



Adobe® Volume Licensing

VIP Customer Admin Console

User Guide

for Value Incentive Plan (VIP)

Version 2.5
November 11, 2013



Contents

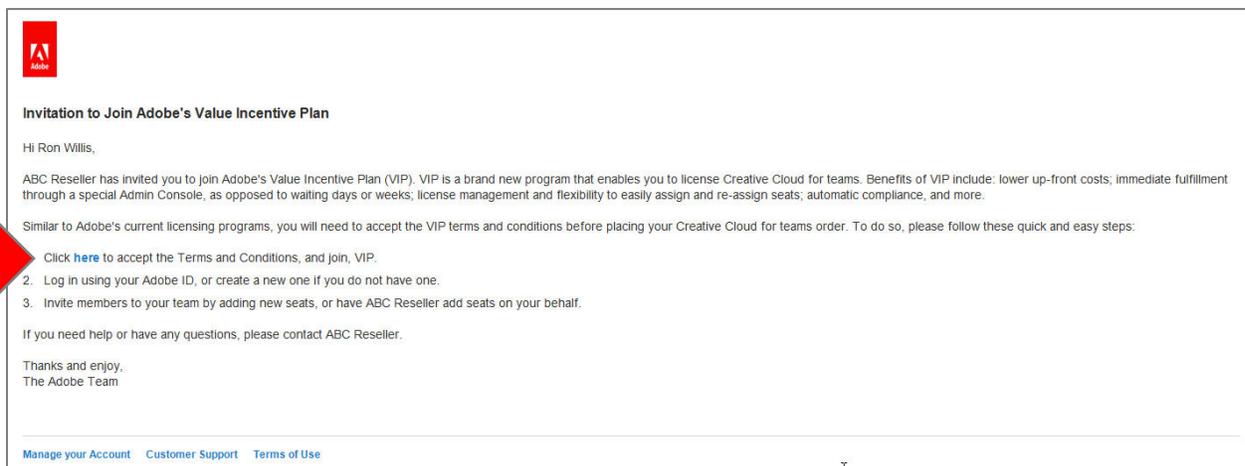
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What is the VIP Customer Admin Console?

The VIP Customer Admin Console (Admin Console) is the web based portal where Value Incentive Plan (VIP) customers will manage all Adobe products purchased through VIP. As the Customer Administrator, you have the ability to add seats for products that your organization wishes to use. You can also assign those seats to users, and unassign or reassign those seats to meet the changing needs of your organization. This guide explains how to navigate the Admin Console with step-by-step instructions for each task.

Getting started with VIP

1. Your reseller will send you an invitation like this to join VIP.



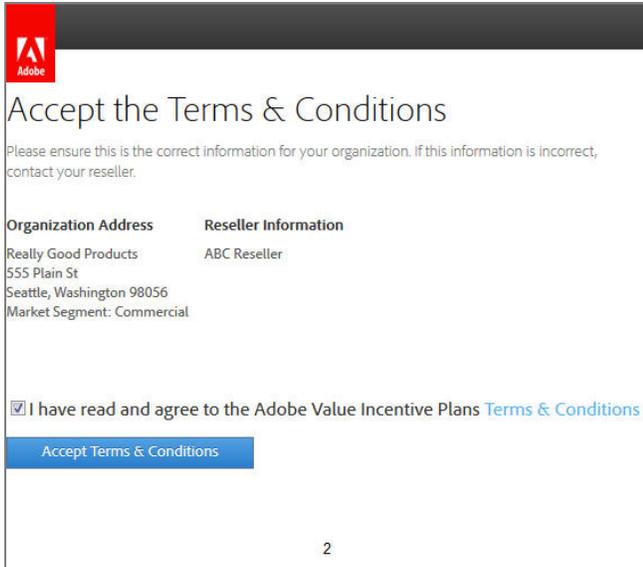
2. Click where it says *here* to accept the invitation link and login to the Admin Console with your Adobe ID (your email address and a password).

NOTE

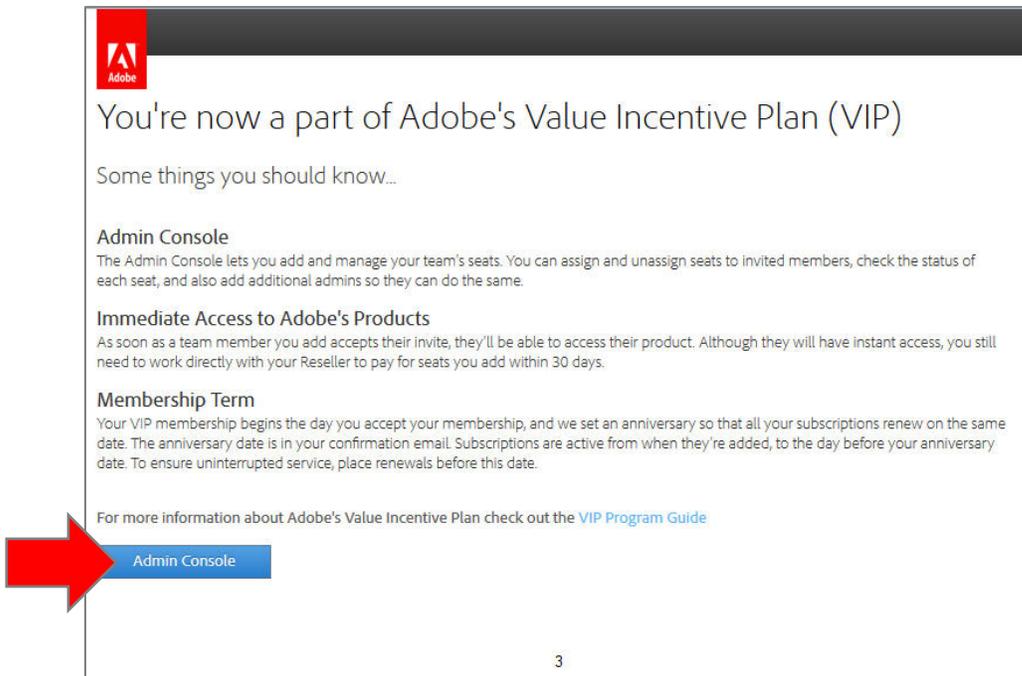
You will have the opportunity to create an Adobe ID if you don't have one already.

