



Frequently asked questions

The following are answers to common questions about Adobe® Creative Cloud™ for teams membership, purchasing, security, and storage.

CREATIVE CLOUD

What is Adobe Creative Cloud?

Creative Cloud brings together everything you need to create your greatest work. One simple membership gives you and your team:

- Access to the very latest versions of all the Adobe professional creative desktop applications like Adobe Photoshop®, Adobe Illustrator®, and more.
- New features and upgrades as soon as they are available.
- Cloud storage and file sharing capabilities so you can reliably access your files wherever you are, even on your mobile device, and you can share your concepts with clients or colleagues more easily than ever.
- Cloud-based services to let you build and publish websites, mobile apps, iPad publications, and content for any medium or device.
- Behance® integration so you can publish your customized portfolio on your own URL, and plug into the world's largest creative community to get inspired, get feedback, and find new opportunities.

The new Creative Cloud app for your desktop keeps your entire creative world in sync and organized. Download and manage the latest product updates, keep tabs on your work and your followers on Behance, and more—all right from your desktop.

What is Creative Cloud for teams?

Creative teams have specific creative, collaboration, and administrative requirements to help them deliver their best work. We designed Creative Cloud for teams to meet these needs. Creative Cloud for teams is available in two plans—complete and single app.

With the Creative Cloud for teams complete plan, you not only get the latest Creative Cloud apps and all future releases and innovation, but you also receive the very latest Creative Cloud services and business features team members need to create and collaborate with their peers. This includes:

- 100GB of file storage per seat and the ability to share files and capture all activity in one place.
- Two 1:1 consulting sessions per seat per year with Adobe's expert services support organization.
- Centralized administration tools that make it easy for IT to purchase, deploy, and manage Creative Cloud along with the changing needs of your team.

With the Creative Cloud for teams single-app plan, you get access to one CC desktop app of your choice, 20GB of storage, Behance® ProSite, and centralized administration tools to easily add, track, and reassign seats across your organization.

Why did Adobe rename Creative Suite® to Creative Cloud (CC)?

Our vision for Creative Cloud is beyond just offering our creative applications for download. We are building a platform that allows you to work when and where you want, and makes the community a key part of the creative process.

The integration with Adobe Creative Cloud is one of the main areas of focus for this and future releases, with an overall goal of making it easier to work across multiple machines and devices, as well as enabling collaboration and discovery within the creative community.

The new naming reflects this focus and captures that these applications enable new workflows within Creative Cloud.

Are all of Adobe's products now only available via Creative Cloud?

Desktop tools that were part of the Creative Suite family, as well as Adobe Muse™ CC, and Edge Tools and Services, are now only available as part of Creative Cloud. Other desktop tools, such as Adobe Acrobat® and Photoshop Lightroom® continue to be available outside of Creative Cloud. For information about specific products, refer to the product pages on Adobe.com.

PURCHASING AND GETTING STARTED

What plans are available for Creative Cloud for teams?

Adobe offers two Creative Cloud for teams plans—complete and single app. The complete plan offers everything you need to do your best work, including all Creative Cloud apps and services, exclusive business features, 100GB of cloud storage for file sharing and collaboration, Adobe expert support, and centralized admin tools. If you need only one CC product, the single-app plan includes access to the latest version of one CC desktop app of your choice such as Photoshop® CC or Illustrator® CC, Behance® ProSite, 20GB of cloud storage for file sharing and collaboration, and centralized admin tools.

What is included in the Creative Cloud for teams complete plan?

The complete plan gives you:

- The latest version of all CC desktop apps, including Photoshop CC, Illustrator CC, After Effects® CC, Acrobat® XI, Lightroom® 5, and many more as well as updates and upgrades the moment they are released
- Access to all Creative Cloud services such as Behance ProSite, Digital Publishing Suite, and Business Catalyst®
- 100GB of online storage for file sharing and collaboration
- Two one-on one sessions per year with Adobe expert support
- Centralized administrative tools to add, manage, and reassign seats

What is included in the Creative Cloud for teams single-app plan?

