

# Adobe<sup>®</sup> Volume Licensing

# **VIP Customer Admin Console**

# User Guide

for Value Incentive Plan (VIP)

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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.

	Invitation to Join Adobe's Value Incentive Plan
	Hi Ron Willis,
	ABC Reseller has invited you to join Adobe's Value Incentive Plan (VIP). VIP is a brand new program that enables you to license Creative Cloud for teams. Benefits of VIP include: lower up-front costs; immediate fulfillment through a special Admin Console, as opposed to waiting days or weeks; license management and flexibility to easily assign and re-assign seats; automatic compliance, and more.
N	Similar to Adobe's current licensing programs, you will need to accept the VIP terms and conditions before placing your Creative Cloud for teams order. To do so, please follow these quick and easy steps:
	Click here to accept the Terms and Conditions, and join, VIP.
	2. Log in using your Adobe ID, or create a new one if you do not have one.
	<ol> <li>Invite members to your team by adding new seats, or have ABC Reseller add seats on your behalf.</li> </ol>
	If you need help or have any questions, please contact ABC Reseller.
	Thanks and enjoy, The Adobe Team
	Manage your Account Customer Support Terms of Use

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.
	aneauy.

### 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.

You're now a part of Adobe's Value Incentive Plan (VIP)
Some things you should know
Admin Console
The Admin Console lets you add and manage your team's seats. You can assign and unassign seats to invited members, check the status of each seat, and also add additional admins so they can do the same.
Immediate Access to Adobe's Products
As soon as a team member you add accepts their invite, they'll be able to access their product. Although they will have instant access, you still need to work directly with your Reseller to pay for seats you add within 30 days.
Membership Term
Your VIP membership begins the day you accept your membership, and we set an anniversary so that all your subscriptions renew on the same date. The anniversary date is in your confirmation email. Subscriptions are active from when they're added, to the day before your anniversary date. To ensure uninterrupted service, place renewals before this date.
For more information about Adobe's Value Incentive Plan check out the VIP Program Guide
Admin Console
3

4. Click on Admin Console to proceed.

#### Terms of Use

Ado	be General Terms of Use	Ċ
Last	updated October 16, 2012. Replaces the May 7, 2012 version in its entirety.	
1. Y	our Agreement With Adobe.	
1.10 Stat of No of Ine	Choice of Law. If you are a resident of North America, your relationship is with Adobe Systems Incorporated, a United es company, and you agree to be bound by the laws of California and the laws of the United States. If you reside outside orth America, your relationship is with Adobe Systems Software Ireland Limited, and you agree to be bound by the laws eland.	
1.2 Limi	This document sets forth your legal agreement with Adobe Systems Incorporated or Adobe Systems Software Ireland ted and its agents and affiliates (collectively, "Adobe"). Your use of any Adobe website or service (collectively "Service" or	
<b>⊠</b> I hav	e read and agree to the Terms of Use and Privacy Policy (UPDATED).	
Ac	cept	
5	C	
	4	

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.



Welcome to the Adobe® Value Incentive Plan
Hi Kyle Simpson,
Thank you for joining the Adobe Value Incentive Plan (VIP).
Here are a few important details about your membership:
VIP number: 1E6336D965CF9C12AC6B Organization name: Really Good Products Anniversary date: 02-September-2014 (PT)
VIP benefits include:
Instant access to the latest Adobe applications & product upgrades for your team
The ability to quickly and easily manage your account
Get started by logging into the Admin Console and be sure to reference your VIP number for any additional Creative Cloud purchases.
For additional help or questions, please refer to the VIP Program Guide or contact Jane Doe.
Thanks and enjoy, The Adobe Team
Manage your Account Customer Support Terms of Use
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# 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 <u>to download and install software</u>. This is a separate process.

- 1. To manage your VIP account and seats, go to the Admin Console: <u>https://adminconsole.adobe.com/</u>
- 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 <u>Getting Started with VIP</u>.