Accepting the terms and conditions

1. Upon logging in, you will see a page to accept the VIP Program Terms and Conditions.



2. Select the checkbox and click **Accept Terms and Conditions**.
3. You will see a Welcome page like this, which explains a little bit about VIP and the Admin Console.



4. Click on **Admin Console** to proceed.

Terms of Use

Adobe General Terms of Use

Last updated October 16, 2012. Replaces the May 7, 2012 version in its entirety.

1. Your Agreement With Adobe.

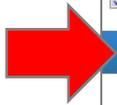
1.1 Choice of Law. If you are a resident of North America, your relationship is with Adobe Systems Incorporated, a United States company, and you agree to be bound by the laws of California and the laws of the United States. If you reside outside of North America, your relationship is with Adobe Systems Software Ireland Limited, and you agree to be bound by the laws of Ireland.

1.2 This document sets forth your legal agreement with Adobe Systems Incorporated or Adobe Systems Software Ireland Limited and its agents and affiliates (collectively, "Adobe"). Your use of any Adobe website or service (collectively "Service" or

I have read and agree to the Terms of Use and [Privacy Policy \(UPDATED\)](#).

Accept

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5. Click **Accept** to agree to the Terms of Use.

What happens next?

- VIP Number is created
- Anniversary Date is established
- Customer is notified
- Reseller is notified
- Distributor is notified (If Reseller purchases directly from Adobe, they will receive two notifications)

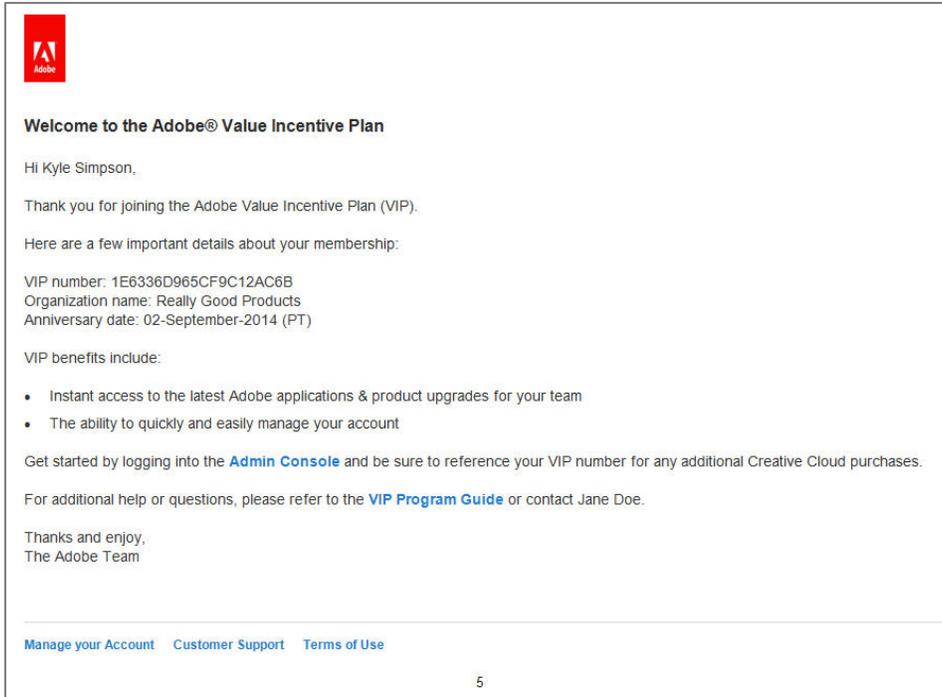


Notification of acceptance

You will be notified via email of your VIP Number, Organization Name and Anniversary Date after accepting the terms and conditions.



Add noreply@adobe.com to your list of safe emails in order to ensure you receive your invitation email. If you were expecting an invitation, but didn't receive one, check your spam or junk email folder.



Logging in

Customer Administrators will log into the Admin Console to manage their VIP Account. If you are the person who enrolled in VIP, or if you received an invitation to join VIP as a Customer Administrator, then you are an Administrator and will use the Admin Console.

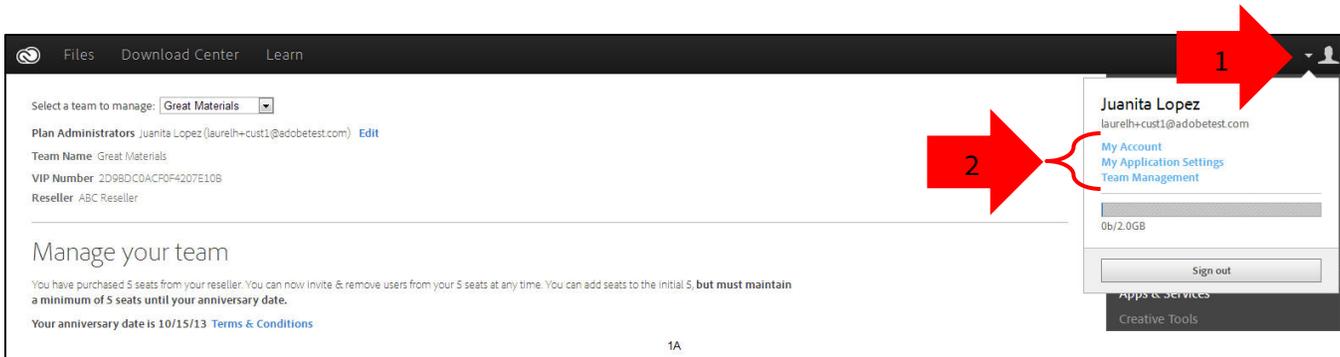
Users who are assigned a seat of a product to use (such as Creative Cloud for teams), will not use the Admin Console. Instead they are invited via email to go directly to the product page to download and install software. This is a separate process.

1. To manage your VIP account and seats, go to the Admin Console: <https://adminconsole.adobe.com/>
2. Login with your Adobe ID and password.
3. You are now logged in as a Customer Administrator.

