Adobe Creative Cloud  
Using the Desktop App (Mac)

Introduction

The Adobe Desktop app is a single app that enables you to sign in and connect directly to Adobe to launch, install, uninstall, and update Adobe CC apps on demand. No administrator rights are required with the desktop app.

The following procedures are only applicable if faculty/staff have already completed the TU Adobe Request/Approval process to register for access to Towson Adobe enterprise software. After registering and approval, the Adobe Creative Cloud Desktop app will be sent to your university computer via the Software Center. These procedures are for faculty, staff, and student employees only. Students are only licensed for Adobe software installed in university classrooms and computer labs.

Installation Requirements

- Computer should be plugged into an electric outlet.
- Quit all running applications; they interfere with Adobe installations and don’t work on the computer until the installation is completed.

Installation

On a Mac, the installation of the Adobe Creative Cloud Desktop app is performed via the Self Service App.

1. Launch the Self Service App from either the Dock or the Launchpad.

![Self Service App](image1)

Figure 1

2. Locate the Adobe CC Desktop App and click the corresponding Install button.

![Adobe CC Desktop App](image2)

Figure 2
3. The **Adobe CC Desktop App** window will appear. Click the **Install** button.

![Figure 3](image)

4. When the software has finished installing, the **Install** button will change to **Reinstall**. Click the **Close** button and then exit the **Self Service** app.

![Figure 4](image)

**Signing into the Adobe CC Desktop App**

Since the Adobe CC license is connected to your NetID, you must use your Towson University email address and password to utilize the app. After the first launch of the app, it will launch and load itself automatically into the menu bar on your Mac for subsequent sessions. If you are sharing a computer with someone else, you must sign out of the app before logging off. Follow these steps to sign in:

**Launching the App (First Use)**

1. Locate the **Applications** folder and double click the **Adobe Creative Cloud** folder.

![Figure 5](image)
2. The **Adobe Creative Cloud** folder will open. Double click on the **Adobe Creative Cloud** icon.

![Adobe Creative Cloud folder open with Adobe Creative Cloud icon highlighted](image)

**Figure 6**

3. The **Adobe Creative Cloud** icon will appear in the menu bar.

![Adobe Creative Cloud icon in menu bar](image)

**Figure 7**

### Signing In

1. Click the **Adobe Creative Cloud** icon in the menu bar and then click the **Sign in with an Enterprise ID** link.

![Adobe Creative Cloud sign in window](image)

**Figure 8**

2. In the **Email address or domain name** field, type your Towson University email address and then press the **Tab** key. The **Choose an account for** screen will appear.
3. Click the **Enterprise ID** button. You will be redirected to the **Towson University Authenticated Login** screen.

![Figure 9](image)

4. In the **Towson University Authenticated Login** screen, type your **Username** (NetID) and **Password** and then click the **Login** button.

![Figure 10](image)

5. The **Adobe Creative Cloud** app will sign in and begin to load. When you are signed into the app, the icon will turn black in the menu bar.

![Figure 11](image)

**Note:** Upon first login, the app will take some time to catalog the Adobe applications on your machine. This is completely normal.
Sign Out

If there are multiple users that utilize your workstation you must sign out of the Adobe CC app before logging off of the computer. Follow these steps to sign out:

1. In the menu bar, click on the Adobe Creative Cloud icon.
2. Click on the user silhouette button.

3. In the drop down menu, click the Sign out button.

Using the Adobe Creative Cloud App

The Adobe Creative Cloud app enables you to manage the installation and update of any Adobe software on your computer. Since these programs can take up a considerable amount of space on your hard drive, it is recommended that you remove any Adobe software you do not use. In the future, if you decide to use any of the Adobe software you removed, the app enables you to reinstall.

Installing Software

To Install Adobe software through the Adobe Creative Cloud app, click the Install button corresponding to the program you wish to use. When the install has completed, the Install button will change to an Open button.
Uninstalling Software

In order to save storage space on your machine, it is recommended that you uninstall any Adobe apps that you do not use. If you choose to use the uninstalled app in the future, you will be able to reinstall it through the Adobe Creative Cloud app. Depending on the button corresponding to your app, there are two ways to uninstall.

Multiple Versions of the Software

If there are multiple versions of the program, you will be able to expand the menu to see all versions.

1. In the Creative Cloud app, expand the list of versions by clicking on the triangle beside the listed program you wish to uninstall. The list will expand with all versions of the program that are currently installed.

2. Click the down arrow corresponding to the software you wish to uninstall. In the drop-down menu, click the Uninstall option.

3. A window will appear asking if you would like to keep your app preferences. If you plan on utilizing this software in the future and like your preferences, click the No, keep app preferences button. If you wish to disregard any saved preferences, click the Yes, remove app preferences button.
4. The selected software will begin to uninstall.

**One Version of the Software**
To uninstall when there is only one version of the software, follow these steps:

1. Click the down arrow beside the Open button.
2. Select **Uninstall** from the drop down menu.

3. A window will appear asking if you would like to keep your app preferences. If you plan on utilizing this software in the future and like your preferences, click the **No, keep app preferences** button. If you wish to disregard any saved preferences, click the **Yes, remove app preferences** button.

4. The selected software will begin to uninstall.

**Updating Software**
Click the **Update** button corresponding to the Adobe program you wish to update. If you wish to update all of your installed Adobe apps, click the **Update All** link.
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Figure 20