

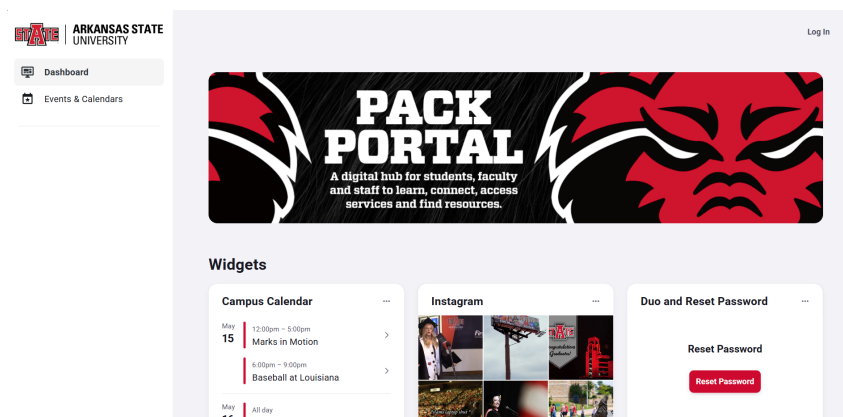
Adobe Creative Cloud

- [Request Adobe Access for Faculty or Staff Accounts](#)
- [Student Account](#)
- [How to Setup Adobe Creative Cloud](#)

Request Adobe Access for Faculty or Staff Accounts

In order to request access to Adobe Creative Cloud, you will need to create a Helpdesk Ticket so the request can be reviewed and validated. Please follow the steps below to accomplish this.

1. Go to pack.AState.edu.
2. Enter your full A-State email address and password and click **Login**.



2. Authenticate using **Microsoft Authenticator**.
3. Locate Tools on the left then click on **ITS Helpdesk**.

Tools

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 Banner 9 ▶

 Academics ▶

 Campus Tools ▶

 Finance & HR ▶

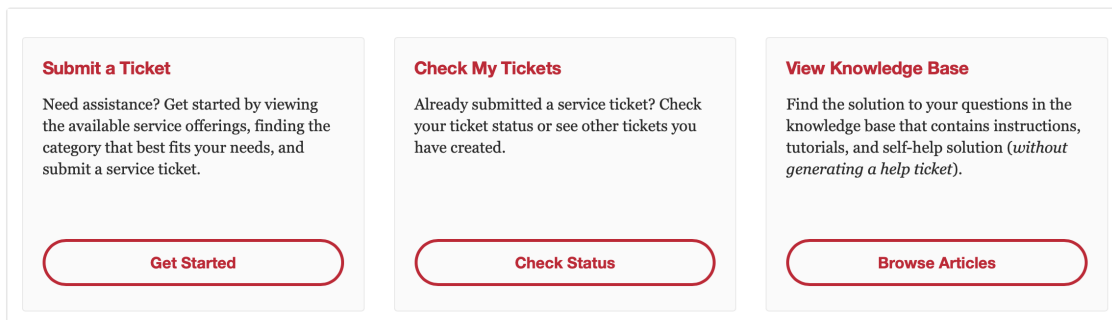
 Get Support ▶

 IT Services ▼

 DUO

 ITS Helpdesk

4. Click on **Sign In** located at the top right of the screen.



5. Enter your full A-State email address and password and click **Login**.

6. Click **Get Started**.



Submit a Ticket

Need assistance? Get started by viewing the available service offerings, finding the category that best fits your needs, and submit a service ticket.

Get Started

Check My Tickets

Already submitted a service ticket? Check your ticket status or see other tickets you have created.

Check Status

View Knowledge Base

Find the solution to your questions in the knowledge base that contains instructions, tutorials, and self-help solution (*without generating a help ticket*).

Browse Articles

7. Under **Service Catalog**, click **Information Technology Services**.

Service Catalog

Categories (7)



Information Technology Services

Get support for all your technology needs, including hardware, software, accounts, and networking. Submit requests for assistance or access to IT resources to keep your work running smoothly.



Instructional Technology

Learning management system tasks and requests for Canvas.