The single-app plan gives you:

- The latest version of one CC desktop app of your choice (such as Photoshop CC or Illustrator CC) and access to all of the other CC apps as a free 30-day trial, as well as updates and upgrades the moment they are released
- 20GB of online storage for file sharing and collaboration
- Centralized administrative tools to add, manage, and reassign seats

Which Creative Cloud desktop apps are available for the single-app plan?

The following are available for the single-app plan: Adobe Photoshop CC, Illustrator CC, InDesign® CC, Adobe Muse™ CC, Dreamweaver® CC, Flash® Professional CC, Edge Inspect CC, Edge Animate CC, Adobe Premiere® Pro CC, After Effects CC, Audition® CC, SpeedGrade® CC, InCopy® CC, and Prelude® CC.

Can I combine both complete and single-app plans under the same Creative Cloud for teams membership?

Yes. Both complete and single-app seats are managed via the easy-to-use Admin Console—a web-based portal that lets you centrally purchase, deploy, and manage all Creative Cloud for teams seats across your organization under one membership agreement.

What's the difference between the Creative Cloud single-app plan sold on Adobe.com and the new Creative Cloud for teams single-app plan available from resellers? Why does the team plan cost more?

The plan sold on Adobe.com is intended for individuals, not volume licensing customers. Unlike an individual plan, which belongs to a person, a Creative Cloud for teams membership belongs to and stays with the organization. The team plan comes with an Admin Console to centrally purchase and manage the subscription, including the ability to re-assign the membership to another team member as needed. It also comes with Creative Cloud Packager, a tool to centrally package and deploy the CC apps, as well as manage updates. Individual plans sold through Adobe.com must be purchased with a credit card while Creative Cloud for teams plans can be purchased through a reseller using a purchase order.

How can I purchase Creative Cloud for teams?

You can purchase Creative Cloud for teams through a channel reseller by becoming a member of Adobe's Value Incentive Plan (VIP) licensing program.

What is Adobe's Value incentive Plan (VIP)?

You may be familiar with Adobe's CLP and TLP volume licensing programs that are available for purchasing licenses of Adobe's perpetual software. Value Incentive Plan (VIP) is Adobe's new membership-based buying program that customers join to purchase Creative Cloud for teams through the channel. There is no cost to join the VIP program.

One of the unique benefits of the VIP program is the ability for customers to immediately download and deploy Adobe's subscription-based products while the billing cycle is still in process. Immediate fulfillment means that your employees and team members no longer have to wait for the ordering process to be complete and can start using products as soon as they are assigned a seat.

In addition, with VIP there are no minimum purchase requirements.

How do I join VIP?

Joining VIP is quick and easy. Your reseller will send you an email inviting you to join the program. Once you review and accept the terms of the program (there is no obligation to buy), you will be assigned a VIP ID, which you will use to place all orders.

As a VIP customer, how do I purchase Creative Cloud for teams?

As a VIP customer, you can purchase Creative Cloud for teams from your reseller of choice by providing your VIP ID, and a confirmation email will be sent to you when seats are added. If you purchase product from two different resellers, you can use the same VIP ID or create two separate IDs, giving you flexibility on how you want to manage your subscriptions.

Alternatively, you can log on to *creativecloud.com* and add seats directly to your Creative Cloud for teams membership. Note that when you add seats directly through Creative Cloud, your reseller will be notified, and you have 30 days to send them a purchase order.

You can track your seats and status of payments on a seat-by-seat basis within Creative Cloud.

Why does Creative Cloud for teams cost more than Creative Cloud for individuals?

A team membership includes all of the great features and benefits that come with an individual membership, plus:

- **Centralized administration:** A centralized purchasing and license management console to easily assign and transfer seats at no cost, add seats, and track usage.
- **Centralized deployment:** Centrally deploy all apps or a customized subset. Admins can also block services and online storage access while on the corporate network.
- **Additional storage for the complete plan:** 100GB of storage per user—five times what individual or single-app Creative Cloud members have.
- **Expert support:** Exclusive access to Adobe experts via 1:1 sessions (two per year, per person).