# Viewing your Plan Information, Anniversary Date and Renewal Reminder

🚫 Files Download Center Learn	
Select a team to manage: Great Materials  Plan Administrators juanita Lopez (Jaurelh+cust)@addbetest.com) Edit Team Name Great Materials VIP Number 2D98DC0ACF0F4207E10B Reseller ABC Reseller	Juanita Lopez laurelh+custi@adobetest.com My Account My Application Settings Team Management
Manage your team You have purchased 5 seats from your reseller. You can now invite & remove users from your 5 seats at any time. You can add seats to the initial 5, <b>but must maintain</b> a minimum of 5 seats until your anniversary date. Your anniversary date is 10/15/13 Terms & Conditions	Sign out Sign out Creative Tools
1A	

- 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.

Files Download Center	Learn			
		Plan Information	Profile	
	Creative Clu ACME Corp	oud for teams oration		
	Delegate a seat to you share, and access you	rself to become a Creative Cloud complete member, gir files anywhere with web access.	ving you access to all our Apps and Services plus extra capacity to	store, 🔘
	Program Information:	Your reseller is ABC Reseller Your VIP ID is 0A336C2F007CBC53C60B		
	Language:	Your default email language is English Edit		
	Renewal date:	Your anniversary date is November 1, 2013 (3 days until expiration)	3	
				Manage Team
		1E	3	

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.



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.

🔕 Files Download Center Learn		· <b>1</b>
P	lan Information	Profile
My Profile		
Name:	Juanita Lopez	
Screen name:	Add	
Adobe ID:	laurelh+cust1@adobetest.com	
Password:	Avenausa	
Alternate email address.	Add	
		Edit my profile
Individual Communica	tion Preferences	
Email	No	
Postal mail:	No	
Telephone	No	
Third-party:	No	
		Edit communication preferences
		10

- 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**.

dobetest.com)	
dobetest.com)	
Sandborn	relh+jocelynsandborn@adobetest.cor
	Sandborn

#### 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.

	rrelh+cust4@adobetest.(\mathcalleng)	etest.com); Harry Customerguy (go <b>idit</b>	oodman+customerguy@adobetest.com	) (pending); Jorge	
Team Name A	CME Corporation Edit				
VIP Number 0 Reseller ABC F	A336C2F007CBC53C60B Reseller				
11 /1					
Manag	e your team				
You have purch	e your team ased 1130 seats from your reseller. You car	1 now invite & remove users from yo	our 1130 seats at any time. You can add	seats to the initial	
You have purch 1130, but must Your anniversa	e your team ased 1130 seats from your reseller. You car maintain a minimum of 1130 seats unt ary date is 1/3/2014 Terms & Condition	n now invite & remove users from yo il your anniversary date. s	our 1130 seats at any time. You can add	seats to the initial	
You have purch 1130, but must Your anniversa	B YOUR team ased 1130 seats from your reseller. You car maintain a minimum of 1130 seats unt ary date is 1/3/2014 Terms & Condition	now invite & remove users from ye <b>il your anniversary date.</b> s	our 1130 seats at any time. You can add	seats to the initial	
Vianag You have purch 1130, <b>but must</b> Your anniversa	e your team ased 1130 seats from your reseller. You car maintain a minimum of 1130 seats unf ary date is 1/3/2014 Terms & Condition	n now invite & remove users from ye <b>il your anniversary date.</b> s	our 1130 seats at any time. You can add	seats to the initial	
VIANAS You have purch 1130, <b>but must</b> Your anniversa	e your team ased 1130 seats from your reseller. You car maintain a minimum of 1130 seats und ary date is 1/3/2014 Terms & Condition attiple	now invite & remove users from y il your anniversary date. s	our 1130 seats at any time. You can add	seats to the initial	

NOTEOne administrator may manage multiple VIP teams, and 1 additional Creative<br/>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.

