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Frequently Asked Questions

Using Adobe Products at Cerritos

1. Why am I being prompted to log in to Adobe software?

   Starting November 30, 2019, Adobe will be changing the licensing for all products used by educational institutions. Adobe will now require individual users to login with their campus email address and password which will license the software.

2. Who has to sign to use Adobe products?

   Everyone.

   Full-time faculty and full-time employees of Cerritos College can sign in to Adobe products using their @cerritos.edu email address and password.

   Students can sign in using their Gmail, Facebook, or Apple accounts. They can also create an account an Adobe account at www.adobe.com. The Adobe software in computer labs is configured so it will accept credentials from all of these services. Student email accounts (@student.cerritos.edu) are Gmail accounts and will allow students to log in.

   Adobe has a guide for addressing issues related to Gmail, Facebook, and Apple here: https://helpx.adobe.com/x-productkb/global/resolve-social-sign-in-errors.html

3. I am neither a full-time employee or a student. How do I sign in to Adobe products?

   Part-time hourly employees, part-time faculty, and any other part-time employees are assigned a shared license which is only available for on campus use only. You will be prompted to use your @cerritos.edu email address and password when you launch the software. If you have having problems, please contact Help Desk by emailing helpdesk@cerritos.edu or by calling x2166.

4. How do employees sign in to Adobe products?

   Employees will be prompted to use their @cerritos.edu email address and password when they launch the software. Anyone with problems should contact Help Desk by emailing helpdesk@cerritos.edu or by calling x2166.

Using Adobe Products at Home (Full-time faculty and full-time employees only)

1. Am I allowed to install Adobe products at home?

   All full-time faculty and full-time employees can download Adobe products to use on their home computer. A list of the Adobe products available is located here: https://helpx.adobe.com/download-install/kb/download-availability.html

   Part-time hourly employees, part-time faculty, and any other part-time employees can not download and install Adobe software on their home computer at this time.

2. How can I download Adobe products to my home computers?

   Adobe has instructions posted here: https://helpx.adobe.com/download-install/using/download-install-new-computer.html

3. On many computers can I use my Adobe licenses?

   Adobe allows you to install it on multiple computers, but only allows you to license it on 2 computers. Since you will be using the adobe software on campus, you will only be able to install the software on one personal computer. Adobe only allows the software to be used on one computer at a time. Adobe has more information about that here: https://helpx.adobe.com/download-install/using/install-apps-number-of-computers.html

Why are part-time faculty and part-time hourly employees not allowed to install the software on a home computer?

1. Cerritos College has limited licenses to distribute and can only accommodate full-time faculty and full-time employees.