GSAPP Adobe Creative Cloud Access Welcome Guide

GSAPPIT’s campus licensing has been transformed to now allow registered GSAPP student users full access to Adobe’s Creative Cloud applications. Here is a quick guide on what to expect and how to request assistance if you have issues with access:

1. You should have received a welcome email from Adobe (sender: message@adobe.com) in your Columbia University email inbox. If you do not see the email, please make sure to check your spam folder as it is possible for the email to be sent there. If you cannot find an email anywhere at all, please submit a ticket with the helpdesk and someone will assist in getting you an account (https://www.arch.columbia.edu/help).
2. Click on the blue “Get Started” button in the email and it should take you to Adobe’s web page to finish setting up your account. Fill out all information and then click on the blue “Complete Account” button.

3. An option will appear to allow you to add your mobile phone number as a backup option if you were ever to forget your password or login name. GSAPPIT highly recommends that you input an available mobile number so that you have an alternative option for access just in case you could submit a request for assistance with GSAPPIT.
4. The next page will log you into the website version of the Creative Cloud desktop. You will see the list of available applications under GSAPP’s licensing (indicated with a download button underneath the icon). The creative cloud desktop and all available adobe applications are already installed on GSAPP computers. If you are installing on a personal device, then you should use Adobe’s Creative Cloud Desktop application.

Listed below is important information for GSAPP issued Adobe Creative Cloud accounts:
- DO NOT share your account with anyone else. Sharing your account with someone else is the equivalent of giving them your account.
- Adobe Creative Cloud is limited to only 2 devices. GSAPPIT cannot increase this device limit as this is an Adobe restriction for all types of creative cloud accounts. If you would like to use your account on a new device and are at your limit, then you must sign out of the creative cloud desktop application on one of the devices. If you are assigned a studio computer, then you should keep one reservation for it.