

## To Fix Your Adobe License

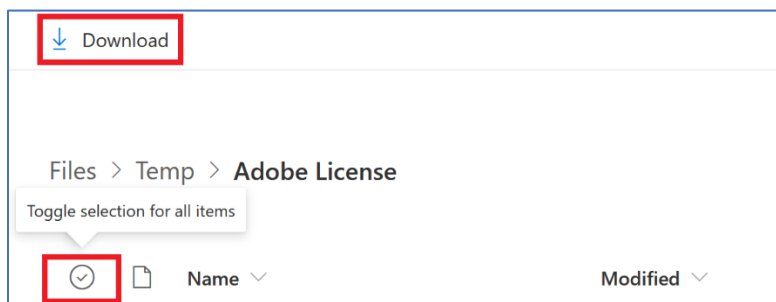
Last Updated: 1/12/2021

**This process will only work for Burrell provided laptops**

1. Close all open Adobe programs.
2. Click on the following link: [https://bcomnm-my.sharepoint.com/:f:/g/personal/sdhillon\\_burrell\\_edu/EkVwVvO6gANMu3\\_K3x2bFbUBOJmd1Sv8uGfmqhkGtMfQaw?e=unjo7a](https://bcomnm-my.sharepoint.com/:f:/g/personal/sdhillon_burrell_edu/EkVwVvO6gANMu3_K3x2bFbUBOJmd1Sv8uGfmqhkGtMfQaw?e=unjo7a)

**NOTE: If this link fails, try copying and pasting the address into your browser. If it still doesn't work, please email [sdhillon@burrell.edu](mailto:sdhillon@burrell.edu).**

3. If necessary, sign into Microsoft Office using your email address and password.
4. Move your cursor next to the icon which looks like a piece of paper (📄), click on the circle which appears, and then click on **Download** to save the file.



5. The files will download in one file called **Students-Adobe License**. Open the folder where this file was downloaded, right click it (you may need to left click it first) and select **Extract All..** In the window which appears, click **Extract**. This should create two folders – **CCUninstallAll** and **Students-CCAcro\_en\_US\_WIN\_64**.
6. Open the folder named **CCUninstallAll**. Then right click **AdobeCCUninstaller** and select **Run as administrator**. A DOS window (black window with white text) should open. Just wait until it closes.
7. Hit the Windows key on your keyboard and start typing **add remove** until you see **Add or remove programs** as the best match. Click on **Add or remove programs**.
8. In the **Apps & features** window, scroll through the list until you find **Adobe Acrobat DC**. Click on this and then click the **Uninstall** button. Once this is done, do the same to **Adobe Creative Cloud** and then restart your computer.
9. After you have logged back in, open the **Students-CCAcro\_en\_US\_WIN\_64** folder. Then, open the **Build** folder and double click **setup**.
10. An install should begin. During the install, the screen may go blank except for the installer – this is normal. Once it has completed, you may need to reboot your computer. If the install says it has failed, try rebooting your computer and trying the install again.
11. Open Adobe Acrobat DC. You should get a login screen. Use your school credentials to complete the login process.
12. If this doesn't work, please go to <https://bcomnm.org/help/> and enter a work order ticket.