Security

Request support from the Jonesboro IT security team



Property Accounting

Property accounting forms for updating, removing, missing or disposing of assets can be found here.



Campus Card Center

Information and support with the A-State Access Card



Access & Accommodation Services



Data & Technology

This category is for any requests that involve the Data & Technology team. This may include help with Banner courses and reports, Degree Works updates, Slate support, or Student



8. Choose **Approved Software License Request**.

Approved Software License Request

Submit this to request a software license for certain applications.

9. Click **Submit a Request**.

 Submit a Request

10. In the "Which approved software do you need access to?" section, choose "Adobe Access." Once all the required fields have been filled out, click **Submit**.

Which approved software do you need access to? *

- ☐ Adobe Access
- ☐ Bomgar Access
- ☐ MiniTab Access
- ☐ SAS Access
- ☐ STATA
- ☐ SPSS Access
- ☐ WolfRam Access

Someone from ITS will email you with instructions on how to access your Adobe Creative Cloud account.

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Student Account

Students should have access to the Creative Cloud products when working in classrooms and computer labs across campus. Please check with the ITS administrators for the computers in an area to see which devices have the products installed.

If you are in a class requiring Adobe Creative Cloud then the professor of the class will need to request an account on your behalf. Once approved, you will receive an email with instructions for setting up your account. When your account has been created, you will have access to Adobe Creative Cloud.

If students don't have access to on campus classrooms or labs with the Creative Cloud products installed, there are several free Adobe apps linked below that they can use.

Adobe Scan

Download: Adobe Scan for [Android](#) | [iOS](#) (Free)

Adobe Fill & Sign

Download: Adobe Fill & Sign for [Android](#) | [iOS](#) (Free)

Adobe Spark Post

Download: Adobe Spark Post for [Android](#) | [iOS](#) (Free, subscription available)

Adobe Capture CC

Download: Adobe Capture CC for [Android](#) | [iOS](#) (Free)

Adobe Premiere Rush

Download: Adobe Premiere Rush for [Android](#) | [iOS](#) (Free, subscription available)

Adobe Photoshop Mix

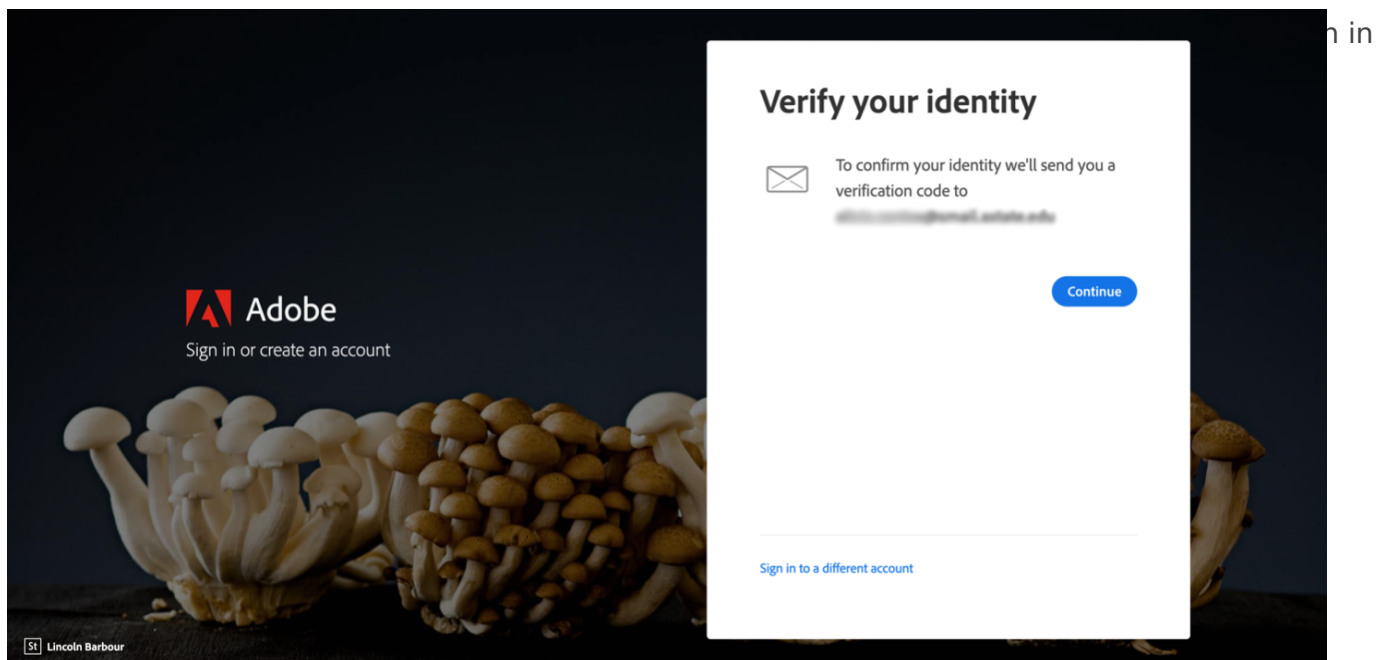
Download: Adobe Photoshop Mix for [Android](#) | [iOS](#) (Free)

