



Frequently asked questions

The following are answers to common questions about Adobe® Creative Cloud™ for teams membership, purchasing, security, and storage.

CREATIVE CLOUD

What is Adobe Creative Cloud?

Creative Cloud brings together everything you need to create your greatest work. One simple membership gives you and your team:

- Access to the next generation of Adobe professional creative desktop applications like Adobe Photoshop®, Adobe Illustrator®, and more.
- New features and innovation as soon as they are available.
- Cloud storage and file syncing capabilities so you can reliably access your files wherever you are, even on your mobile device, and you can share your concepts with clients or colleagues more easily than ever.
- Cloud-based services to let you build and publish websites, mobile apps, iPad publications, and content for any medium or device.
- Behance® integration so you can publish your customized portfolio on your own URL, and plug into the world's largest creative community to get inspired, get feedback, and find new opportunities.

With Creative Cloud, your entire creative world gets its own central dashboard to keep your ideas, files, fonts, settings, notifications, desktop applications, and team members in sync.

What is Creative Cloud for teams?

Creative teams have specific creative, collaboration, and administrative requirements to help them deliver their best work. We designed Creative Cloud for teams to meet these needs.

With Creative Cloud for teams you not only get every Creative Cloud app and all future releases and innovation, but you also receive the very latest Creative Cloud services and business features your team needs to create and collaborate with their peers. This includes:

- The ability to share private folders with 100GB of file storage per seat, maintain file versions, choose the people you want to collaborate with and capture all activity in one place.
- Two 1:1 consulting sessions per seat per year with Adobe's expert services support organization.
- Centralized administration tools that make it easy for IT to purchase, deploy, and manage Creative Cloud along with the changing needs of your team.

Why did Adobe rename Creative Suite® to Creative Cloud (CC)?

Our vision for Creative Cloud is beyond just offering our creative applications for download. We are building a platform that allows you to work when and where you want, and makes the community a key part of the creative process.

The integration with Adobe Creative Cloud is one of the main areas of focus for this and future releases, with an overall goal of making it easier to work across multiple machines and devices, as well as enabling collaboration and discovery within the creative community.

The new naming reflects this focus and captures that these applications enable new workflows within Creative Cloud.

Are all of Adobe's products now only available via Creative Cloud?

Desktop tools that were part of the Creative Suite family, as well as Adobe Muse™ CC, and Edge Tools and Services, are now only available as part of Creative Cloud. The new CC apps are an integral part of Creative Cloud and have been reinvented to support a more intuitive, connected way of creating. Other desktop tools, such as Adobe Acrobat® and Photoshop Lightroom® continue to be available outside of Creative Cloud. For information about specific products, refer to the product pages on Adobe.com.

PURCHASING AND GETTING STARTED

How can I purchase Creative Cloud for teams?

You can purchase Creative Cloud for teams through a channel reseller by becoming a member of Adobe's Value Incentive Plan (VIP) licensing program.

What is Adobe's Value incentive Plan (VIP)?

You may be familiar with Adobe's CLP and TLP volume licensing programs that are available for purchasing licenses of Adobe's perpetual software. Value Incentive Plan (VIP) is Adobe's new membership-based buying program that customers join to purchase Creative Cloud for teams through the channel. There is no cost to join the VIP program.

One of the unique benefits of the VIP program is the ability for customers to immediately download and deploy Adobe's subscription-based products while the billing cycle is still in process. Immediate fulfillment means that your employees and team members no longer have to wait for the ordering process to be complete and can start using products as soon as they are assigned a seat.

In addition, with VIP there are no minimum purchase requirements.

How do I join VIP?

Joining VIP is quick and easy. Your reseller will send you an email inviting you to join the program. Once you review and accept the terms of the program (there is no obligation to buy), you will be assigned a VIP ID, which you will use to place all orders.

As a VIP customer, how do I purchase Creative Cloud for teams?

As a VIP customer, you can purchase Creative Cloud for teams from your reseller of choice by providing your VIP ID, and a confirmation email will be sent to you when seats are added. If you purchase product from two different resellers, you can use the same VIP ID or create two separate IDs, giving you flexibility on how you want to manage your subscriptions.

Alternatively, you can log on to creativecommons.com and add seats directly to your Creative Cloud for teams membership. Note that when you add seats directly through Creative Cloud, your reseller will be notified, and you have 30 days to send them a purchase order.

You can track your seats and status of payments on a seat-by-seat basis within Creative Cloud.

