

Troubleshooting Adobe Creative Cloud saying to Start Trial or Buy now

When you are logging into Adobe make sure you are using your **my.stlcc.edu** email address. If you are not you will not be able to access the Adobe Creative College provided by St. Louis Community College.

For troubleshooting your problem go to the appropriate section for your issue.

[I cannot get Adobe Creative Cloud to download onto my computer.](#)

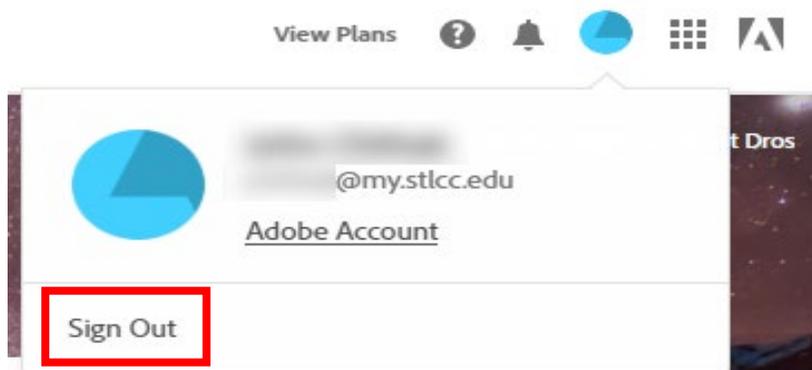
[I have installed Adobe Creative Cloud, but it says I need to buy it or start a trial.](#)

If you are having trouble getting any Adobe Creative Cloud Applications to download from the Adobe website, follow these steps

1. Go to <https://creativecloud.adobe.com/>.
2. If you are currently logged into your Adobe account, you need to log out of your account.
3. Click your Adobe Account icon at the top right of the webpage.



4. Click the *Sign Out* button



5. Enter your *my.stlcc.edu* email address into the Email address box and then click the Continue button.

Sign in

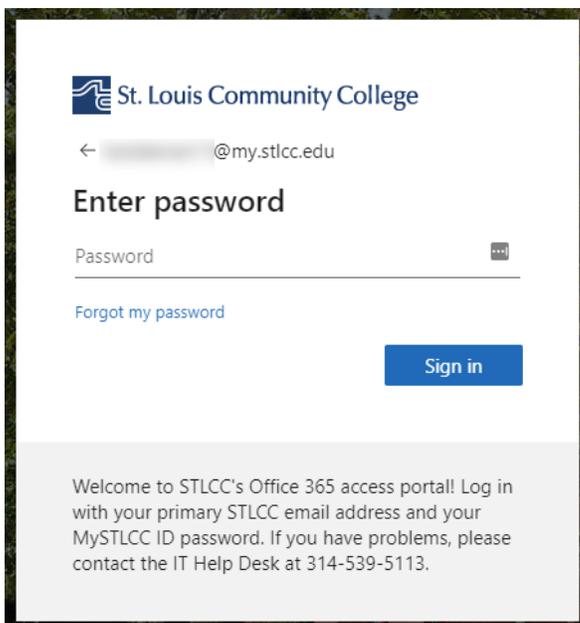
New user? [Create an account](#)



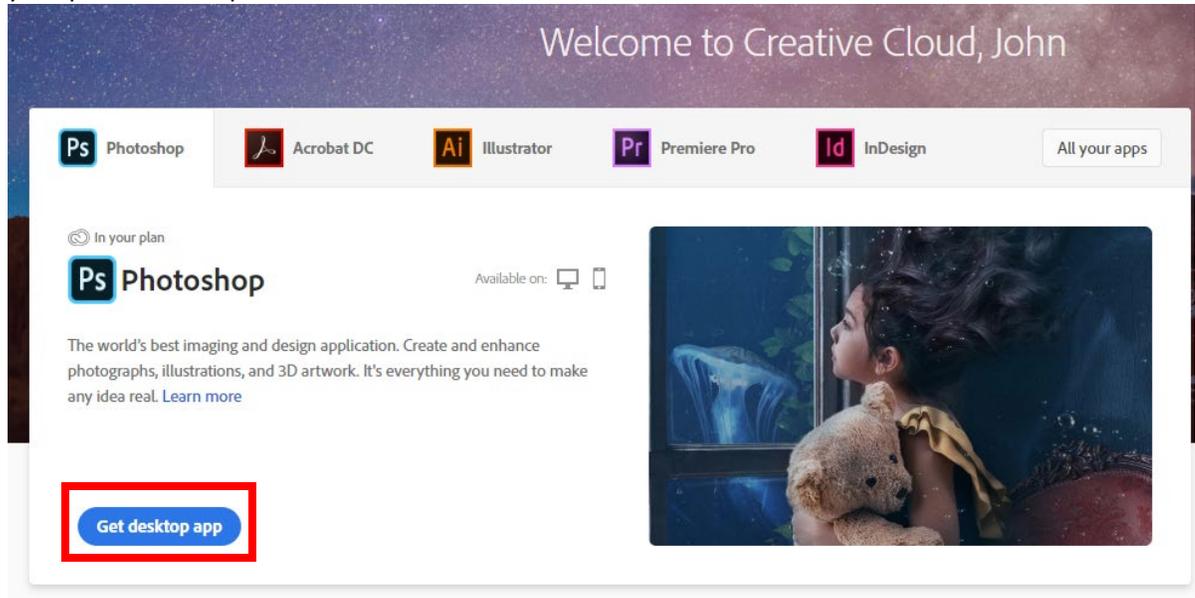
6. If prompted click the *Company or School Account Option*. If you do not chose this option you will not gain access to the provided Adobe Creative Cloud provided by the college.



