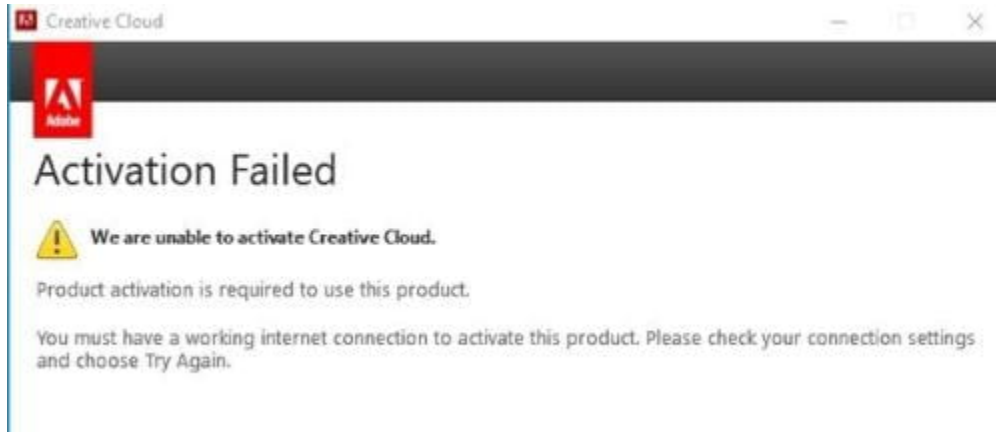


Adobe Activation Failed – Creative Cloud Products

Issue: When launching Adobe Acrobat, you get a message that activation has failed (Fig 1.). Please follow the below steps to re-authenticate your Adobe Creative Cloud license.



(Fig 1.)

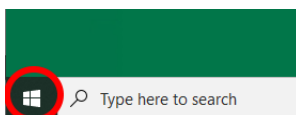
Solution:

- Close any open Adobe product I.e. Acrobat, Photoshop, etc. (Fig 2.)

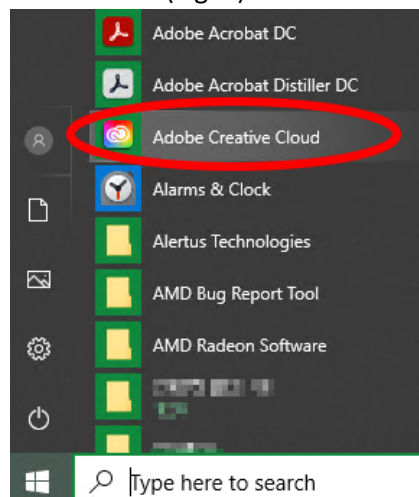


(Fig 2.)

- Open the Adobe Creative Cloud application. This can be found under the system Start Menu (Fig 3.) by searching for "Adobe Creative Cloud". (Fig 4.)

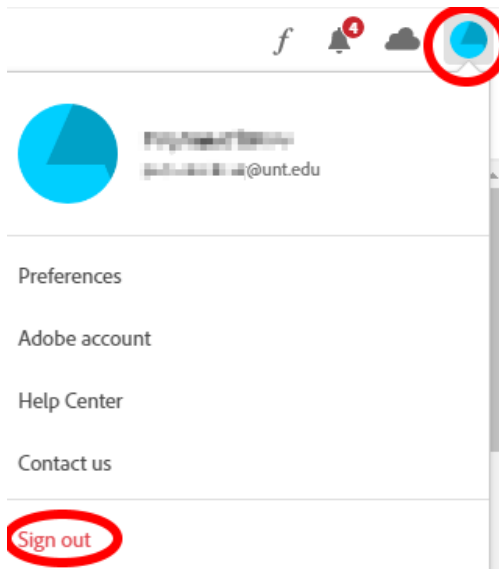


(Fig 3.)