Adobe Photoshop Fix

Download: Adobe Photoshop Fix for [Android](#) | [iOS](#) (Free)

How to Setup Adobe Creative Cloud

Please follow the instructions below to enable access to Creative Cloud Desktop Apps on your personal device.



2. Once you create your account, it will ask you to select which account you are wanting to sign into. You will need to select the **Company or School Account** option.



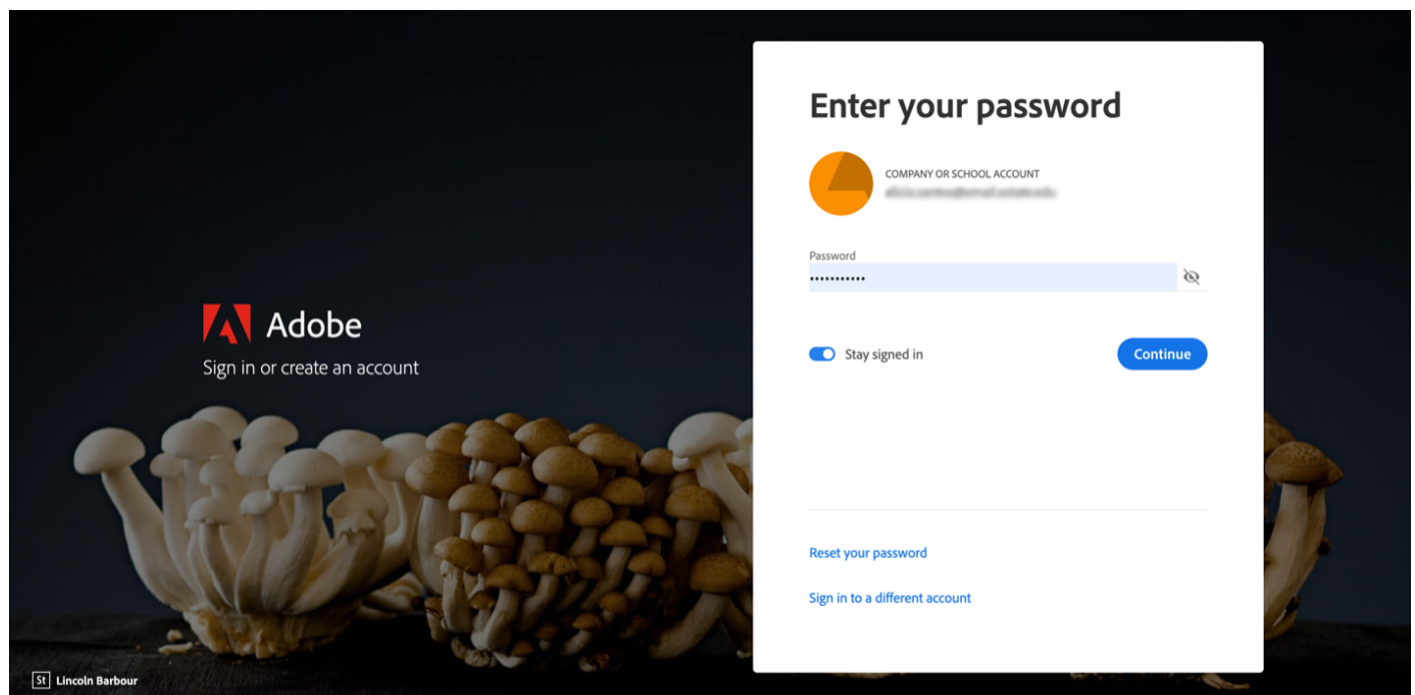
Your verification code is:



If you didn't request this [please contact us immediately](#).

Thanks,
Adobe

3. You will be asked to **Verify your Identity**. You do this by pressing **Continue** and then typing in the **Verification Code** that will be sent to your **A-State** email address.



4. From here, you will be asked to enter in your password for this account, if you do not remember your password, click the Reset your password hyperlink and you will be sent an email to your A-State student mail with a **Reset Password** link.

Reset Your Enterprise ID Password Inbox x



account-noreply@adobe.com via [us-west-2.amazonaws.com](#)
to me ▾

10:55 AM (9 minutes ago) ☆ ↶ ⋮

Dear 

To reset your Enterprise ID password, click this link.
https://adobeid.services.adobe.com/reset/en_US/AZDXVRCS0FFSKG26MD14KZK5K8

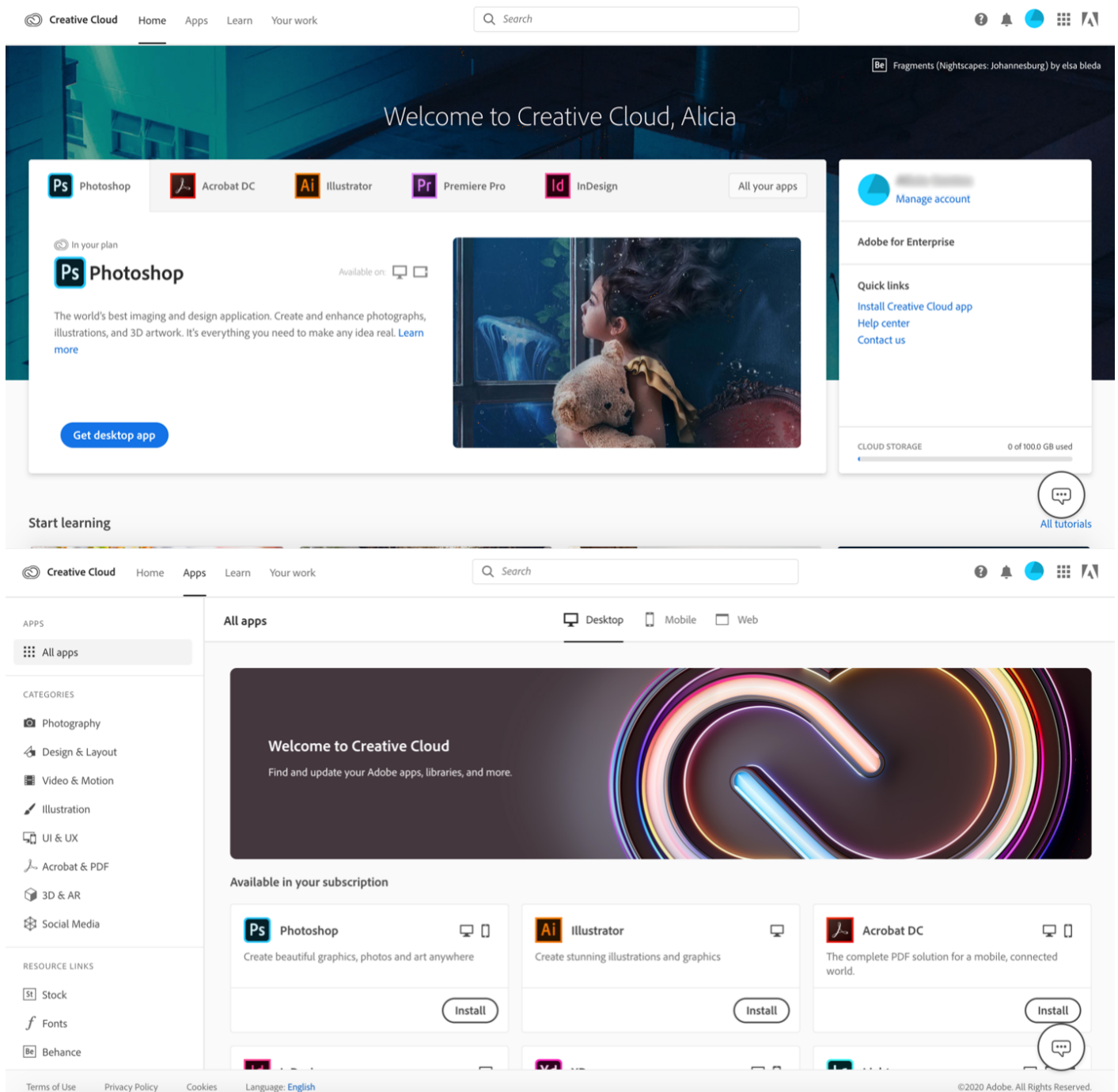
Please note:
For security purposes, this link will expire 72 hours from the time it was sent.