IMPORTANT

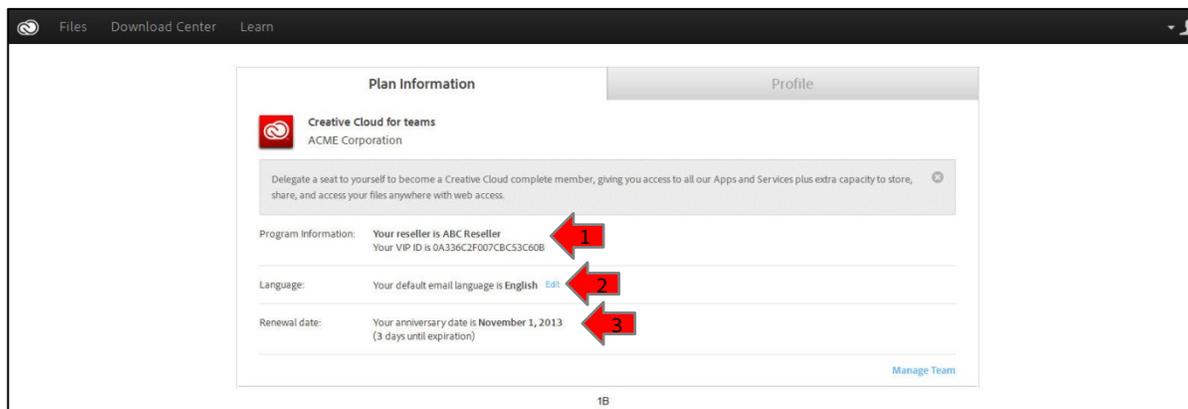
If this is your first time going to the Admin Console, follow the directions above for [Getting Started with VIP](#).

Viewing your Plan Information, Anniversary Date and Renewal Reminder



1. In the upper right-hand corner of the Admin Console navigation bar is a menu displaying links for:
 - **My Account,**
 - **My Application Settings** and
 - **Team Management.**

2. Click on **My Account** to view your **Plan Information** and **Profile**.



There are three sections of the **Plan Information** tab for My Account.

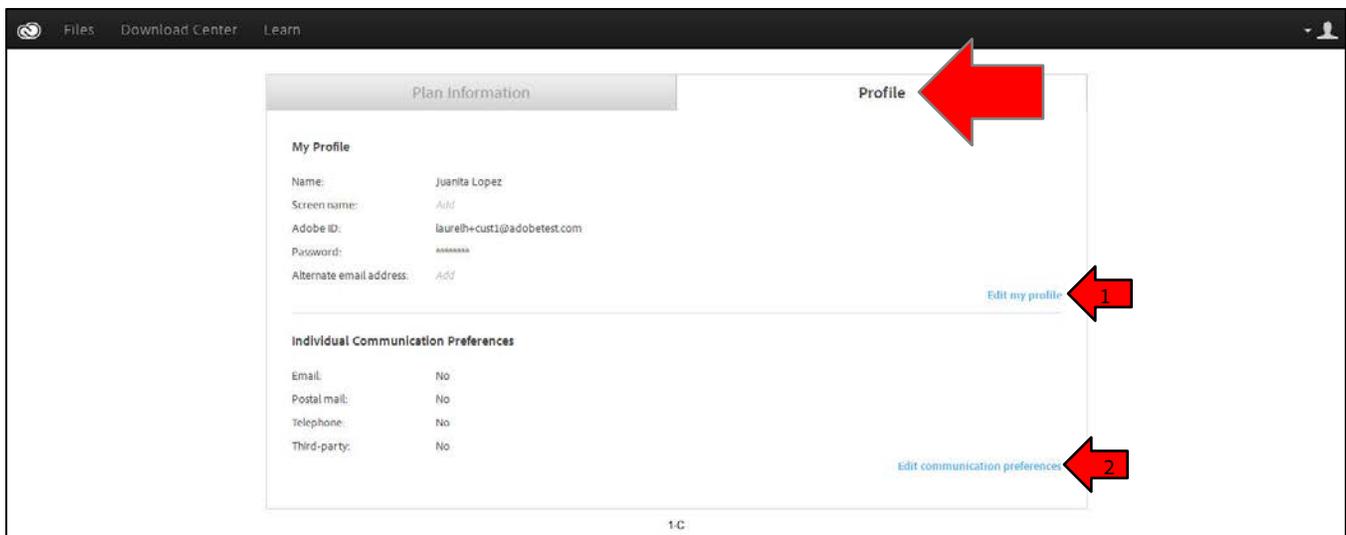
1. **Program information**— shows the name of your reseller and your VIP ID number.
2. **Language**—shows your default language. To change your default language click on the **Edit** link and select the language you'd prefer as your default language from the list in the pop-up menu.
3. **Renewal Date**—shows your Anniversary Date and the number of days remaining until your seats expire.

IMPORTANT Administrators must renew during the Renewal Period (a 60 day period from 30 days before the Anniversary Date to 30 days after) or your seats will expire.

Managing your Profile

To see the Profile information for your account, click on the **Profile** tab.

TIP When viewing the Plan Information tab you can **right-click** on the Profile tab to open a new browser tab that will display your Profile information.

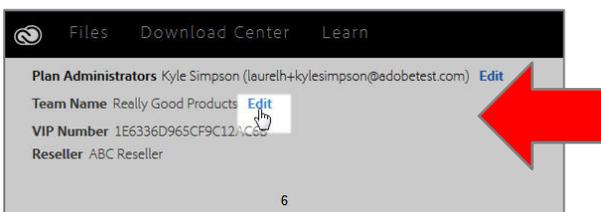


1. To create a Screen Name or to add an Alternate email, click on **Edit my profile**.
2. To change your Individual Communication Preferences, click on **Edit communication preferences**.