I have invested in Creative Suite in the past. Can I get a discount to upgrade to Creative Cloud for teams?

Yes. For a limited time, customers who have a commercial license for CS3 or later are eligible for an introductory offer to get their first year of Creative Cloud for teams membership at a discounted rate. Consult your reseller for more details about this offer.

How do I add seats to my Creative Cloud for teams membership?

You can add complete or single-app seats at any time. However, you will need to place an order with your reseller within 30 days to complete your transaction. If you do not place your purchase order within 30 days, you will not be able to add any more seats, and your unpaid seats may be deactivated. All additional seats will co-terminate with your original anniversary date.

You can track your seats and status of payments on a seat-by-seat basis within Creative Cloud.

My company already has Creative Cloud for teams. How do we add single app? Does it require a new VIP membership?

Adding new Creative Cloud for teams seats—whether single app or complete—is easy. Simply call your reseller, or go to the Admin Console. Any seats that you add will be under your existing VIP number.

If I add single-app seats to my existing Creative Cloud for teams account, will they co-terminate with my existing seats?

Yes, any new Creative Cloud for teams seats that you add—whether single app or complete—will be pro-rated and co-terminate on your existing anniversary date.

Is there an upgrade path from single app to complete?

No, at this time there is not an upgrade path. If you are a single-app subscriber and would like to move to the full version, at the end of your membership you will simply sign up for a complete plan.

Can I purchase a perpetual license for the new Creative Cloud (CC) applications that were announced in May 2013?

No. The new CC versions of the applications are only available through Creative Cloud offerings for individuals, teams, and enterprise. Adobe does not have any current plans to release future CC tools outside of Creative Cloud. (Note: Adobe Acrobat XI continues to be available through a perpetual software license.)

Can I use the software I downloaded from Creative Cloud on multiple computers?

Yes. You can use the applications available in Creative Cloud on two computers at once, regardless of operating system, for the individual associated with the Creative Cloud membership.

In what languages is Creative Cloud available?

Currently, the Creative Cloud website is available in English, Czech, Danish, Dutch, Finnish, French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, and Turkish—with the goal to make Creative Cloud widely available as soon as possible.

CREATIVE SUITE

I heard Adobe launched the latest CS products. How can I upgrade to CS7?

Adobe launched the new Creative Cloud versions of the desktop apps, such as Adobe Photoshop CC and Illustrator CC, and there will not be a CS7 release of the creative desktop apps. To get the CC versions, you need to become a Creative Cloud member.

Can I purchase a perpetual license for Creative Suite 6?

Customers can continue to purchase Adobe Creative Suite 6 perpetual licenses through Adobe's volume license programs through authorized resellers.

For how long will Adobe continue to sell Creative Suite 6?

We plan to sell Creative Suite 6 for use on supported platforms indefinitely.

HOW CREATIVE CLOUD WORKS

Do I need ongoing Internet access to use my Creative Cloud desktop applications?

No. Your Creative Cloud desktop applications (such as Photoshop and Illustrator) are installed directly on your computer, so you will not need an ongoing Internet connection to use them on a daily basis.

You will need to be online when you install and license your software. If you have an annual membership, you'll be asked to connect to the web to validate your license every 30 days. However, you'll be able to use products for 180 days even if you're offline.

Do I have to download and install all of the applications available in Creative Cloud all at once?

No. Creative Cloud enables you to install each application individually whenever it works best for you. Mix and match and install whatever you want—you have the freedom to choose which applications you want to install.

Can I send a file to people who don't have a Creative Cloud membership? Will they be able to view or share the file?

Yes, files created by the CC apps, like Photoshop, can be shared like any other file. For example, you can share files through email, FTP, and so forth.

In addition, Creative Cloud sharing features let you share files with people who aren't members of Creative Cloud by allowing them to view the files in a browser. Viewers can turn layers on and off, view relevant metadata, comment, and even download files for editing.

As a Creative Cloud member, when an upgrade to an application becomes available in Creative Cloud, am I required to install it?

