
Installatiehandleiding



Adobe Creative Cloud

For Mac or Windows

Adobe Creative Cloud license activation or renewal

The following notes are important:

E- mailaddress

- We advise you to activate your Adobe Creative Cloud license on an Adobe account based on a personal e-mail address. Adobe-ID's based on a schooladdress can sometimes create problems when trying to retrieve the license.

Creditcard information.

- During the installation/activation process of Adobe Creative Cloud, there will be step that asks you for Credit card details. You don't have to give Adobe any of these details and we strongly advice you not to. If you do choose to give this information, Adobe will be able to silently extend your subscription after using the package that you've bought from us after the license period of one year. If they extend the package automatically, you will pay around 30 euros a month, that's more expensive than buying a new package through our website again. Our advice is to skip this step. If you want to keep using the software package after a year, you can just purchase it again through our website. Pay attention: sometimes it's not possible to fill in the form completely. If that is the case, please try using a different web browser. On the following page we will explain to you how to set up your Adobe account, how to skip the Credit Card step and how to use the code to activate the Creative Cloud package

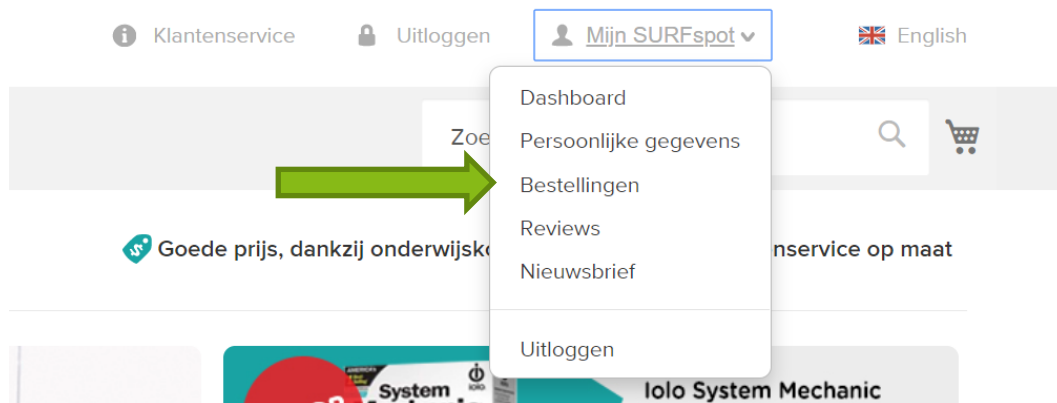
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Adobe Creative Cloud license activation