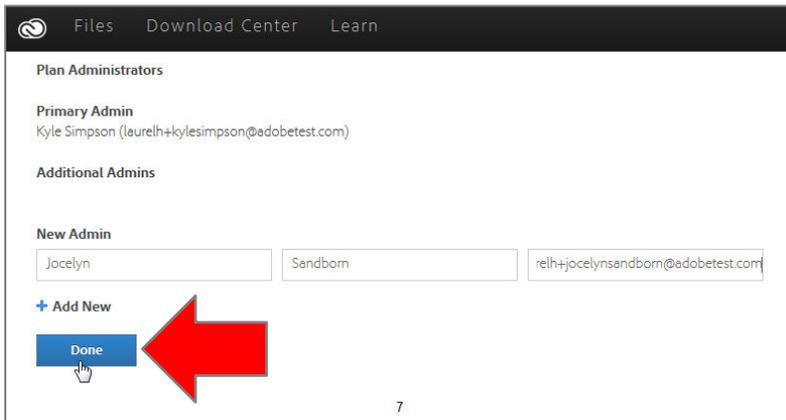
Adding additional administrators

If you would like to have other people at your organization have the ability to add seats, and assign and reassign those seats, you can add them as an additional administrator within the Admin Console.

1. Click **Edit** next to Plan Administrators at the top or your Admin Console screen.

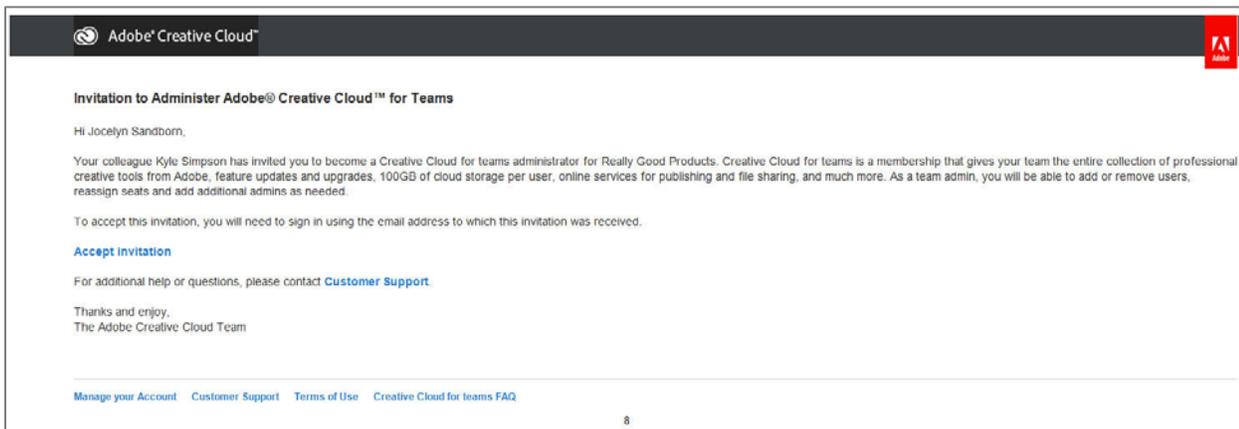


- 2. Enter the name and email address of the desired person.
- 3. Click **Done**.



What happens next?

The person you added as an additional Administrator will receive an email inviting them to become an Administrator.



IMPORTANT New administrators must use the link within the email to access the Admin Console for the first time.

Changing administrators

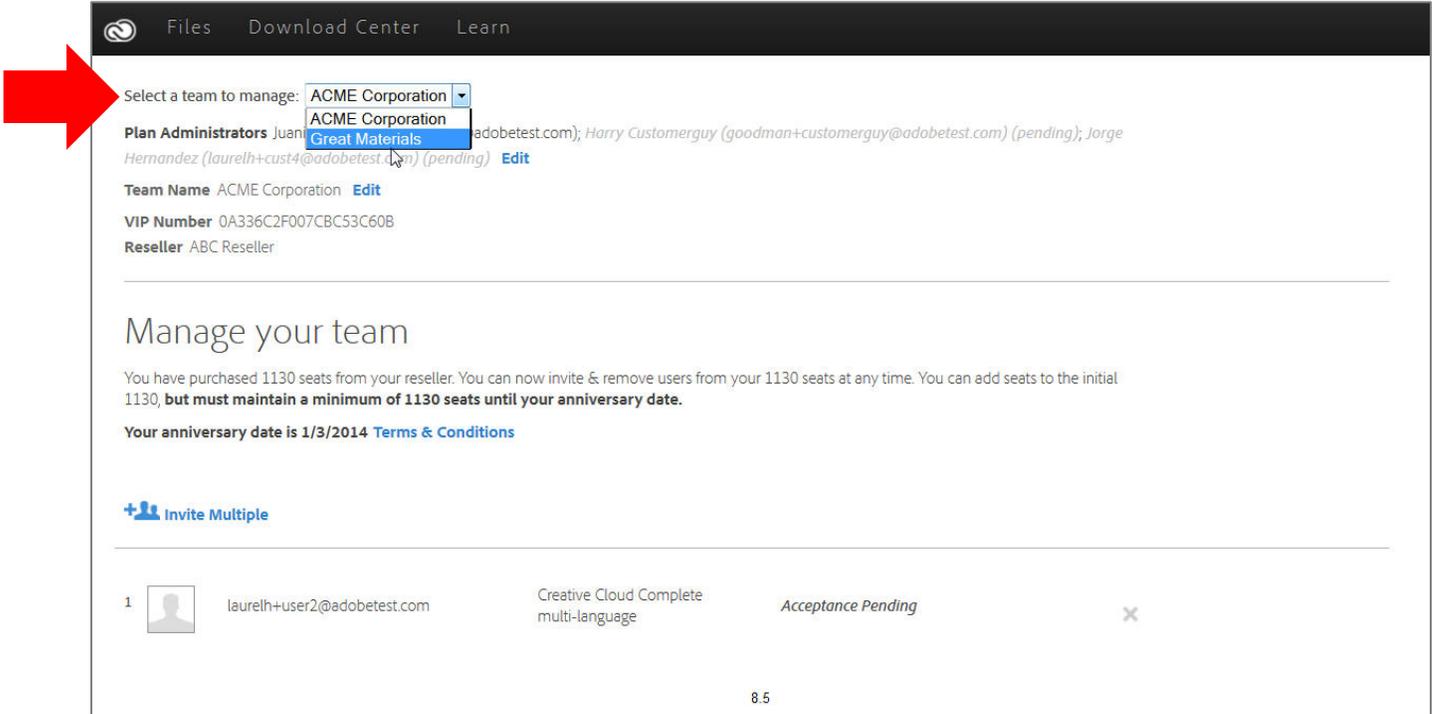
Please contact Adobe Customer Care if you need to change the customer administrator for your organization.

