

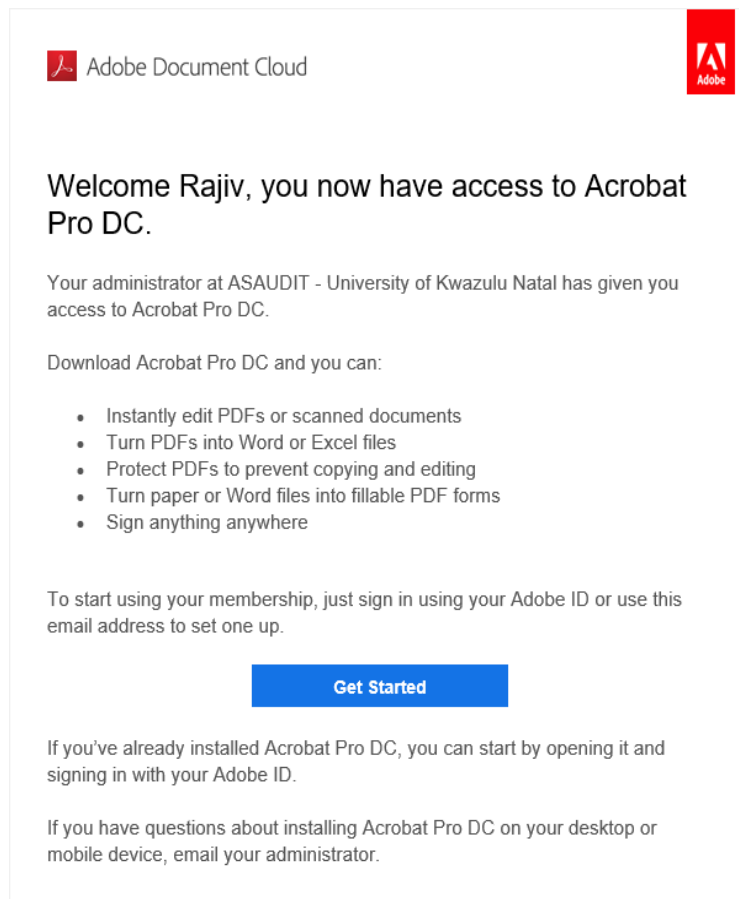
Notice – Adobe Licensing

Adobe has changed the licensing model for all their products. The new version of Adobe DC (Document Cloud), which UKZN has licensed for 2020 is no longer based on serial numbers. Historically, a new serial number would be built into a software installation package which would have been centrally pushed out to all UKZN windows domain joined computers. This process would result in uninterrupted use of the software as had been the case for the last 4 years. The new license model now requires staff to have an Adobe ID in order to use the software. Whilst this is a major change in the way access to the software is managed, the new version and license model comes with a number of advantages including a secure login feature which will require the use of a One Time Pin (OTP) in order to use the software.

The considerable inconvenience caused is sincerely regretted and we are working with the service provider to establish how this can be avoided in the future. This licensing process is only for advanced users who edit and digitally sign PDF documents.

Users will need to email adobe@ukzn.ac.za to request access to Adobe Acrobat Pro DC.

You will then receive an email from message@adobe.com. Click on Get Started



For Apple MAC users:

