



Pinkerton Academy I.T. and S.I.S. Department Knowledge Base

How To Reset The Adobe Creative Cloud (CC) Trial

Requires:

This will require access to a web browser on the PC or Mac and a Pinkerton Google Account and an Adobe account that indicates the trial period has run out.

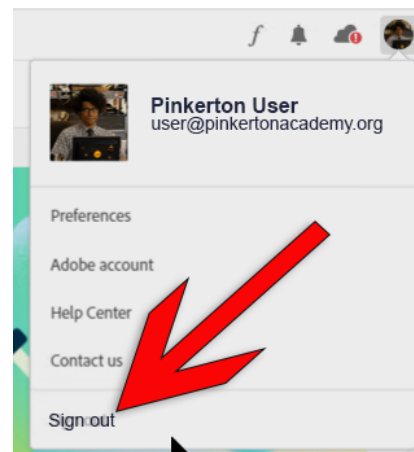
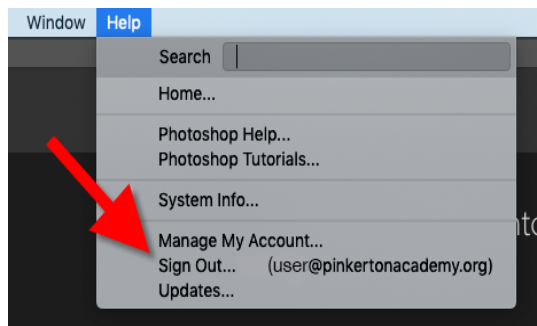
Related KB Articles:

[Adobe Creative Cloud Install - Windows 10](#)

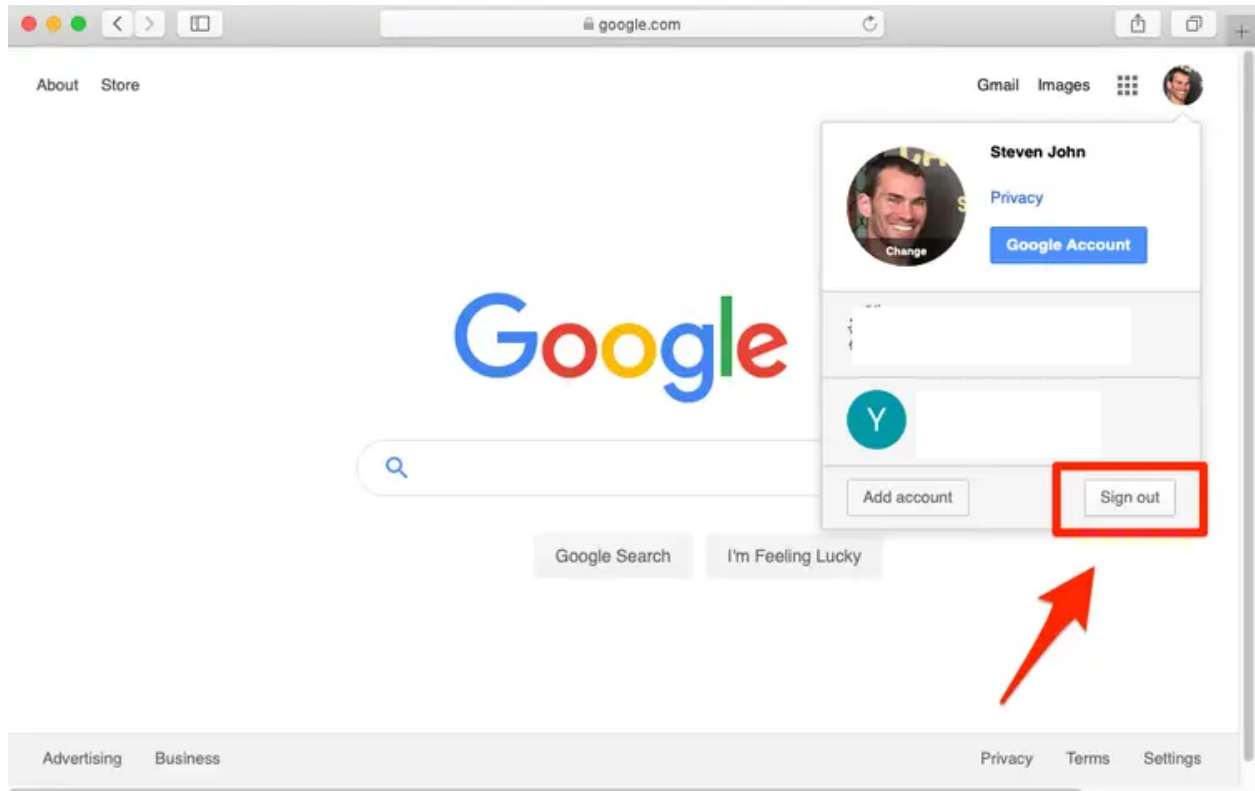
Terminology Used:

Adobe CC = Adobe Creative Cloud which is where one logs into to manage the Adobe Applications (Photoshop, etc)

Step 1 - Use the Help menu in any Adobe program that is open, such as Photoshop, and choose Sign Out from the menu. Log out of Adobe from the Creative Cloud app in the top-right of the app. YOU MUST DO BOTH.

