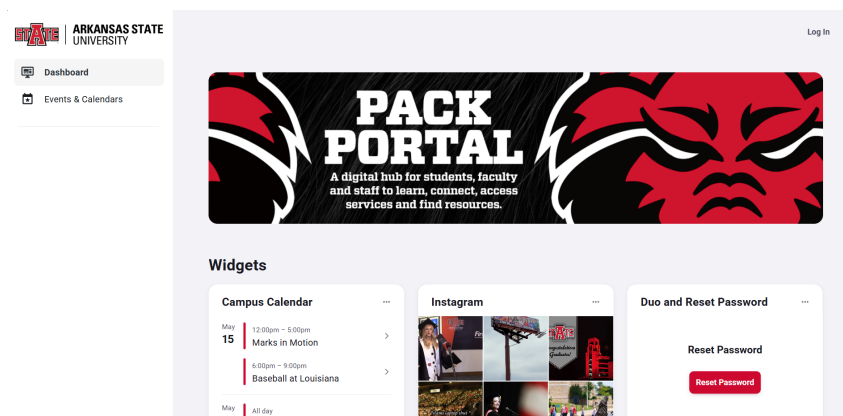


Request Adobe Access for Faculty or Staff Accounts

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

...

 Banner 9 ▶

 Academics ▶

 Campus Tools ▶

 Finance & HR ▶

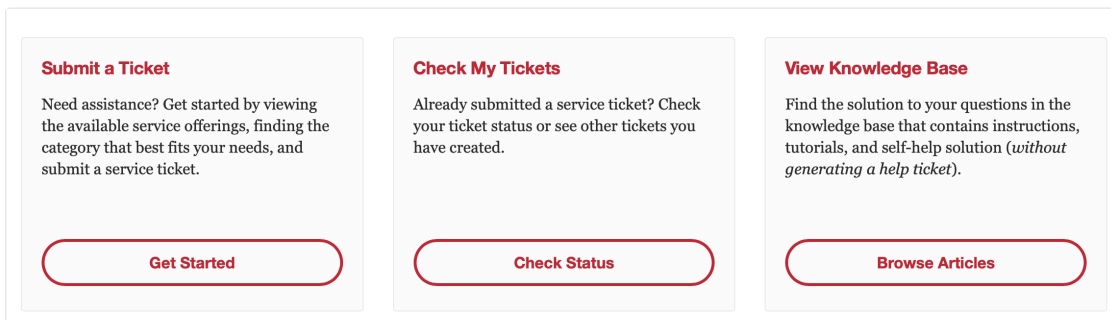
 Get Support ▶

 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.

Revision #19

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