



How to Authenticate for Adobe Apps with Named User Licenses

David Raco - 2020-01-22 - Comments (0) - Adobe

You must secure a named user license through the Information Technology department before you can use Adobe's Creative Cloud apps on your own computer. Licenses are limited and are reserved for faculty and staff use. Contact the IT Helpdesk at 541-552-6900 if you are a student in need of access to Adobe Creative Cloud. We will help you locate a computer lab where we have Adobe Creative Cloud installed.

Named user licenses entitle you to use all of Adobe's Creative Cloud apps, including Adobe Acrobat Pro DC for PDFs, using your SOU email address and password. If you think you need a named user license but you don't yet have one, contact your [Computing Coordinator](#).

If you need to install the apps, please visit our [Knowledgebase section on Adobe](#) and select the instructions that apply to your situation (work computer or personal computer).

After you have installed the apps, you can sign in using your SOU credentials by following the below instructions.

Step 1 - Click Help in the menu bar within any Adobe application

The Adobe app will likely prompt you to sign in when you launch it. Click the Sign In button to get started.



If the app does not prompt you, you can access the sign-in option through the Help menu.



If you are not signed in, you will see **Sign In/Sign Out** in the Help menu, which you should click to advance to the next step. If you are signed in, you will instead see Sign Out with your SOU email address in parentheses, in which case you do not need to do anything else.



Step 2 - Sign in with your SOU email address

After you have clicked on the Sign In/Sign Out menu item in the previous step, you should be presented with Adobe's log in screen. Use your full SOU email address.

If you see the option to **Sign in with an Enterprise ID**, use it!



NOTE: If you are given the choice between using your "Adobe ID" or your "Enterprise ID" in this step, choose the Enterprise option. You will only see both options if you have previously created a personal Adobe account using your SOU email address.



Step 3 - Authenticate with your SOU credentials

The link in the previous step will redirect you to a new sign-in page where you should enter your SOU email address (e.g. racod@sou.edu). As soon as you try to enter your password, the app will redirect you to our familiar SOU login services page where you should enter your credentials as usual being sure to use your username and not your full email address.

