

# Installing Adobe Creative Cloud at Home

## Introduction

This guide is designed to help students install Adobe Creative Cloud (Photoshop, Illustrator etc) on a home PC.

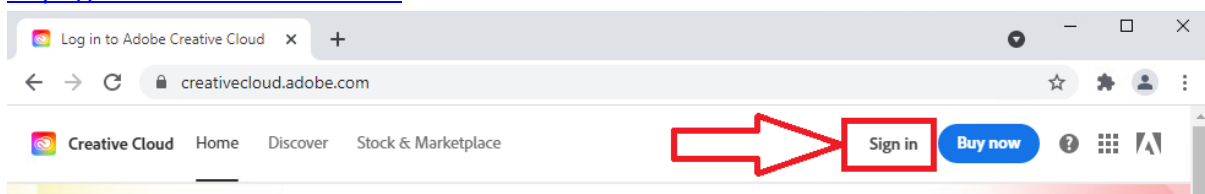
**Note:** this software requires a license to use. Students are allocated licenses based on what subjects they are studying. If you think you should have been allocated a license, please contact your subject teacher who will check with LCS ICT Support.

Adobe Creative Cloud suite can take up a significant amount of disc space and, depending on the individual apps, may have significant hardware requirements to get the best experience. You can find out more at

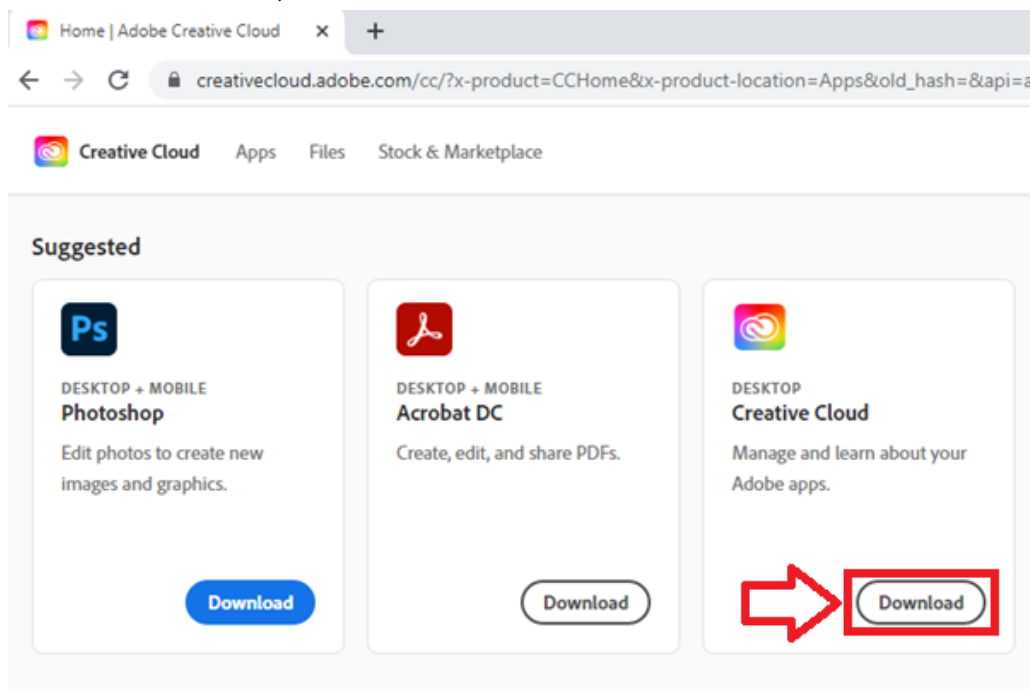
<https://helpx.adobe.com/creative-cloud/system-requirements.html>

## 1. Download the Creative Cloud Installer

- Users who have been allocated licenses will have been sent an email to their school email address with a link to Adobe Creative Cloud. If you think you might have missed your email or lost it, navigate to <https://creativecloud.adobe.com>