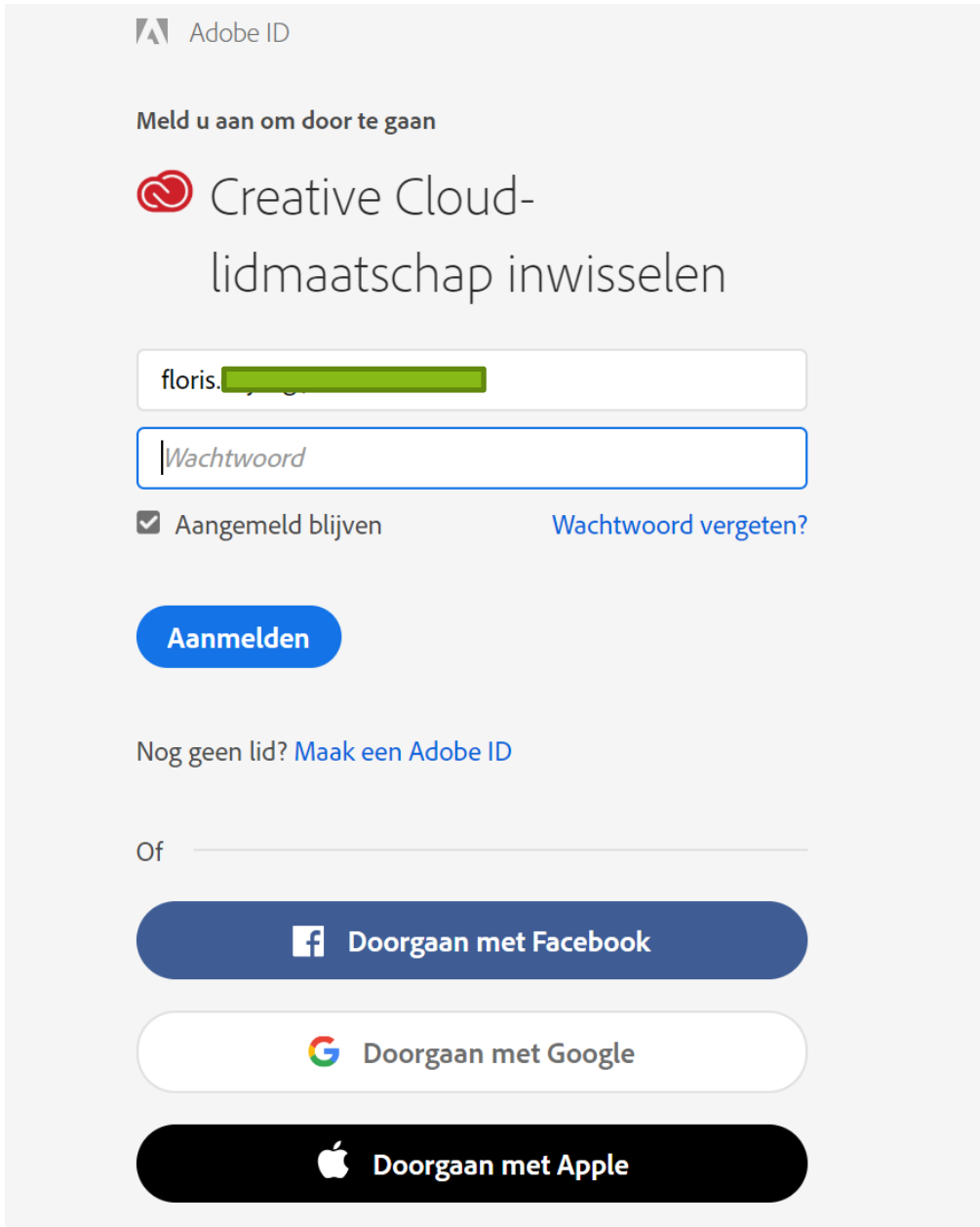
Step 1: Ordering Adobe Creative Cloud

- You can order a license for Adobe for one year via the website of Surfspot.nl.
- Within 15 minutes you will receive a series of e-mails from SURFspot in which your order will be confirmed and you get the download information. You can always retrieve this information in your SURFspot account too, under 'my orders'.




Step 2: Creating an account


- After receiving the download information, you can click the downloadlink in the e-mail or in your SURFspot account. You will be brought to a page where you can log in with an already existing Adobe account on which you can activate your license (see screenshot below)



- If you do not have an existing Adobe account already, you can create one on the same page by clicking 'Create Adobe ID'. You will reach a page where you can fill in your credentials in order to make a new account (see screenshot below).

 Adobe ID

Voer de registratie uit om door te gaan

 Creative Cloud-lidmaatschap
inwisselen

De [Adobe-bedrijvengroep](#) wil je graag op de hoogte houden met [gepersonaliseerde](#) e-mails over producten en diensten. Lees ons [privacybeleid](#) voor meer informatie.

