Adobe Creative Cloud

Creative Cloud for teams
Getting Started Guide

Learn how to set up and manage your membership.
Welcome to Adobe Creative Cloud for teams. In this guide you’ll find everything you need to get your team up and running with Creative Cloud quickly and easily—including how to invite users, assign licenses, add administrators, and more.

1. **Access the Admin Console**  
   **ADMINISTRATORS**

2. **Assign licenses and notify users**  
   **ADMINISTRATORS**

3. **Add, reassign, or remove users**  
   **ADMINISTRATORS**

4. **Join team, install, and download apps**  
   **USERS**

**Tip:** Administrators may also use Creative Cloud Packager to package and distribute apps and services to users. [Learn more.](#)
1 Access the Admin Console (for admins)

The Admin Console is where admins assign and manage Creative Cloud for teams licenses. Each team has a Primary Admin who manages the payment and billing information. The Primary Admin can also add Secondary Admins to help with user management and deployment. Both Primary and Secondary Admins use their Adobe IDs to access the Admin Console.

**A** Sign in to [www.adobe.com](http://www.adobe.com) with your Adobe ID and password.

The Sign In link is in the top navigation bar of most pages.

If you’re already signed in, click your name in the top navigation bar.

**B** In the navigation pane that appears, click Manage Team. The Manage Team page appears.

To sort licenses by name, product, or status, select the corresponding column in the header row.
Assign licenses and notify users

Assign licenses to users so they can access apps, services, and storage. There are two options for doing this: You can assign a license to a single user or to multiple users. When you assign licenses to users, Adobe sends email invitations to those users. Once the users accept their invitations, Adobe assigns licenses to them. You must have licenses that are available to be assigned in order to see this feature.

Option 1—Assign a license to a single user

I. In the left navigation pane, click Unassigned Licenses to open the Unassigned Licenses tab.

II. In the Name column, click Assign User. The Assign User dialog appears.

III. Enter the user's email address and click Assign User. You can also choose to include the name of the user along with a personal message before sending the invitation.

IV. Adobe sends an email invitation to the user. When the user accepts the invitation, Adobe assigns a license to the user.

Tip: Team administrators aren't assigned licenses by default. Assign a license to yourself to access Creative Cloud apps and services.
Assign licenses and notify users continued

A. Option 2—Assign licenses to multiple users
   I. In the top toolbar, click Assign Users.
   II. Copy and paste the users’ email addresses, or upload a CSV file—delimited by either commas or tabs—that contains the list of email addresses. You can also add a personal message.
   III. Click Assign Users. Adobe emails invitations to the users. When a user accepts the invitation, Adobe assigns a license to that user.

B. Add Secondary Administrators
   Like Primary Admins, Secondary Admins have rights to add, invite, and reassign licenses, and just like you, they can cancel licenses during the license renewal window (unless you’ve purchased through an Adobe reseller). As the financially responsible party, only Primary Admins can make billing changes, including canceling an account or authorizing a change of Primary Admin.
   I. In the left navigation pane, click Administrators to open the Administrators tab.
   II. Click the Add More link located at the bottom of the table.

C. Resend an invitation
   If a user hasn’t accepted an invitation to join the team, the invitation status appears in the Pending Users list. If you want to resend the invitation, simply click Resend. If you want to invite someone else to use that license, revoke the invitation and invite another user.
   I. In the left navigation pane, click Pending Users to open the Pending Users tab.
   II. Click Click to resend for the user to whom you want to resend the invitation.
Add licenses

If you purchased Creative Cloud for teams through Adobe.com, you can buy additional licenses at any time and you’ll be billed in your next billing cycle. Similarly, if you purchased licenses through a reseller, you can add licenses at any time in the Admin Console; however, you’ll need to place an order with your reseller within 30 days to complete the transaction. If you don’t place your purchase order within 30 days, you won’t be able to add any more licenses, and your unpaid licenses may be deactivated.

If you don’t know who your reseller is, contact Customer Support.

All additional licenses will co-terminate with your original anniversary date.

To purchase additional licenses, follow these steps:

I. In the top toolbar, click Add Licenses.

II. On the next screen, select the product and number of licenses you want to purchase in the drop-down menu.

III. Click Confirm and follow the onscreen instructions.

IV. Invite a user to the added license, following the steps listed in Assign a license to a single user.
Add, reassign, or remove users continued

Reassign a license

You can reassign a license to another user. This is a two-step process:

I. Remove an existing user.

You can choose to remove a user from your team. The assigned license is then available to be assigned to another user.

In the All Licenses tab, click X for the user you want to remove.

Click Remove User. The license is now unassigned. This unassigned license is moved to the Unassigned Licenses tab, and the number of unassigned licenses is increased by one.

II. Assign a license to another user.

Invite a new user, following the steps listed in Assign a license to a single user.
Join team, install, and download apps (for users)

To gain access to Creative Cloud for teams apps and services as a user, you need to be invited by an Administrator. Here's how it works:

I. Administrator emails you an invitation to join the team.

II. Click the link in the email to create an Adobe ID (if you don't already have one) in order to get access to the team membership. After entering the invitation email address as your Adobe ID, create a password and sign in.

III. Click Accept Invite to become a Creative Cloud for teams member.

Join Company XYZ in the Creative Cloud

1. Signed in as First

2. Accept team invitation

Welcome to Creative Cloud for teams
You'll become a member of Creative Cloud for teams by clicking on Accept Invite below. Your membership includes access to the Creative Cloud apps, services, and file storage, in addition to exclusive access to Adobe's expert services support organization. Please refer to your welcome email or your Account page for more details on your plan.

Accept Invite
Join team, install, and download apps continued

To get started, download an app from the Adobe website by either clicking the link provided upon accepting the team invitation or by going directly to the Creative Cloud apps catalog.

I. On the Creative Cloud apps catalog, find the app you want to download, such as Illustrator.

II. Click Download to install the app. If you're not signed in, you'll be asked to sign in with your Adobe ID and password. Follow the onscreen instructions.

Your app will begin to download.

At the same time, the Creative Cloud desktop app will appear and manage the rest of the installation process. Check your download progress in the status bar next to the app's name.

III. To launch a new app, find the application's icon in the Apps panel and click Open.
Customer resources

DEPLOYMENT AND MANAGEMENT
Creative Cloud help / Creative Cloud for teams (Administrators)
Creative Cloud for teams 1-minute getting started video
Creative Cloud for teams 4-minute Admin Console walk-through video
Creative Cloud Packager deployment video
Creative Cloud Packager help
Deploying Creative Cloud for teams help
Troubleshoot Creative Cloud download and install issues
Creative Cloud for teams FAQ

PRODUCT SUPPORT
Creative Cloud help / Creative Cloud for teams (users)
Adobe Expert Services—(All Apps plan only, Adobe ID required)
Adobe tutorials
Adobe Stock overview
Adobe Stock FAQ
Adobe social media communities
Adobe Creative Cloud blog

Tip: To be sure you receive useful information about your Creative Cloud membership, opt in on the Communication tab under Manage Account and specify your preferred format for communications.