Adobe Creative Cloud Home Use for Students

Updated 10/31/23

About

If you are taking a class that requires Adobe apps, your instructor may request **Adobe Creative Cloud licenses** for their class.

Summary of Steps

Step 1

Verify with your instructor that Adobe licenses are available for the class.

Step 2 (Method 2)

Once verified, please go directly to **https://creativecloud.adobe.com** and sign in with the **Company or school account** option, then login using your single sign-on username and password (the same one used for Canvas).

From there, please see if you can select the **"FCCC – Foundation for California Community Colleges"** business profile.
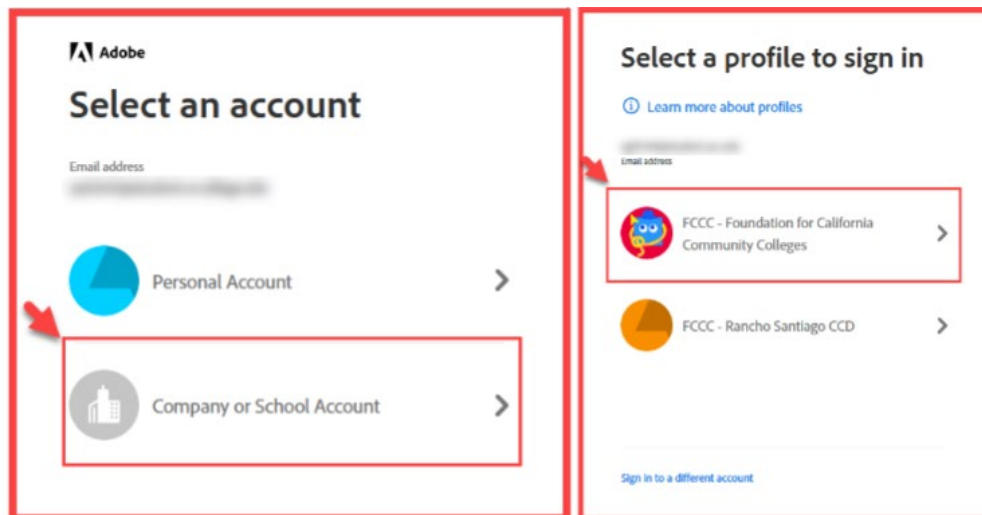
Step 2 (Method 2)

If you do not see this under the Company or school account login option, sign out and sign in again using the **Personal Account** option.

From there, please see if you can select the **"FCCC – Foundation for California Community Colleges"** business profile.
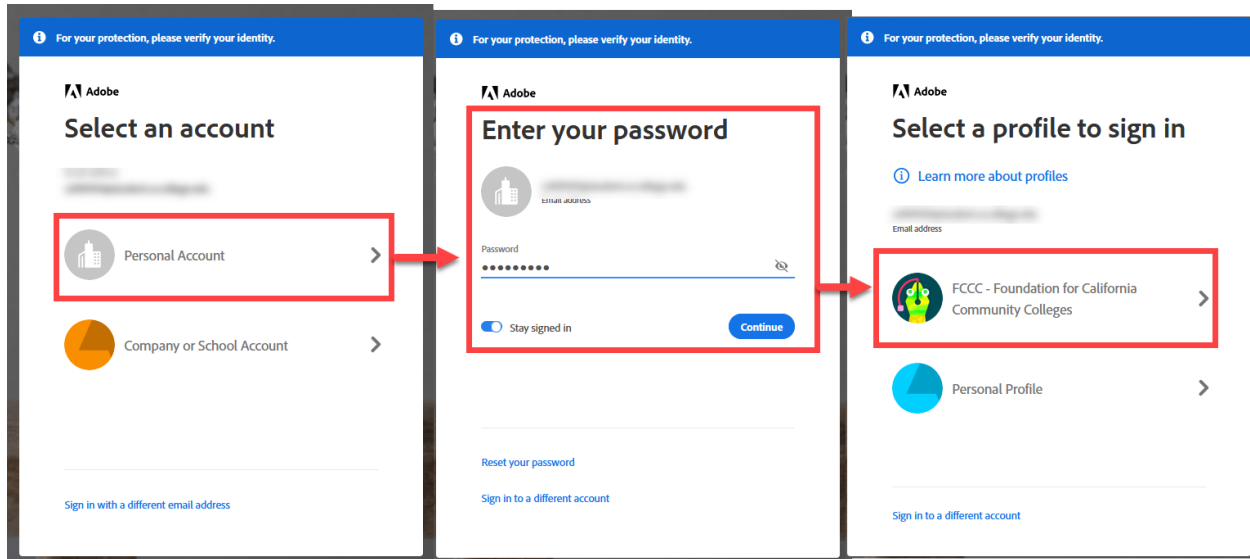
Step 4

Download, install, and sign into the Adobe apps.