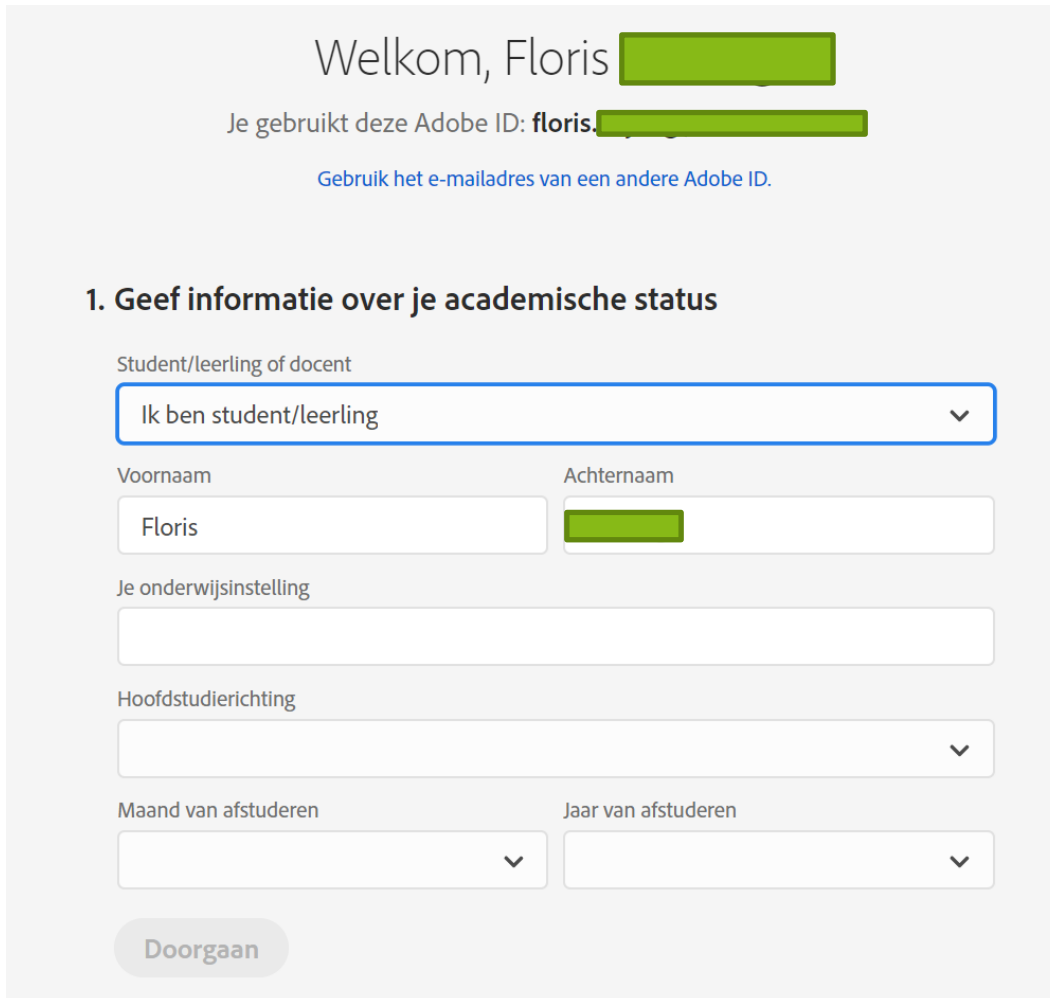
 Neem contact met mij op per e-mail.

Door op 'Inschrijven' te klikken, geef ik aan dat ik de [gebruiksvoorwaarden](#) heb gelezen.

Hebt u al een Adobe ID? [Aanmelden](#)

Step 3: Activating license

- After logging in with an existing or new account, you will reach a page where you will need to fill in academic information. After doing this you can click next.



Welkom, Floris [redacted]

Je gebruikt deze Adobe ID: floris.[redacted]

[Gebruik het e-mailadres van een andere Adobe ID.](#)

1. Geef informatie over je academische status

Student/leerling of docent

Ik ben student/leerling [dropdown arrow]

Voornaam: Floris

Achternaam: [redacted]

Je onderwijsinstelling: [input field]

Hoofdstudierichting: [dropdown arrow]

Maand van afstuderen: [dropdown arrow]

Jaar van afstuderen: [dropdown arrow]

[Doorgaan](#)

- Next, you will be asked to fill in the license code. You can find this code in the email you received from us or in your SURFspot account. Please be aware of the difference between the O and the 0 and the I and the 1. These symbols are very alike when filling in the code. Within several minutes after filling in the code and clicking on 'redeem code' you will receive an e-mail from Adobe with a confirmation that the code has been activated. You will receive this e-mail on the same e-mail address with which you log in on Adobe.