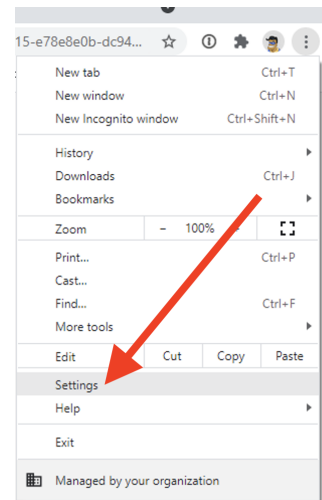


Step 2a - Sign out of Google. Click your photo icon in the top right corner of Chrome. Scroll down if need be and choose Sign Out or Sign out out of all accounts.

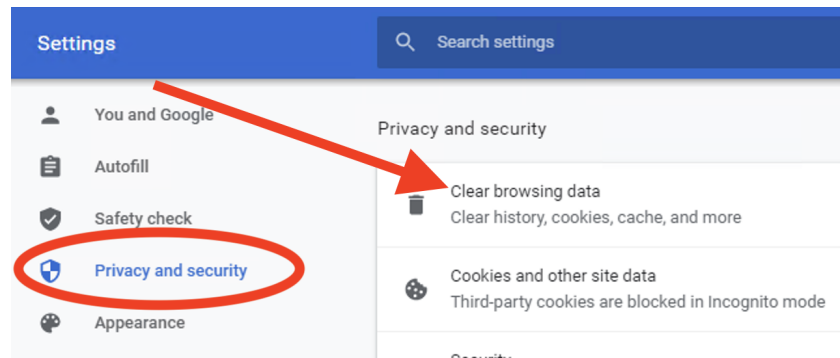


Sign out of all accounts

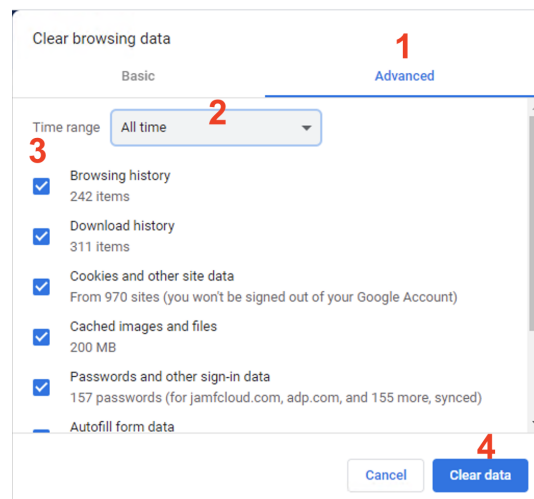
Step 2b - Clear your browser's cookies & cache (these directions are for Chrome). Click on the 3 dots in the top right of the browser window and choose Settings.



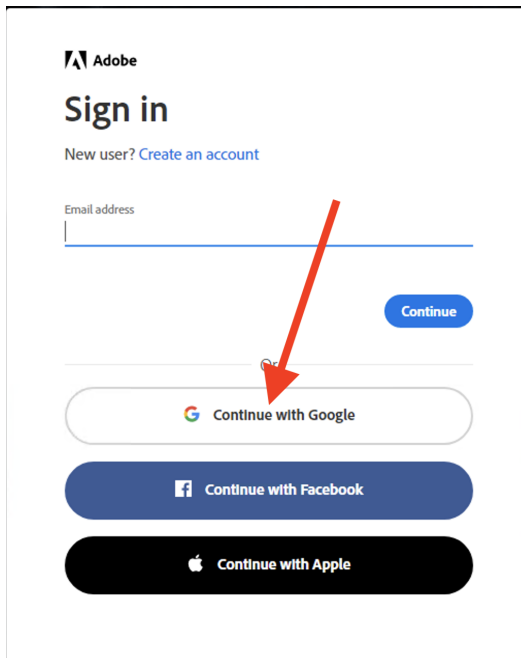
Step 2c - Click Privacy and security on the left then Clear browsing data in the middle section.



Step dc - Click the Advanced tab (1), change the Time range to All time (2), check all the boxes (3), click the Clear data button.



