Updating Adobe software using Adobe Creative Cloud.

2. Click the Sign In button at the top right of the screen.
3. Enter your O-Key email address and tab or click on the password field. (if asked choose Enterprise ID.)
4. This will redirect you to the O-Key login page.
5. Enter your O-Key email address and password.
6. After you are logged in, choose the Desktop Downloads option (shown below.)

7. Scroll down the page to the Creative Cloud option and click on Download.

8. Once Adobe Creative Cloud has downloaded, run the installer by double clicking the installer or selecting run.

9. Adobe Creative Cloud will take a few minutes to install.
10. Once the installer has finished, Creative Cloud should open. (If it does not, open it from the programs list in your start menu.)

11. Enter your O-Key email address and press tab or click on the password field. An O-Key login window will open.

12. Enter your O-Key email address and password and press enter.

13. Switch to the Apps menu at the top of the Creative Cloud window. (If the Apps menu does not appear, please skip ahead to the next page.)

14. Click Install or Update to begin the install process of the new Adobe software.

*Note You may have any of the Adobe programs installed on a total of 2 computers. If you try to install Adobe Creative Cloud on more than two devices, you will be forced to logout from a previous device. The Adobe applications will not function unless you are logged in.
Troubleshooting Adobe installer using Creative Cloud.

If the Apps menu is missing from Adobe Creative cloud, we will need to uninstall all existing Adobe products and then begin the process over.

1. Open the Start menu on your computer.
2. Type in Control Panel and select it from the list.
3. Select the Programs and Feature option from the Control Panel.
4. Select and uninstall all Adobe programs EXCEPT for Adobe Connect and Adobe Flash Player. Do NOT uninstall any other programs (doing so could harm your computer).
5. Once you have uninstalled the Adobe programs including Creative Cloud, go back to step 1 of the tutorial and begin again. If you have completed this process and still do not have the Apps tab in the Creative Cloud Apps menu, please contact your Support Specialist. Also if you have any questions or any other issues please contact your Support Specialist.