Step 5

If you have the Adobe apps installed on your computer from a previous class, you will also need to sign out and sign in again through your Adobe apps installed on the computer to refresh the login.

Please use the login option that has the **"FCCC – Foundation for California Community Colleges"** business profile associated with it.

Troubleshooting Tips

Please read for our Troubleshooting Tips below for issues with the Adobe login.

Issue 1 - I am getting "Start Free Trial" or "Buy now" options.

Select the link here to **Get Help** if you require further assistance.

Summary of Steps

Step 1 – Verify with your instructor that Adobe licenses are available for the class.

At the beginning of each semester, instructors request Adobe Creative Cloud licenses for their classes that need Adobe.

Please confirm with your instructor whether your class provides this license.

NOTE: Rancho Santiago sends roster lists to *Adobe beginning* 3 days prior to the start of class. You will not be able to *login* to *Adobe Creative Cloud* before this.

If you have registered for class recently during the first two weeks of class, **it may take up to 1 business day after your registration for your *Adobe* license to be processed.**

This Adobe license will be associated with your **student email address** ending in **@student.sac.edu or @student.sccollege.edu.**

Step 2 (Method 1): Go directly to https://creativecloud.adobe.com and sign in with the Company or school account, and select "FCCC - Foundation for California Community Colleges" business profile.

Please go directly to **https://creativecloud.adobe.com** and sign in with the **Company or school account** option, then login using your single sign-on username and password (the same one used for Canvas).

