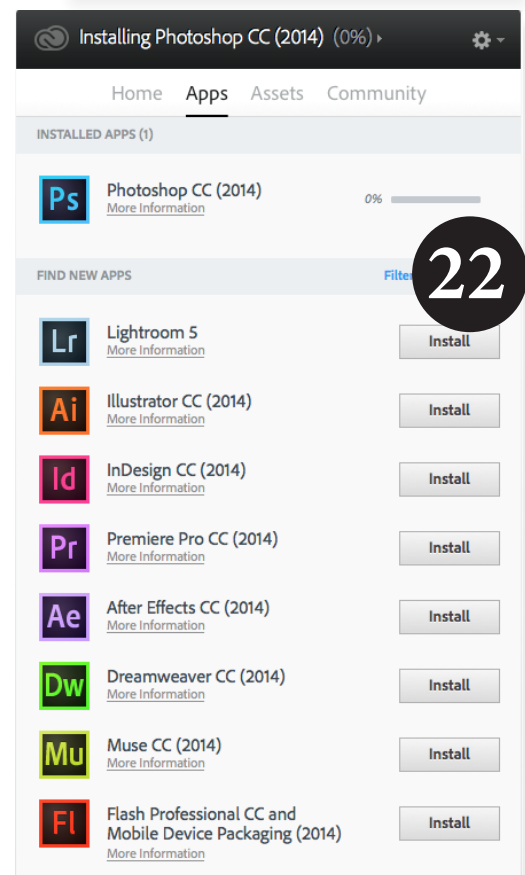
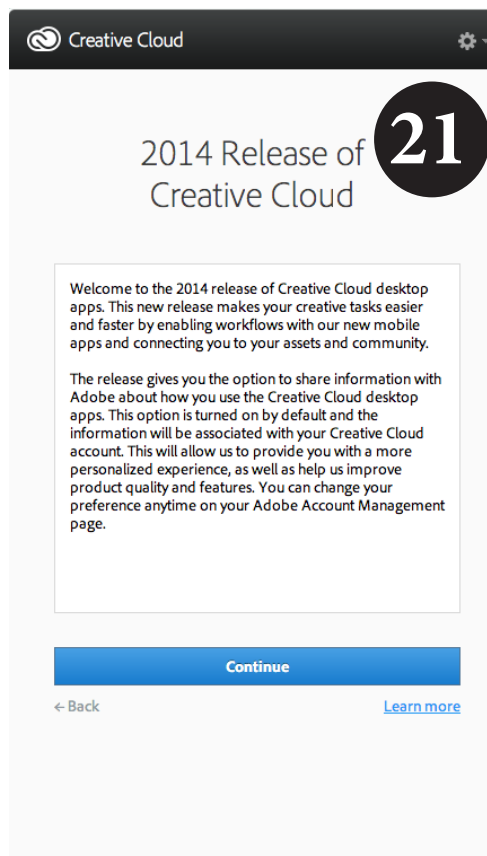
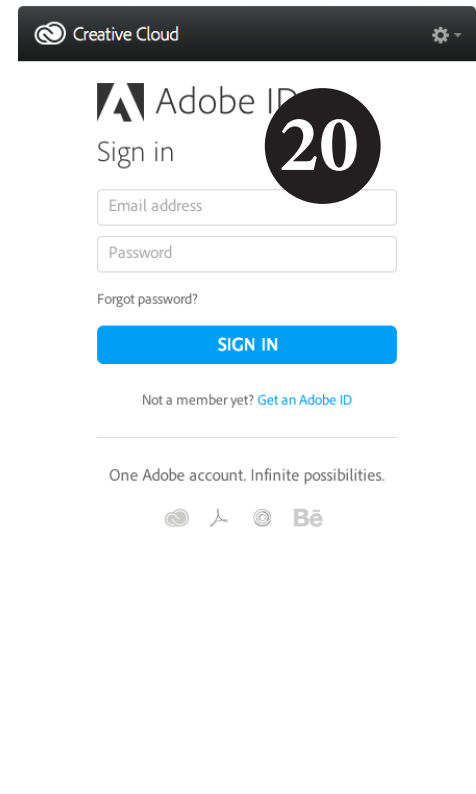


20) The Creative Cloud application will launch immediately after it's done installing. If not, you should see the Creative Cloud application in your Application folder. This Creative Cloud application will be how you access and download all the Creative Cloud programs available in the suite.

You will be prompted to sign in with your Adobe ID. Again, use your USC email, the password you created earlier, and then click **Sign In**.

21) The next screen will welcome you to the 2014 Release of Creative Cloud. Click "**Continue**"

22) The Creative Cloud application will immediately start downloading Adobe Photoshop CC or whichever program you decided to install first. Below that, you will see a list of all the available apps you have access to under your Creative Cloud membership. Simply, click on Install next to any of the programs to start installing it to your own personal device.



Need more help?

The Adobe Creative Cloud Help site:

<https://helpx.adobe.com/creative-cloud/topics/getting-started.html>

Using the Creative Cloud

We hope that you will take full advantage of the Creative Cloud. To learn more about the individual programs, we encourage you to use the tutorials available on Lynda.com (www.usc.edu/its/lynda/) and AdobeTV (tv.adobe.com).