Welkom, Floris [REDACTED]

Je gebruikt deze Adobe ID: **floris** [REDACTED]

[Gebruik het e-mailadres van een andere Adobe ID.](#)

Geef informatie over je academische status

Student/leerling van [REDACTED]

[Bewerken](#)

2. Je inwisselingscode invoeren

[Code inwisselen](#)

- After redeeming the license code, you will be asked to provide Adobe with payment information. We strongly advise you not to do this. If you do, you agree to start a monthly subscription after your pre-paid year license ends. This subscription is roughly 30 euro's per month. In order to avoid this, you can click on 'remind me later'.

Welkom, Floris [REDACTED]

Je gebruikt deze Adobe ID: **floris** [REDACTED]

Geef informatie over je academische status

Student/leerling van [REDACTED]

Code ingewisseld

[REDACTED]

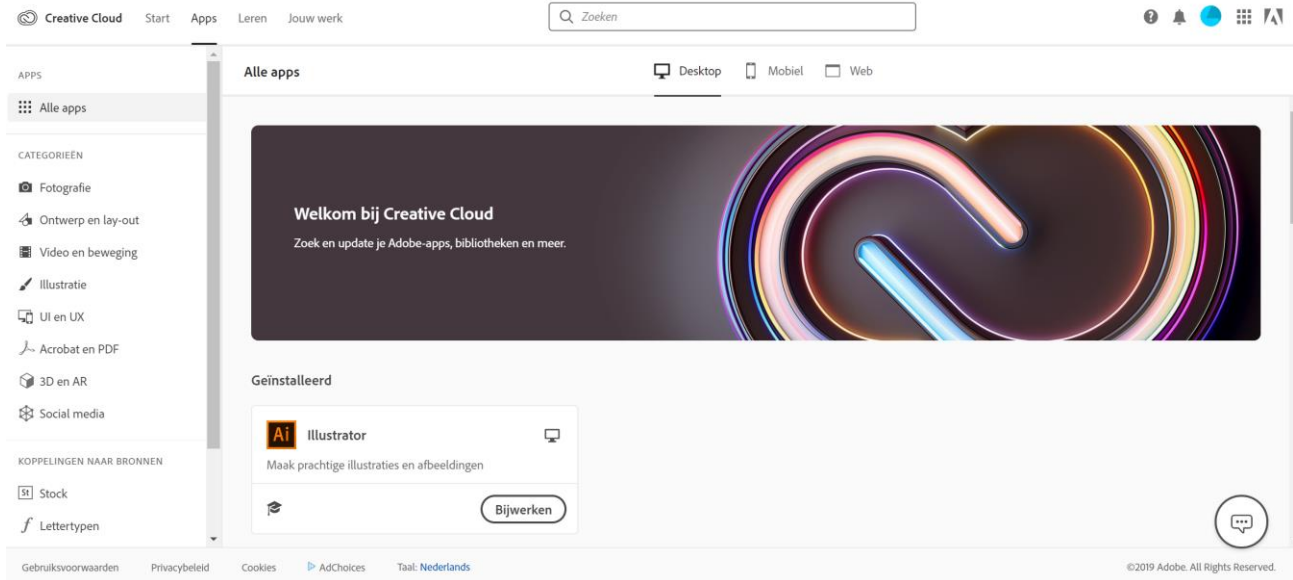
3. Probleemloze verlenging instellen

Je lidmaatschap is geldig tot 13 november 2020. We hebben een geldige betalingsmethode nodig voor onze administratie om te zorgen dat de service daarna niet wordt onderbroken. We sturen je altijd bericht voordat we een bedrag in rekening brengen op je account.