From there, please see if you can select the **"FCCC – Foundation for California Community Colleges"** business profile.
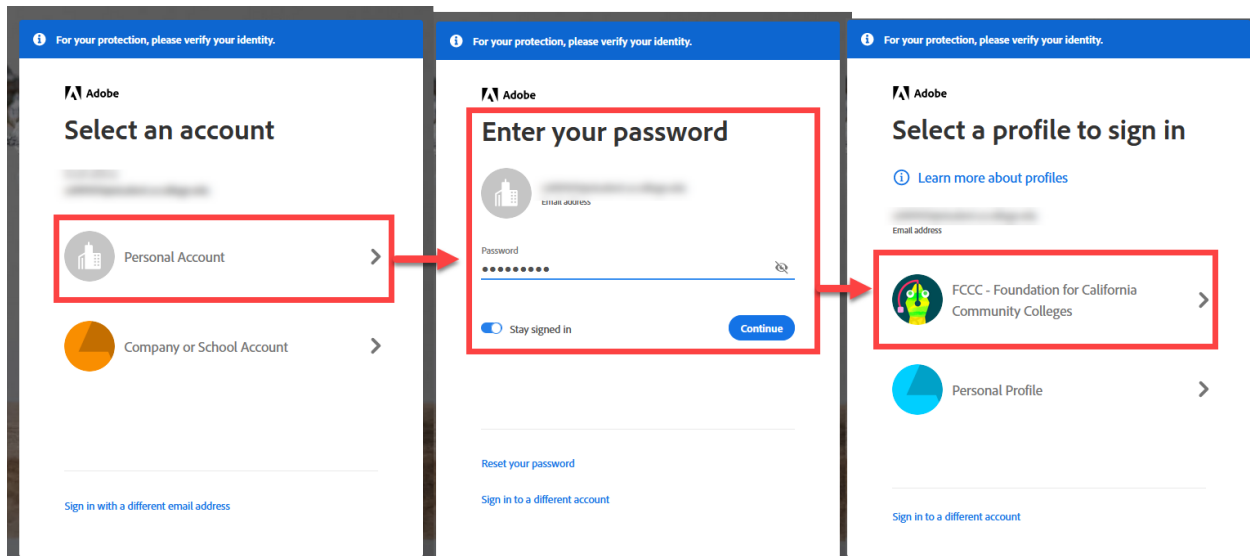
Method 1: Company or school account > FCCC – Foundation for California Community colleges profile
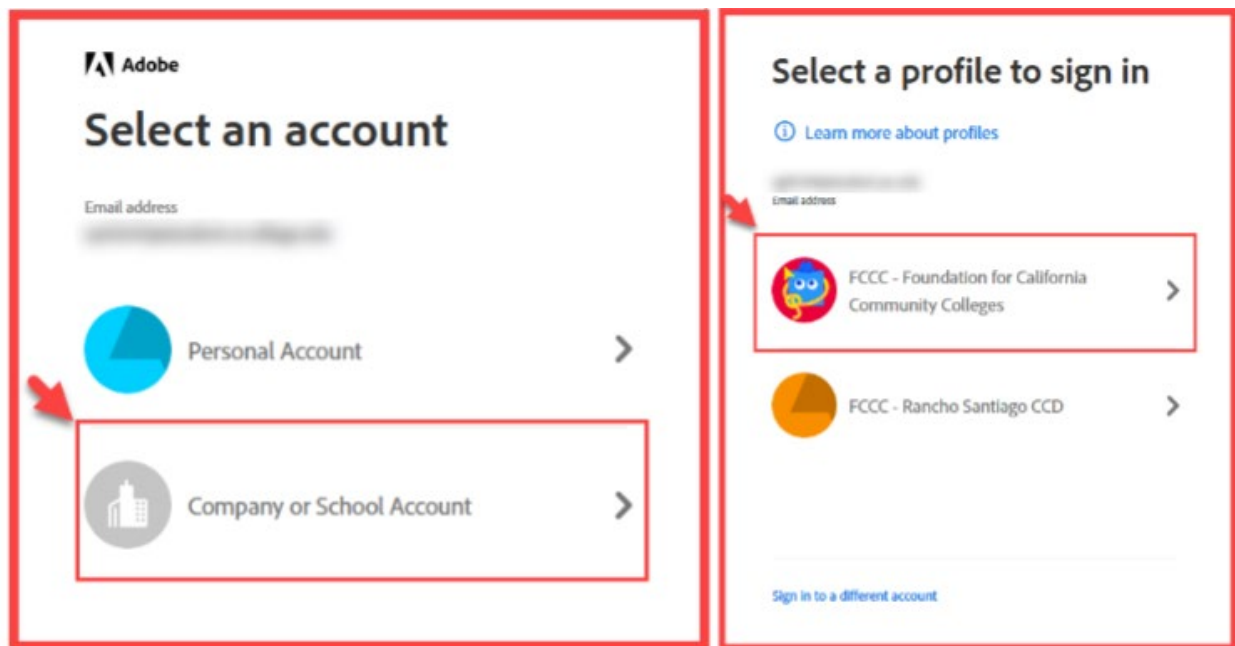
Step 2 (Method 2) – If you do not see the "FCCC - Foundation for California Community Colleges" business profile under the Company or school login, sign out and sign in again using the Personal Account option.

If you do not see the FCCC - Foundation for California Community Colleges business profile under the Company or school login, sign out and sign in again using the Personal Account option.
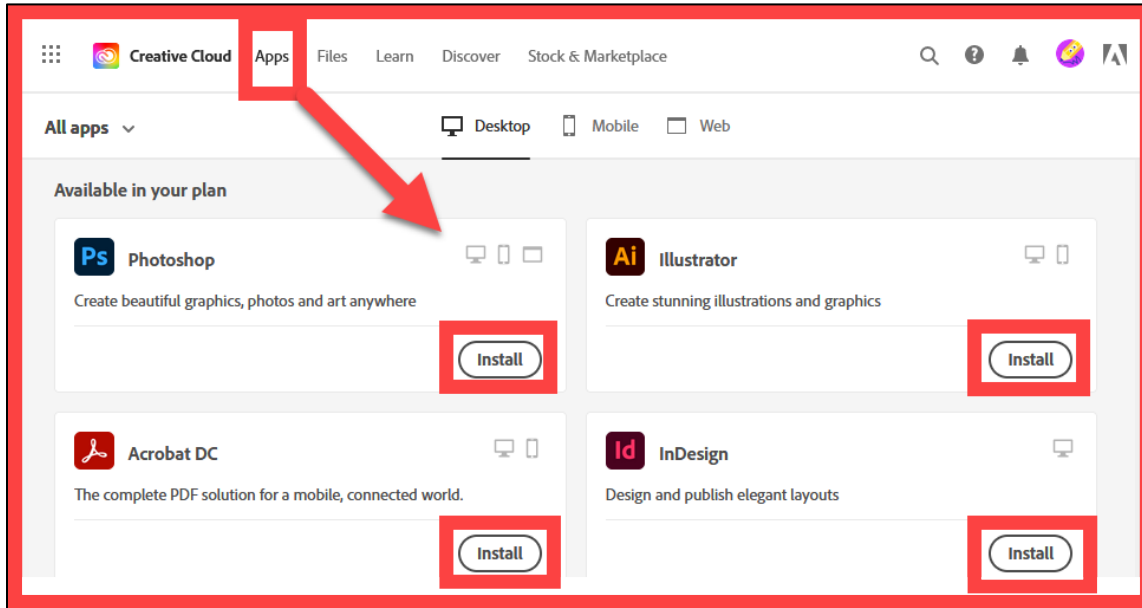
Method 2: Personal Account > FCCC – Foundation for California Community Colleges profile