If you cannot access this link, copy and paste the entire URL into your browser.

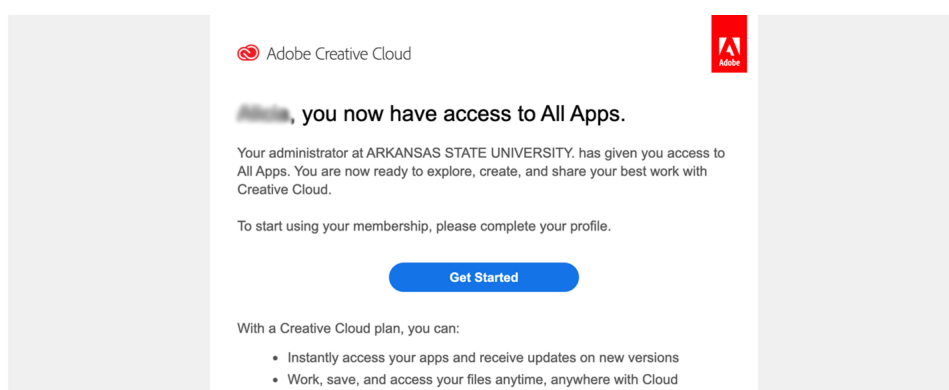
The Adobe Team

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5. Once you have reset your password or successfully signed in, you should be taken to the Adobe Creative Cloud Home page. From here, you should click on the Apps buttons on the top left hand corner of the home page to take you to the Applications page where you will be able to see all of the applications you will be able to download and install onto your device.



6. Lastly, to have complete confirmation that this process has been successful, you should receive an email from Adobe that looks similar to this stating that you will now have access to all of the Adobe Creative Cloud applications for a limited time



***DISCLAIMER*:** Only students who are registered in classes for the current semester that require the use of these Adobe Creative Cloud applications will be able to have access to this subscription.

For more information on how to download or install apps, see [Download and Install Creative Cloud apps](#).

For Higher Education students to continue developing skills, Adobe offers free “Daily Creative Challenges”. These are guided projects where participants receive creative prompts and connect with pros, mentors, and other students for feedback and support. Click on the app name to learn more: [Photoshop](#), [XD](#) and [Illustrator](#). Also, for inspiration and over-the-shoulder learning, watch pros share their creative process on Adobe Live daily at www.behance.net/adobelive.

For faculty seeking to engage students during campus closures, Adobe has curated resources to help them discover inspiring projects, best practices, and new ideas so they can continue to drive valuable learning in virtual environments. For more information on Adobe’s distance learning resources, [please click here](#).

Please visit this [HelpX page](#) if you have questions.

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.