Why does Creative Cloud for teams cost more than Creative Cloud for individuals?

A team membership includes all of the great features and benefits that come with an individual membership, plus:

- **Centralized administration:** A centralized purchasing and license management console to easily assign and transfer seats at no cost, add seats, and track usage.
- **Centralized deployment:** Centrally deploy all apps or a customized subset. Admins can also block services and online storage access while on the corporate network.
- **Additional storage:** 100GB of storage per user—five times what individual Creative Cloud members have.
- **Expert support:** Exclusive access to Adobe experts via 1:1 sessions (two per year, per person).

I have invested in Creative Suite in the past. Can I get a discount to upgrade to Creative Cloud for teams?

Yes. For a limited time, customers who have a commercial license for CS3 or later are eligible for an introductory offer to get their first year of Creative Cloud for teams membership at a discounted rate. Consult your reseller for more details about this offer.

How do I add seats to my Creative Cloud for teams membership?

If you've purchased Creative Cloud for teams through Adobe.com, you can add seats at any time and you will be billed for the additional seats in your next billing cycle. Similarly, if you purchase seats through a reseller, you can add seats at any time. However, you will need to place an order with your reseller within 30 days to complete your transaction. If you do not place your purchase order within 30 days, you will not be able to add any more seats, and your unpaid seats may be deactivated. All additional seats will co-terminate with your original anniversary date.

You can track your seats and status of payments on a seat-by-seat basis within Creative Cloud.

Can I purchase a perpetual license for the new Creative Cloud (CC) applications that were announced in May 2013?

No. The new CC versions of the applications are only available through Creative Cloud offerings for individuals, teams, and enterprise. Adobe does not have any current plans to release future CC tools outside of Creative Cloud. (Note: Adobe Acrobat XI continues to be available through a perpetual software license.)

Can I use the software I downloaded from Creative Cloud on multiple computers?

Yes. You can use the applications available in Creative Cloud on two computers at once, regardless of operating system, for the individual associated with the Creative Cloud membership.

In what languages is Creative Cloud available?

Currently, the Creative Cloud website is available in English, Czech, Danish, Dutch, Finnish, French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, and Turkish—with the goal to make Creative Cloud widely available as soon as possible.

CREATIVE SUITE

I heard Adobe launched the latest CS products. How can I upgrade to CS7?

Adobe launched the next-generation Creative Cloud versions of the desktop apps, such as Adobe Photoshop CC and Illustrator CC, and there will not be a CS7 release of the creative desktop apps. To get the CC versions, you need to become a Creative Cloud member. The new CC apps are an integral part of Creative Cloud and have been reinvented to support a more intuitive, connected way of creating.

Can I purchase a perpetual license for Creative Suite 6?

Customers can continue to purchase Adobe Creative Suite 6 perpetual licenses through Adobe's volume license programs through authorized resellers.

For how long will Adobe continue to sell Creative Suite 6?

We plan to sell Creative Suite 6 for use on supported platforms indefinitely.

HOW CREATIVE CLOUD WORKS

Do I need ongoing Internet access to use my Creative Cloud desktop applications?

No. Your Creative Cloud desktop applications (such as Photoshop and Illustrator) are installed directly on your computer, so you will not need an ongoing Internet connection to use them on a daily basis.

You will need to be online when you install and license your software. If you have an annual membership, you'll be asked to connect to the web to validate your license every 30 days. However, you'll be able to use products for 180 days even if you're offline.

Do I have to download and install all of the applications available in Creative Cloud all at once?

No. Creative Cloud enables you to install each application individually whenever it works best for you. Mix and match and install whatever you want—you have the freedom to choose which applications you want to install.

Can I send a file to people who don't have a Creative Cloud membership? Will they be able to view or share the file?

Yes, files created by the CC apps, like Photoshop, can be shared like any other file. For example, you can share files through email, FTP, and so forth.

In addition, Creative Cloud sharing features let you share files with people who aren't members of Creative Cloud by allowing them to view the files in a browser. Viewers can turn layers on and off, view relevant metadata, comment, and even download files for editing.

As a Creative Cloud member, when an upgrade to an application becomes available in Creative Cloud, am I required to install it?

No. You are not required to install any new version of the applications available in your membership. You can continue using your current version of the product as long as you have an active subscription. You have flexibility on when you install a new release to take advantage of new product features, if you choose to do so.