Managing more than one team

One person, using a single Adobe ID (email address), may be the administrator for multiple VIP teams in the Admin Console. This is possible if a user (administrator) accepts more than one VIP email invitation from a Reseller.

Organizations may want to have multiple teams, such as one for the finance department and one team for the creative department.

If you are the administrator for more than one team, you can select which team you want to manage when you log into the Admin Console.



The screenshot shows the Admin Console interface. At the top, there are navigation links: Files, Download Center, and Learn. Below this, a red arrow points to a dropdown menu labeled "Select a team to manage:". The dropdown menu is open, showing three options: "ACME Corporation", "ACME Corporation", and "Great Materials". Below the dropdown, there is a list of "Plan Administrators" with their names and email addresses. Underneath, there are fields for "Team Name" (ACME Corporation), "VIP Number" (0A336C2F007CBC53C60B), and "Reseller" (ABC Reseller). Below this, there is a section titled "Manage your team" with a paragraph of text and a link for "Your anniversary date is 1/3/2014 Terms & Conditions". At the bottom, there is a table with one row of user information.

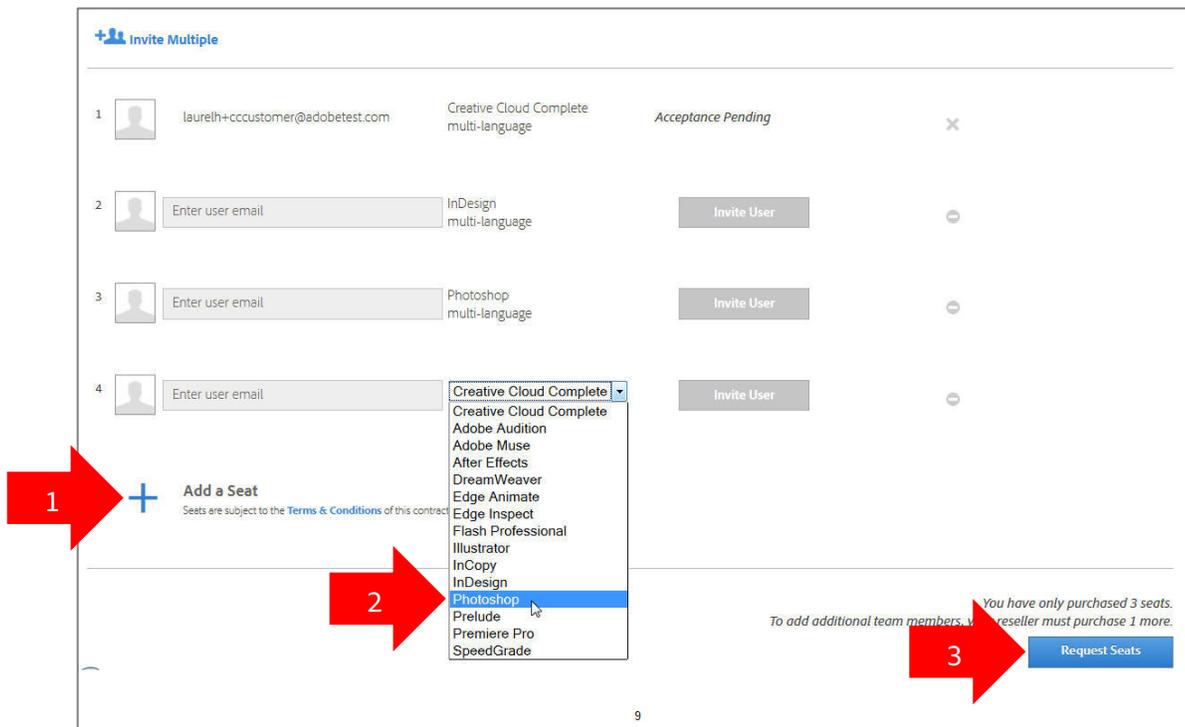
1	 laurelh+user2@adobetest.com	Creative Cloud Complete multi-language	Acceptance Pending	
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NOTE One administrator may manage multiple VIP teams, and 1 additional Creative Cloud for teams membership that was purchased through Adobe.com. .

Adding seats and selecting products

If you want to add seats of a product for your team, follow this process:

1. From the Admin Console, click on the plus sign by **Add a Seat**. (Click **Add a Seat** one time for each seat that you want to add)
2. Then select the product you would like from the drop-down menu.



IMPORTANT

If you do not select a product before clicking **Request Seats**, the default product will be Creative Cloud for teams complete. If you need to change the product or remove the seat after clicking Request Seats, you may do so within 30 days by contacting your reseller.

3. Then click **Request Seats**.

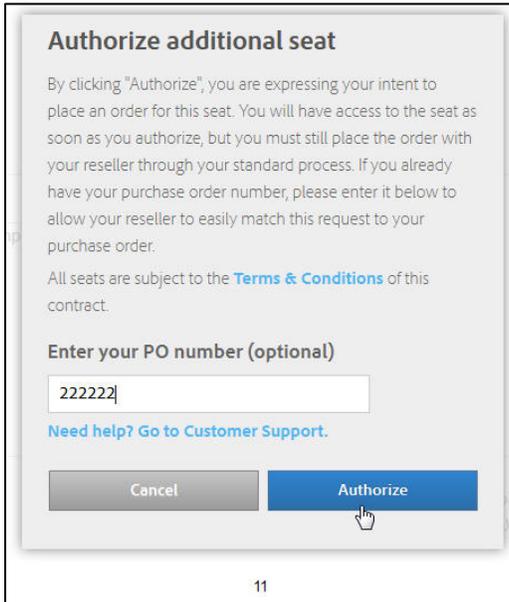
Authorizing your reseller

After adding seats, the next step is to authorize your reseller, giving the reseller permission to place an order on your behalf for the number of seats you have specified.