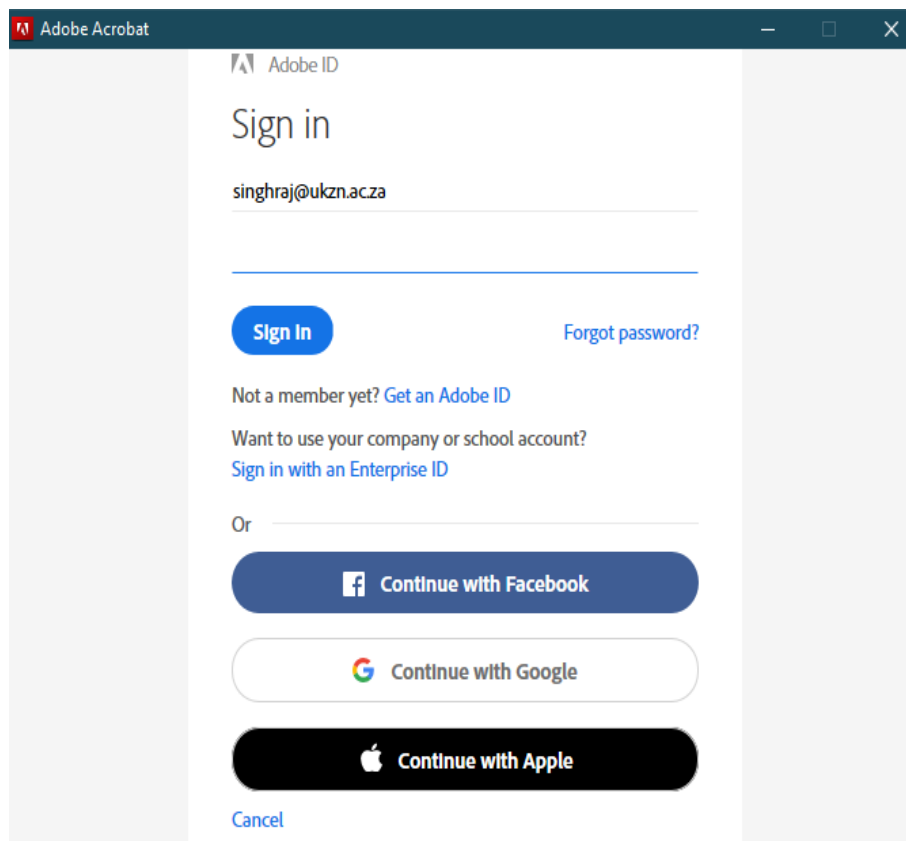
Please visit the website: <https://softwarerep.ukzn.ac.za/> (LAN Login required) to download the latest version of Adobe Acrobat Pro DC

Once installed on your computer, follow the same login steps below to create and activate your Adobe Acrobat Pro DC software.

For Microsoft Windows Users:

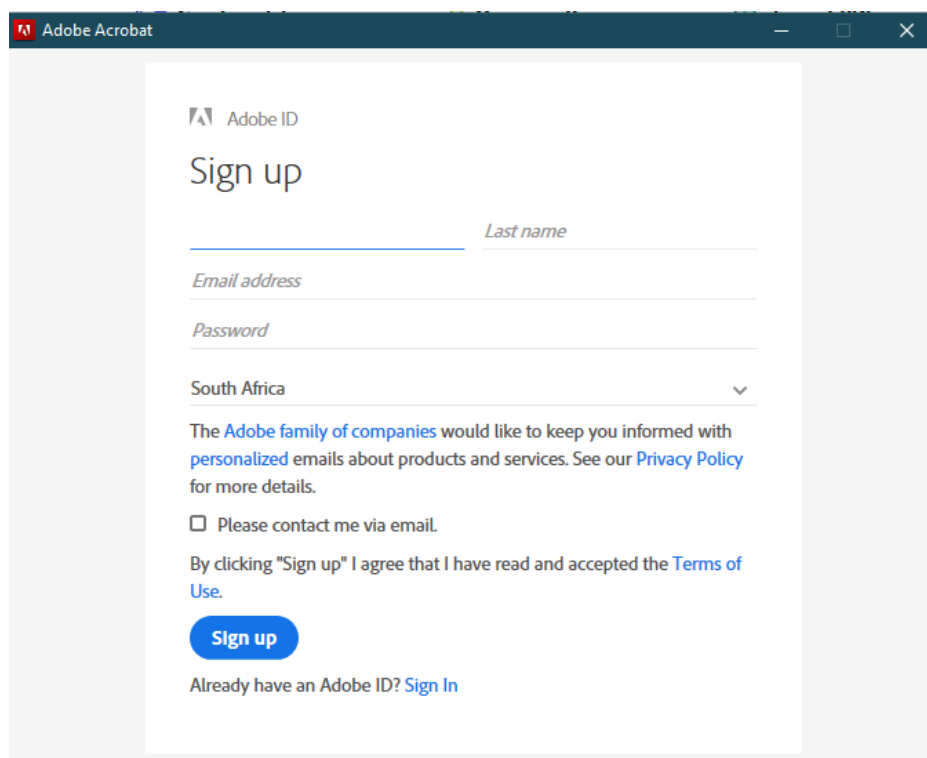
Kindly follow instructions below for the Adobe Acrobat DC installation as per screenshots below:

