

Accessing Adobe Creative Cloud

Student Remote Access during COVID-19 Outbreak

Introduction

As a result of CUNY campus closures, student access to Adobe Creative Cloud in labs and classrooms is not available. Adobe has provided temporary remote access for impacted students so that they can continue their classwork involving Adobe Creative Cloud applications remotely. The instructions that follow allow CUNY students to install Creative Cloud Desktop applications on their personal device for use during the duration of the COVID-19 outbreak.

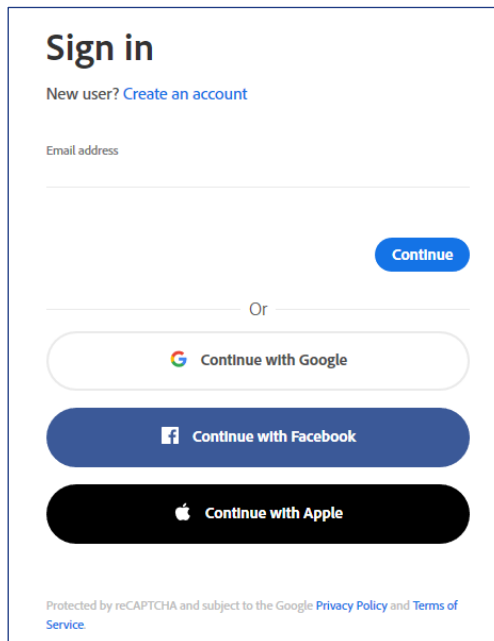
Note:

These instructions are for students only. Faculty and staff should contact their campus [help desk](#) or Adobe software administrator for assistance with issues accessing their Adobe Creative Cloud license.

Installing Adobe Creative Cloud Applications

To install Adobe Creative Cloud applications on your personal device:

1. In your device's web browser, open <https://creativecloud.adobe.com> .
The Adobe Sign In page is displayed.



Note:

Do not use your email, Google, Facebook or Apple credentials—you will only be able to install CUNY-licensed Adobe Creative Cloud applications using your CUNY Login Credentials.

- In the **Email address** field, enter your CUNY Login username (firstname.lastname###@login.cuny.edu) and click **Next**.

The CUNY Web Applications Login page is displayed.

CUNY

Web Applications Login

If you are logging into a University cloud service offering, such as Dropbox or Microsoft Office 365 for Education, you agree to abide by the terms in the [CUNY Acceptable Use of University Data in the Cloud policy](#).

Log in with your [CUNY Login credentials](#):

Username

Password

Login

[> Forgot Password](#) [> New User](#)
[> Forgot Username](#) [> Manage your Account](#)

PROTECT YOUR PERSONAL INFORMATION AND PRIVACY
ONLY enter your CUNY Login password on CUNY Login websites (ssologin.cuny.edu and login.cuny.edu). NEVER share it with others or enter your CUNY Login password elsewhere without the approval of your campus IT department. More information on CUNY's policies regarding user accounts and credentials can be found in the [Acceptable Use of Computer Resources Policy](#).

- Enter the following information and click **Login**:

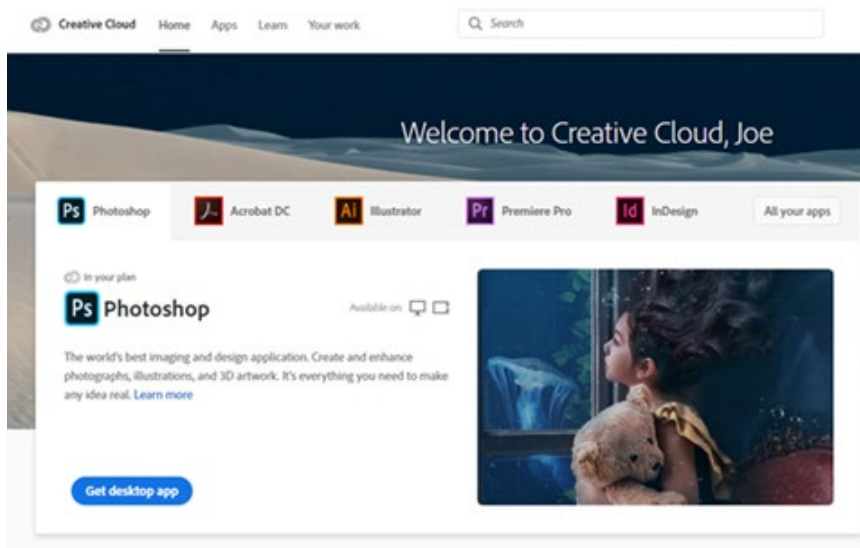
Username

Enter your CUNY Login username (firstname.lastname###@login.cuny.edu).

Password

Enter your CUNY Login password.

The Creative Cloud web site is displayed.



4. In the Creative Cloud website, browse for and download your desired application.

Click the **Apps** menu on the top of the page to view all apps.

For more information on how to download or install apps, see [Download and Install Creative Cloud apps](#).

Getting Help with Adobe Creative Cloud

Students should contact their campus [help desk](#) or licensing coordinator for issues with their CUNY Login credentials or accessing the <https://creativecloud.adobe.com> web site.

For help downloading, installing or using Adobe Creative Cloud applications, students should visit the following Adobe web pages:

- [Creative Suite Learn & Support](#)
- [Adobe Help Center](#)
- [Common questions | Creative Cloud](#)
- [Contact Customer Care – Adobe Support](#)