Door een betalingsmethode toe te voegen, ga ik akkoord met de [voorwaarden voor verlenging van het lidmaatschap](#).

Betalingsmethode toevoegen
Later herinnering sturen

- After skipping the payment information screen you can click on 'Start'. You will reach an overview of your account. From here you can download all the Adobe apps and where needed you can update them.



- If you prefer working from the Adobe desktop app, you can download this [here](#) (Windows). If you are a Mac user, you can find the download link [here](#). You can find the link under 'Problemen bij installatie? Gebruik een andere downloadlink'.

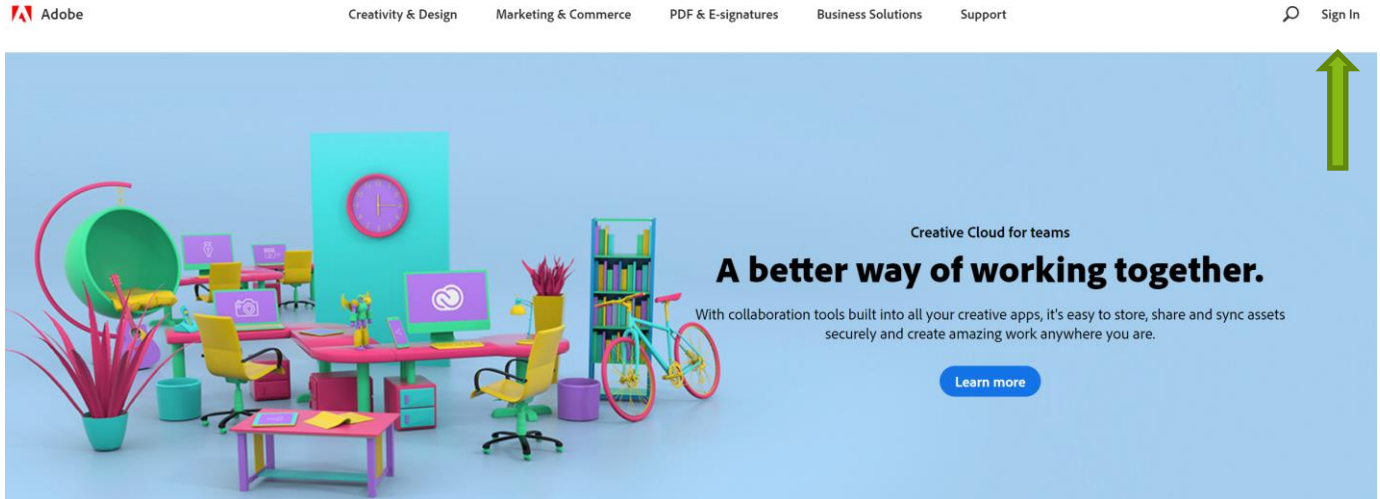
Have you accidentally stopped the registration when at the sight of the Credit Card screen?

These things happen. If you will do the entire registry process again, you will get a message that you're code has already been redeemed. When you get the message that the code is already redeemed, you already created an Adobe-ID and used the code to do this. With the Adobe-ID you created (probably your e-mail address) and the appsmanager you can install the software: <http://www.adobe.com/appsmanager/index.html>