No. You are not required to install any new version of the applications available in your membership. You can continue using your current version of the product as long as you have an active subscription. You have flexibility on when you install a new release to take advantage of new product features, if you choose to do so.

I already have the traditional licensed version of a previous Creative Suite application on my computer. Can I install and run the Creative Cloud applications at the same time?

Yes, you can run the traditional, perpetual licensed versions of your older Creative Suite applications at the same time you run the latest Creative Cloud versions of those same applications.

What happens if I decide to stop my Creative Cloud membership?

You will continue to have access to free Creative Cloud member benefits, and if you saved your work to your computer, you will continue to have access to those files. You will no longer have access to the Creative Cloud applications or most of the services that are components of a Creative Cloud membership.

I just purchased CS6, but I want to switch to Creative Cloud. Can I return it?

If you bought directly from Adobe within the last 30 days, you can contact customer support to return the product. Any Adobe product purchased from any seller other than Adobe may only be returned to the seller from which the product was purchased, in accordance with that seller's return policy.

DESKTOP APPS AND PRODUCT UPDATES

What are the new Creative Cloud (CC) applications?

The CC applications are the latest release of the creative applications, like Photoshop and Illustrator, which are available as part of your Creative Cloud membership.

How often will Adobe be adding new features to Creative Cloud?

Adobe plans to add new applications, features, and updates to Creative Cloud on an ongoing basis. As these features become available, notifications are sent to users through their activity stream in the Creative Cloud app.

If I am not a member of Creative Cloud, will I have access to the new CC applications and features recently announced?

The new CC versions of the applications are only available through Creative Cloud offerings for individuals, teams, and enterprise. We do not have any current plans to release future CC tools outside of Creative Cloud.

Do Creative Cloud members have access to previous versions of Creative Cloud apps?

As a paid Creative Cloud member, in addition to always having access to the latest versions of the apps, you can also download and use a selected set of archived versions of each of our CC apps. Starting with CS6, select older versions of the desktop creative apps will be archived and available for download. Archived versions are provided as-is and are not updated to work with the latest hardware and software platforms.

Can the new CC applications export to CS6?

Many of the Creative Cloud applications provide the ability to export files to the equivalent Creative Suite 6 version of the application. This allows you to export your work to Creative Suite 6, which is available via a perpetual software license.

Adobe plans to continue to support the ability to export to Creative Suite 6 in applications where it is available when it ships.

New features added to the applications after Creative Suite 6 may not be supported in the exported file or supported by the Creative Suite 6 application.

DATA SECURITY

What is Adobe's approach to security in the cloud?

Adobe Creative Cloud uses industry-leading encryption technology to secure the transfer and storage of our members' data. When you use the service and transfer files, 256-bit AES Secure Sockets Layer (SSL) encryption is used for both user authentication and data transfer encryption, helping to ensure that your data and documents are available only to you and the users you authorize. This is the same industry-leading technology used by the world's financial institutions and governments. The service issues a session cookie only to record authentication information for the duration of a specific session. The session cookie does not include the username (Adobe ID) or password of the user. For stored Creative Cloud assets, users benefit from the industry-leading security and certifications provided by Amazon Web Services.

My organization wants to block access to certain services such as storage and community features available through Creative Cloud. Is this possible?

Yes, your IT administrators can block users from accessing the online services. The online services and their URLs are listed at www.adobe.com/go/integratedservices.

You can also deploy Creative Cloud applications independent of the cloud-based services using Creative Cloud Packager. Creative Cloud Packager is available through the Creative Cloud for teams Admin Console.

CREATIVE CLOUD STORAGE

Can I store any kind of file in Adobe Creative Cloud, or just Adobe files?

There are no restrictions on the file types you can store in Creative Cloud.

Can I buy additional Creative Cloud storage?

Additional storage will be available for purchase later in 2013. If you have reached your storage limit, contact Adobe Customer Service.

What happens to my files in the cloud if I cancel my membership?