Step 3 – Download, install, & sign into Adobe apps.

Once logged into the **Adobe Creative Cloud website**, select **Apps** to view the full list of Adobe applications.

Select **Install** for any of the applications to install them onto your computer.

If you do not see the full list of Apps, you may have logged into Adobe using the wrong account option.

Logout of the website and **review Step 2 for Method 1 and Method 2** to find the correct login with the **"FCCC – Foundation for California Community Colleges"** business profile.
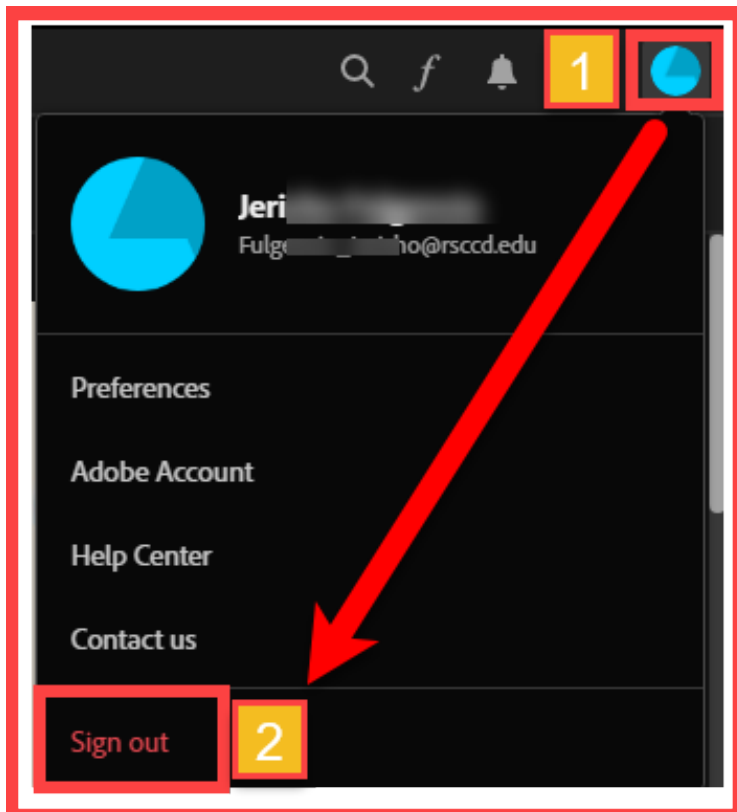
Step 4 – If you already have the Adobe apps installed, sign out of the Adobe apps and sign in again with the account that has the "FCCC - Foundation for California Community Colleges" business profile.

If you have the Adobe apps installed on your computer from a previous class, you will also need to sign out and sign into your Adobe apps installed on the computer to refresh the login.

Please use the login option that has the "FCCC – Foundation for California Community Colleges" business profile associated with it.

