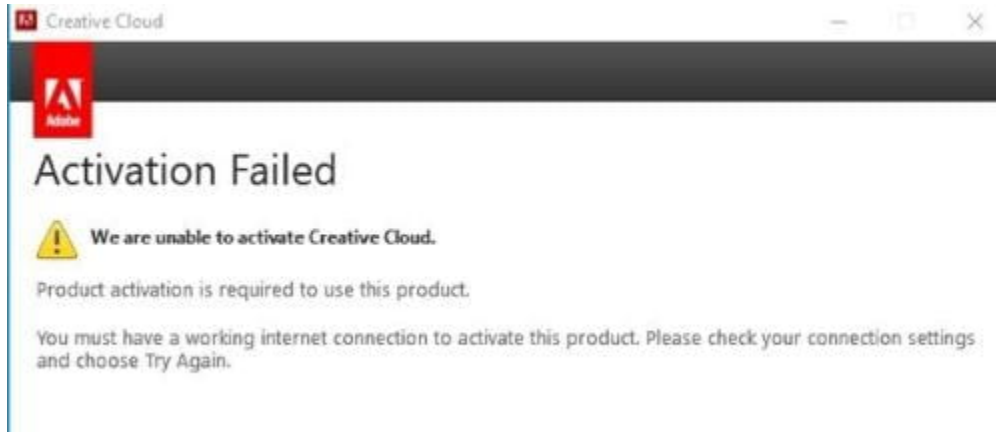# Adobe Activation Failed – Creative Cloud Products

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.*
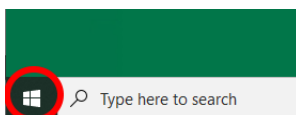

(Fig 1.)

Solution:

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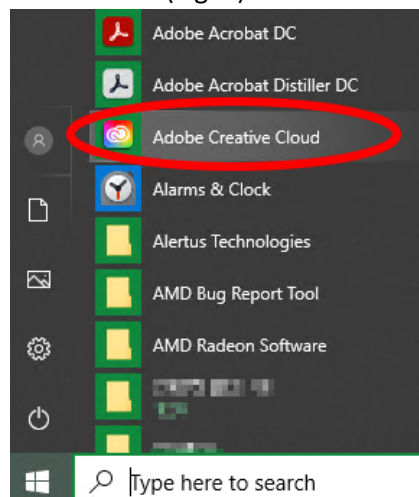

(Fig 2.)

