

*Please note, Adobe is experiencing a delay on licensing accounts. This could take up to 30 minutes after the OnTheHub -Kivuto purchase.

Steps to access OnTheHub (Kivuto) and relicense your SDSUId (Named-User Adobe CC account):

Go to <https://onthehub.sdsu.edu> (Sign in with SDSUId)
Select the Faculty/Staff tab

The screenshot shows the OnTheHub website interface. At the top, there are two tabs: 'Students' and 'Faculty/Staff', with 'Faculty/Staff' highlighted. Below the tabs is a navigation menu with categories: 'Most Popular', 'Productivity', 'Data Analysis', 'Security', 'Photo, Video & Design', 'Training', and 'Browse by Publisher'. The main content area displays 'Adobe Creative Cloud ETLA (1 year)'. On the left is a product image. To the right, it shows 'Manufacturer: Adobe Systems Incorporated', 'Payment:' (with a red box around the 'Add to Cart' button), 'Delivery Type: Custom Delivery', and 'Available to: Faculty/Staff'. Below this is an 'Other Options' button. At the bottom, there are three tabs: 'Description', 'System Requirements', and 'Are you eligible?'.

Purchase Adobe Creative Cloud
Faculty & Staff cost: \$0 Zero
Kivuto will apply the Adobe CC license to your SDSUId in the background

You will not need to install any software. You may be prompted to install a program - do not install any software even if you are prompted as shown in the screen below.

The screenshot shows the Adobe Creative Cloud installation prompt. At the top, it says 'Adobe Creative Cloud'. Below is a product image. To the right, it says 'Adobe Creative Cloud ETLA (1 year) - Subscription'. Below that, it says 'You have been given access and should be receiving an email from Adobe shortly. When prompted to sign in by Adobe, use this email address: doe_test2@sdsu.edu'. There is a red box around the 'Install' button, which is crossed out with a red line. To the right of the 'Install' button is another red box containing the text 'Log out of Adobe CC app, Restart computer'. Below this, it says 'Your subscription is good until: 2020-03-24'.

Log out of your Adobe CC applications (ie. Acrobat, Photoshop, etc), quit the Adobe CC Desktop icon if you have it in the menubar, then restart your computer.

Wait for an email from Adobe Creative Cloud. Do not access Adobe Creative Cloud until you receive the confirmation email from Adobe. In some cases the processing from Adobe can take over 30 minutes.

When the processing is complete, you will receive the email with the subject: *Access is granted. Enjoy All Apps now.*

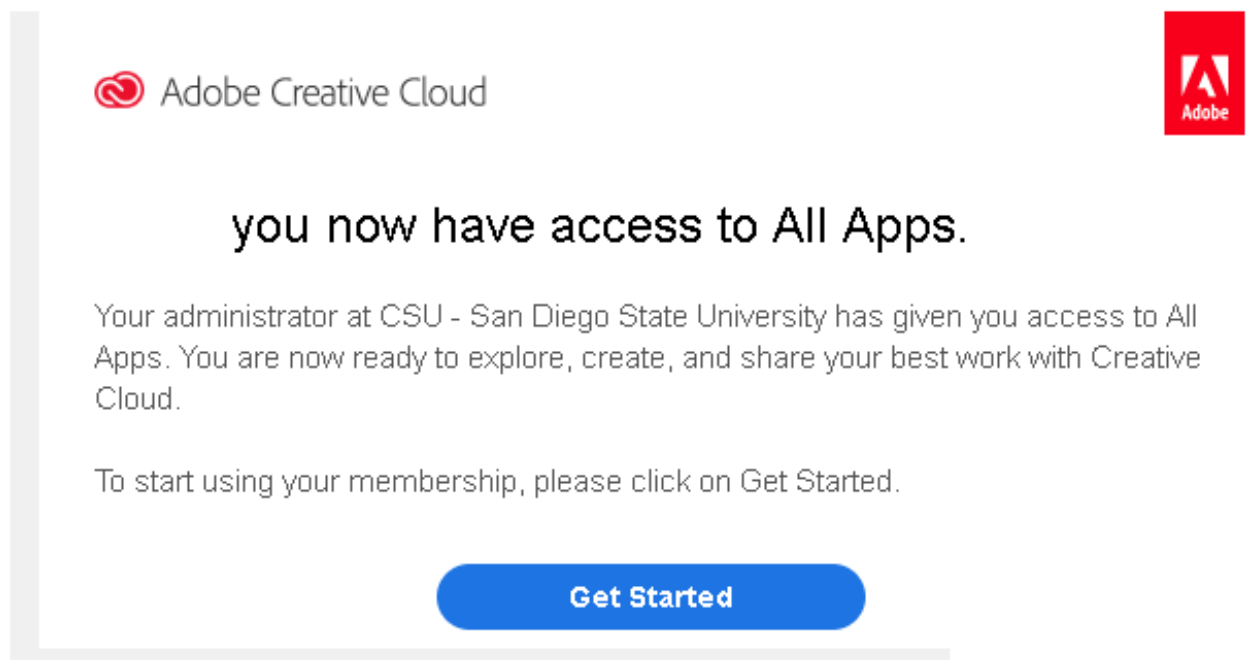
----- Forwarded message -----

From: **Adobe Creative Cloud** <message@adobe.com>

Date: Mon, Mar 25, 2019 at 10:24 AM

Subject: Access is granted. Enjoy All Apps now.

To: <@sdsu.edu>



The screenshot shows an email notification from Adobe Creative Cloud. At the top left is the Adobe Creative Cloud logo. At the top right is the Adobe logo. The main heading reads "you now have access to All Apps." Below this, the text states: "Your administrator at CSU - San Diego State University has given you access to All Apps. You are now ready to explore, create, and share your best work with Creative Cloud." A call to action follows: "To start using your membership, please click on Get Started." At the bottom center is a blue button with the text "Get Started".

Sign into Adobe Creative Cloud applications with your SDSUid

Go to <https://www.adobe.com/> and select 'Sign in', then make sure to use the 'Log in as Enterprise user' link

If you are offered 'Personal' and 'Enterprise' accounts, choose 'Enterprise'.


Adobe ID

Sign in



[Sign in](#) [Forgot password?](#)

Not a member yet? [Get an Adobe ID](#)

Want to use your company or school account?

 [Sign in with an Enterprise ID](#)

Or sign in with _____

 Facebook  Google

[Cancel](#)

You'll be kicked over to the SDSUid login window for validation, then back to Adobe.

Under 'Creative Cloud' click 'Download apps'. You can download apps from here. The first app you install will re-install the Creative Cloud Desktop app (it provides the menubar 'chainlink' icon)