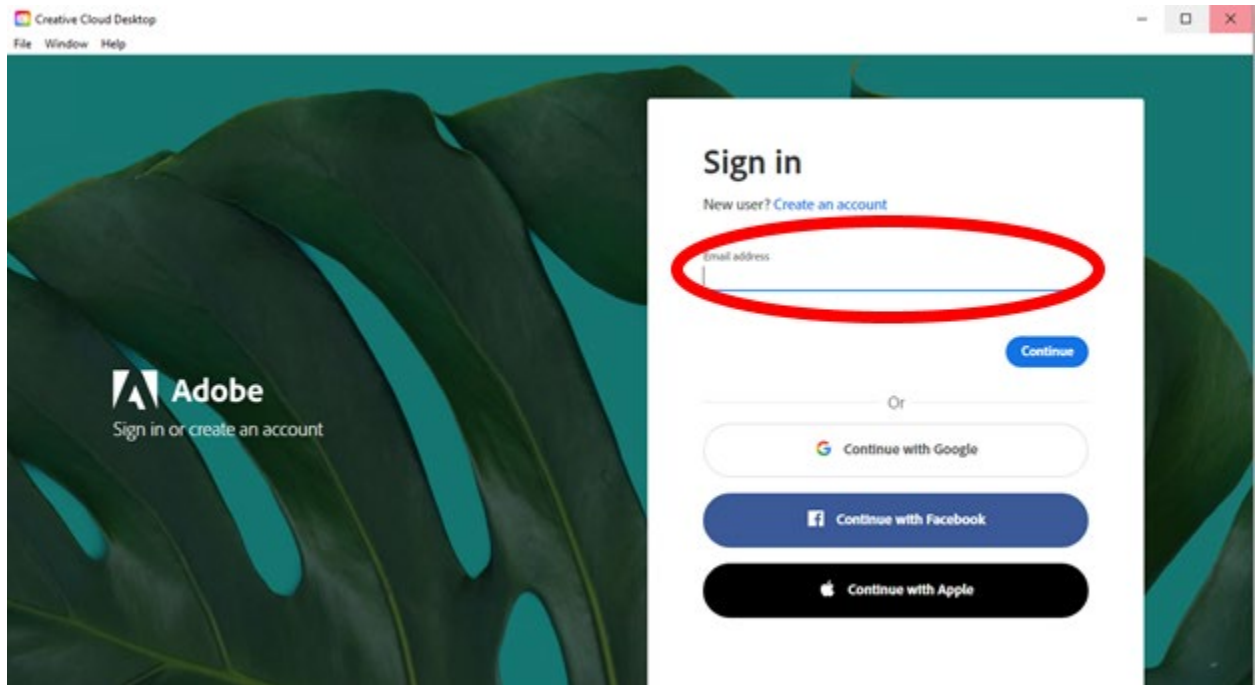
(Fig 4.)

- Click the Account icon in the top corner of the Adobe Creative Cloud application, and then select “sign out” (Fig 5.)



(Fig 5.)

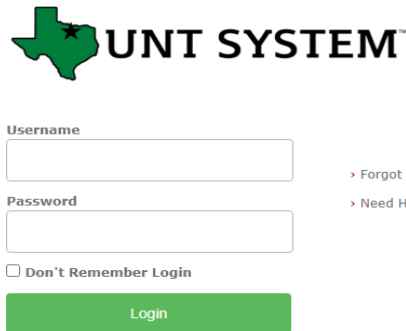
- Now at the Creative Cloud sign in window, enter your official UNT email address (e.g. firstname.lastname@unt.edu) and then select “continue” (Fig 6.)



(Fig 6.)

- You will now be redirected to the UNT System Authentication page, enter your university EUID / password, and then select “Login”. (Fig 7.)

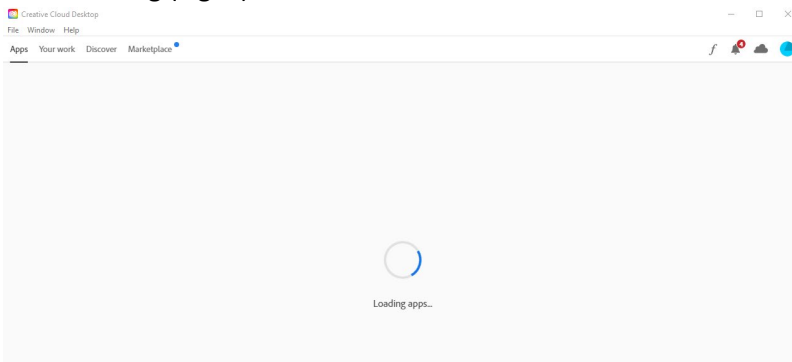
 Enterprise ID Sign in



The image shows the UNT SYSTEM login page. At the top left is a green outline of the state of Texas with a black star in the upper left corner, followed by the text "UNT SYSTEM™". Below this is a "Username" label and an empty text input field. To the right of the input field is a link that says "> Forgot your password?". Below the username field is a "Password" label and another empty text input field. To the right of the password field is a link that says "> Need Help?". Below the password field is a checkbox labeled "Don't Remember Login". At the bottom center is a green button with the text "Login" in white.

(Fig 7.)

- Once authenticated You will be redirected to Adobe Creative Cloud. Wait for Creative Cloud to finish loading (Fig 8.)



(Fig 8.)

You should now be able to open Adobe products (I.e. Acrobat, Photoshop, etc.). If issues persist contact CENG IT Services via ticket or email. <https://itservices.engineering.unt.edu/requesting-service>

Users that are covered by the University Adobe Enterprise License Agreement

All Faculty, TFs, and benefits eligible Staff (75-100% FTE)

I.e. Faculty includes any type of professor, adjunct, lecturer, and TFs, (regardless of FTE), but does **not** include any type of Assistants (e.g., Teaching Assistant, Adjunct Assistant, Faculty Assistant, etc.)