

How Do Students Access Adobe Creative Cloud During COVID-19 Closures

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General Information

- As part of Adobe's response to the COVID-19 pandemic, they are allowing temporary at-home access to Adobe Creative Cloud (CC) software until May 31, 2020 for all **active students**
- UBC has enabled all active students to be able to access the Adobe CC software on their personal computers

Eligibility

- All **active students** of UBC are eligible
- Note: Active student is defined as students who are registered in courses and have paid tuition for the current term
 - For example, the current term of 2020/21 Winter Session ends on April 29, 2020
 - To be eligible from April 30 to May 31, 2020, an active student is required to be registered in and paid courses in Summer Session, Term 1 (starts May 11, 2020)
- Adobe Cloud service is **not** included
- **Important note:** once you are no longer an active student, you will lose access to the Adobe CC services
 - UBC IT will not be able to retrieve files or restore access

Support

- The Adobe Creative Cloud software is offered and supported by Adobe
 - Software support (downloading, installing, and usage) can be found on Adobe's support website
 - <https://helpx.adobe.com/support/creative-cloud.html>
- Step-by-step instructions on how to sign in are listed under **How do I access Adobe applications as a student?** at the following link:
 - <https://it.ubc.ca/services/desktop-print-services/software-licensing/adobe-products-labs-and-shared-devices-faq#getting>

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