1. You will be redirected to the Adobe download website and will be prompted to sign in.



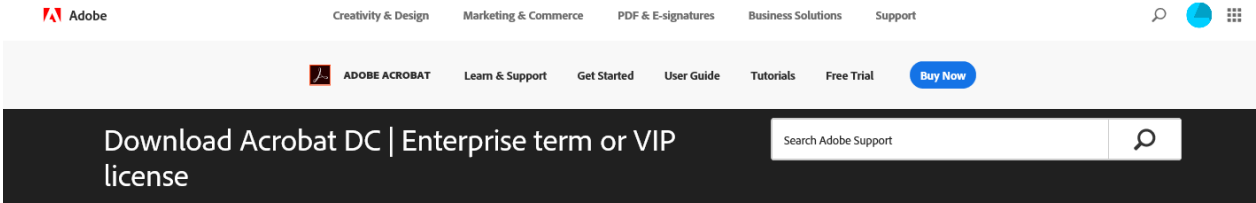
If you **Do Not** already have an Adobe account, you will be prompted to enter your email address, First name, Surname and create a password. Please use your @ukzn.ac.za email address to create an Adobe ID (if you have not done so already). Currently, the Adobe portal has **not** been setup for password synchronisation and you can choose a password of your choice. As a general rule for password security, please:

- Use a complex password that uses special characters (!@(*#\$%^&),
- contains a combination of letters and numbers AND
- uses Uppercase and lower case letters AND
- is not a word in the dictionary.



2. **Please note** that if you already have Adobe Acrobat Pro DC installed on your computer, you can skip the download steps (3-7) and proceed to sign in with your Adobe ID to activate your software.

Select Download for the Adobe Acrobat Pro DC installer



If your organization has purchased an Acrobat DC license via an ETLA (Enterprise Term License Agreement) or VIP program, you can download the installers from this page. To download the Acrobat installer, click the appropriate download link below. After the download is complete, double-click the installer to begin the installation.

Note:
If you have already installed Acrobat, choose **Help > Check For Updates**, to update to the latest version. For more information, see [Manually update Adobe Acrobat installation](#).

ON THIS PAGE
[Acrobat Pro DC installer](#)
[Acrobat Standard DC installer](#)
Applies to: **Adobe Acrobat DC**
Last Published: **October 15, 2019**

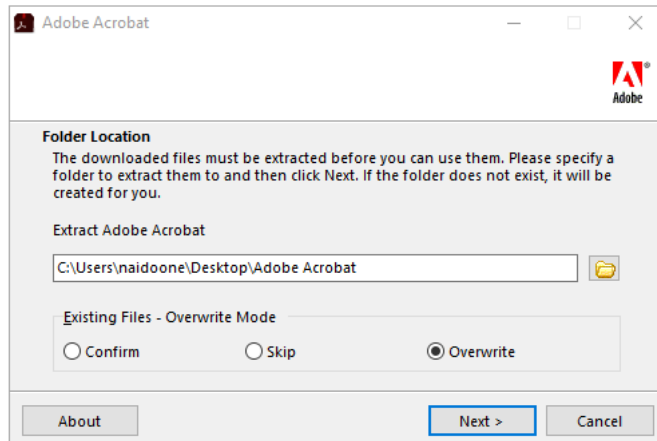
Acrobat Pro DC installer

For Windows	For Mac OS (v10.12 and later)
Download (906 MB, multilingual installer*)	Download (692 MB, multilingual installer*)
	For Mac OS (v10.11 and earlier)
	Download (692 MB, multilingual installer*)

