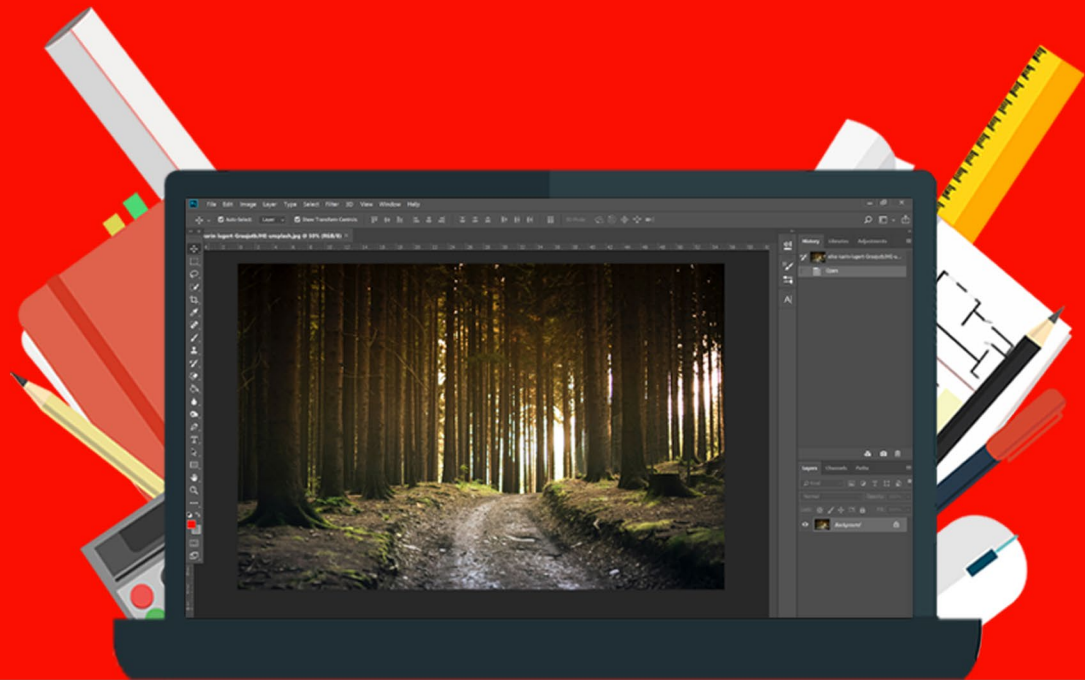


# Installation Manual



**Adobe Creative  
Cloud**

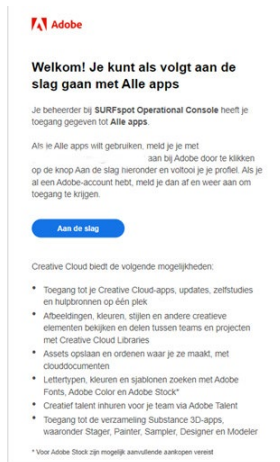
For Mac or Windows

**Notice!** Before you begin, the following notes are important:

- You will not receive a license code with your order.
- Your license will automatically be linked to the e-mail address you provided with your order. Please provide a **personal e-mail address** with your order. When you use the e-mail address of your institution, it will create complications.
- The license is active as soon as you place your order.
- The end date is the same as the date of the order plus one year.
- When you get the notification asking for a payment method, this relates to your previous license. You can ignore this notification and continue to use the apps.
- In your Adobe account you have the option to leave the organization, with the consequence that the license will be removed and you will no longer be able to use Adobe Creative Cloud. We strongly advise you not to do this.



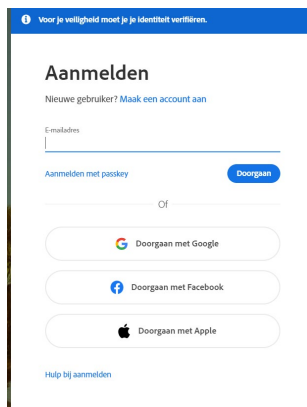
**Step 1:** Within 15 minutes you will receive an email from us confirming your order. You will also receive an email from Adobe with the subject 'Ga aan de slag met Alle apps'.



**Step 2:** To activate your license, click on the “Ga aan de slag” button. This will redirect you to the Adobe website.

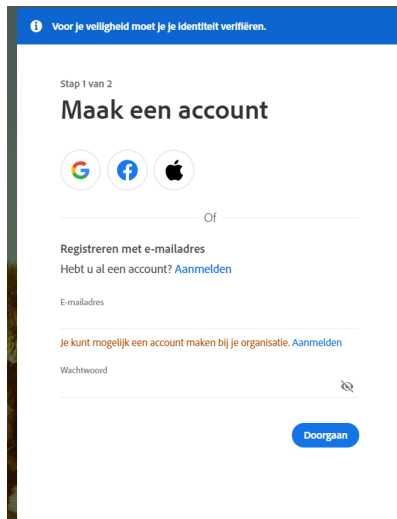
### Already have an Adobe-account?

