Missing Adobe Creative Cloud Desktop App Installation Package

Follow these procedures if you requested Adobe CC software for your university computer but the Adobe Creative Cloud Desktop app installation package does not appear in Self Service (Macs) or Software Center (Windows).

Allow sufficient time for the app package to be received by your computer.
If your computer is plugged into wired university network, the package generally appears within 1- hr. on the computer.

If your computer is not plugged into the wired university network or is off campus you'll want to log on to your computer and connect to the Internet for an hour or so until the app package appears on the computer.

If you have allowed sufficient time for the app package to appear, follow the TechHelp SR Procedures below to report the problem and OTS staff will follow up with you to resolve the issue. Below are some possible reasons the app package is missing:
- Computer name has changed as the result of receiving a new computer or your computer has been replaced or repaired and renamed
- Computer has fallen off the TowsonU domain
- Computer does not have a working Self Service (Macs) or Software Center (Windows) client

TechHelp SR Procedures
1. Open TechHelp at https://techhelp.towson.edu/helpdesk/WebObjects/Helpdesk.woa
2. Log in with your NetID and submit a Service Request (SR) as follows:

   Request Type: select Employee Role (Faculty, Staff, Student Workers, etc.) > Software, Apps and Operating Systems > Adobe Creative Cloud Enterprise Licensing > Other Topics Not Listed

   Request Detail: enter the text in italics below, the computer information you enter below is needed by OTS to troubleshoot this issue. (For assistance, see How to Find Computer Name, Operating System, and TU Tag)

   I’m unable to install the Adobe Creative Cloud Desktop app because the installation package is not appearing on my computer below.

   Computer Name:
   TU Tag:
   Operating System (Mac or Windows):
   Desktop or Laptop Computer:

   College: select your college or Other

3. Skip remaining fields
4. Select Save (bottom of the form) to submit your request

OTS staff will process your request and follow up with you.