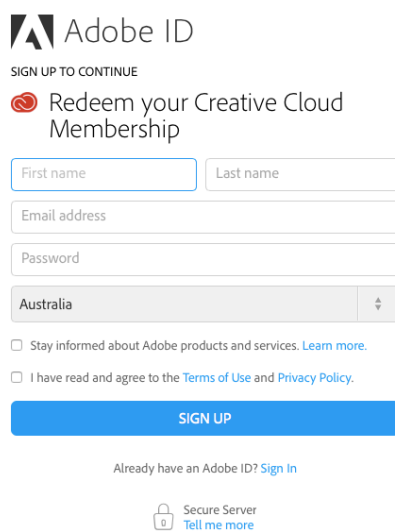


Adobe Creative Cloud Subscriptions and Renewals Process and FAQ For NSW Department of Education staff

The redemption code process:

1. Create an Adobe ID (*additional info provided below – Ref A*), which is free, at <http://adobe.com> *. You can choose to use your NSW DoE email address or any other that you want **. Skip this step if you are using the redemption code to renew an Adobe Creative Cloud subscription, as you will already have an Adobe ID.
2. Purchase a redemption code from <http://doe-nsw.onthehub.com>. You need to provide your DoE email address to verify your eligibility for the Work At Home program.
3. Kivuto (the provider of the redemption code service) will send you an email with the details of the redemption code, and a link to redeem the code, which is <https://creative.adobe.com/educard/wah>. See image below.



The screenshot shows the Adobe ID sign-up page. At the top, it says "Adobe ID" and "SIGN UP TO CONTINUE". Below that, it says "Redeem your Creative Cloud Membership". There are input fields for "First name", "Last name", "Email address", and "Password". A dropdown menu is set to "Australia". There are two checkboxes: "Stay informed about Adobe products and services. Learn more." and "I have read and agree to the Terms of Use and Privacy Policy." A blue "SIGN UP" button is at the bottom. Below the button, it says "Already have an Adobe ID? Sign In". At the very bottom, there is a "Secure Server" icon and the text "Tell me more".

4. Sign up, if you haven't already, or click on the Sign In link, then enter your redemption code. If you are already signed in to <http://adobe.com> you will go directly to the Redeem page, see image below.

Redeem a redemption code

1. Signed in as
2. **Enter your redemption code**
3. Start using Creative Cloud

5. Enter your redemption code and click to Activate Membership.
6. Enjoy using your Adobe products and services.

**** You only require an Adobe ID for an Adobe Creative Cloud subscription. Products such as Captivate, Photoshop/Premiere Elements and Presenter do not require an Adobe ID.**

*** Your Adobe ID is not associated with the Department and you can still use it if you no longer work for NSW DoE, although use of Adobe products and subscriptions purchased via the NSW DoE must stop immediately on ceasing employment. You can renew your subscription by purchasing it from retail or from Adobe, after you leave NSW DoE and keep the same Adobe ID if you wish.**

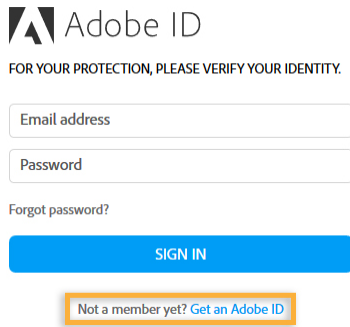
Frequently Asked Questions:

- **Is getting a new redemption code on the Kivuto managed 'On The Hub' site the same as renewing the Adobe Creative Cloud subscription?**
 - No, the redemption code needs to be applied to your Adobe Creative Cloud subscription to renew it.
- **Where do I apply the redemption code?**
 - When you receive the confirmation email from Kivuto there is a link to Redeem Now. Click on that link to apply the redemption code to your Adobe Creative Cloud subscription, renewing it for another year. The link is also on the web page when you completed the purchase of the redemption code - <https://creative.adobe.com/educard/wah>.
- **How long do I have to use the redemption code?**
 - Redemption codes are valid for one year from the day you purchased the code. They can be applied to your Adobe Creative Cloud subscription any time before they expire.
- **When can I get another redemption code?**
 - A new redemption code cannot be supplied until a year after the previous code was provided.
- **What Adobe products are not subscription?**
 - Only the Adobe Creative Cloud is a subscription, all other available Adobe products available on <http://doe-nsw.onthehub.com> are for the term of the licensing agreement between Adobe and NSW DoE ; however if you cease to be employed by NSW DoE you are no longer entitled to use the products – their use is conditional on being employed by the NSW Department of Education.
- **How long is the Adobe Creative Cloud subscription?**
 - The Adobe Creative Cloud subscription is valid for one year after applying a redemption code.
 - If the redemption code is applied on the day of purchase, the Adobe Creative Cloud subscription and the redemption code expire at the same time. You must wait for the year to pass before obtaining a new redemption code and renewing your Adobe Creative Cloud subscription.
 - If applying the redemption code to an Adobe Creative Cloud subscription days, or even weeks, after it was provided (i.e. within the time frame it is valid) you can purchase a new redemption code before the Adobe Creative Cloud subscription expires.
- **What happens if I apply the redemption code before my Adobe Creative Cloud subscription ends?**
 - A year will be added from the end of the current subscription renewal date. For example if your subscription ends on June 6 and you apply the redemption code on May 25 the next renewal date will be June 6 the following year.
- **How do I know when my Adobe Creative Cloud subscription will end?**
 - You can check by signing into <http://adobe.com> and check in the *Manage Account* link, the renewal date is displayed under *Plans & Products*.
 - The Adobe Creative Cloud products will also start to display notification messages a week or 2 before your subscription ends.
- **Do I follow the links in the messages about my subscription ending to renew it?**
 - No, if you're still entitled as an employee of NSW DoE then use the process described above to obtain a new redemption code.
 - Yes, if you are not an employee of NSW DoE.
- **Will the Adobe products stop working when my subscription ends?**
 - There is a 30 day grace period after the Adobe Creative Cloud subscription expires where the products are still available for use, providing you lots of time to obtain a new redemption code and renew your Adobe Creative Cloud subscription.
- **What happens if the grace period ends before I apply a new redemption code?**
 - If the grace period passes and you haven't renewed, don't worry – you can apply a redemption code to your adobe.com account to reactivate your Adobe Creative Cloud subscription and products at any time.
- **How do I install Adobe Creative Cloud apps?**
 - See **Ref B** for instructions below.

Ref A - How to create an Adobe ID:

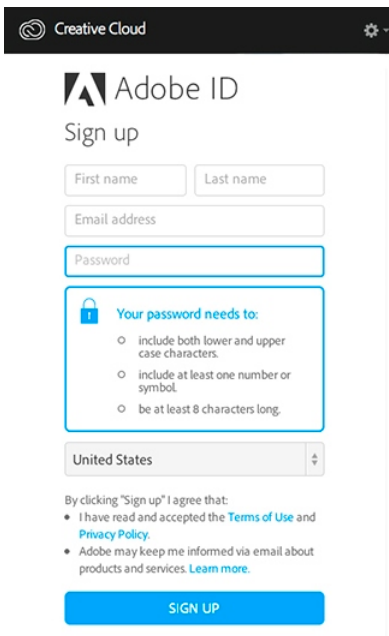
If you don't already have an Adobe ID, first create one. Here's how:

1. Go to [Adobe accounts](#) and click Get an Adobe ID.



The screenshot shows the Adobe ID sign-in page. At the top is the Adobe ID logo. Below it is the text "FOR YOUR PROTECTION, PLEASE VERIFY YOUR IDENTITY." There are two input fields: "Email address" and "Password". Below the password field is a link "Forgot password?". A blue "SIGN IN" button is centered. At the bottom, there is a link "Not a member yet? Get an Adobe ID." which is highlighted with a yellow box.

2. Follow the online instructions. The email address you enter on the Sign up page will be your Adobe ID, so use an address you'll remember. Click **Sign Up**.



The screenshot shows the Adobe ID sign-up page within the Creative Cloud interface. The page title is "Adobe ID Sign up". There are input fields for "First name", "Last name", "Email address", and "Password". Below the password field is a section titled "Your password needs to:" with three requirements: "include both lower and upper case characters", "include at least one number or symbol", and "be at least 8 characters long". There is a dropdown menu for "United States". Below the form, there is a note: "By clicking 'Sign up' I agree that:" followed by two bullet points: "I have read and accepted the [Terms of Use](#) and [Privacy Policy](#)." and "Adobe may keep me informed via email about products and services. [Learn more](#)." A blue "SIGN UP" button is at the bottom.

You're now ready to get started managing your Adobe ID account.