Then first sign out and click on “Get Started” to log back in. Fill in your e-mail address and password and click on “Continue”.



### Don't have an Adobe account yet?

Then fill in your e-mail address and password and click on "Continue".



The screenshot shows the Adobe Creative Cloud account creation interface. At the top, a blue banner reads "Voor je veiligheid moet je je identiteit verifiëren." Below this, it says "Stap 1 van 2" and "Maak een account". There are three circular icons for Google, Facebook, and Apple. Below these is a line with "Of" and a text input field. The text "Registreer met e-mailadres" is followed by "Hebt u al een account? [Aanmelden](#)". Below that is an "E-mailadres" label and a text input field. A note says "Je kunt mogelijk een account maken bij je organisatie. [Aanmelden](#)". Below that is a "Wachtwoord" label and a password input field with a strength indicator. A blue "Doorgaan" button is at the bottom right.

**Step 3:** After you're logged in you have to join the team by clicking on "Join Team".



The screenshot shows the Adobe Creative Cloud welcome page for the SURFspot Operational Console. The title is "Welkom bij SURFspot Operational C...". Below the title is a diagram showing a central folder icon connected to four user profile icons. The text says: "Aangezien je al een Adobe-lidmaatschap aan dit e-mailadres hebt gekoppeld, zullen we de aparte profielen voor je maken, elk met zijn eigen opslagruimte. [Meer informatie](#)". Below this, it says "Dit zijn de profielen die we instellen:" followed by a list: 

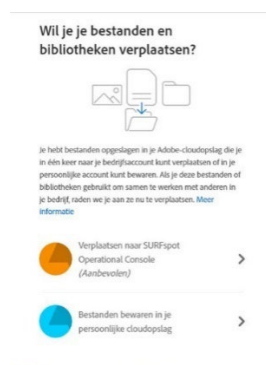
- SURFspot Operational Console
- Persoonlijk profiel

 At the bottom left is a link "Nu overslaan" and at the bottom right is a blue button "Lid worden van team".

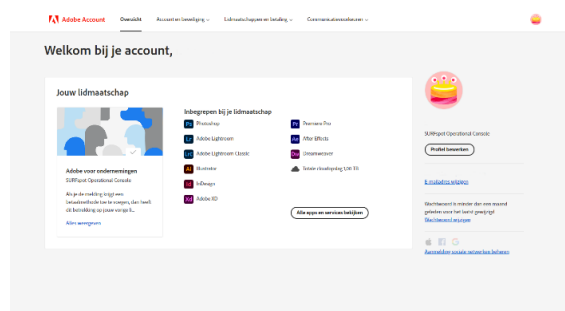


**Step 4:** You will now get to choose where to store your files. Always choose the SURFspot Operational Console profile, regardless if you have files, to ensure a smooth working of the app.

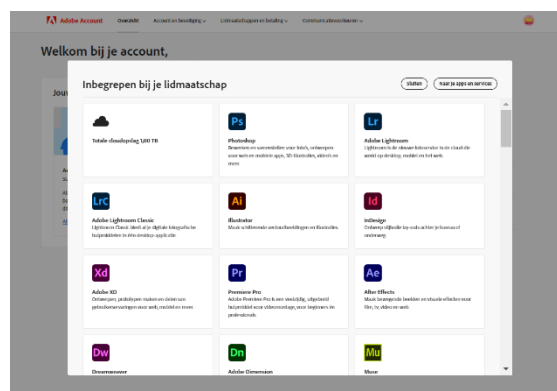
**Important:** This does not mean that SURFspot has access to your files. Only you have access to your files and decide who to share these files with.



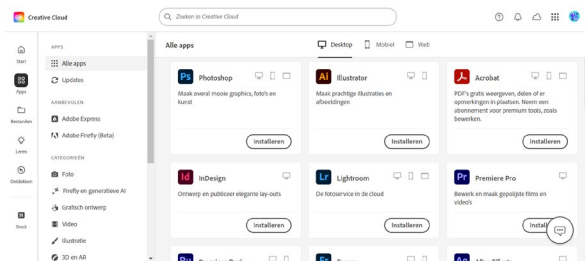
**Step 5:** You will now see your license, Adobe for enterprises – SURFspot Operational Console. This is your current license. Your license can be found under “Overview” when you go to [account.adobe.com](https://account.adobe.com).



**Step 6:** If you click on “See all apps and services” you will see all the apps included in your license.



**Step 7:** Click on “Go to apps and services”, from this page you can download the apps.



**Step 8:** If you prefer to work from the Adobe desktop app you can download this [here](#) (Windows). For the Mac version you can go to this [website](#). Under “Problems with installation? Use a different download link” you can choose the correct download.