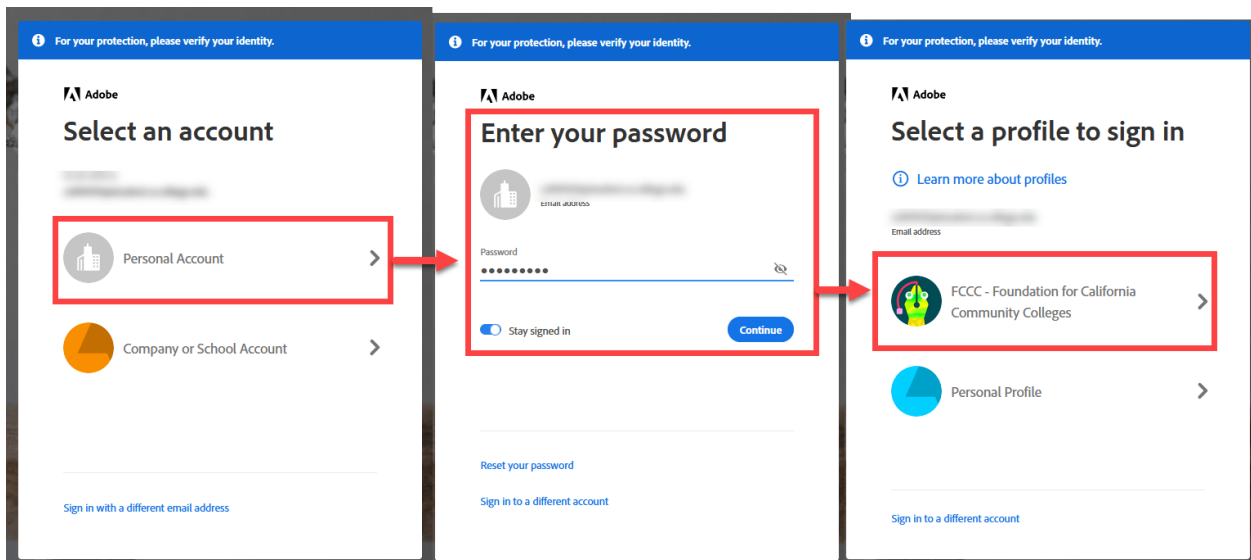**To sign out of your Adobe apps:**

1. **Open the Adobe Creative Cloud desktop app,** or one of the other Adobe apps (e.g., Photoshop, Illustrator, InDesign, etc), and select the **Account icon**.
2. Select **Sign Out**.
3. Sign in again using Method 1 or Method 2 to select the account with the **FCCC – Foundation for California Community Colleges** profile.

Method 1: Company or school account > FCCC – Foundation for California Community colleges profile
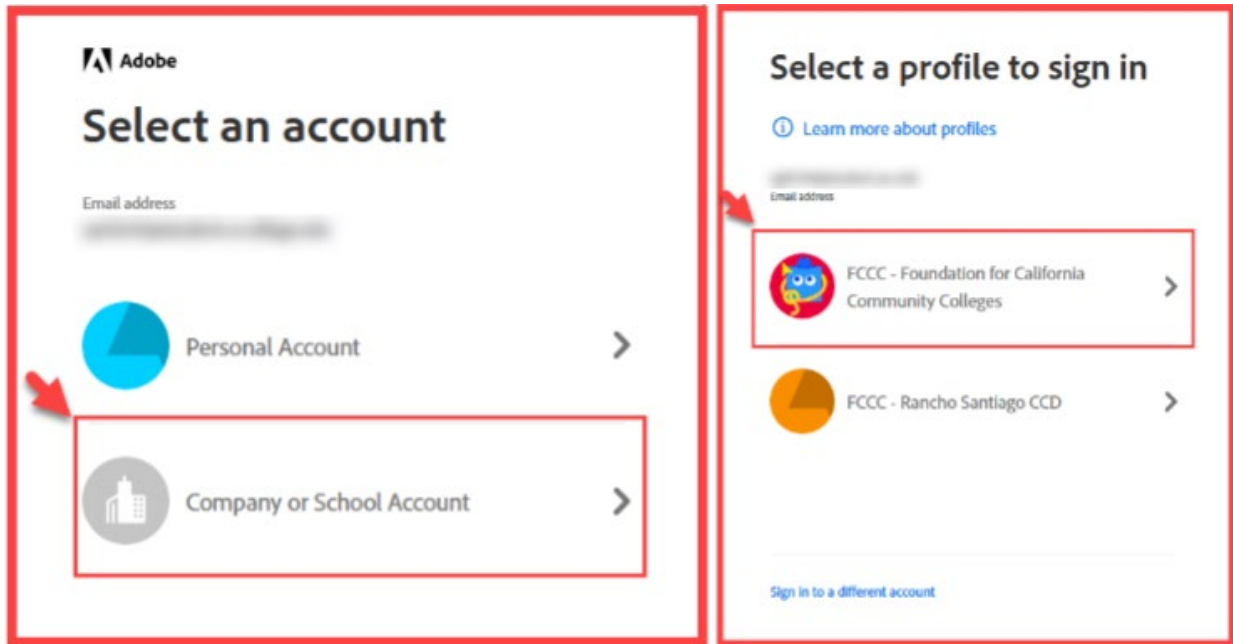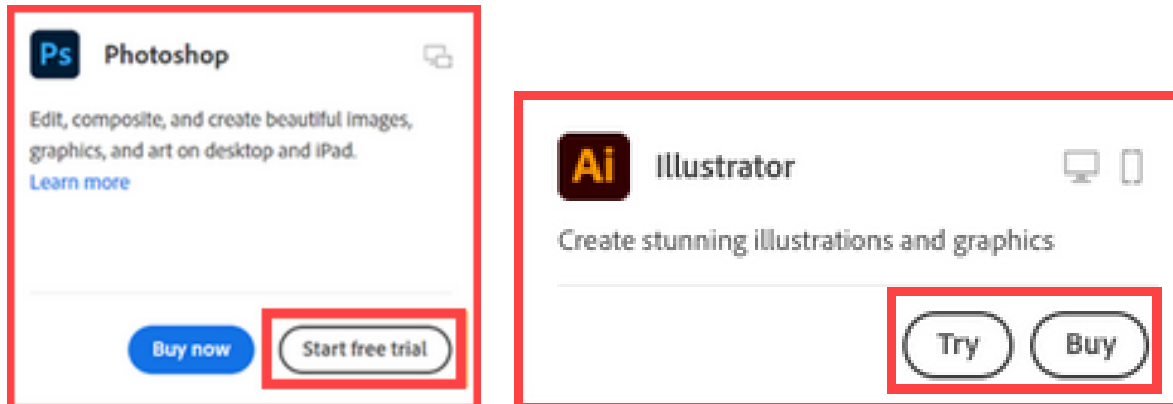

