

Adobe Licensing for Faculty and Students

Fall 2020 – UBC IT

In order to utilize Adobe Creative Cloud (CC) software remotely on UBC machines, all users must have an Adobe CC cloud account. UBC will cover this cost for faculty, administrative staff, and students registered in a course in which the Adobe software is specifically needed to complete the course requirements (note: the license will expire upon course completion). By receiving a license, you will be able to download and use the software on your home computer as well as in specific remote computer labs.

In general, no action is required from you to request a license. This process is automated for students registering for or teaching a class that is known to require the software.

Installing Software

Software has already been installed on UBC lab computers.

To use the software on your home PC, you will need to install it.

- 1) Follow this link to download and install the software:
<https://creativecloud.adobe.com/apps/download/creative-cloud>
- 2) Open the software. On **the login screen, enter “student.ubc.ca” into the Email Address field – NOT your email address.**

Sign in

New user? [Create an account](#)

Email address
student.ubc.ca

Continue

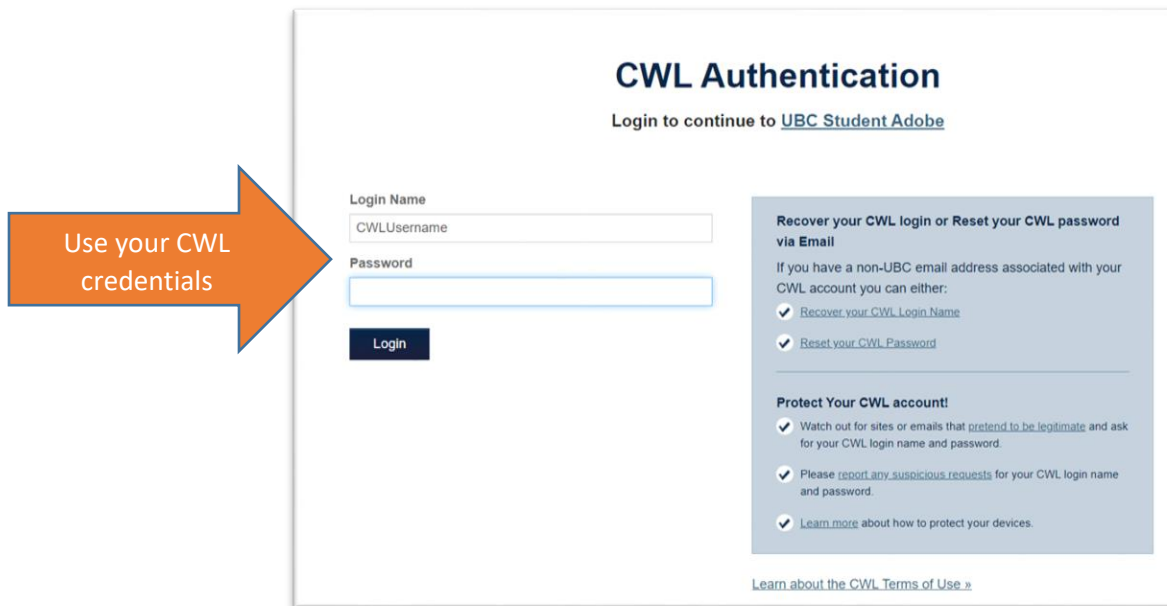
Or

Continue with Google

Continue with Facebook

Continue with Apple

3) You will receive a popup asking you to log in with your CWL. Enter your CWL and your password.



The screenshot shows a 'CWL Authentication' login page. At the top, it says 'Login to continue to [UBC Student Adobe](#)'. Below this are two input fields: 'Login Name' with the placeholder 'CWLUsername' and 'Password'. A dark blue 'Login' button is positioned below the password field. To the right of the login fields is a light blue box containing recovery options: 'Recover your CWL login or Reset your CWL password via Email'. It includes instructions for non-UBC email addresses and two checked options: 'Recover your CWL Login Name' and 'Reset your CWL Password'. Below this is a 'Protect Your CWL account!' section with three checked items: 'Watch out for sites or emails that pretend to be legitimate and ask for your CWL login name and password.', 'Please report any suspicious requests for your CWL login name and password.', and 'Learn more about how to protect your devices.'. At the bottom right of the page, there is a link: 'Learn about the CWL Terms of Use »'. An orange arrow on the left points to the login fields with the text 'Use your CWL credentials'.

4) Once logged in, you will see several **Install** buttons for each title available to you.

FAQ / Troubleshooting

- The installation page is missing my app.
 - Review the following page, detailing how to restore missing apps from the installation page: https://ubc.service-now.com/kb_view_customer.do?sysparm_article=KB0016174