1. Enter your PO number if you have one.
2. Click **Authorize**.

TIP

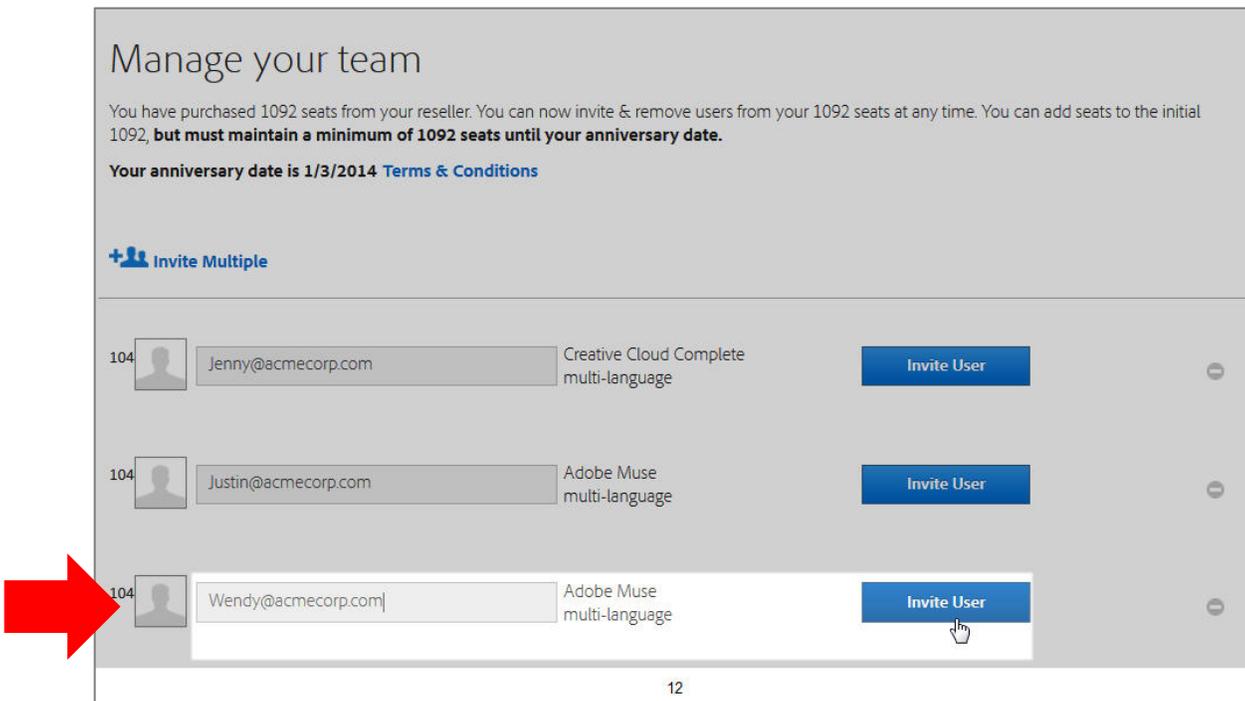
Add seats first, and then request them before entering email addresses to assign them to users.



Assigning seats

Once you have seats in your account, the next step is to assign the seats to specific users.

1. Enter the email address of the user in the box titled **Enter User Email**.
2. Select **Invite User**.



Sending invites to users

3. Then, the customer admin enters the user's name, and a personal message if desired, and clicks **Send Invite**.

Send Invite to Jenny@acmecorp.com

This invite can only be accepted using the email address listed above. An Adobe ID will be created with this address, if one doesn't exist, when the invite is accepted. You can remove or switch who's in the seat at any time.

Add User's Name (optional)

Jenny Fisherman

Add a personal message (optional)

Here is your Creative Cloud for teams membership. I can't wait to see what you create! Enjoy!

Cancel Send Invite

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The user will receive an email inviting them to join the Creative Cloud and directing them to login to the Creative Cloud to download their product.



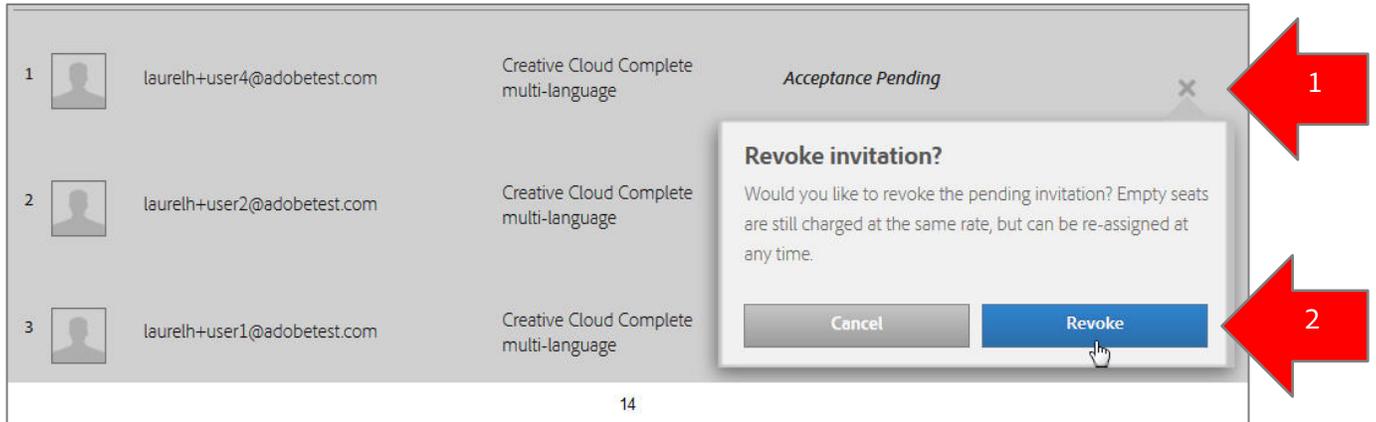
TIP

Have your users add noreply@adobe.com to their list of safe email addresses in order to ensure they receive your invitation email. If invitations are not received, check spam or junk email folders.

Unassigning or revoking seats

To unassign a seat from a user, revoking the user’s access to the product:

1. From the Admin Console, select the **X** next to the seat you want to unassign.
2. Select **Revoke** from the dialog box. The seat will now be unassigned.



