Logging into Adobe Creative Cloud using a Federated ID

Background

Newcastle University is changing the way it manages Adobe Creative Cloud licences. A part of this change is to migrate all users from a “personal” account (also known as an Adobe ID) to an “enterprise” account (also known as a Federated ID).

This change means that users of Adobe Creative Cloud licences issued by the university will automatically be authenticated using their university account login and password.

Who should use these instructions

Anyone who has an Adobe Creative Cloud login as part of the University’s licence agreement for Adobe and who has experienced problems logging into this account since the changes were made on 11 December 2019.

How to login to Adobe Creative Cloud using your Federated ID

Step 1: Ensure you are using the correct login

All Adobe users who previously logged in using an account name of the type firstname.lastname@ncl.ac.uk should now log in using the same account name, but with the @ncl.ac.uk changed to @newcastle.ac.uk

For example, if your Adobe login was joe.bloggs@ncl.ac.uk, you should now log in using joe.bloggs@newcastle.ac.uk

Step 2: Log out of your existing account

The exact steps to log out of an existing Adobe account will vary according to the application that you are using.

Firstly try to login to whichever Creative Cloud application you are most familiar with. The table below shows some of the messages you may be presented with when trying to login to an application, and the action you should take in each case.

If you are able to login to your application without seeing any of these messages, then please shut down the application and use the instructions for logging out via the Adobe website, included directly below this table.
Your Photoshop CC subscription has ended

This is the last time you can launch Photoshop CC.

Renew your subscription at any time using your Adobe ID. harrison@indiana.edu.

Click Dismiss

Your Photoshop CC license has expired.

For questions regarding your account or to renew your license, please contact your IT administrator.

You're currently signed in with your email address: harrison@indiana.edu. You can also sign out and use an Adobe ID that already has a paid subscription.

Click Quit

Click Start Free Trial
Logging out via the Adobe website

If you cannot find an option to sign out of your Adobe application, you can sign out using the Adobe website.

To do this, open a browser and navigate to adobe.account.com

You will see screen similar to that shown below. Click on the blue circle to the right of the toolbar, and choose Sign Out.
You will then be shown a new login screen; you should complete this by following the instructions at Step 3 below

**Step 3: Login to your new account**

Once you have successfully logged out of your Adobe application, you should then try to log back in again – either using the adobe.account.com webpage as shown above; or by opening the application you are most familiar with.

As with logging out, the exact steps to log into an Adobe account will vary according to the application that you are using. The table below shows some of the messages you may be presented with when trying to login to an application, and the action you should take in each case.
DO NOT click the Sign In button

Click on the blue Sign in with an Enterprise ID text
Enter your Adobe ID (e.g. firstname.lastname@newcastle.ac.uk)
Select Company or School Account

Select an account

Email address
tim.tanton@newcastle.ac.uk

Personal Account

Company or School Account

Sign in with a different email address

Asset Migration

Your IT Administrator has requested that all content in your Adobe account be migrated to your Enterprise account. Learn More

Do you provide Adobe your consent to migrate your content?

- Yes, I want Adobe to migrate my content.
- No, I want to move my content manually later.

Continue

Or cancel and

Go back to sign in

Select Yes
<table>
<thead>
<tr>
<th>Image 78x348 to 292x769</th>
<th>Close the window; close any Adobe applications you have open; and then try opening again &amp; logging in (using the “Enterprise ID” options as per the screens above)</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="https://www.example.com/image.png" alt="Image" /></td>
<td>Close the window; close any Adobe applications you have open; and then try opening again &amp; logging in (using the “Enterprise ID” options as per the screens above)</td>
</tr>
<tr>
<td><img src="https://www.example.com/image.png" alt="Image" /></td>
<td>Login as you would usually do for the university network</td>
</tr>
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If you are unable to login to your Adobe application by following the advice above, please contact the [IT Service Desk](mailto:it.service.desk@example.com)