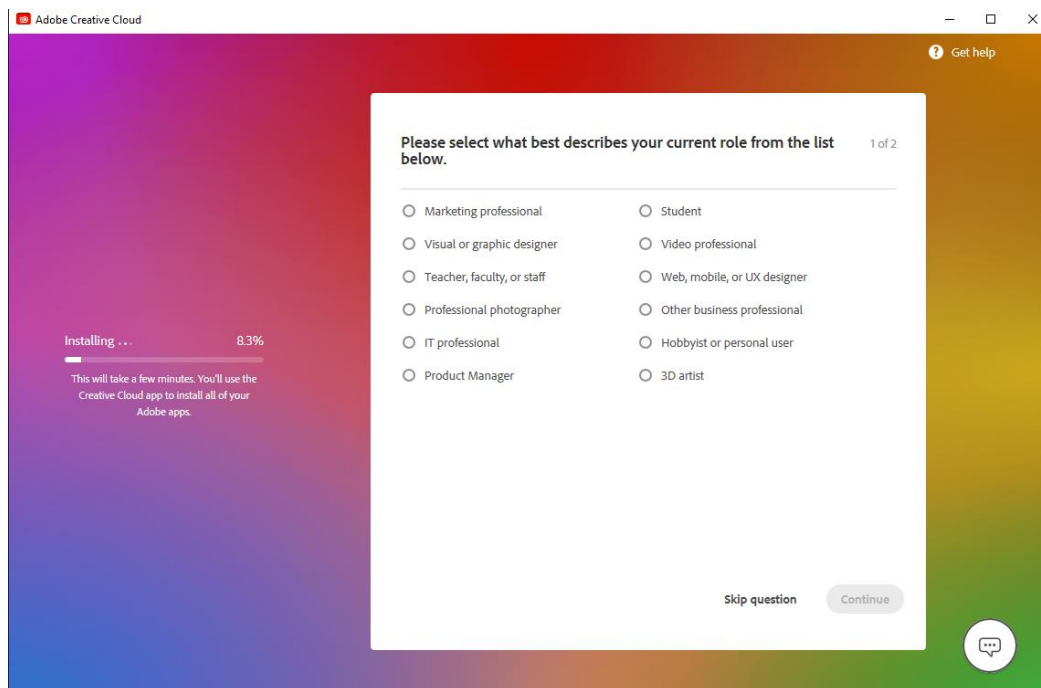
- Click the **Sign In** button at the top.
- When prompted, enter your **LCS Email address and Password**
- Once logged into Adobe’s website, click the **Download** button underneath **Creative Cloud**



- The Creative Cloud installer will then download and should run automatically. If not, please locate the downloaded file and run it manually.

## 2. Install Creative Cloud

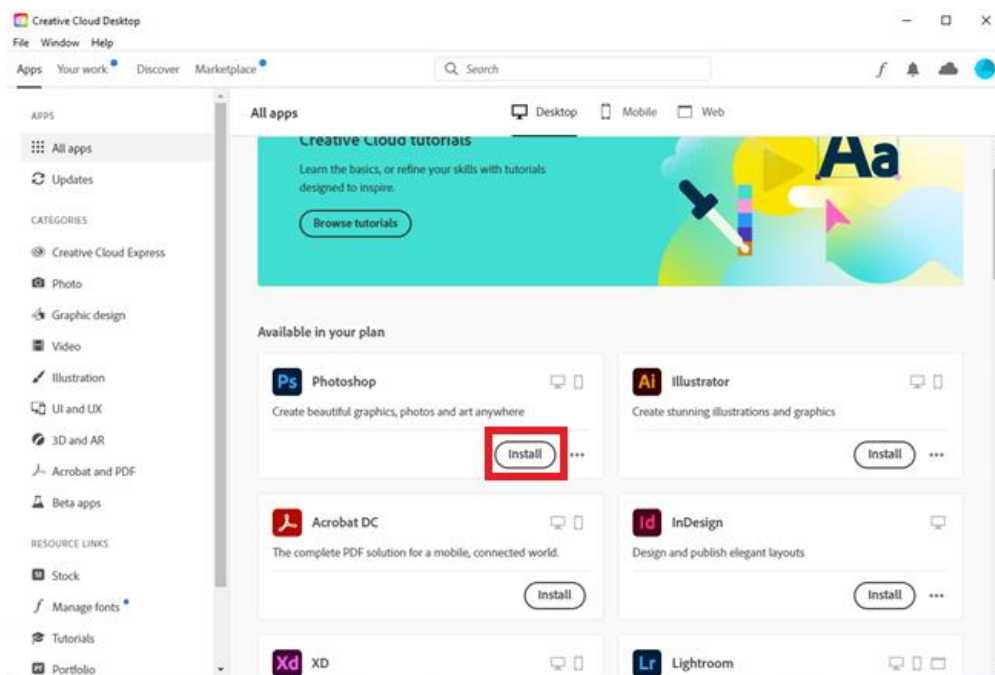
- Once the installer runs, you should see a screen similar to below (You can skip the questions on the on-screen questionnaire part if you like).



