

# Licensing either Adobe Acrobat DC or the entire Creative Cloud Suite (which includes Adobe Acrobat DC)

Before you can use Adobe products, you must get a license. You can either get an annual license to Adobe Acrobat DC or a 3 month license to the entire Creative Cloud suite (which also includes Adobe Acrobat DC). Please make note of the following items before proceeding:

- You can only have one license at a time (if you try to license the product a second time before it expires, you will receive an error)
- After expiring, the licenses must regularly be renewed
- If you license Acrobat DC and then decide you need the entire Creative Cloud suite, you will have to contact the Service Desk for assistance since you can only license one or the other, not both

To license Adobe software, please follow the step below.

## Quick Version:

1. Go to <https://ubc.onthehub.com>
2. Click "Sign In"
3. Sign in with your CWL credentials (you may need to do Duo two factor authentication)
4. If this is your first time on the site, you may have a few one-time setup screens to work through
5. Click "Start Shopping"
6. Make sure you're on the Faculty or Staff tab
7. Select either "Adobe Creative Cloud Subscription" or "Adobe Acrobat DC"
8. Click on "Add to Cart"
9. If you receive an error saying that you've already ordered this product, you already have an active license and do not need to renew it until it expires
  1. If you have an active Adobe Acrobat DC license but wish to now use the Creative Cloud license, you will need to contact the Service Desk for assistance
10. On the "Added to Your Shopping Cart" screen, uncheck Windows 10 Education addition (if it's there) and click "Check Out"
11. You should now be on Order Details page and can now proceed to the Adobe Products Installation Instructions

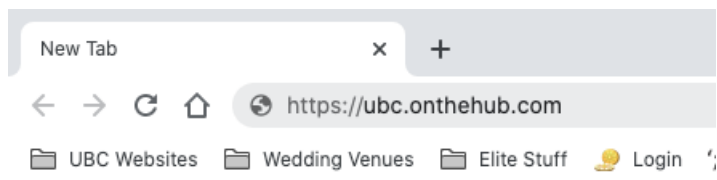
Previous

Main Menu

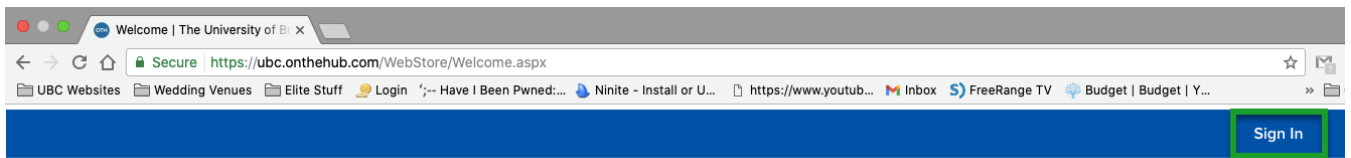
Next

## Details Version:

1. Go to <https://ubc.onthehub.com>



2. Click "Sign In"



### Welcome to The UBC Software Portal!

Using this site, registered UBC students, Faculty, and Staff can download software such as NVivo, MATLAB, Snagit, and more.

If you encounter any difficulties downloading software, please view the support section for answers to your questions or contact the [UBC IT Help Desk](#).

#### Important Note

Sophos Anti-Virus is no longer available through UBC.

Active **Staff** and **Faculty** can proceed to this webstore to find anti-virus/anti-malware software for self-managed devices used for University Business.

**Students** who are looking for anti-virus/anti-malware software their personal computer can visit UBC's [Malware Protection webpage](#).

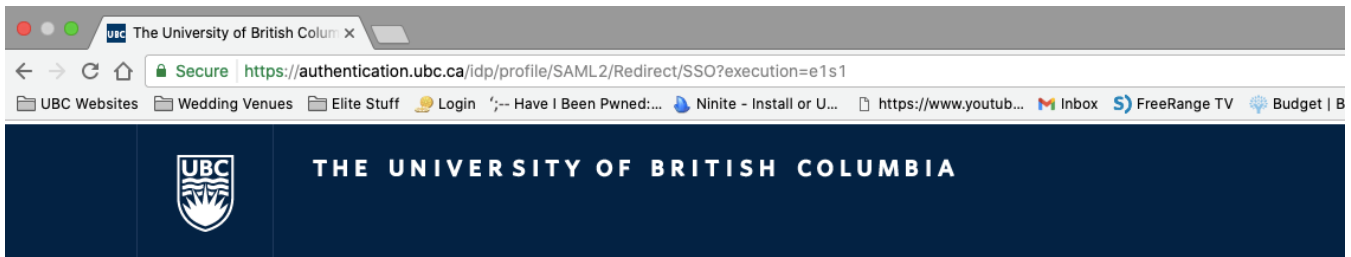
The UBC IT Help Desk cannot provide support for the download and installation of anti-virus/anti-malware software. In addition, we cannot provide assistance with virus and spyware removal or Operating System updates.

