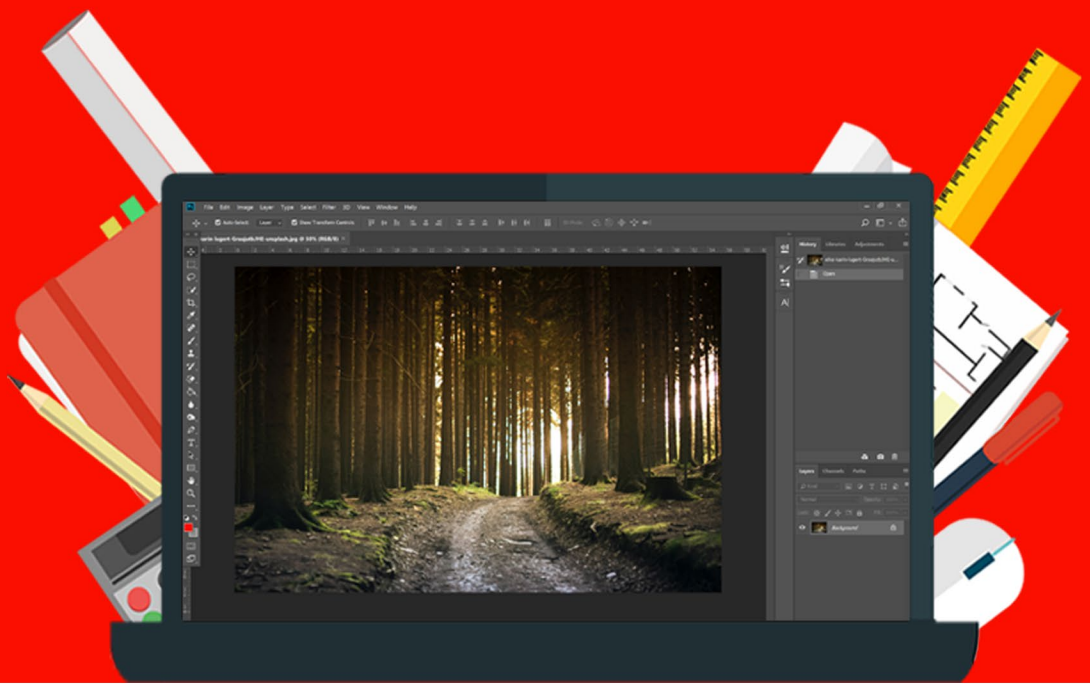
Installation Manual



Adobe Creative Cloud

For Mac or Windows

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

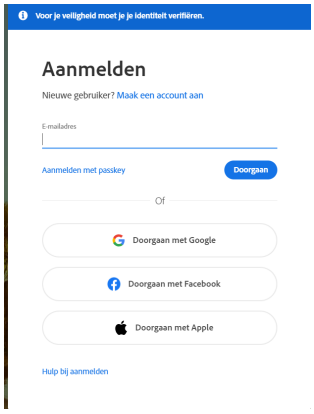
- You will not receive a license code with your order.
- Your license will automatically be linked to the e-mail address you provided with your order. Please provide a **personal e-mail address** with your order. When you use the e-mail address of your institution, it will create complications.
- The 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.
- 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.
- You can renew your license a week before it expires by purchasing the product on our website. If you do not renew your license, you have 60 days to download or move your files. After 60 days you will no longer have access to your SURFspot Operational Console profile. The profile and the files on it will be permanently deleted.

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’.



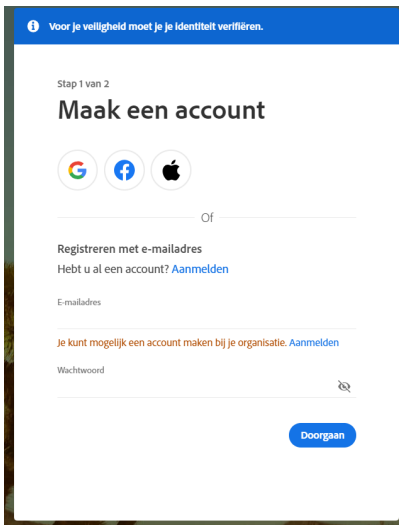
Step 2: To activate your license, click on the “Ga aan de slag” button. This will redirect you to the Adobe website.

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”.



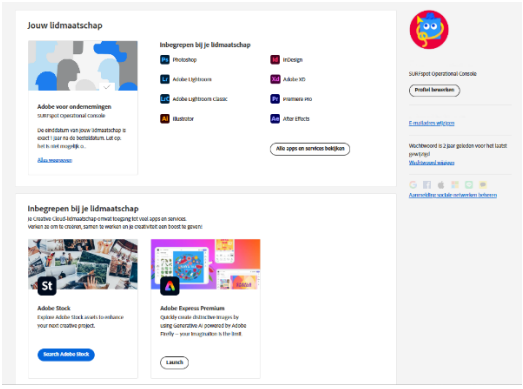
Step 3: After you’re logged in you have to join the team by clicking on “Join Team”.