### Creditcard information

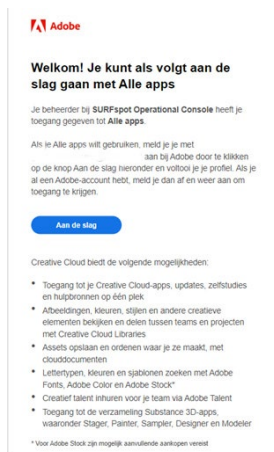
It is always good to check if there are no payment details known to Adobe. This way you will not be faced with any unpleasant surprises when your annual license expires. Should this happen, we recommend contacting Adobe to have the payment details deleted. The best way to do this is through Adobe's [chat feature](#). You can contact them directly via the chat button on the bottom right.



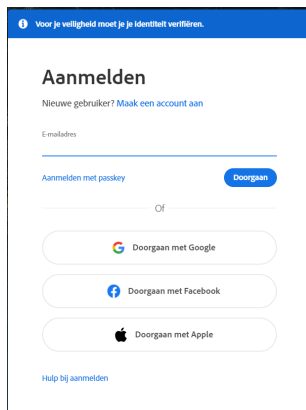
## Renew your Adobe Creative Cloud license

**Notice:** Do not order your new license until your old license is about to expire, as the old and new licenses will not be added together.

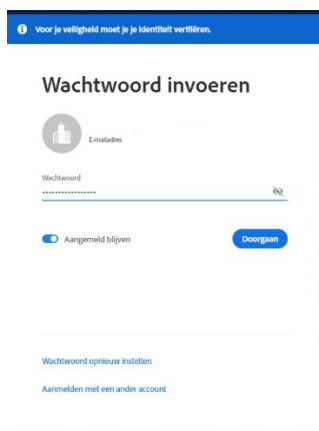
**Step 1:** You can renew your license by placing a new order. Order Adobe Creative Cloud through our website. Within 15 minutes you will receive an email from us confirming your order. You will also receive an email from Adobe with the subject 'Ga aan de slag met Alle apps'. If you did not receive this email, you can also just log in at [account.adobe.com](https://account.adobe.com).



**Step 2:** Sign out and click on “Aan de slag” button to log back in. Fill in your email and click on “Continue”.

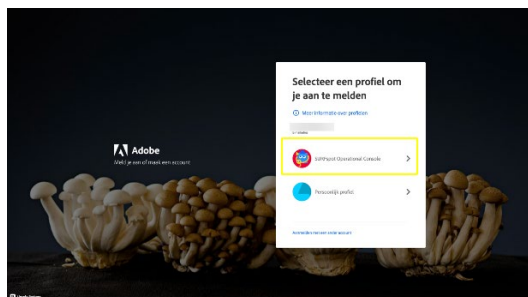


**Step 3:** Fill in your password and click on “Continue”.

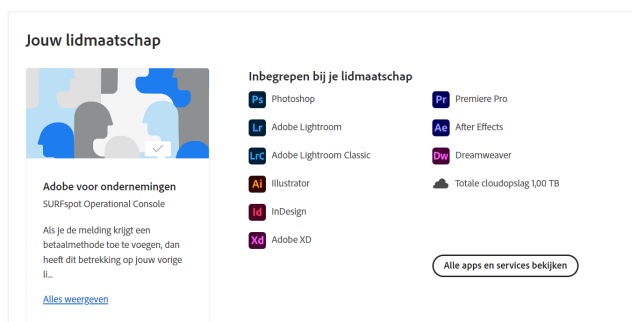


The screenshot shows the 'Wachtwoord invoeren' (Enter password) screen. At the top, a blue banner reads 'Voor je veiligheid moet je je identiteit verifiëren.' Below this, the title 'Wachtwoord invoeren' is displayed. A profile icon for 'Emiliaadus' is shown. A password field with a strength indicator is present. Below the field, there is a toggle for 'Aangemeld blijven' (Stay signed in) and a blue 'Doorgaan' (Continue) button. At the bottom, there are links for 'Wachtwoord opnieuw instellen' (Reset password) and 'Aanmelden met een ander account' (Sign in with another account).

**Step 4:** Log in using the SURFspot Operational Console profile.



**Step 5:** You will now see an overview of your Adobe account where you can see all your apps. From this page you can download and, if necessary, update the apps. You will see your license, Adobe for Enterprises – SURFspot Operational Console. This is your current license. Your license can be found under “Overview” when you go to [account.adobe.com](https://account.adobe.com).



The screenshot shows the 'Jouw lidmaatschap' (Your membership) page. On the left, there is a section titled 'Adobe voor ondernemingen' (Adobe for enterprises) with the text 'SURFspot Operational Console' and a note about adding a payment method. Below this is a link 'Alles weergeven' (Show all). On the right, under 'Inbegrepen bij je lidmaatschap' (Included with your membership), there is a grid of app icons: Photoshop, Adobe Lightroom, Adobe Lightroom Classic, Illustrator, InDesign, Adobe XD, Premiere Pro, After Effects, and Dreamweaver. Below the grid, it says 'Totale cloudopslag 1,00 TB' (Total cloud storage 1,00 TB) and a button 'Alle apps en services bekijken' (View all apps and services).

**Important:** If you get a notification to add a payment method, this is related to your old license. We hope the installation was successful and you are able to use the product without any problems. If you have any further questions about the installation or the use of this product, you can contact us.