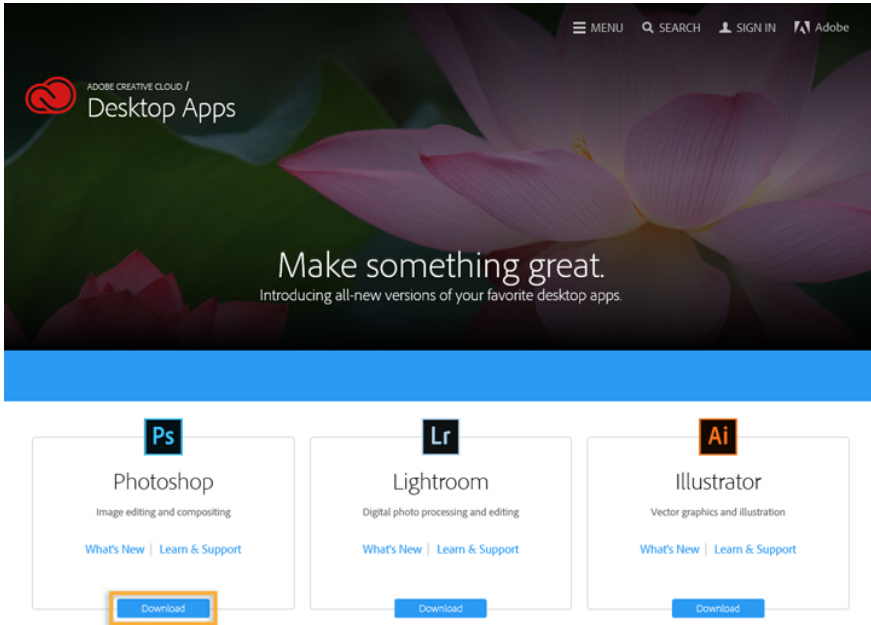
3. From now on you can sign in to your account any time using the navigation bar on Adobe.com pages. To do so, go to www.adobe.com and click **Sign In**. The sign in link is in the top navigation bar of most pages.



Ref B - How to install Adobe Creative Cloud apps:

To get started, simply download your first app from the Adobe website. The Adobe Creative Cloud desktop app – which you will use to manage future downloads – is installed at the same time. Follow instructions below :

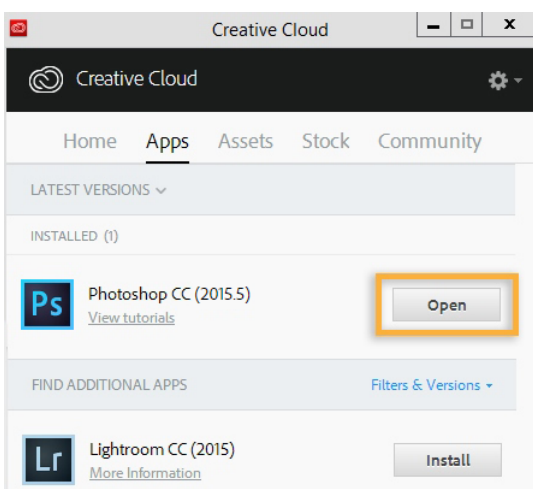
Sign in to <http://adobe.com> and under *Desktop Downloads* or go to the [Creative Cloud apps catalogue](#). Find an app you want to download, such as Photoshop.



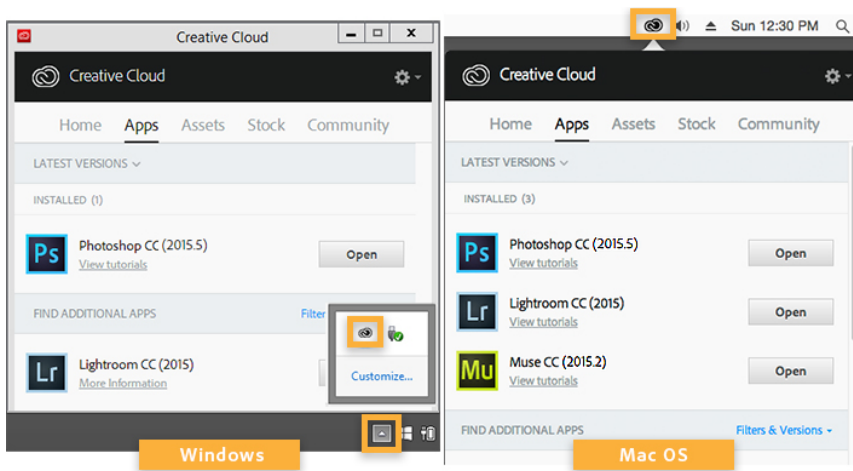
Click **Download** to install the app you want. If you are not signed in, you are asked to sign in with your **Adobe ID** and password. Follow the onscreen instructions. Your app begins to download.

At the same time, the Creative Cloud desktop app appears, and it manages the rest of the installation process. Check your download progress in the status bar next to the app's name.

To launch your new app, find the application's icon in the **Apps** panel and click **Open**. You can also launch your new app the same way you normally launch any app on your computer. Your new app is installed in the same location where your applications are normally installed, such as Program Files folder (Windows) or the Applications folder (Mac OS).



Once you've downloaded your first app, you can now use the **Creative Cloud desktop app** to browse and install the other Adobe apps that you want to use. The **Creative Cloud desktop app** is accessed by clicking on the **Creative Cloud icon**, located in the taskbar (Windows) or Apple menu bar (Mac OS).



Note : If you in the you don't see the Creative Cloud icon, you may have quit the application. You can relaunch it :

- Windows: Choose Start > Programs > Adobe Creative Cloud.
- Mac OS: Choose Go > Applications > Adobe Creative Cloud > Adobe Creative Cloud.