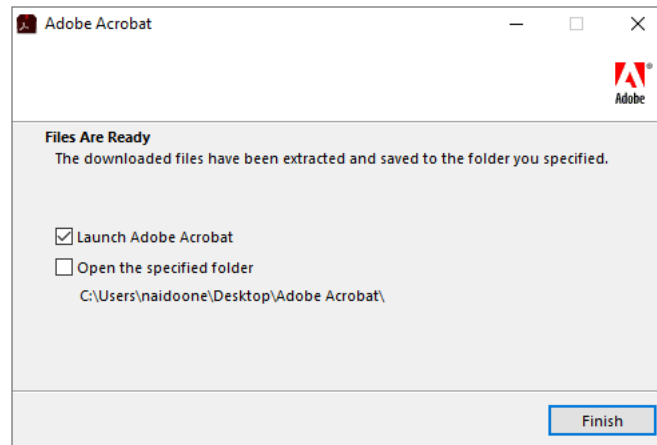
3. Select the Run Option



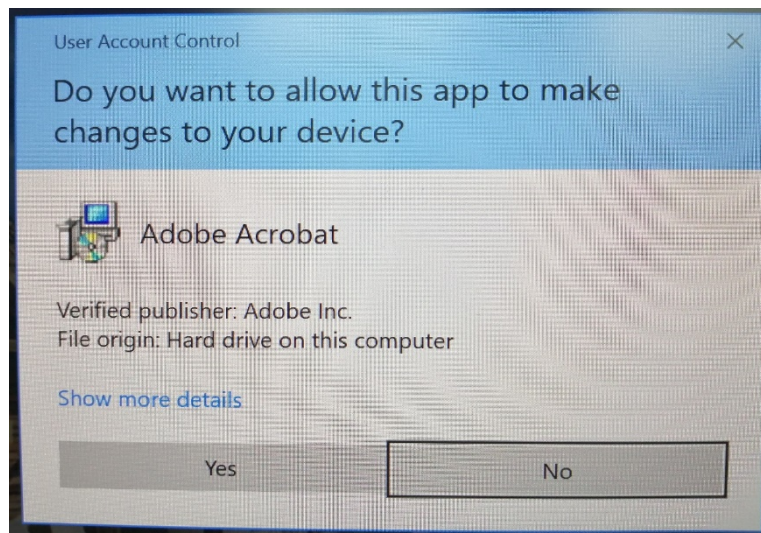
4. Click Next



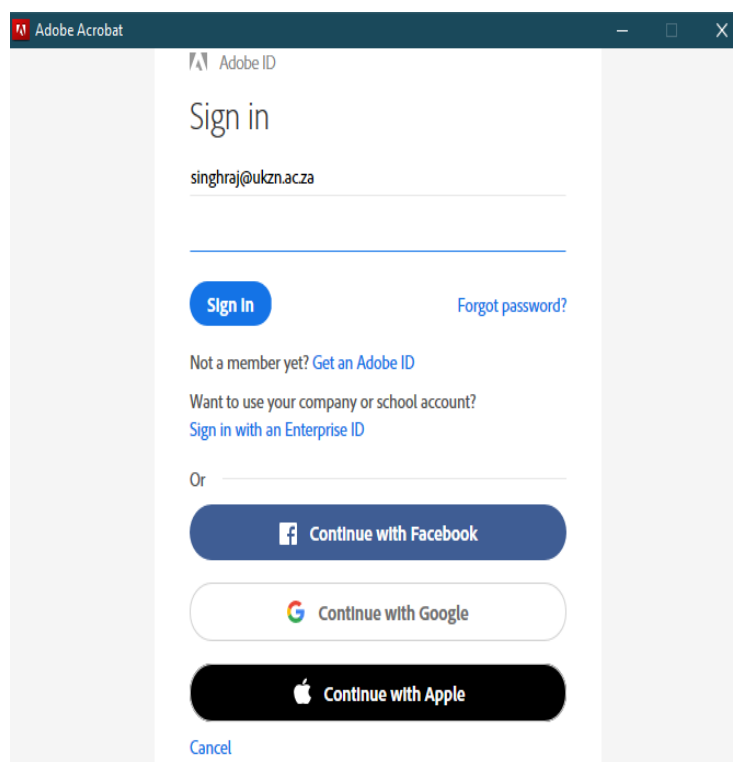