7. You may be redirected to the St. Louis Community College login page. If you are, enter your College password and click *Sign In*. If you do not see this and have chosen Company or School Account in the previous step, then skip to Step 8.

A screenshot of the St. Louis Community College login page. At the top left is the college logo and name. Below it is a back arrow and a partially obscured email address ending in "@my.stlcc.edu". The main heading is "Enter password". Below this is a password input field with a "Password" label and a toggle icon. A link "Forgot my password" is positioned below the input field. A blue "Sign in" button is at the bottom right. At the bottom of the page, a grey box contains the text: "Welcome to STLCC's Office 365 access portal! Log in with your primary STLCC email address and your MySTLCC ID password. If you have problems, please contact the IT Help Desk at 314-539-5113."

8. You should now be taken to the Adobe Creative cloud page and be able to choose an application to download.
9. You should now be able to click the *Get desktop app* button to have the application download to your personal computer.



10. Your first Adobe Creative Cloud application should now be downloading and once finished you can continue with installation as usual.

For additional help on Adobe Creative Cloud please visit [Adobe Creative Cloud Support page](#).

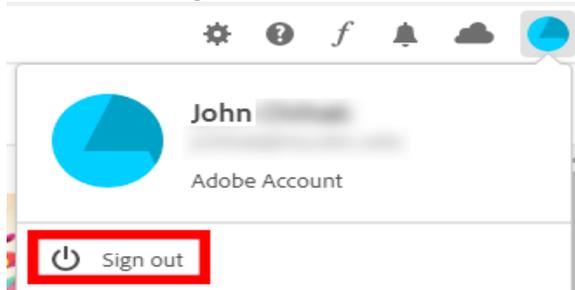
For questions about this subscription being offered by Adobe please visit the Adobe [HelpX page](#).

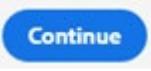
If you have already installed the Creative Cloud software onto your computer, follow these steps

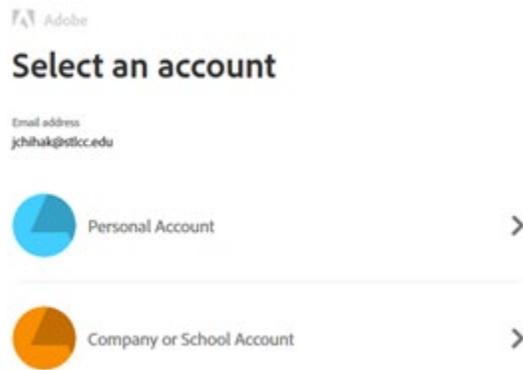
If you have already installed Adobe onto your computer, you will need make sure you are indeed logged into your *Company or School Account*. To make sure you are logged into the correct account follow the instructions below.

1. Click on the Adobe Creative Cloud icon to launch the Creative Cloud software. The icon looks like this, . (on mac it should be in the top right of your screen on the Finder bar; for Windows it should be on the Taskbar near the clock, if you don't see it you may need to click the Show hidden icons button, , To see it)
2. Once in the Creative Cloud software you need to click on your profile icon in the top right of the window. (if you have not customized your profile picture it will appear as a blue dot, ).

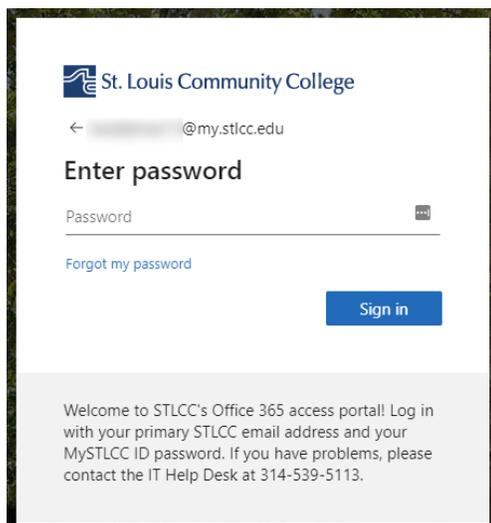
3. Now click the *Sign out* button.



4. Click the *Continue*, , button to in the sign out dialog that pops up to complete signing out of your Adobe account.
5. Now sign into your Adobe account using your *my.stlcc.edu* email address. If prompted make sure to choose the *Company or School* account option.



6. You may be redirected to the St. Louis Community College login page. If you are, enter your College password and click *Sign In*. If you do not see this and have chosen Company or School Account in the previous step, then skip to Step 7.



7. Once you are signed into the *Company or School Account* your applications should now be activated and function properly and you should be able to download additional Adobe Creative Cloud applications as well.

For additional help on Adobe Creative Cloud please visit [Adobe Creative Cloud Support page](#).

For questions about this subscription being offered by Adobe please visit the Adobe [HelpX page](#).