1	lau	relh+cccustomer@adobetest.com	Creative Cloud Complete multi-language	Acceptance Pending	×
2	Enter	user email	InDesign multi-language	Invite User	0
3	Enter	user email	Photoshop multi-language	Invite User	0
4	Enter	user email Id a Seat sere subject to the Terms & Conditions of this contro	Creative Cloud Complete  Creative Cloud Complete Adobe Audition Adobe Muse After Effects DreamWeaver Edge Animate Edge Inspect Flash Professional Illustrator	Invite User	0
		2	InCopy InDesign Photoshop Prelude Premiere Pro SpeedGrade	To add addition	You have only purchased 3. nal team members, v reseller must purchase 1 3 Request Seats

#### 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.

	seats until your anniversary date.		
Your anniversary date is 1/3/2014 Terms & C	Conditions		
+11 Invite Multiple			
104 Jenny@acmecorp.com	Creative Cloud Complete multi-language	Invite User	
104 Justin@acmecorp.com	Adobe Muse multi-language	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**.

nis invite can only be acce ill be created with this add in remove or switch who	pted using the email address dress, if one doesn't exist, whe s in the seat at any time.	listed above. An Adobe ID en the invite is accepted. You
dd User's Name (opt	ional)	
Jenny	Fisherman	
udd a personal messa	ge (optional)	
Here is your Creative Clo you create! Enjoy! 	ud for teams membership. I	can't wait to see what A
	Concel	Sand Imuita

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



# 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.

1	laurelh+user4@adobetest.com	Creative Cloud Complete multi-language	Acceptance Pending	1
2	laurelh+user2@adobetest.com	Creative Cloud Complete multi-language	Revoke invitation? Would you like to revoke the pending invitation? Empty seats are still charged at the same rate, but can be re-assigned at any time.	
3	laurelh+user1@adobetest.com	Creative Cloud Complete multi-language	Cancel Revoke	2
		14		

## **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 <u>Assigning Seats</u>.

5	Jorge@acmecorp.com	Creative Cloud Complete multi-language	Invite User	0
		15		

# **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.

1	Adobé Creative Cloud"
•	loin your team on Adobe® Creative Cloud™
ł	yle Simpson has invited you to join the Really Good Products team on Adobe Creative Cloud. You have been delegated a Creative Cloud for teams Complete membership.
1	you need to create an Adobe ID, simply follow the link below.
1	ccept invitation
١	With your Creative Cloud membership, you are now ready to explore, create, share and deliver your work.
	Download and install Complete
	Access a host of additional tools and services.
	Collaborate with colleagues, both inside and outside of your organization.
	<ul> <li>Use cloud-based storage and device syncing capabilities to access and share your work wherever you are.</li> </ul>
	<ul> <li>Easily publish a website using the Adobe Business Catalyst hosting service, or deliver stunning digital publications to iPad, without having to write code, with Adobe Digital Publishing Suite, Single Edition.</li> </ul>
	<ul> <li>Get access to software upgrades and updates as soon as they are available at no additional cost.</li> </ul>
1	you need help or have any questions, see the Creative Cloud for teams FAQ or contact Customer Support.
-	hanks and enjoy, he Creative Cloud Team

# **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.

eam Management			Wetch more videos
elect seats to renew			Apps & Services
Creative Cloud Complete 3 of 10 You have chosen to renew 10 of 1068 of you	) souls selected to renew rourent Creative Cloud Complete seats. Please select the se	ats you wish to renew below.	Creative Tools 19 An Pr 10 TI Al Fr (m On 99 Pt (m Pr)
Seat		Renew?	Edge Tools & Services An Co In Rf WI II Bd
laureih+user2/Badobetest.com	Creative Cloud Complete multi-language		Other Services
someoneelse@acmecorp.com	multi-language		Download them now
Isureih+user1@adobetest.com	Creative Cloud Complete multi-language		Websites Full Creative Cloud Membership comes w hoating for up to 5 sites. Learn more
aurelh+user3/Badobetest.com	Creative Cloud Complete		TT Deployment     Creative Cloud Packager (CCP) allows har     customization and packaging of the Creat
Adobe Muse 2 of 5 seats selected to You have chosen to renew 5 of 8 of your cum	renew ent Adobe Muse seats Please select the seats you wish to ren	new below.	Cloud applications and updates CCP Displayment Guide CCP (Modows) CCP (Modows)
1	Adobe Muse multi-fanguage	V	Find tps and answers to common question our help huls. Schedule Expert 1:1 Support.
2	Adobe Muse multi-language		Ask experts in the forums.
2	Adobe Muse multi-language		
[#]	Adobe Muse		•
			Suprimerenewan

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.