5. Click on Finish



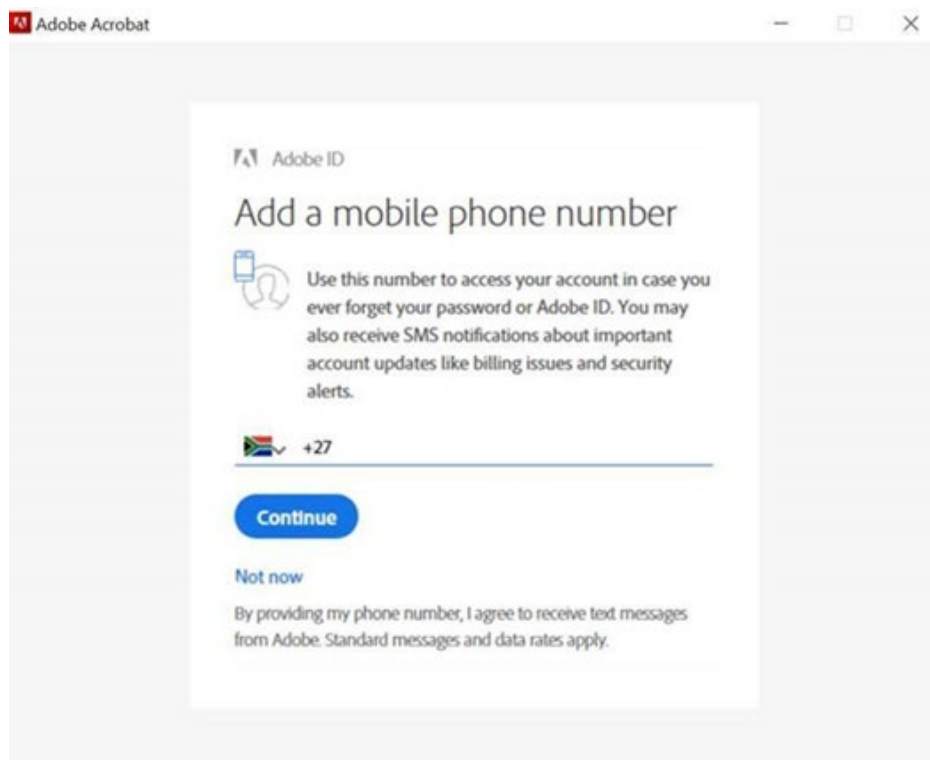
6. Click on Yes



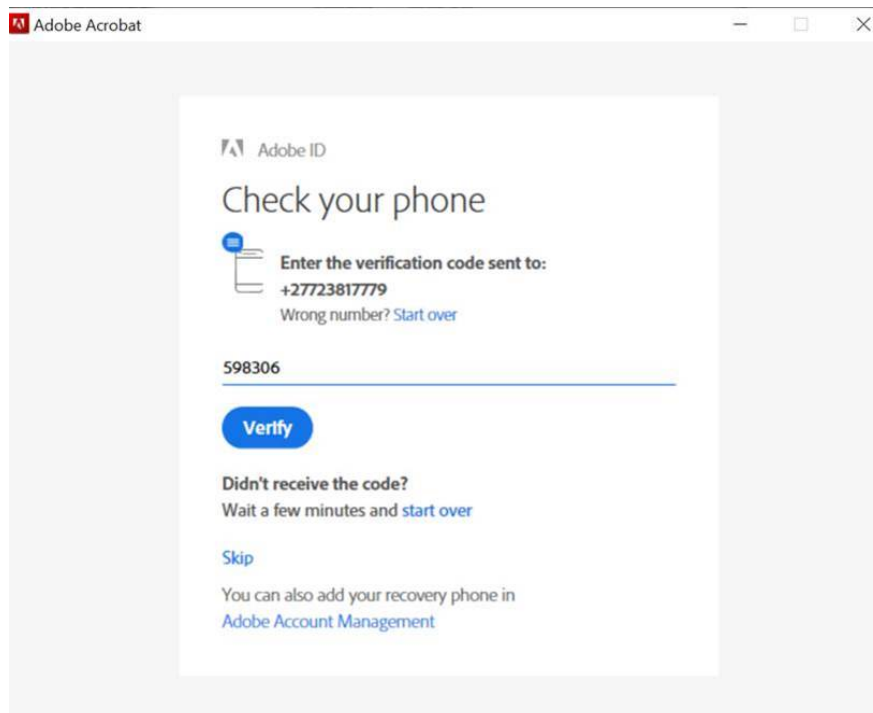
7. Sign in with the credentials created in Step 2