**Note:** Personal information you disclose to use this electronic software download service is stored on a server located in the United States of America. When you use this service, limited personal information necessary to complete and deliver your order is disclosed by UBC to Kivuto. You may wish to review the Kivuto Privacy Policy before using this service.

[Start Shopping](#)



3. Sign in with your CWL credentials (you may need to do Duo two factor authentication)



## CWL Authentication

Login to continue to [UBC Software Downloads](#)

Login Name

Password

[Login](#)

#### Recover your CWL login or Reset your CWL password via Email

If you have a non-UBC email address associated with your CWL account you can either:

[Recover your CWL Login Name](#)

[Reset your CWL Password](#)

#### Protect Your CWL account!

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.

[Learn more](#) about how to protect your devices.

[Learn about the CWL Terms of Use »](#)

4. If this is your first time on the site, you may have a few one-time setup screens to work through
5. Click "Start Shopping"

Home Help English — CAD

Hello, Geoffrey (0)

UBC a place of mind THE UNIVERSITY OF BRITISH COLUMBIA SOFTWARE DOWNLOADS

Product Search

Students Faculty Staff

**Welcome to The UBC Software Portal!**

Using this site, registered UBC students, Faculty, and Staff can download software such as NVivo, MATLAB, Snagit, and more.

If you encounter any difficulties downloading software, please view the support section for answers to your questions or contact the [UBC IT Help Desk](#).

**Important Note**  
Sophos Anti-Virus is no longer available through UBC.

Active **Staff** and **Faculty** can proceed to this webstore to find anti-virus/anti-malware software for self-managed devices used for University Business.

**Students** who are looking for anti-virus/anti-malware software their personal computer can visit UBC's [Malware Protection webpage](#).

The UBC IT Help Desk cannot provide support for the download and installation of anti-virus/anti-malware software. In addition, we cannot provide assistance with virus and spyware removal or Operating System updates.

**Note:** Personal information you disclose to use this electronic software download service is stored on a server located in the United States of America. When you use this service, limited personal information necessary to complete and deliver your order is disclosed by UBC to Kivuto. You may wish to review the Kivuto Privacy Policy before using this service.

Start Shopping

OnTheHub® Contact Us Powered by SECURED BY

6. Make sure you're on the Faculty or Staff tab

















Product Search

Students Faculty Staff

UBC Licensed Software

 <a href="#">iClicker Classic</a>	 <a href="#">MATLAB</a>	 <a href="#">NVivo</a>
---	---	--

7. Select either "Adobe Creative Cloud Subscription" or "Adobe Acrobat DC"

<a href="#">iClicker Classic</a>	<a href="#">MATLAB</a>	<a href="#">NVivo</a>	<a href="#">Respondus Quiz</a>	<a href="#">Respondus StudyMate Campus</a>	<a href="#">VideoScribe</a>
 <a href="#">Camtasia 2020</a>	 <a href="#">Snagit 2021</a>	 <a href="#">Camtasia 2019</a>	 <a href="#">IBM® SPSS® Statistics 27</a>	 <a href="#">IBM® SPSS® Amos 27</a>	 <a href="#">IBM® SPSS® Statistics 26</a>
 <a href="#">IBM® SPSS® Amos 26</a>	 <a href="#">Cisco AMP</a>	 <a href="#">Cisco AnyConnect Secure Mobility Client with Umbrella</a>	 <a href="#">CrowdStrike Falcon Sensor</a>	 <a href="#">Stata 16</a>	 <a href="#">CrystalMaker Software</a>
 <a href="#">CrystalMaker</a>	 <a href="#">SingleCrystal</a>	 <a href="#">Adobe Creative Cloud Subscription</a>		 <a href="#">Adobe Acrobat DC</a>	

Note: To access eligible previous purchases for more downloads, please go to the Your Account section at the top and select the item.

8. Click on "Add to Cart"

9. If you receive an error saying that you've already ordered this product, you already have an active license and do not need to renew it until it expires
    1. If you have an active Adobe Acrobat DC license but wish to now use the Creative Cloud license, you will need to contact the Service Desk for assistance
- 

10. On the "Added to Your Shopping Cart" screen, uncheck Windows 10 Education addition (if it's there) and click "Check Out"

---

11. You should now be on Order Details page and can now proceed to the Adobe Products Installation Instructions

---

Previous

Main Menu

Next

Posted by: Geoffrey Pouliot - Mon, Apr 26, 2021 at 11:41 AM. This article has been viewed 795 times.

Online URL: <https://knowit.ok.ubc.ca/article/mac-os-licensing-adobe-software-acrobat-dc-or-entire-creative-cloud-suite-1116.html>