

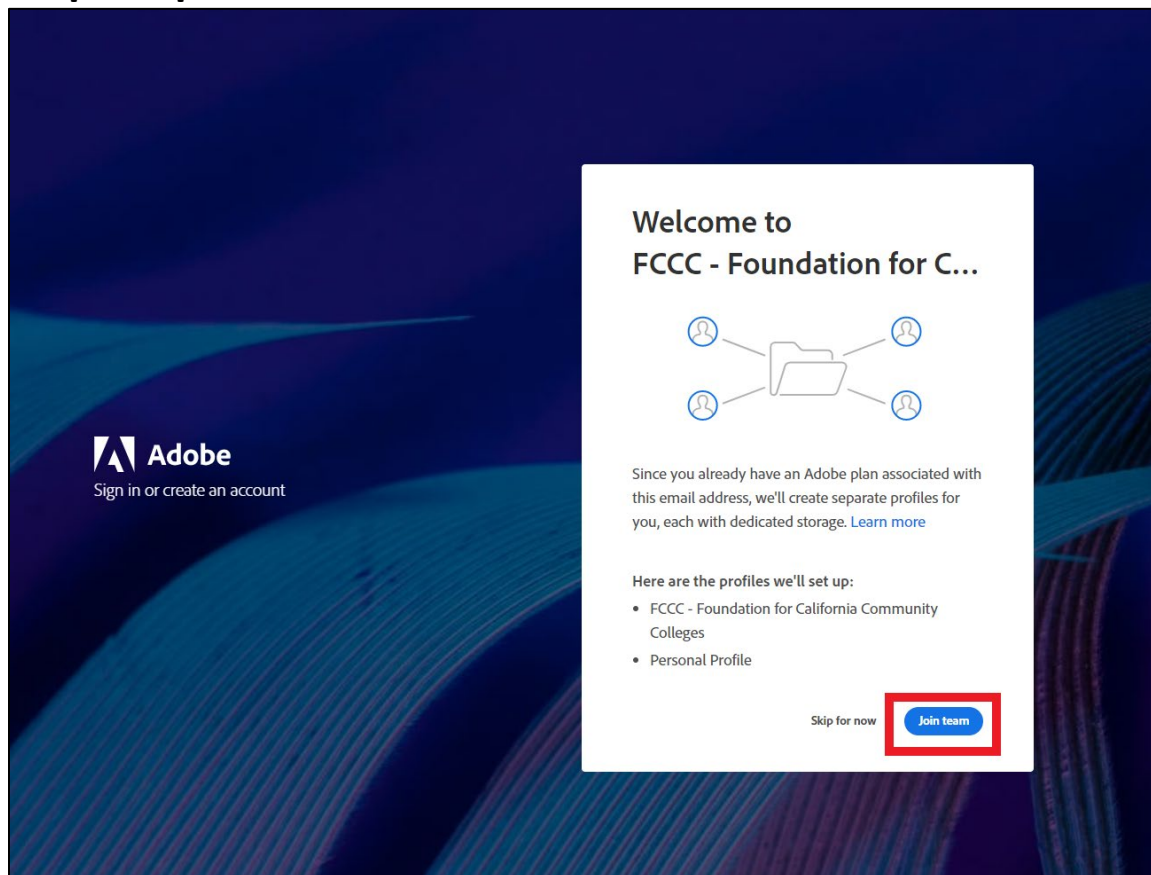
For existing users - Important changes for your Adobe Creative Cloud Access