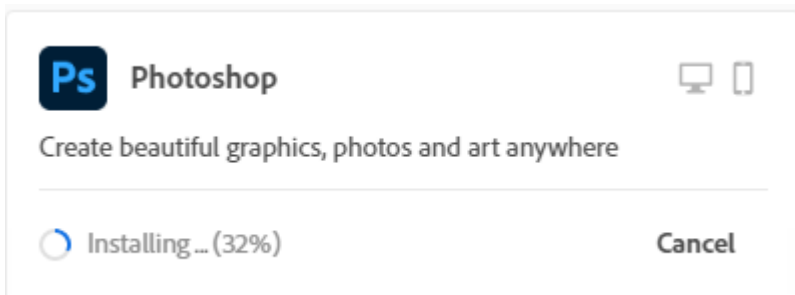
- When the installation is complete, you should be presented with the Adobe Creative Cloud home screen. If not, you should be able to launch it from the Start menu.

## 3. Installing Individual Adobe Apps

- From the Adobe Creative Cloud home screen, you will be presented with a range of Adobe applications which you can install.



- Click an Application to install it (For this example we are going to install Photoshop, but the process is the same for the other apps). Please ensure that you have sufficient disc space on your PC prior to installing
- The Software will then download and install



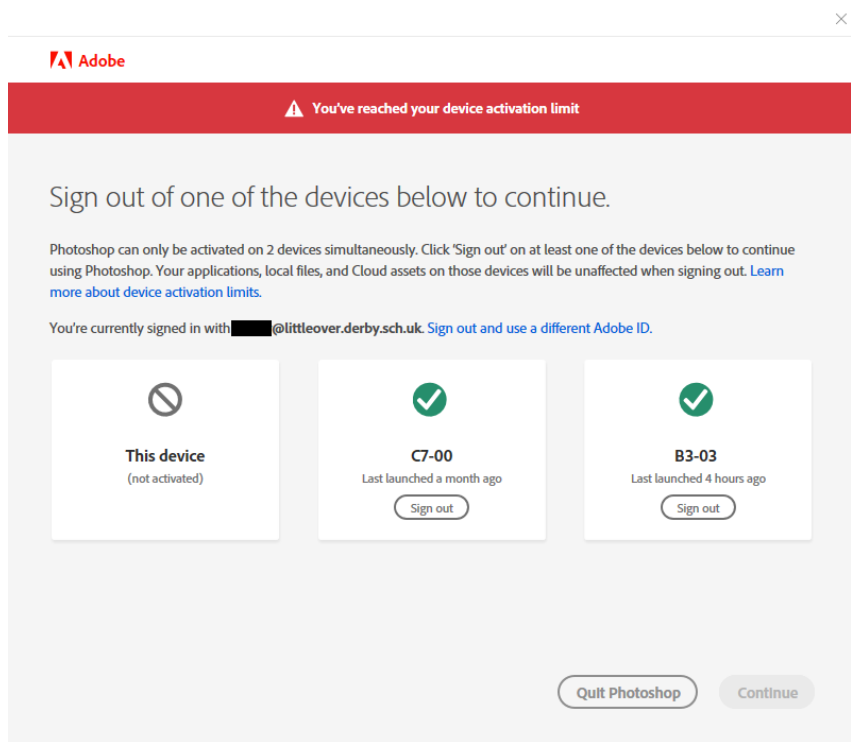
- When it is finished you will see something like this in your home screen:



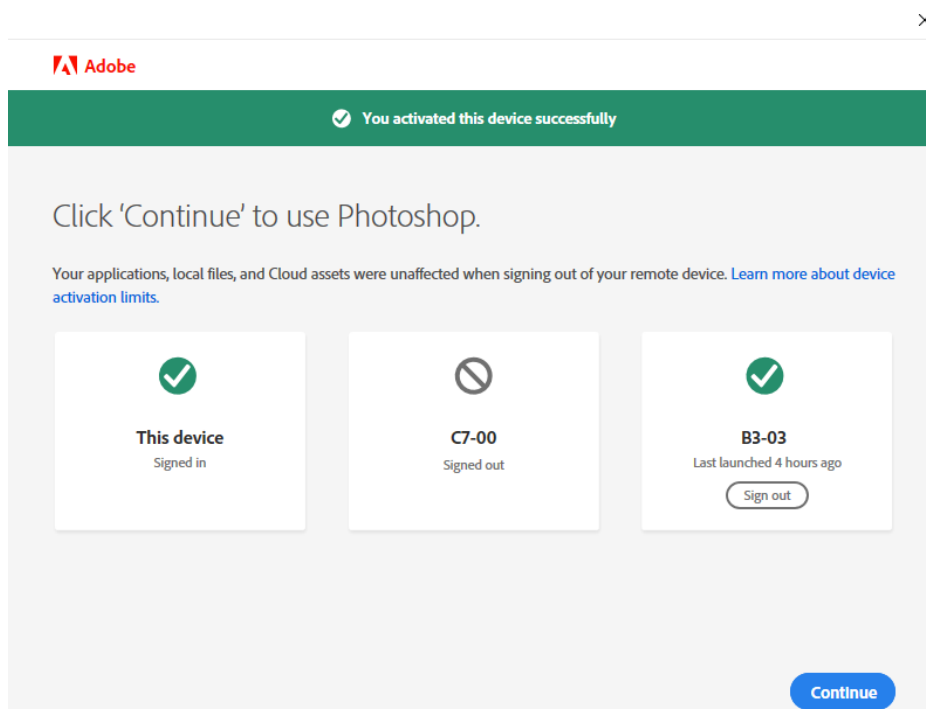
- Click **Open** to launch the software.
- You may be prompted to log in again. Use your **LCS Email Address and Password**

## Device Activation Error

- When you launch an application, you may see an error regarding a device activation limit (see below). This is due to the Creative Cloud software being limited to 2 devices per user at any one time. You must sign out of one of the previous PCs in order to activate the current one.



- You will be prompted to deactivate your copy of Adobe Creative Suite on one of the previous 2 PCs you were using. Select a PC to deactivate and click the **Sign Out** button. The copy on your current PC will be activated, replacing the one you signed out of.



- Click **continue** to load your software as normal.

## 4. Troubleshooting

If you encounter errors installing software, please check the following:

- Do you have an Adobe license allocated? Please ask your subject teacher to check with ICT Support.
- Is there sufficient disc space to install the software?
- Does your PC meet the minimum hardware requirements of the software you are running?  
<https://helpx.adobe.com/creative-cloud/system-requirements.html>
- Is the wifi/internet connection reliable? A poor connection could cause files to not download correctly.
- Does the user trying to install the software have sufficient permissions on the device?
- Has your Antivirus or Firewall blocked access to the installer?