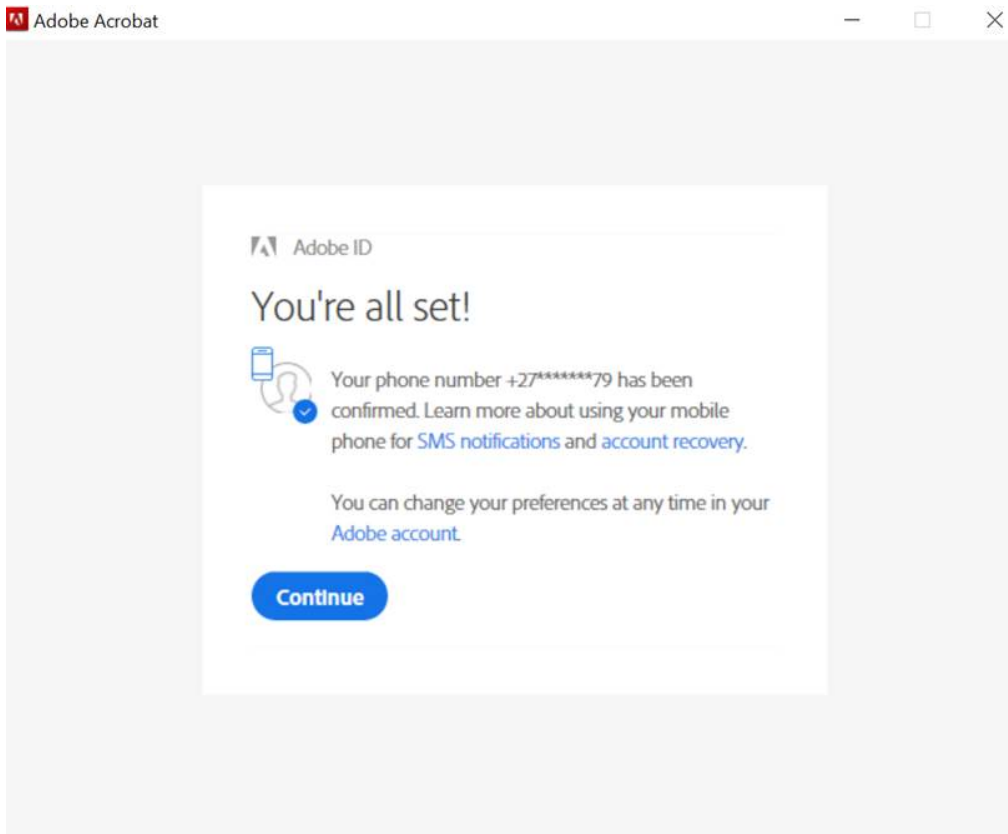
8. You will be prompted to enter your cellphone number so that a onetime pin can be sent to your cellphone. Please use a number that belongs to you or you can easily access. The OTP will be sent to this number when logging into the software.