Method 2: Personal Account > FCCC – Foundation for California Community Colleges profile

Troubleshooting Tips

Issue 1: I am getting "Start Free Trial" or "Buy now" options.

If your Adobe Apps show as **"Start free trial," "Try," or "Buy,"** you are signed in with the **wrong account option.**
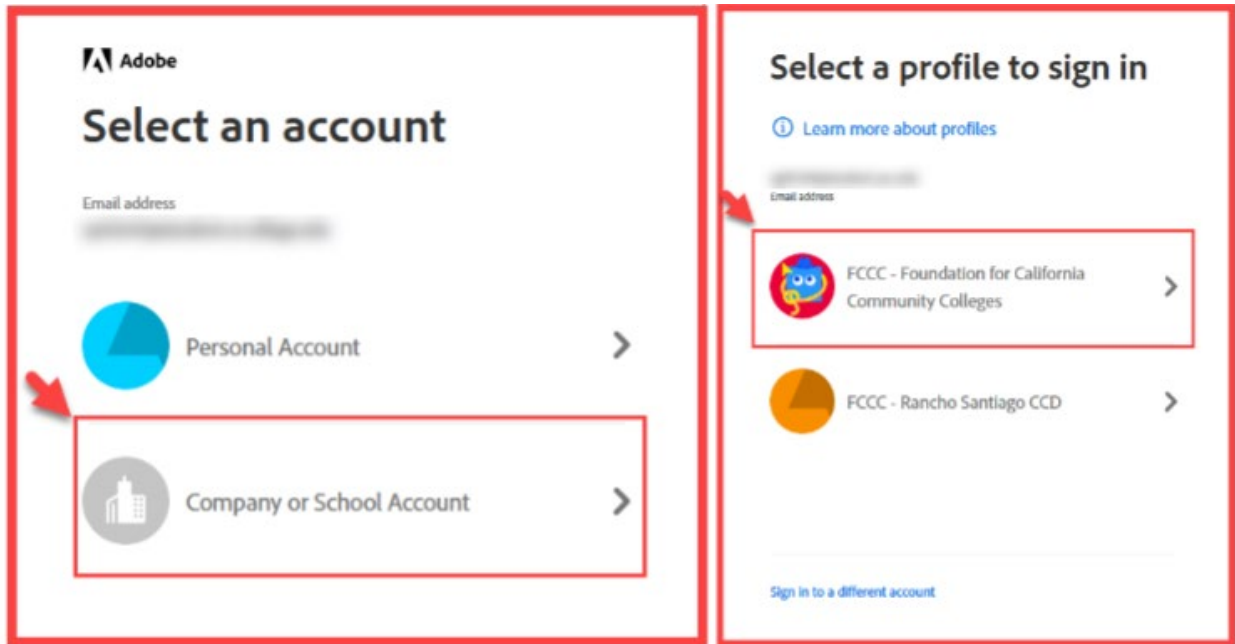

