KB –Adobe Tutorials in MSUM Computer Labs

Issue: In MSUM Computer Labs users cannot launch Adobe Tutorials from Web Browser. Such as
https://creativecloud.adobe.com/cc/learn/illustrator/in-app/make-and-refine-the-
project?locale=en .

Users can notice some of the following behaviors when clicking "Begin Tutorial in Illustrator" (or other
adobe product):

1. Prompted for Admin Login.
2. Brought to download page for the product the tutorial covers.
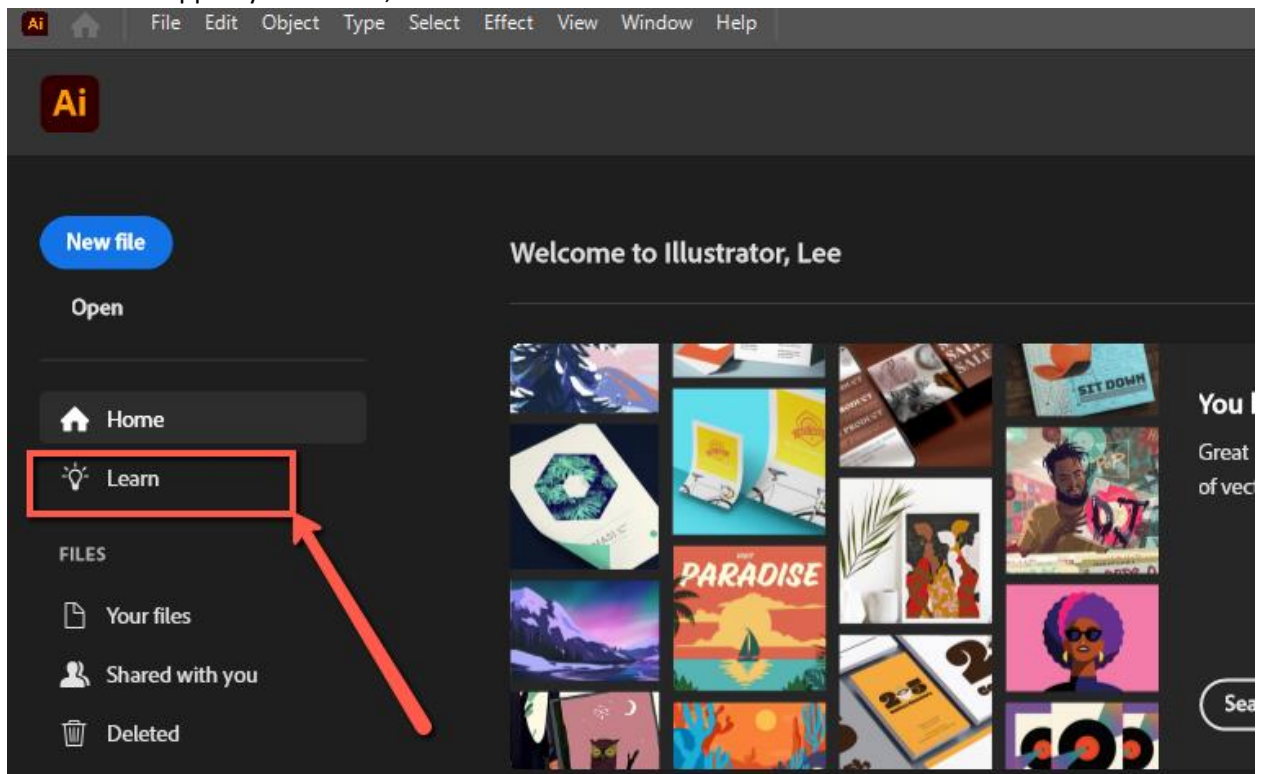3. The link does nothing at all.

Cause:

The problem is due to the way Adobe Shared Device License works. The web tutorials will automatically
try to validate the users license on their Adobe account. Most students at MSUM will not have a
Creative Cloud license assigned, so this will fail. Installing, updating, and managing adobe applications is
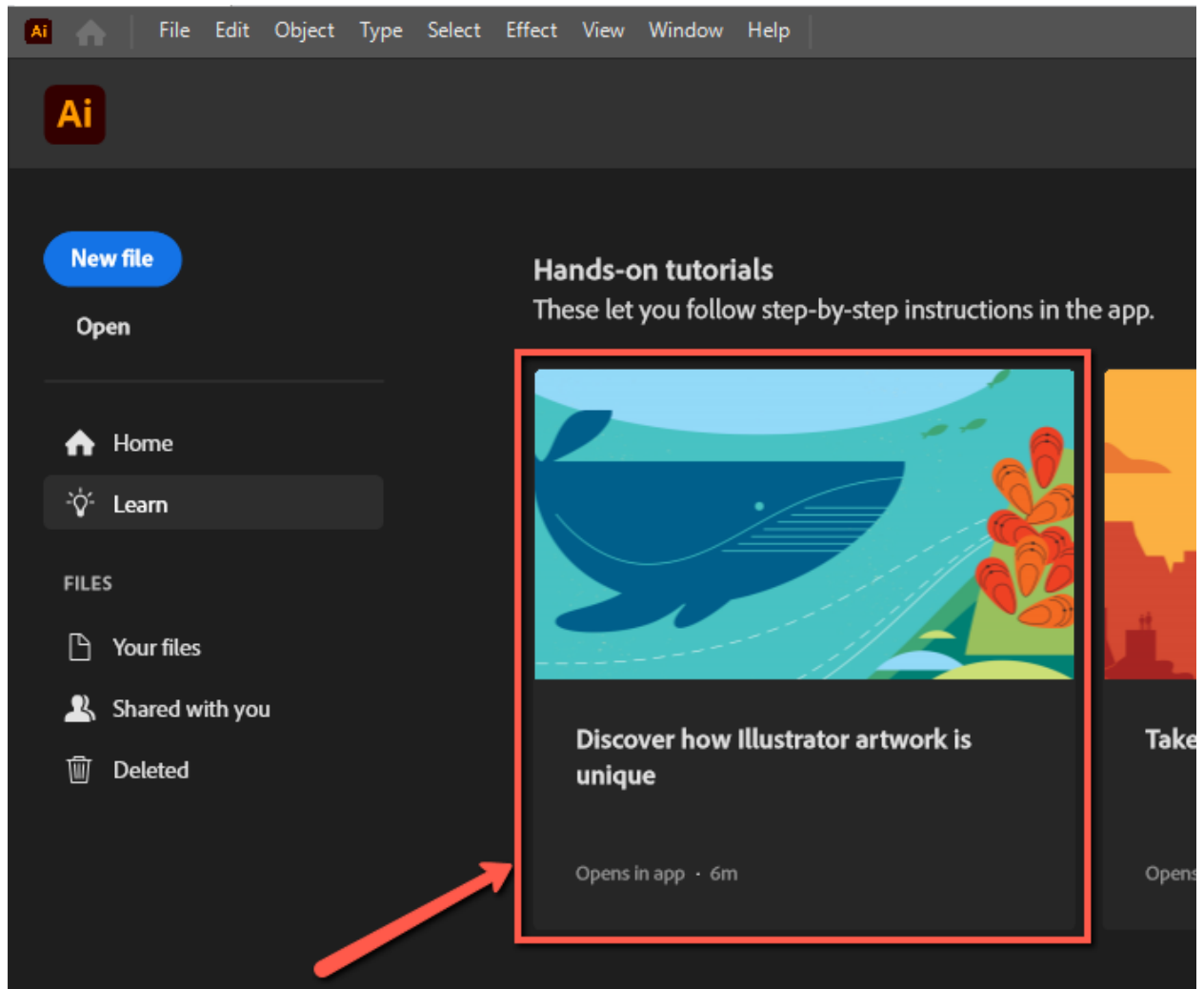also restricted in labs, as well as faculty and staff computers.

Work Around

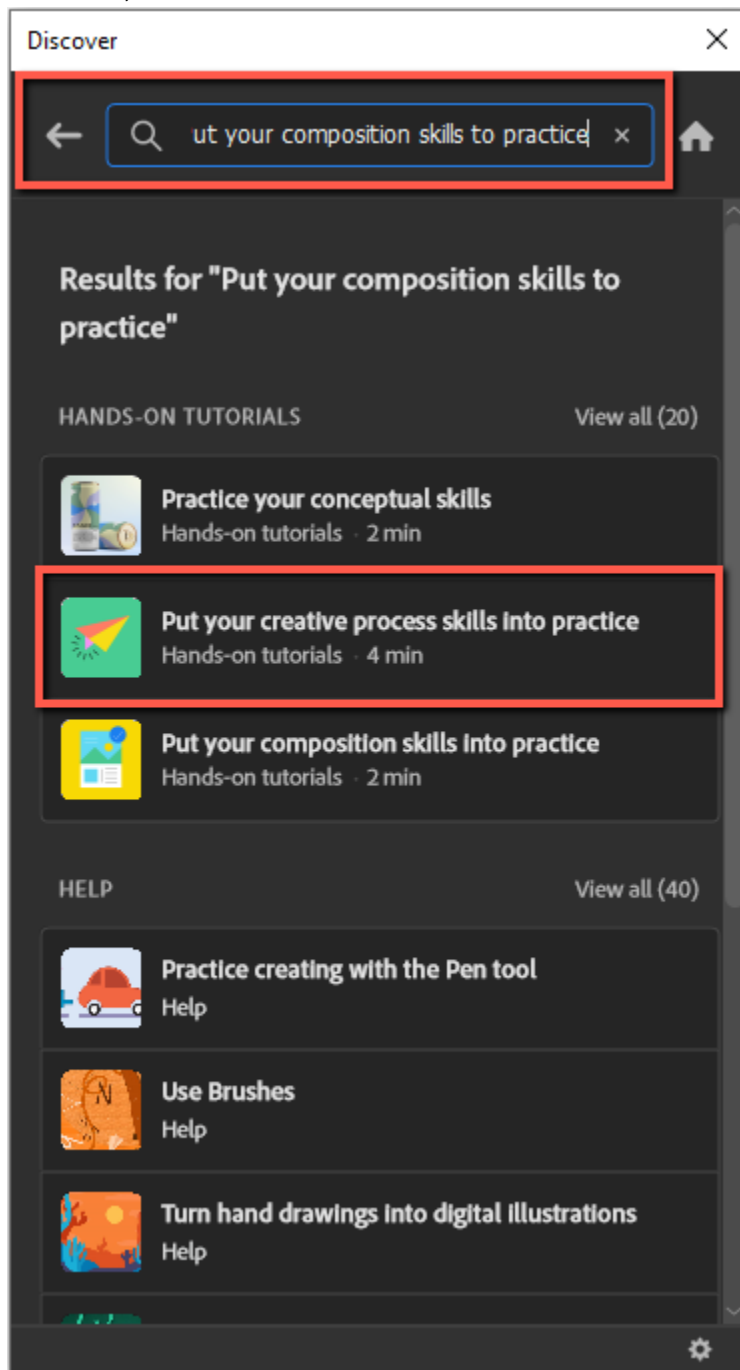All the web tutorials can be access withing the Adobe application.

1. In the adobe app of your choice, click Learn:

2. Click the discover tile:

3. Search for, and select the desired Tutorial

4. Click Start Tutorial to begin: