Access and Install WVU Adobe Creative Cloud Apps (Adobe CC)

Accessing Adobe Creative Cloud Apps (Adobe CC)

All WVU Employees can request access to Adobe's Creative Cloud Apps for work purposes. Adobe Creative Cloud Apps include Adobe Acrobat DC used for editing PDF files.

Put in a request to access Adobe CC Apps for work purposes here:
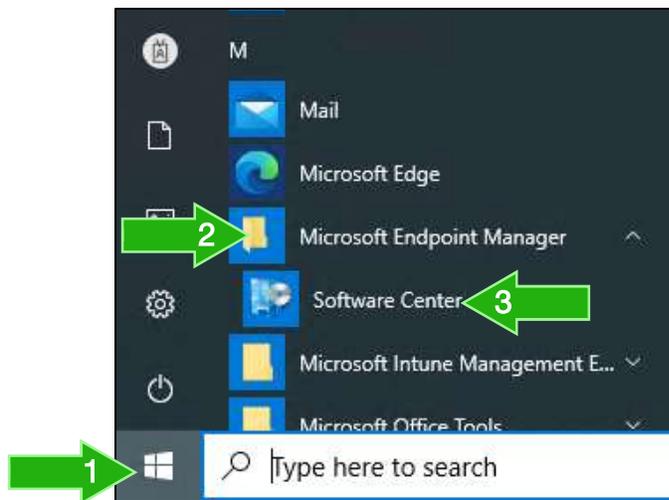https://wvu.teamdynamix.com/TDClient/1976/Portal/Requests/TicketRequests/NewForm?ID=pSWRSgLTAMc

Upon visiting the link above, you will need to sign in with your WVU credentials and pass DUO two-factor authentication. Then, you will need to complete a short form explaining which Adobe CC Apps you will need and how you will use them to support your WVU work activities.

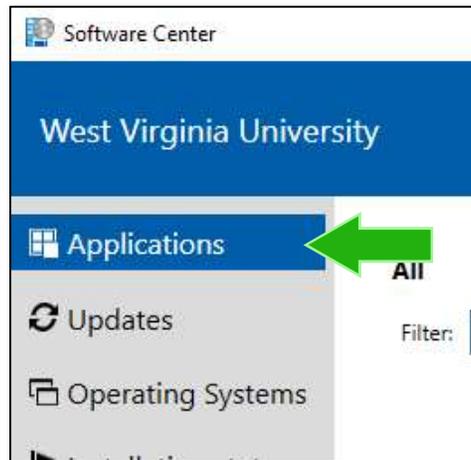## Installing Adobe Creative Cloud Apps (Adobe CC)

Once your request has been approved, you will receive an email. After receiving the email, follow these steps to install the Adobe CC on your university-owned computer:
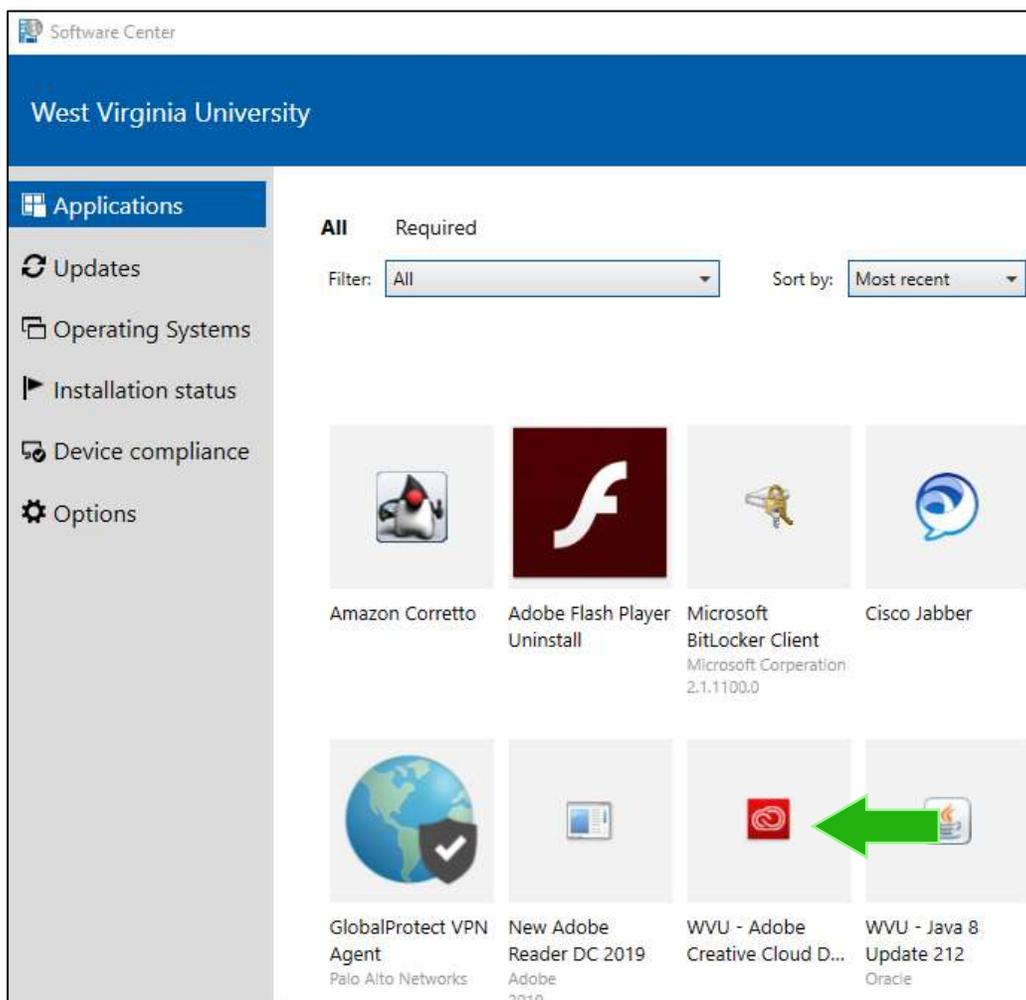
1. Open Software Center on your computer by clicking the Windows Button, scrolling to the 'M' section, clicking on "Microsoft Endpoint Manager," and clicking "Software Center."
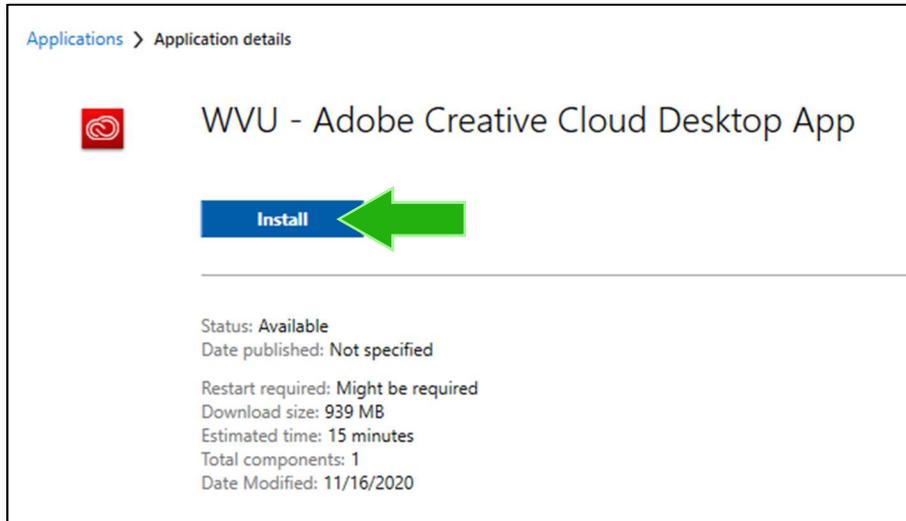
2. In the Software Center window that opens, click the "Applications" tab on the far left.
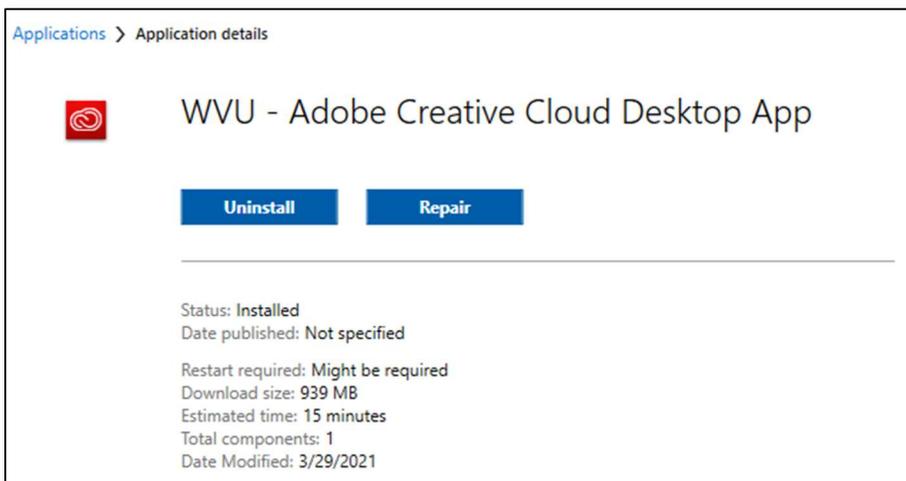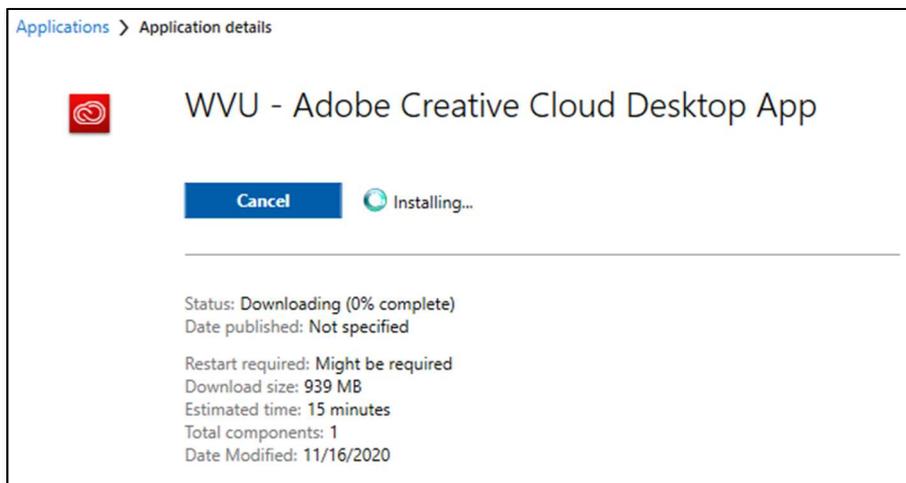

3. Locate the "WVU – Adobe Creative Cloud Desktop App" square and click on it.
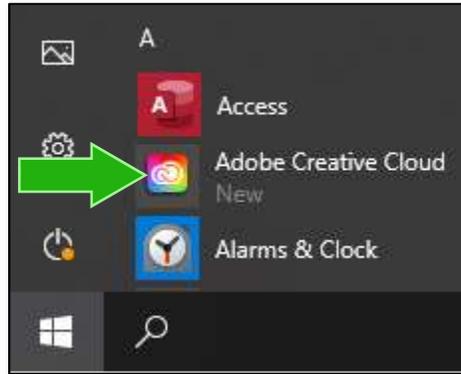
4. Click the blue "Install" button.

5. Wait for the install to finish. You will know the install is finished when the blue "Uninstall" and "Repair" buttons appear.
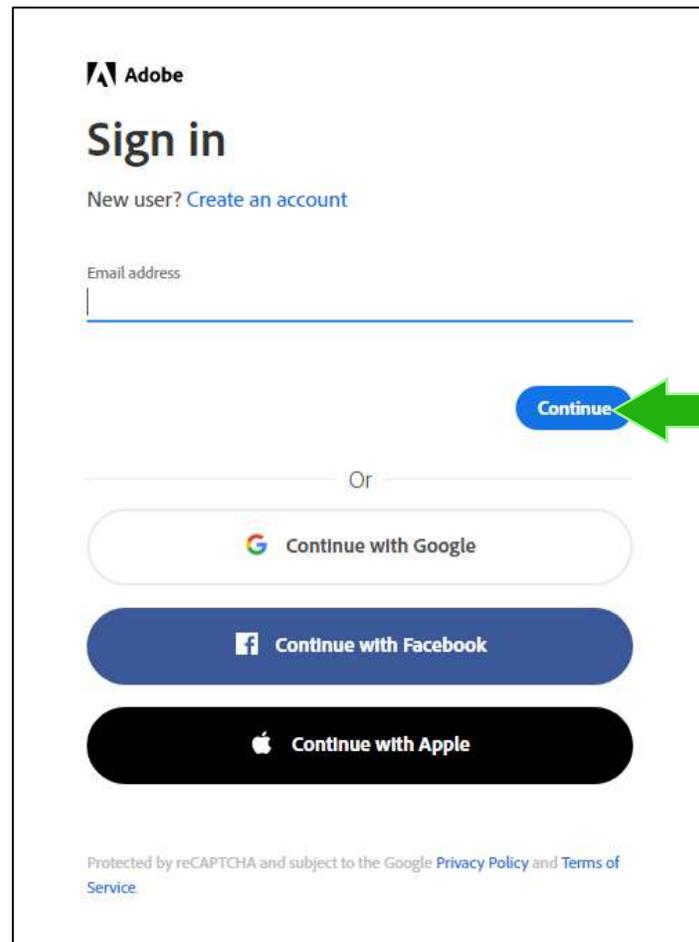
6. Close the Software Center window and click the Windows Button. Find the "Adobe Creative Cloud" icon under the "A" section and click on it.
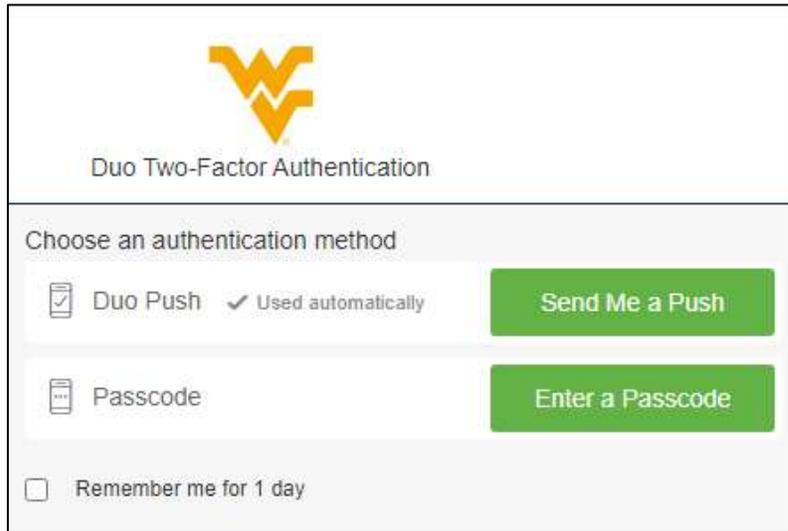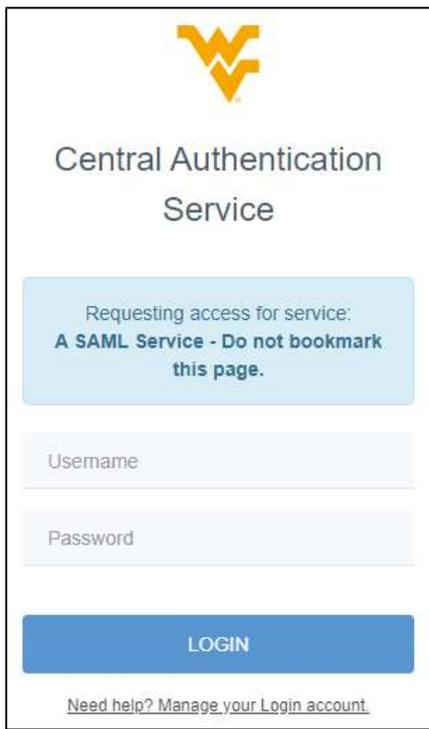

7. Click and skip through any welcome messages and wait for any updates to complete until you get to a sign in screen that like the one below. Enter your "@mail.wvu.edu" in the email address box using your username in front of the "@" instead of firstname.lastname.

For example, if the username you use to log into computers around campus is "jsd0001", but your email address is John.Doe@mail.wvu.edu, enter jsd0001@mail.wvu.edu.

Click the blue "Continue" button when done.

8. If you entered your email correctly in the previous step, you will be taken to a WVU login page where you will use your WVU credentials to login. You will need to pass DUO two-factor authentication as well.

9. Once you pass the DUO two-factor authentication, a screen will load that looks like the one below. Click on the "All Apps" tab on the left and then scroll through the list and click the "Install" button next to the Adobe CC Apps you want to install. Once the install is finished, you can open and begin using your Adobe CC Apps.