To fix this:

1. Select the **Account icon**.
2. Select **Sign Out**.
3. Sign in again with the account that has the **FCCC – Foundation for California Community Colleges** profile
   a. See Step 2 for **Method 1** and **Method 2** to find the correct profile.
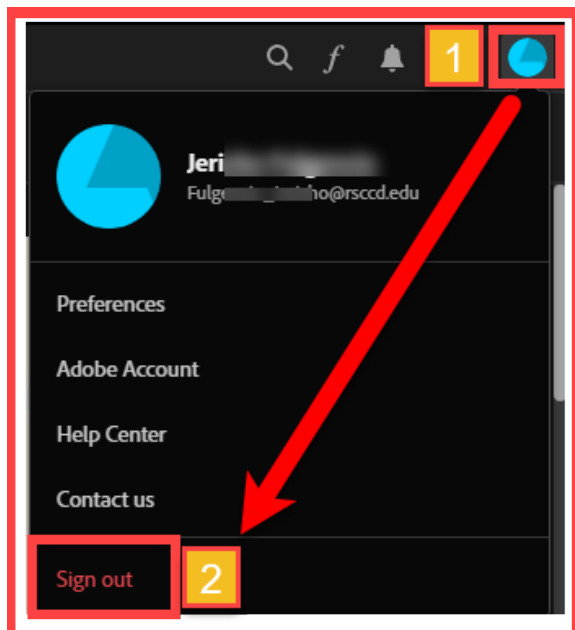
Method 1: Company or school account > FCCC – Foundation for California Community colleges profile

Method 2: Personal Account > FCCC – Foundation for California Community Colleges profile
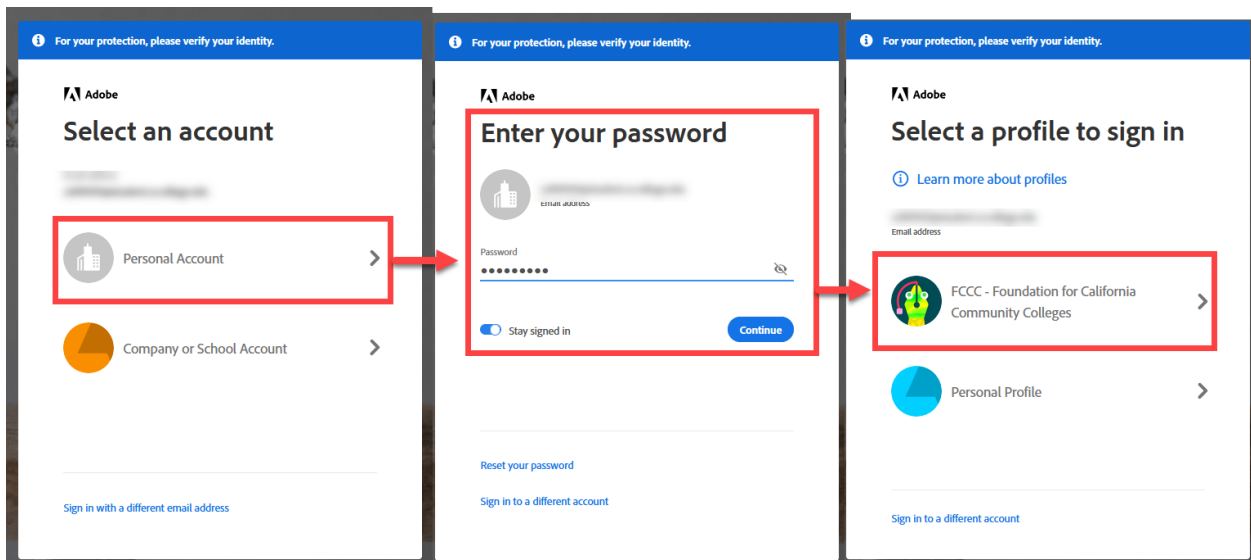
Select the link here to **Get Help** if you require further assistance.