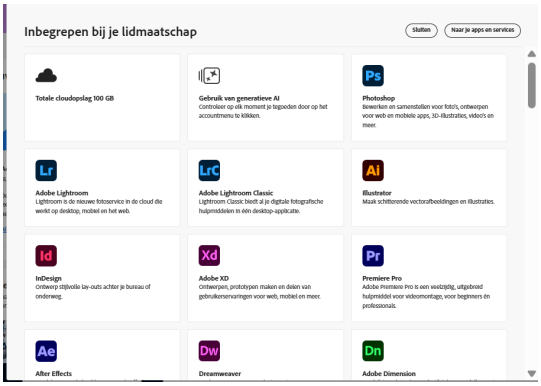
Step 4: You will now get to choose where to store your files. Always choose the business storage, regardless if you have files, to ensure a smooth working of the app. **Important:** This does not mean that SURFspot has access to your files. Only you have access to your files and decide who to share these files with.



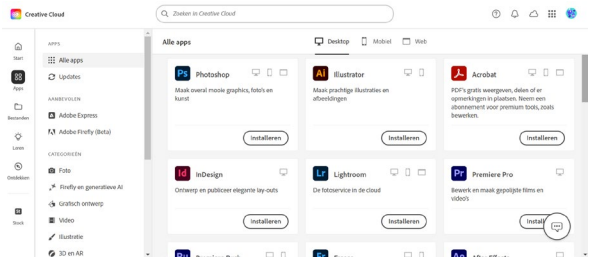
Step 5: You will now see your license, Adobe for entreprises – SURFspot Operational Console. This is your current license. Your license can be found under “Overview” when you go to account.adobe.com.



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.



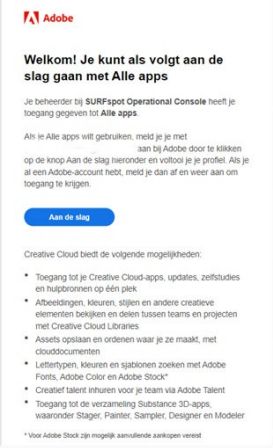
Step 8: If you prefer to work from the Adobe desktop app you can download this here (Windows). For the Mac version you can go to this website. Under “Problems with installation? Use a different download link” you can choose the correct download.

Creditcard information

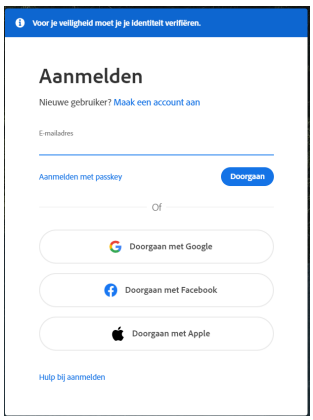
It is always good to check if there are no payment details known to Adobe. This way you will not be faced with any unpleasant surprises when your annual license expires. Should this happen, we recommend contacting Adobe to have the payment details deleted. The best way to do this is through Adobe's chat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

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.

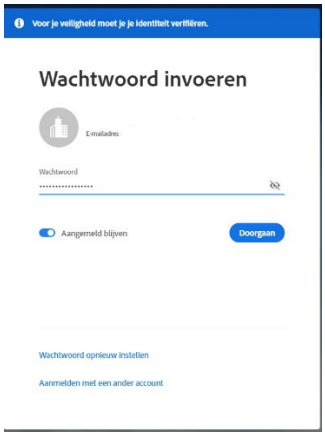
Step 1: You can renew your license by placing a new order. Order Adobe Creative Cloud through our website. Within 15 minutes you will receive an email from us confirming your order. You will also receive an email from Adobe with the subject ‘Ga aan de slag met Alle apps’. If you did not receive this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



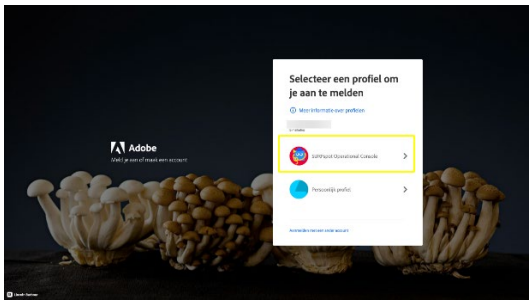
Step 2: Sign out and click on “Aan de slag” button to log back in. Fill in your email and click on “Continue”.



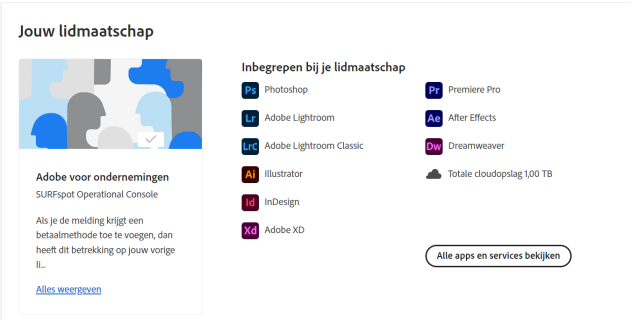
Step 3: Fill in your password and click on “Continue”.



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 neccessary, update the apps. You will see your license, Adobe for Entreprises – SURFspot Operational Console. This is your current license. Your license can be found under “Overview” when you go to account.adobe.com.



- **Important**: If you do not renew your license, you have 30 days to download or move your files. After 30 days you will no longer have access to your SURFspot Operational Console profile and the Creative Cloud files that are stored on that account.6 months after your license has expired your account including all the files stored will be deleted permanently.