Adobe Creative Cloud license renewal

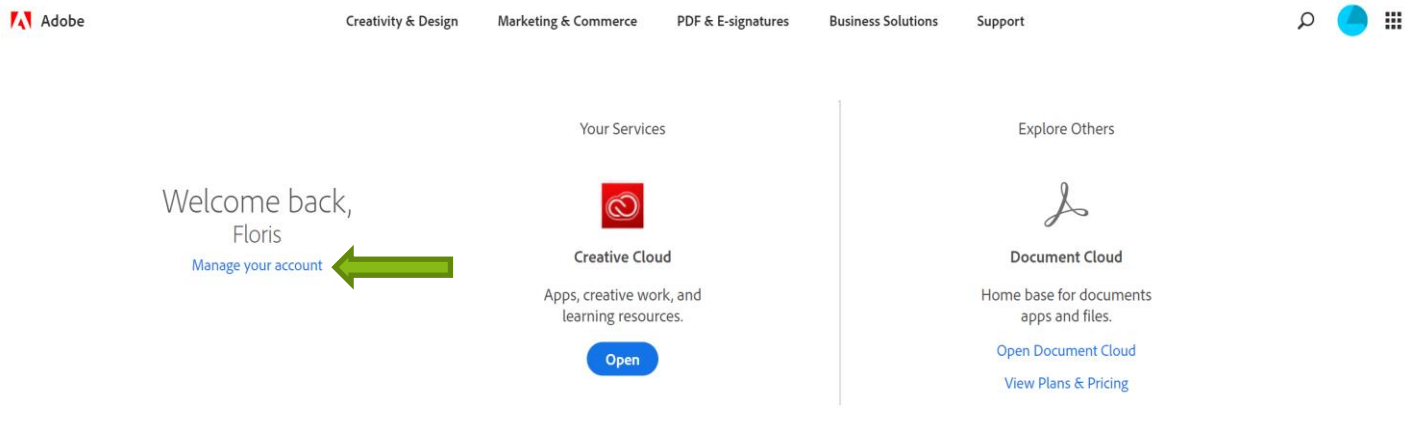
Step 1: Order the license code and sign in

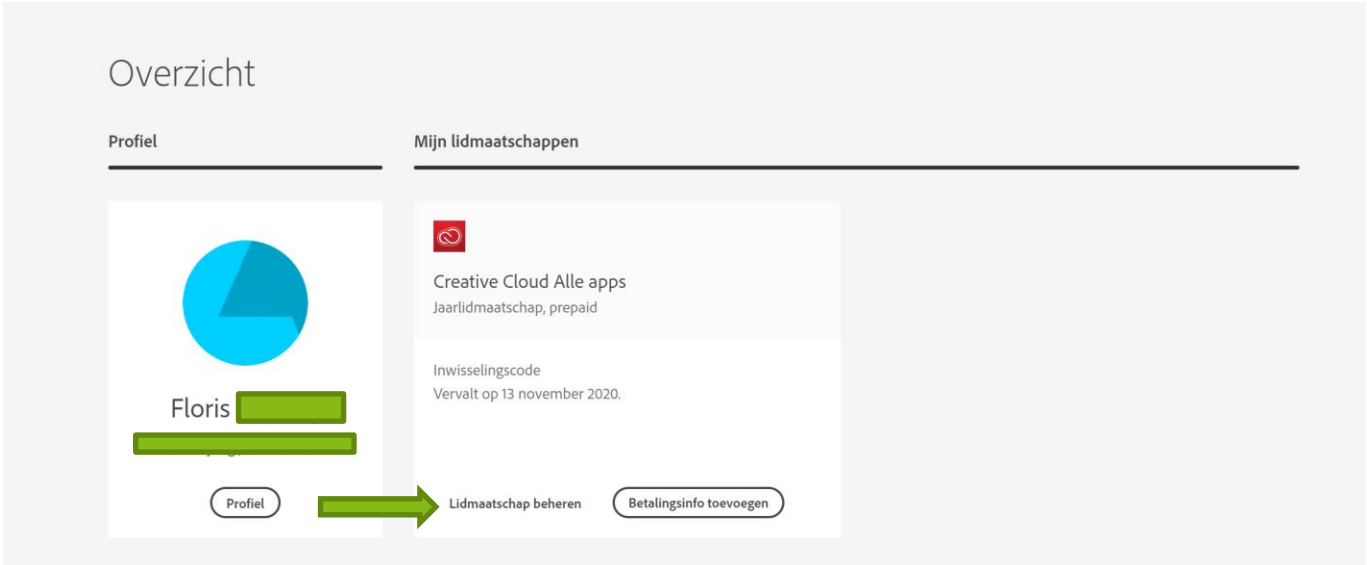
- After ordering the license code from Surfspot.nl you can navigate to the website of Adobe (Adobe.com). In the upper right corner you can click on 'Sign in'.