Note on Adobe Personal Account availability (until end of semester)

Your Adobe Personal Account license will be available to you for the current semester only, and for a grace period of 1 week after the semester ends.

After that grace period, the Adobe Personal Account license will be revoked for your account, and you will receive an email from Adobe, with the subject line **"You no longer have access to All Apps."**

The Adobe Personal Account license will not be made available to this account again unless you take another class at Rancho Santiago that requires an Adobe license.

In this case, wait until the beginning of the semester to login to Adobe Creative Cloud again following the steps in this guide, starting at **Step 1.**
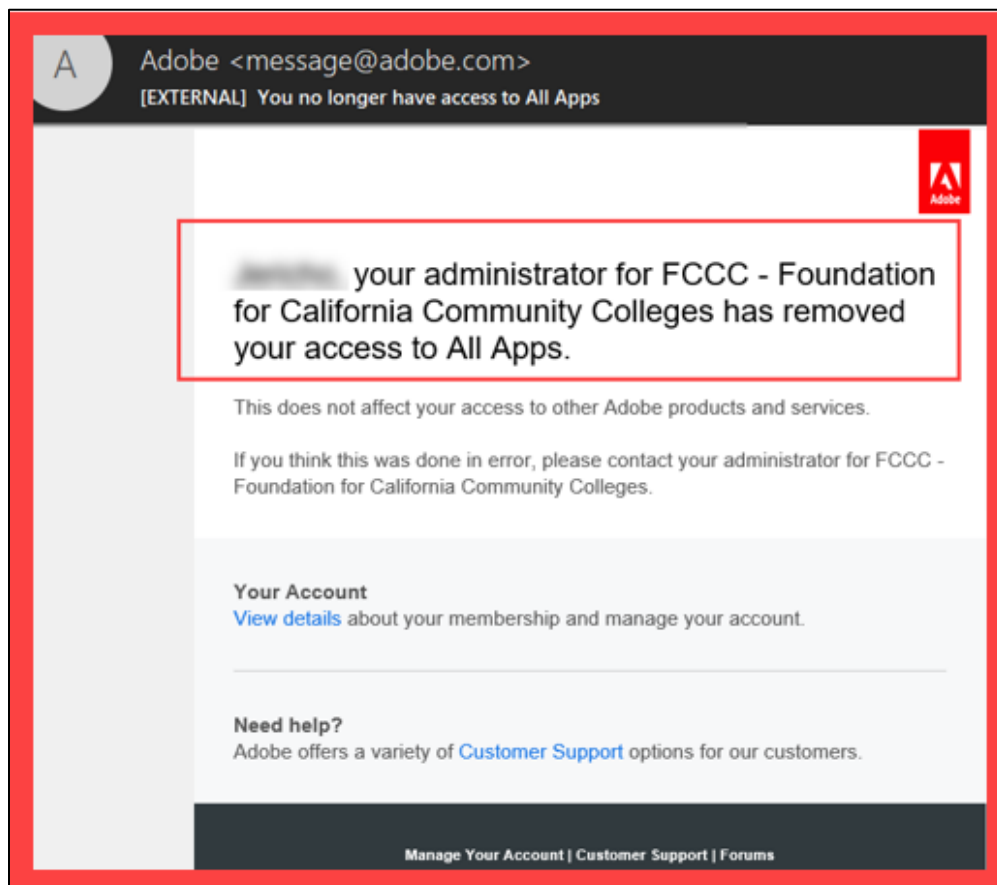
Get Help

If you need further assistance, please contact your Student Help Desk.

Student Help Desk @ Santa Ana College

Select this link for the **Santa Ana College Student Help Desk website**.

Email address: **studenthelpdesk@sac.edu**

Student Help Desk @ Santiago Canyon College

Select this link for the **Santiago Canyon College Student Help Desk website.**

Email address: **studenthelpdesk@sccollege.edu**

Foundation for California Community Colleges

You may also contact CollegeBuys support at the Foundation for California Community Colleges at **collegebuys@foundationccc.org** for assistance.

(You've reached the end of the document. Select this link to return to the top of the* document.)