

Frequently Asked Questions: Adobe CC Software

ADOBE SOFTWARE LICENSING

Adobe CC applications are used widely across Towson academic disciplines. To ensure that Adobe software is available for students on thousands of computers in classrooms and computer labs, Student Technology Fees (STF) fund Adobe CC software licenses for the entire university.

STF funds are dedicated solely to funding classrooms and computer lab technology. Towson employees including faculty, staff, and student employees are granted access to Adobe software on university office computers on a case-by-case basis after meeting the Adobe Software Requirements below. There is no cost for Adobe software to colleges and departments for employees.

Why just fund the Adobe Applications? Why not cover the costs for all software needed for teaching and academic purposes?

Determining whether software is eligible to be funded through student technology fees is a deliberate and thoughtful process. Products used by multiple departments and colleges, or products that provide a common method to support and manage computer systems used by students are given funding consideration. Products used for specific courses, products that are used by a narrower range of departments and colleges, or products tied to curriculum or the support of a program's infrastructure (like servers, apparatus controllers, etc.) are generally not covered.

ADOBE SOFTWARE REQUIREMENTS

1. Why is an approval and registration necessary for Adobe software?

Adobe software is expensive and approval is necessary to confirm that university funds are granted to employees that need Adobe CC software to conduct academic, research, or business for the university.

Registering for Adobe software is necessary to grant Towson employees access to sign in to the Adobe cloud and software on university_office computers. Additionally, the registration list provides a license count needed to reimburse the STF funds.

To register for access to Adobe software follow the [Adobe CC Request Procedures](#).

2. What are the requirements for Adobe CC software?

See [Adobe Computer Requirements](#).

3. What is the Adobe Creative Cloud Desktop app?

The Creative Cloud Desktop app is required for Towson employees to sign in to the Adobe cloud with your Towson email account enabling you to launch, install, uninstall, and update Adobe apps and access Adobe services on demand. For information on installing and using the desktop app, see appropriate procedures below.

[Mac](#)

[Windows](#)

4. Will I have access to Adobe software if I leave or retire from Towson University?

No. When employees leave university employment or retire, their Towson Enterprise license is cancelled. You will not have access to sign in to the Adobe cloud or run the Adobe applications installed on computers. To regain access to the Adobe cloud and apps, you'll need to purchase a personal Adobe license, see options at [Creative Cloud Plans & Pricing](#).

5. Can I share a computer that has Adobe software installed with other people?

If you share a computer with others that has installed Adobe software, Adobe recommends that you follow the procedures in [Sharing an Adobe Computer](#) to sign out of your Adobe account.

6. If a computer hardware does not meet the requirements and needs to be upgraded to run Adobe software, will this be covered by the Adobe licensing?

No. If computer upgrades are needed to run Adobe CC software, processor, memory, etc., this is beyond the scope of Adobe licensing and will be addressed on a case-by-case basis. Faculty and staff can also request a computer, at no cost, from the [EduCycle Computer Reconditioning Program](#).

ADOBE SOFTWARE INSTALLATIONS AND APP UPDATES

1. How is Adobe software installed?

- **On University Office Computers:** after an Adobe request is granted, the Creative Cloud Desktop app (see # 3 above) is sent to your university computer for you to install. The desktop app is required for registered employees to install, uninstall, and update Adobe apps on demand on university office computers. Administrator rights are not required.

Installation and update procedures are available at [Adobe CC Installations & Updates](#)

- **On Personal Computers:** Adobe software may be optionally installed on personal computers. For more information, see [Adobe Software on Personal Computers](#).

Note: Faculty, Staff, and Students can also lease or purchase personal licenses for Adobe software, see [Creative Cloud Plans & Pricing](#).

- **Classroom and Computer labs:** college and department technology staff install and manage Adobe software in their classrooms and computer labs. Technology staff have specific procedures to follow to install Adobe software in classrooms and computer labs.

2. How are Adobe app updates installed?

Keeping Adobe apps updated to the latest Adobe app version is very important to ensure that you get the latest Adobe features, bug fixes, and improvements.

- **Office Computers**

Towson employees that are registered for Adobe software are expected to install the latest Adobe app updates on their university computer/s when Adobe releases updates.

Occasionally, an Adobe app update you install may not be compatible with your computer operating system, instructions to resolve this issue are available at [Adobe App Updates](#) (PDF).

- **Classrooms and Computer labs:** college and department technology staff update Adobe software once each year in the summer before fall semester.

3. Our college or department does not use Adobe software. Why should we install it in our teaching classrooms and computer labs?

Students pay for the Adobe software with their student technology fees and are entitled to have the software installed and available on university classrooms and computer labs across campus. Colleges and departments are encouraged to install Adobe CC software in all their classrooms and computer labs.

ADOBE APPLICATIONS

1. What applications are available with the Adobe CC license?

Most of the available applications are listed in the list of Adobe CC Software at [Adobe Software Apps & Packages for Classrooms and Computer Labs](#).

Faculty and staff use the Adobe Creative Cloud Desktop app on office computers to sign into the Adobe cloud have access to additional Adobe apps. Some Adobe apps may not be licensed or available in classrooms and computer labs. Adobe services are not available in classrooms and computer labs.

2. After installation, can I update apps or uninstall Adobe applications that I don't use?

Yes. The Creative Cloud desktop app allows you to install, uninstall, and update apps on demand. Administrative rights are not required.

See [Adobe App Updates](#) (PDF) for information on updating Adobe apps.

3. What is the "Limit Reached" message?

Adobe limits users to signing in to the Adobe cloud on a maximum of two computers at one time. See [Limit Reached](#) for information on how to resolve this issue.

4. How do I uninstall Adobe Scout CC and Gaming SDK?

Adobe has discontinued these two apps and they can't be uninstalled with the Creative Cloud Desktop app, see appropriate procedures below to uninstall them.

[Mac](#)

[Windows](#)

5. Will the Adobe CC applications be available on Virtual Workspace?

OTS is planning to publish the most common Adobe apps in Virtual Workspace (VW).

Only Faculty and staff are licensed to access Adobe apps on VW. Students can only access Acrobat DC on VW.

6. If I travel off campus with my computer, will the Adobe CC software work?

Yes. After using the Creative Cloud Desktop app to install Adobe apps on a computer you can access them by signing into the Creative Cloud app. Requires Internet access.

TRAINING

1. What training and resources are available for Adobe CC applications?

See [Adobe CC Resources](#).