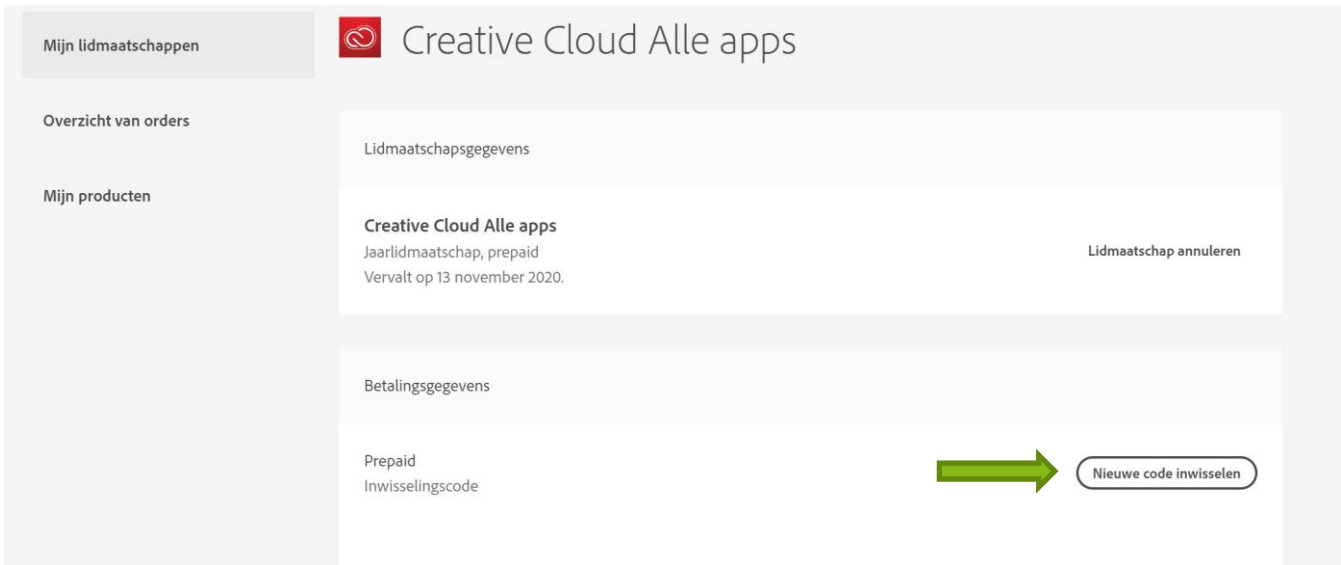
Step 2: Redeem the code

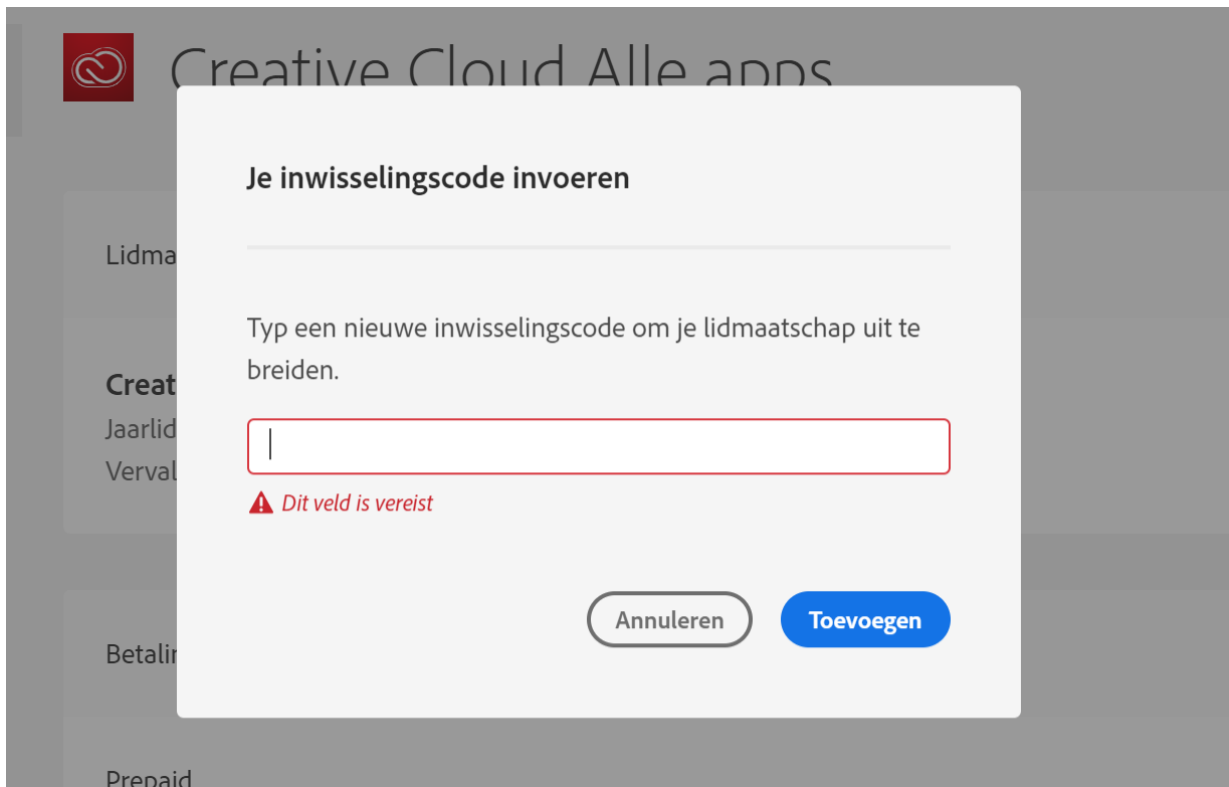
- After logging in with an existing Adobe account, you will see an overview of your account. In this overview you can click on 'Manage your account' and after that on 'Manage plans' (see screenshots below).





- After clicking 'Manage plans' you can click on 'Redeem new code' in order to fill in the code and activate it.





- Several minutes after filling in the code you will receive an e-mail from Adobe in which they confirm that your code has been activated. This e-mail will be sent to the same e-mail address of your Adobe account.

Note:

It is always a good idea to check if there is no creditcard information in your Adobe account so you won't get any surprises after your pre-paid license ends. If this is the case then it is best to contact Adobe through the chat function. You can ask them if they can delete your creditcard information.

You can find the Adobe Chat by following the steps below:

1. Go to <https://accounts.adobe.com/> and log in with your Adobe-ID
2. In the bottom right corner click 'Contact met Adobe' or 'Contact Adobe'
3. Click on the subject of your issue, for instance: account issues.
4. Let Adobe know what the exact problem seems to be by choosing one of the options in the drop down menu. For instance: Adobe ID and Sign in
5. Adobe will then ask if your question is mentioned here, click on the blue button: 'toon mijn contactopties' or 'show my contact options'
6. Choose 'Chat'
7. Summarize the issue and start the chat

Please note that it's incredibly important to formulate your question clearly when communicating with Adobe. Their helpdesk employees aren't Native English speakers and therefore there's an increased chance of miscommunication.

IMPORTANT: You have to prevent at all costs that the Adobe helpdesk misunderstands you and decides to remove/cancel your entire license. Ensure at all times that your messages do not leave room for interpretation on Adobe's behalf. It has happened in the past that customers were unclear in their messages to Adobe and as a result had their entire license cancelled and removed. This action cannot be undone, neither by Adobe nor by us, and in this scenario we are unfortunately not able to assist you.

We hope the installation went swiftly and that you can use the Adobe package with all its functionality. If you have any further questions regarding the installation or the use of this product, please contact us through info@surfspot.nl or if you've purchased through Schoolspot at info@schoolspot.nl