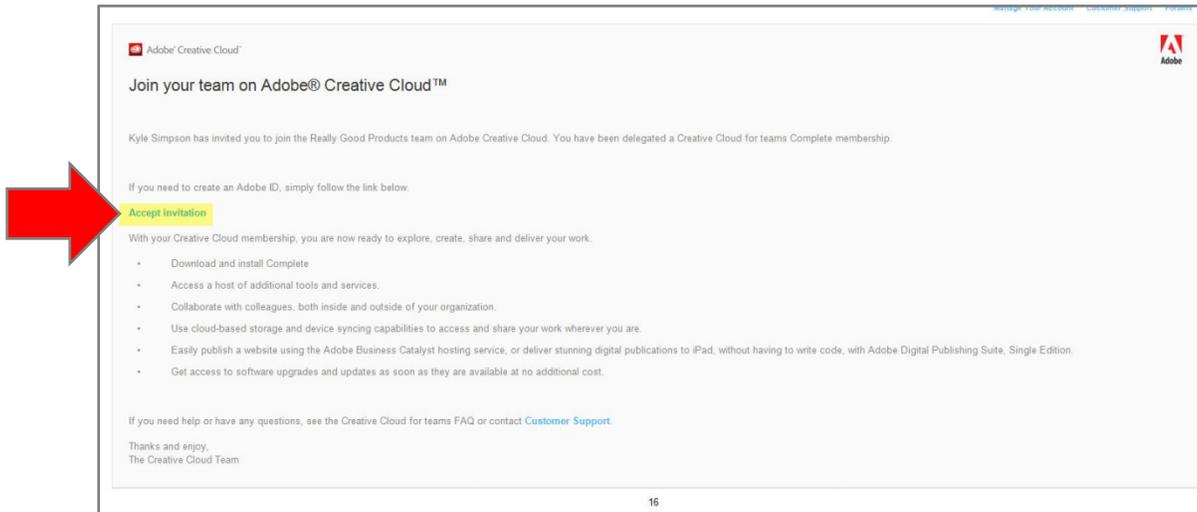
Reassigning seats

Once a seat has been revoked, you can easily reassign it by simply entering the email address of a new user into the dialog box, and clicking **Invite User**. This is the same process as [Assigning Seats](#).



Downloading products

Each time you assign a seat to a user, that user will receive an email inviting them to use the product. The user must click on **Accept Invitation** from within the email to access and download the product.



Renewing seats

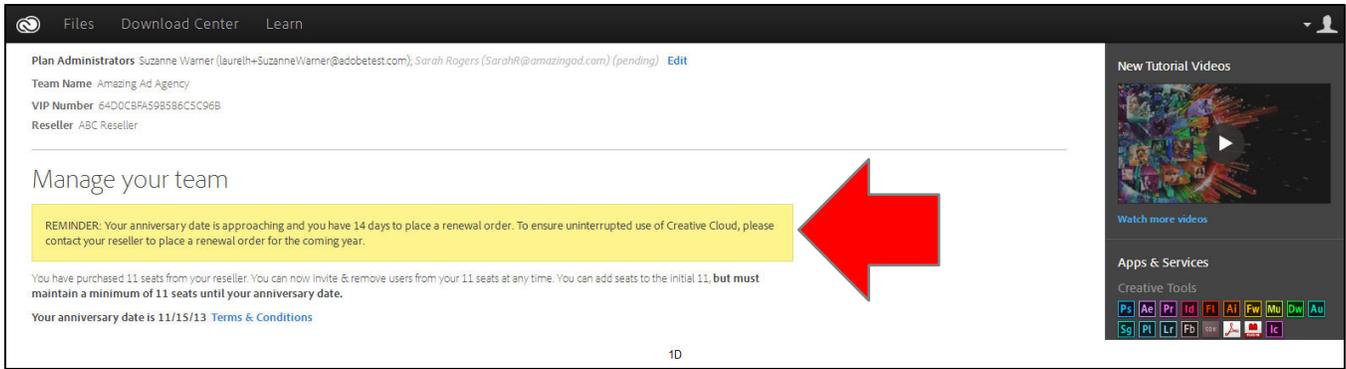
Each year on the anniversary date, seats purchased through VIP need to be renewed in order to continue using the products.

Renewal period

The renewal period is the 30 days prior to the anniversary date through 30 days after in which VIP customers can renew their seats for the next subscription period. During this time, VIP customers may place their renewal orders through their desired reseller.

Alerts in Admin Console

A notice will appear in the VIP Admin Console beginning 30 days prior to the anniversary date when the customer administrator logs in to the VIP Admin Console. The notice will alert the administrator of the approaching anniversary date and suggests contacting the reseller to place a renewal order.



How to renew

Contact your reseller to place your renewal order.

Renewing all seats

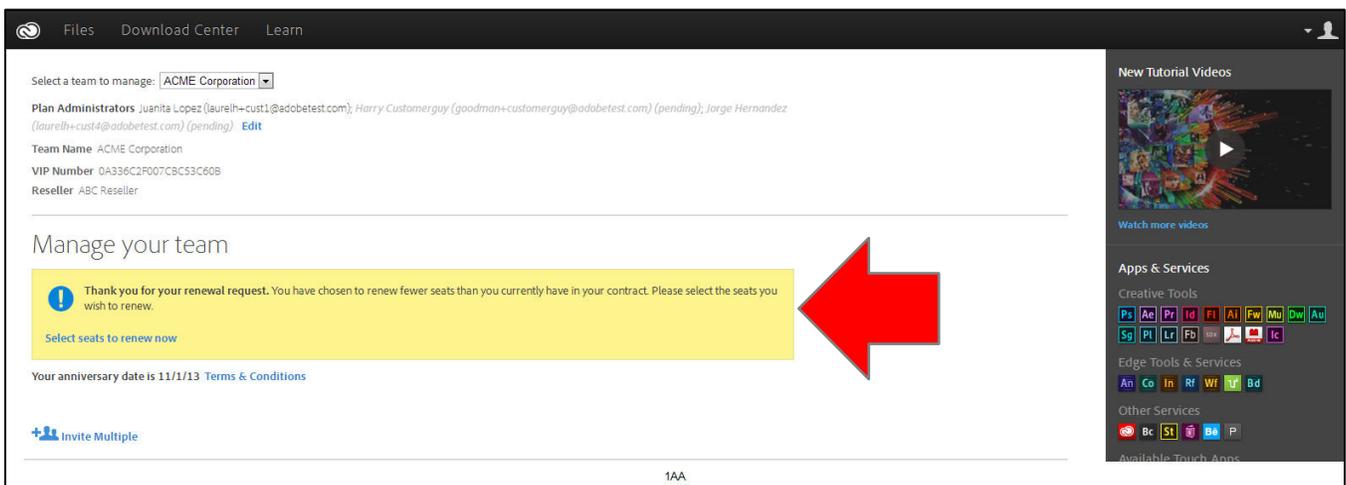
VIP customers who wish to renew all of their existing seats need only to contact their reseller to place their renewal order. Your reseller may automatically provide you with a quote for all of your seats due for renewal.