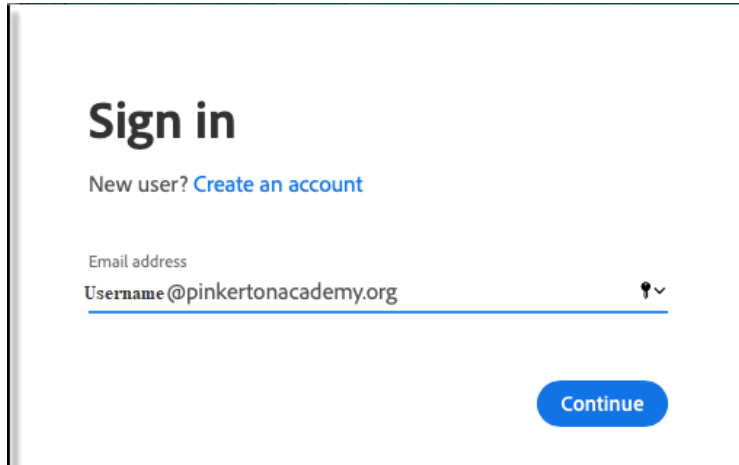
Step 3a - Launch an Adobe program (such as Photoshop) and choose Continue with Google button.



Step 3b - Login with your E-Mail


If you do not see the “**Continue with Google**” button, you can still login using your Pinkerton e-mail address.

You may also be asked to sign in when you first sign onto your computer if you already have Adobe CC application installed. Enter your Pinkerton email address. You will be asked for your email address again on one of the next screens as well.



Sign in

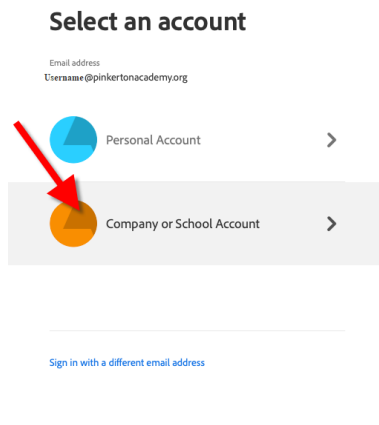
New user? [Create an account](#)

Email address
Username@pinkertonacademy.org 

[Continue](#)


Step 4 - Select Company or School Account **(Very important)**


If prompted, click **Company or School Account** (or in some cases it'll be called **Enterprise Account or ID**). If you get a message about a trial period or paying for an Adobe license, you may need to sign out and ensure you have chosen a **Company or School Account (or Enterprise)**. **You MUST choose "Company or School" or on some systems it will read "Enterprise Account" or "Enterprise ID"**.



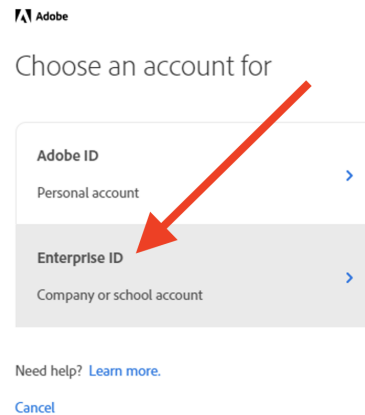
Select an account

Email address
Username@pinkertonacademy.org

 Personal Account >

 **Company or School Account** >

[Sign in with a different email address](#)




Adobe

Choose an account for

Adobe ID >

Personal account >

 **Enterprise ID** >

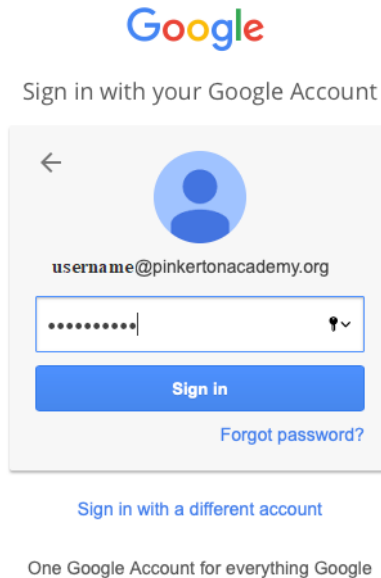
Company or school account >

Need help? [Learn more.](#)

[Cancel](#)

Step 5 - Sign In

Google may have you sign in again. Enter your email address and email password and click the **Sign In** button on the screen to continue.



Step 6 - Enjoy your Adobe application

If you still cannot access Adobe Creative Cloud because your trial period has run out, please try all of these directions again and pay close attention to **Step 4**. If that doesn't help, please contact the I.T. Department by sending an email to techsupport@pinkertonacademy.org

Additional info

Adobe Creative Cloud is utilized to install all Adobe Applications onto a PC or Mac. The applications are large applications and it is recommended that you only install the applications that are being used to increase the performance of your PC or Mac.