- 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.)
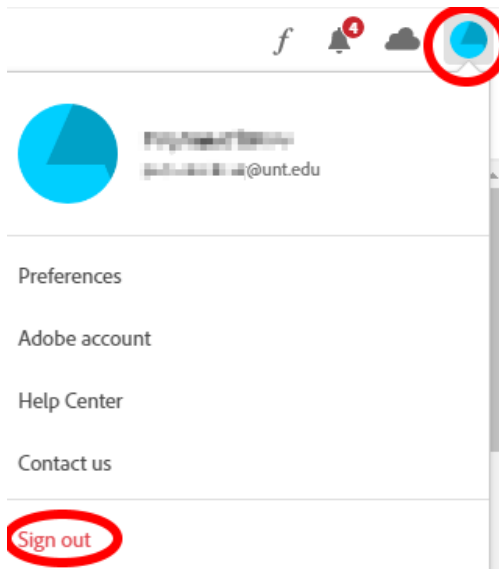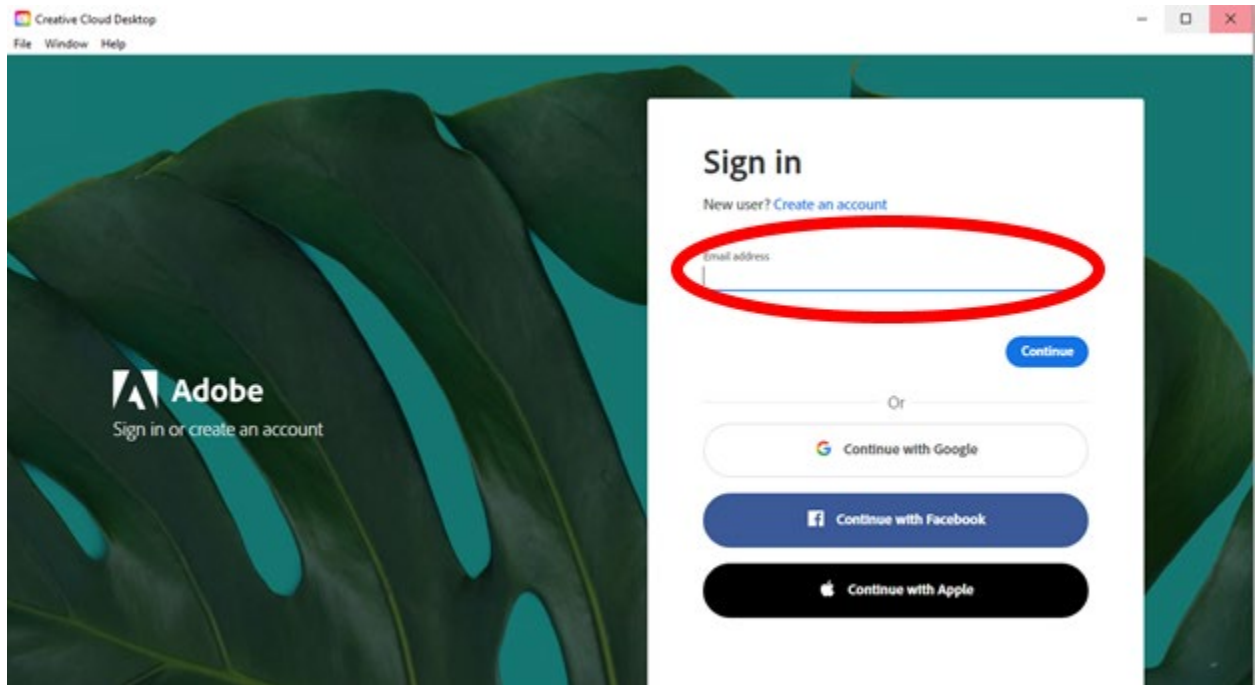

(Fig 3.)   *(Fig 4.)*

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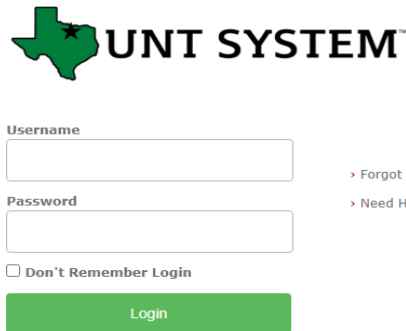

(Fig 5.)

- 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.)
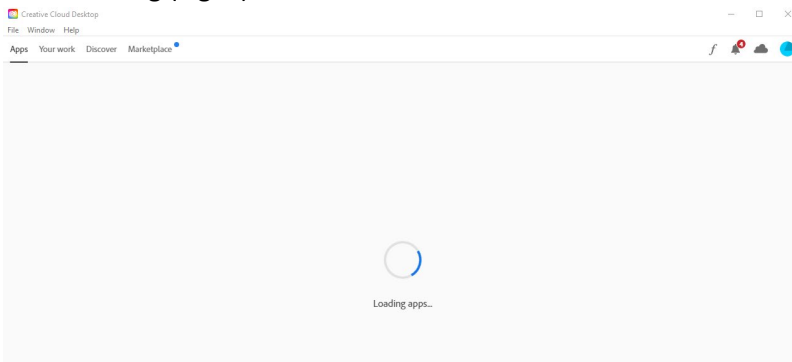

(Fig 7.)

- 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

<u>Users that are covered by the University Adobe Enterprise License Agreement</u>

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.)