Updated 02/21/2023

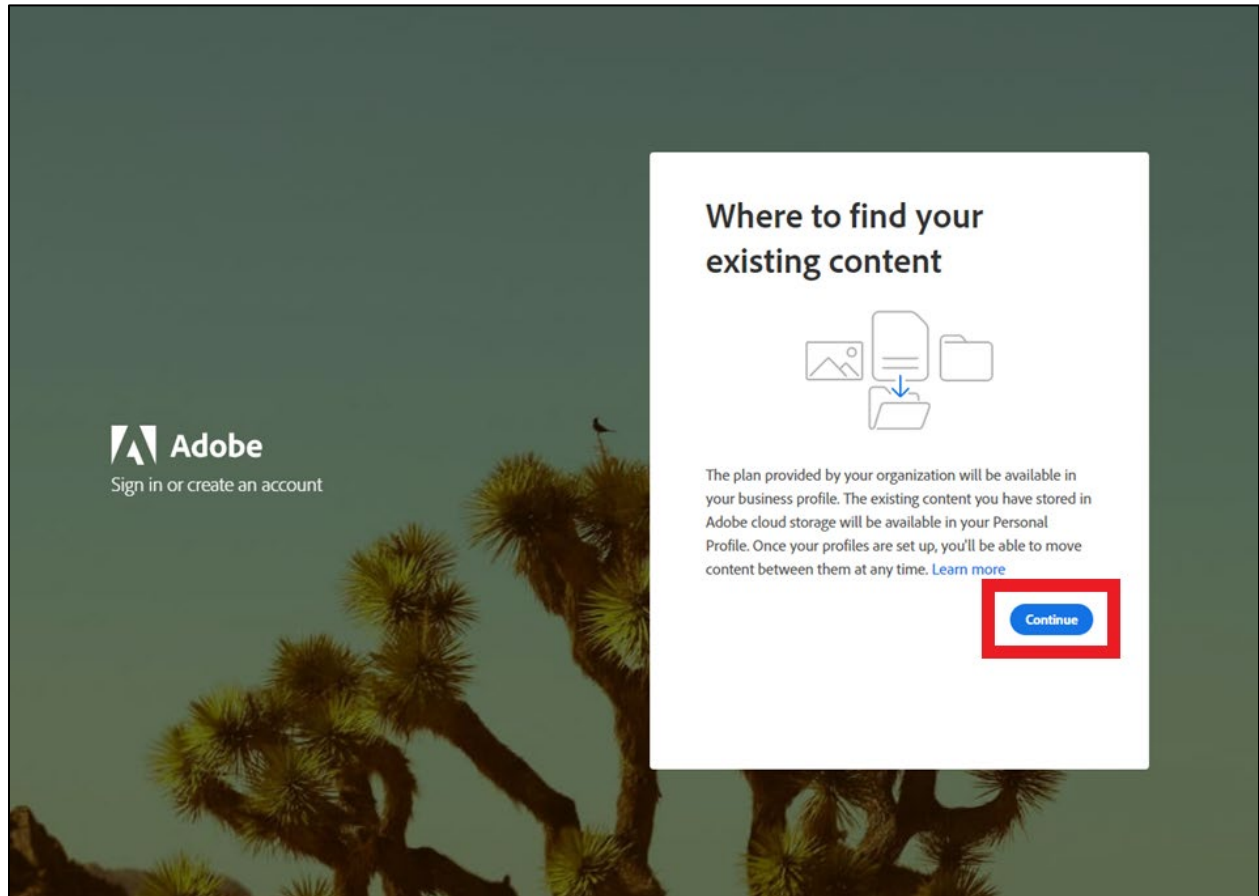
To our valued customer,

You may have recently lost access to Adobe Creative Cloud even though your time has not expired. Adobe recently released an update that changes how account profiles work. If you are unable to access your apps, please sign out of Adobe from the web portal [here](#) and the Creative Cloud desktop app and sign back in following the directions below.

- 1) Sign out of the Adobe portal, then sign back in using your normal email and password. You will see this prompt below. Choose “Join Team.”**




2) Choose “Continue” on the prompt below.



The screenshot shows a dark green background with a silhouette of a Joshua tree. On the left, the Adobe logo is displayed above the text "Sign in or create an account". On the right, a white box contains the heading "Where to find your existing content", an icon of a folder with a document and a download arrow, and a paragraph of text explaining account synchronization. A blue "Continue" button is highlighted with a red border.