If you cancel your paid membership, you will still have access to the free level of membership, which provides 2GB of storage. You will have a 90-day grace period to download your files to your local machine and delete online files to get your cloud storage down to 2GB (or to purchase additional storage separately if you choose). If you leave more than 2GB of files in your cloud storage for more than 90 days, you may lose access to some or all of your files.

How do I prevent end users from using their Creative Cloud for teams storage?

There is no way to centrally disable access to Creative Cloud storage. If end users have access to the web via a browser, they also have the ability to store their files in the cloud. However, if the end users are on a corporate network and using company-administered machines, the following network calls can be blocked via the organization's firewall, thereby blocking use of storage while on the network:

- <https://creative.adobe.com/api/assets>
- <https://creative.adobe.com/api/collections>
- <https://creative.adobe.com/api/share>
- <https://creative.adobe.com/files> — port 443

Note: The services blocked on the website may be accessible via other endpoints not related to the site, and the site may be the only access point for services that should not be blocked. The full list of online services and their URLs are listed in the Adobe Creative Cloud Network Endpoints PDF file (which you can download at www.adobe.com/content/dam/Adobe/en/devnet/creativesuite/pdfs/ServiceAndSiteURL_List.pdf).

GLOBAL TEAMS

My company is global. Can I invite team members to join from multiple countries (for example, one from the U.K., one from Germany)?

Yes. If you purchased Creative Cloud for teams via a reseller partner, you must do one of the following in order for this to work: purchase all licenses centrally from a WW ALC (but specify a "deploy to" in LWS for each country where you are deploying), or have your local offices buy from their local resellers (using the same VIP ID that was initially created for your company). If you purchased Creative Cloud for teams on Adobe.com, you do not need to specify anything during the order process.

One of my team members is going overseas for an extended stay. Can he/she still continue to use Creative Cloud for teams?

Yes, the product continues to work as long as it is associated with an Adobe ID.

One of my team members is going overseas to China for an extended stay. Can he/she still continue to use Creative Cloud for teams?

Adobe does not currently sell Creative Cloud for teams in China. However, the product will continue to work inside China as long as it was purchased in a country in which it is currently sold. Updates issued while your team member is in China potentially may take longer to download and install because of latency issues. All hosted service components of Creative Cloud (such as file storage, Behance, and so forth) currently reside on servers outside of China. As a result, Adobe cannot guarantee that the Creative Cloud hosted services will be reliably accessible from within China—or from within any nation that regulates and sometimes blocks access to websites and services outside its borders.

LICENSING RULES

I have multiple employees who share the same computer. Can they share one Creative Cloud for teams license?

Creative Cloud for teams follows a named user deployment model, which means that each user needs to have his or her own Creative Cloud license, even if they share a computer.

Creative Cloud for teams can be installed on two computers. Does this mean that I could have two users using the same account?

No, two users cannot share one Creative Cloud for teams account—it is two installations per user.

I manage a computer lab. Can we use Creative Cloud for teams in this environment?

To use Creative Cloud for teams in a computer lab environment, each user needs to have his or her own Creative Cloud for teams account. For qualified education customers who want to deploy software on lab or classroom computers, the best option is to purchase Creative Cloud desktop applications via an enterprise program such as Enterprise Term License Agreement (ETLA) or Education Enterprise Agreement (EEA).

We have hundreds of computers that are used by different staff, educators, and students all over our school/campus (such as the library, the counseling office, the media lab, classrooms, and administrative offices). What is the best way to deploy Creative Cloud in this case?

The Creative Cloud desktop applications are best suited for lab and classroom settings and should be purchased via an enterprise program such as Enterprise Term License Agreement (ETLA) or Education Enterprise Agreement (EEA).

Can I use generic email addresses for my users, or does each email address need to be assigned to a specific user within my company?

You can use a generic email address (such as info@company.com), however it cannot be shared with multiple users; each user must have their own license.

I want to move from Creative Cloud to Creative Cloud for teams. Is this possible?

Yes, if you have an individual Creative Cloud membership and are interested in moving to Creative Cloud for teams, you can cancel your existing membership at no charge by calling Adobe Customer Care.



Adobe

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