I already have the traditional licensed version of a previous Creative Suite application on my computer. Can I install and run the Creative Cloud applications at the same time?

Yes, you can run the traditional, perpetual licensed versions of your older Creative Suite applications at the same time you run the latest Creative Cloud versions of those same applications.

What happens if I decide to stop my Creative Cloud membership?

You will continue to have access to free Creative Cloud member benefits, and if you saved your work to your computer, you will continue to have access to those files. You will no longer have access to the Creative Cloud applications or most of the services that are components of a Creative Cloud membership.

I just purchased CS6, but I want to switch to Creative Cloud. Can I return it?

If you bought directly from Adobe within the last 30 days, you can contact customer support to return the product. Any Adobe product purchased from any seller other than Adobe may only be returned to the seller from which the product was purchased, in accordance with that seller's return policy.

DESKTOP APPS AND PRODUCT UPDATES

What are the new Creative Cloud (CC) applications?

The CC applications are the next generation of the creative desktop applications, like Photoshop CC and Illustrator CC, which are available as part of your Creative Cloud membership. The new CC apps are an integral part of Creative Cloud and have been reinvented to support a more intuitive, connected way of creating.

How often will Adobe be adding new features to Creative Cloud?

Adobe plans to add new applications, features, and updates to Creative Cloud on an ongoing basis. As these features become available, notifications are sent to users through their activity stream in the Creative Cloud app.

If I am not a member of Creative Cloud, will I have access to the new CC applications and features recently announced?

The new CC versions of the applications are only available through Creative Cloud offerings for individuals, teams, and enterprise. We do not have any current plans to release future CC tools outside of Creative Cloud.

Do Creative Cloud members have access to previous versions of Creative Cloud apps?

As a paid Creative Cloud member, in addition to always having access to the latest versions of the apps, you can also download and use a selected set of archived versions of each of our CC apps. Starting with CS6, select older versions of the desktop creative apps will be archived and available for download. Archived versions are provided as-is and are not updated to work with the latest hardware and software platforms.

Can the new CC applications export to CS6?

Many of the Creative Cloud applications provide the ability to export files to the equivalent Creative Suite 6 version of the application. This allows you to export your work to Creative Suite 6, which is available via a perpetual software license.

Adobe plans to continue to support the ability to export to Creative Suite 6 in applications where it is available when it ships.

New features added to the applications after Creative Suite 6 may not be supported in the exported file or supported by the Creative Suite 6 application.

DATA SECURITY

What is Adobe's approach to security in the cloud?

Adobe Creative Cloud uses industry-leading encryption technology to secure the transfer and storage of our members' data. When you use the service and transfer files, 256-bit AES Secure Sockets Layer (SSL) encryption is used for both user authentication and data transfer encryption, helping to ensure that your data and documents are available only to you and the users you authorize. This is the same industry-leading technology used by the world's financial institutions and governments. The service issues a session cookie only to record authentication information for the duration of a specific session. The session cookie does not include the username (Adobe ID) or password of the user. For stored Creative Cloud assets, users benefit from the industry-leading security and certifications provided by Amazon Web Services.

My organization wants to block access to certain services such as storage and community features available through Creative Cloud. Is this possible?

Yes, your IT administrators can block users from accessing the online services. The online services and their URLs are listed at www.adobe.com/go/integratedservices.

You can also deploy Creative Cloud applications independent of the cloud-based services using Creative Cloud Packager. Creative Cloud Packager is available through the Creative Cloud for teams Admin Console.

CREATIVE CLOUD STORAGE

Can I store any kind of file in Adobe Creative Cloud, or just Adobe files?

There are no restrictions on the file types you can store in Creative Cloud.

Can I buy additional Creative Cloud storage?

Additional storage will be available for purchase later in 2013. If you have reached your storage limit, contact Adobe Customer Service.

How does file versioning work in Creative Cloud?

Every time you create a new version of a file in Creative Cloud, the previous version is saved and stored. You can create an unlimited number of previous versions, which are saved for 10 days and do not count against your storage total. Only the most recent version will count against your storage total.

What happens to my files in the cloud if I cancel my membership?

If you cancel your paid membership, you will still have access to the free level of membership, which provides 2GB of storage. You will have a 90-day grace period to download your files to your local machine and delete online files to get your cloud storage down to 2GB (or to purchase additional storage separately if you choose). If you leave more than 2GB of files in your cloud storage for more than 90 days, you may lose access to some or all of your files.



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