Adobe
Sign in or create an account

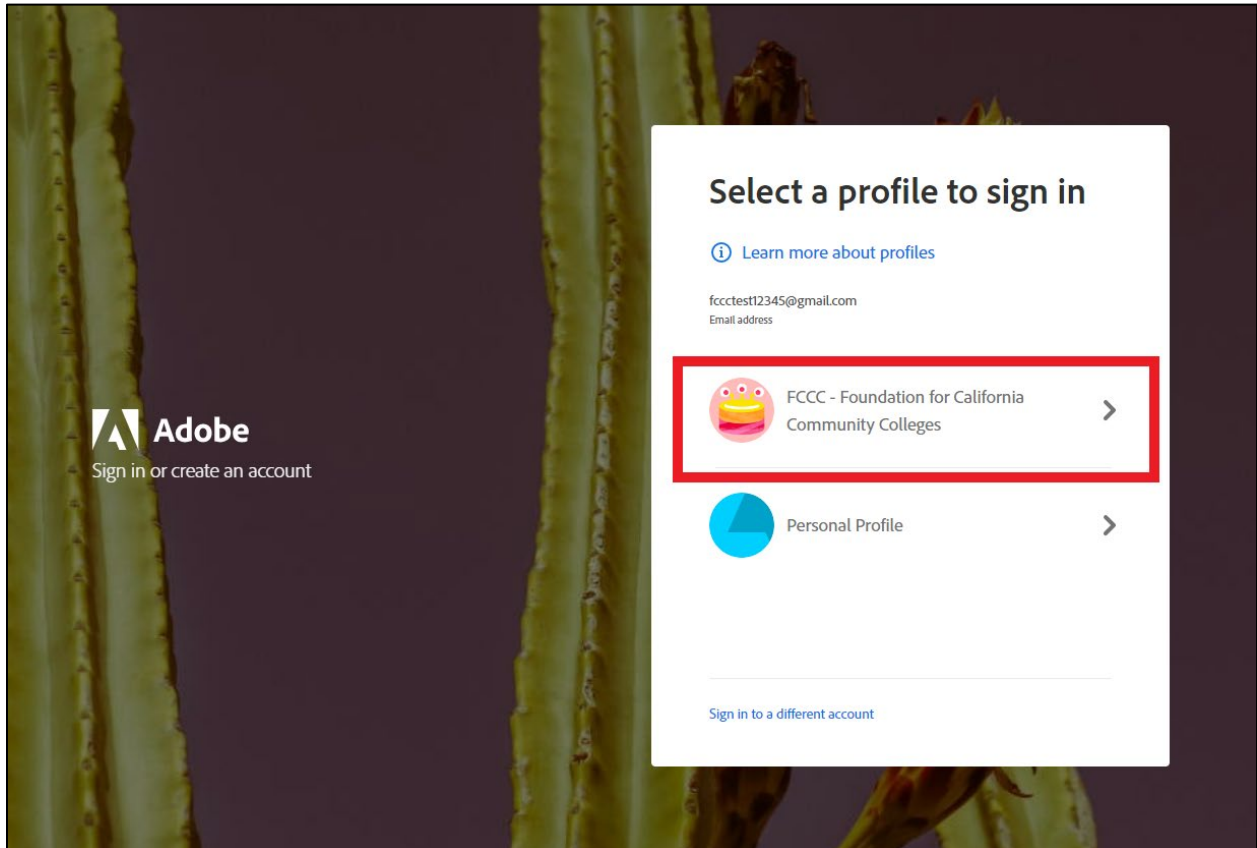
Where to find your existing content



The plan provided by your organization will be available in your business profile. The existing content you have stored in Adobe cloud storage will be available in your Personal Profile. Once your profiles are set up, you'll be able to move content between them at any time. [Learn more](#)

Continue

3) Choose “FCCC – Foundation for California Community Colleges” as seen below.



4) If successful, you will see your apps again as seen below. If you do not, please sign out and sign back in following these steps.

If still unsuccessful, please contact collegebuys@foundationccc.org or helpdesk@rscdd.edu and we can investigate further.