Renewing some seats

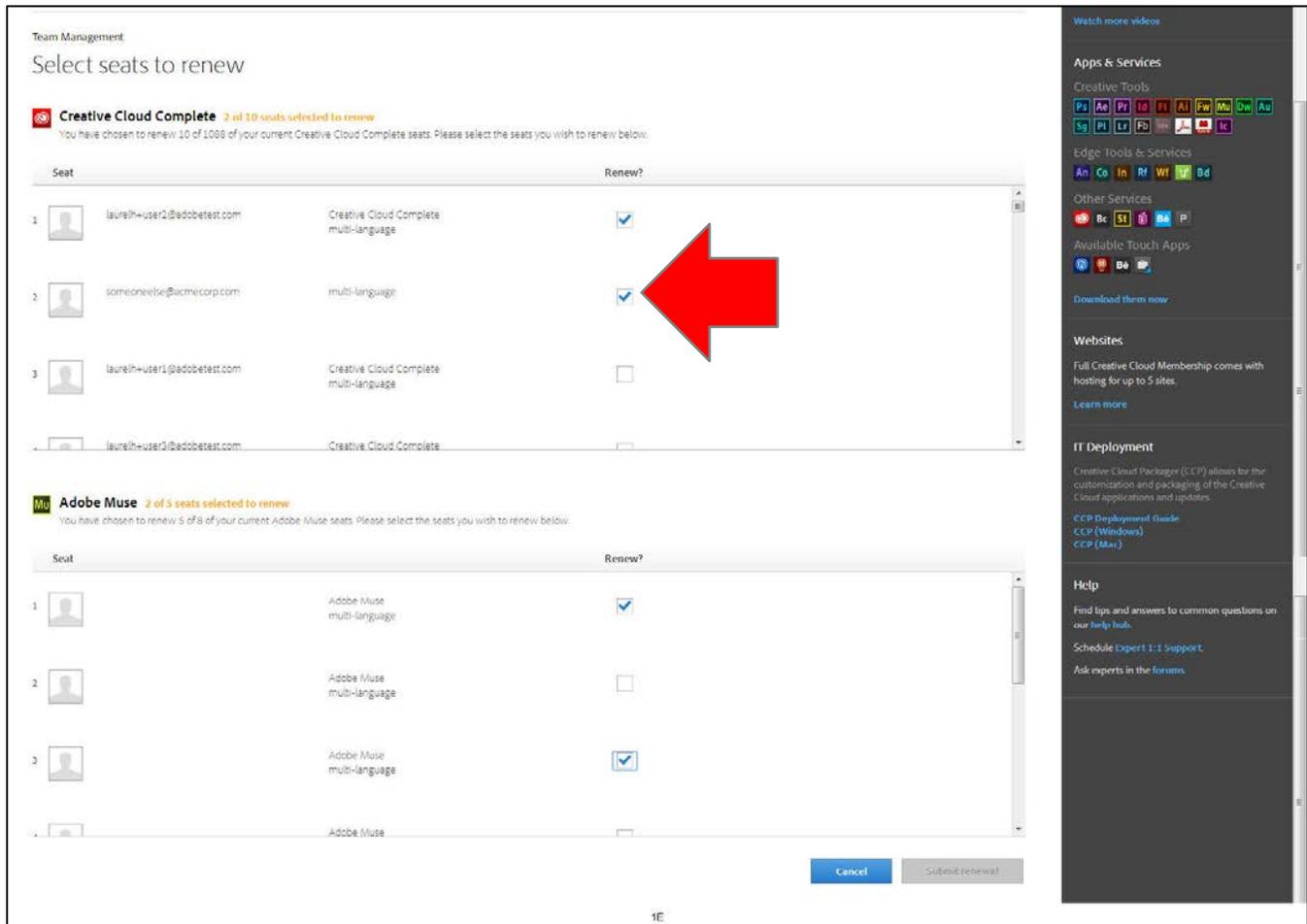
VIP customers who wish to renew only some of their seats (partial renewal) during the renewal period will need to contact their reseller to place an order. The customer administrator must select the seats to be renewed in the VIP Admin Console within 30 days after the anniversary date.

Selecting seats to renew

If you have renewed less than 100% of the seats in your VIP membership, then you will see a special notice asking you to select which seats to renew.



To choose which seats to renew, click on **Select seats to renew now**. A list, by product, of all users that have been assigned seats will be displayed, allowing you to choose which users will keep their seats and which will not. The list will also include seats that have been purchased, but not yet assigned to a user.



Select which seats to renew by clicking on the **checkbox** next to the user's email address. Seats that have not been assigned to users may also be chosen from the list.

Changing products at anniversary date

VIP customers who wish to change the products in their VIP membership at the time of the anniversary date must specify which products to renew and which products to add by contacting their reseller to place a renewal order. After the order has been placed with Adobe, the customer must:

1. Designate which seats of the existing products are being renewed in the Admin Console. (All existing seats not being renewed (or changing to a different product) will be removed 31 days after the anniversary date.)
2. The customer administrator must assign seats in the Admin Console for any new products added.

Renewal notifications

VIP customer administrators will begin receiving email notifications from Adobe at the following intervals:

- 30 days prior to the anniversary date (time to renew)
- On the anniversary date (renewal past due)
- 31 days after the anniversary date (if no order is processed seats to be removed).

You will also see a prominently displayed renewal reminder notification in the Admin Console.