9. Enter the OTP received and click on Verify

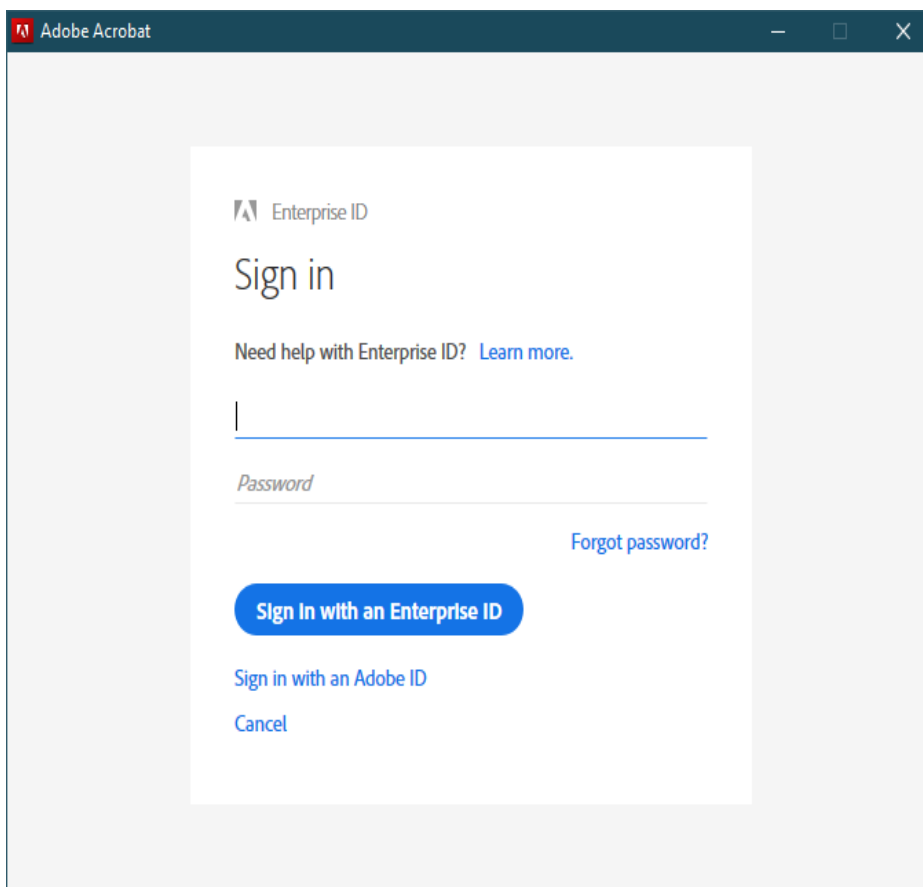


10. Click on Continue

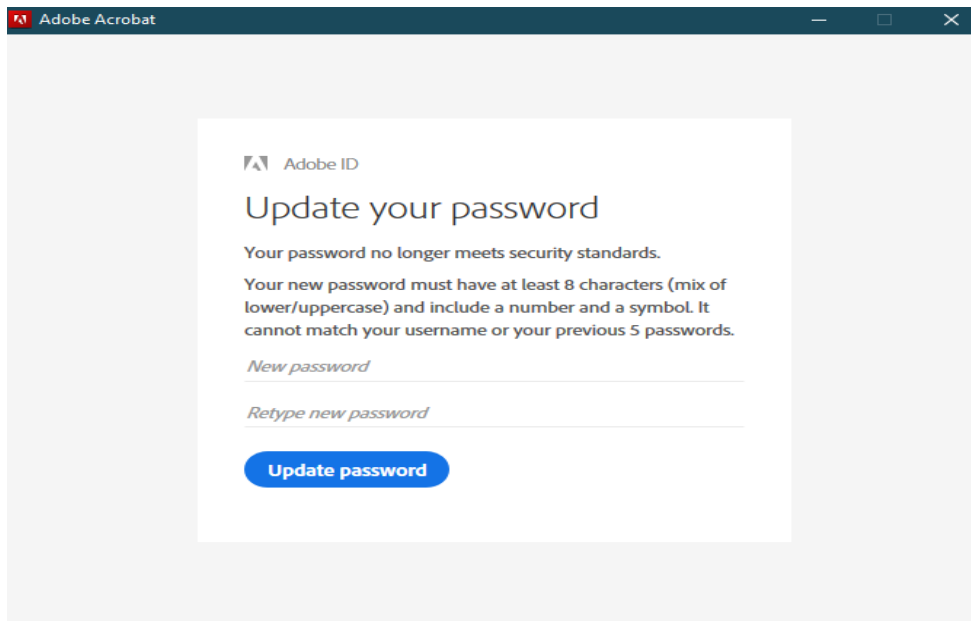


11. Accept the Licence agreement and you all done.

12. For users who already have Adobe ID accounts need to sign in with their existing login details



13. Users who have weak passwords may be prompted to reset their passwords



Once all steps are complete please close and reopen Adobe Acrobat Pro DC and any related PDF files for the licence to take effect.

If you are experiencing any issues and require assistance with this process, please contact our ICS ExpertDesk on extension 4000.