# How to Access/Install Adobe Creative Cloud Applications

- All TCS affiliates (students/faculty/staff) are subscribed to Adobe Creative Cloud application licenses automatically.

- If you already have installed any Adobe applications through a <mark>personal subscription or Trial installations,</mark> please Sign out and Sign In again with your TMU credentials. If this does not work, you have to uninstall your current installations and reinstall per instructions below.

- Make sure that you have your Microsoft Multi Factor Authentication (MFA) enabled on your TMU account before you go through step1.
  More info: TMU How-To Guide: Setting Up Microsoft Multi-Factor Authentication

  - **Students (second year and above), faculty and staff have already set up Microsoft MFA for their @ryerson.ca accounts. This will not work with @torontomu.ca accounts. YOU MUST ACTIVATE MFA FOR @torontomu.ca ACCOUNT.**
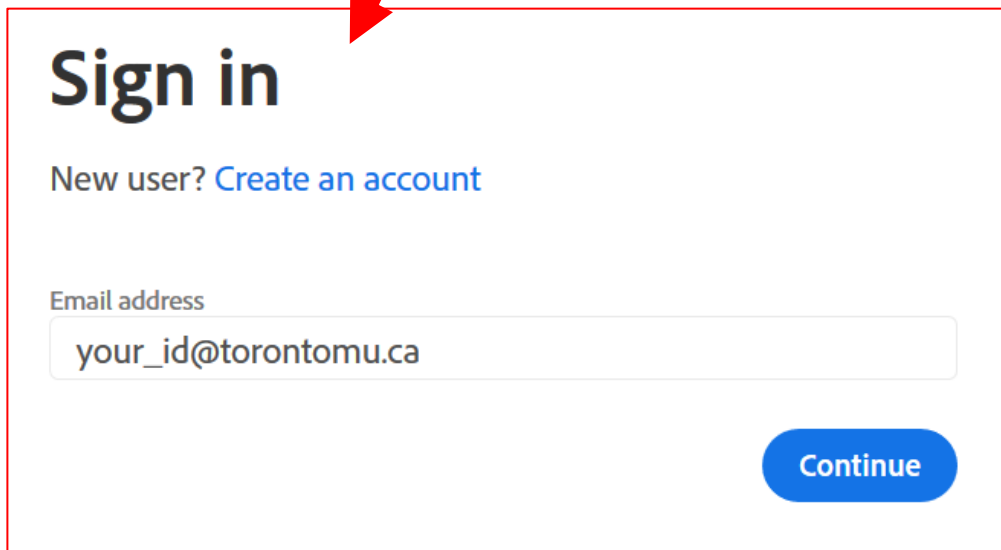
1. Go to https://creativecloud.adobe.com and go to **Sign In**
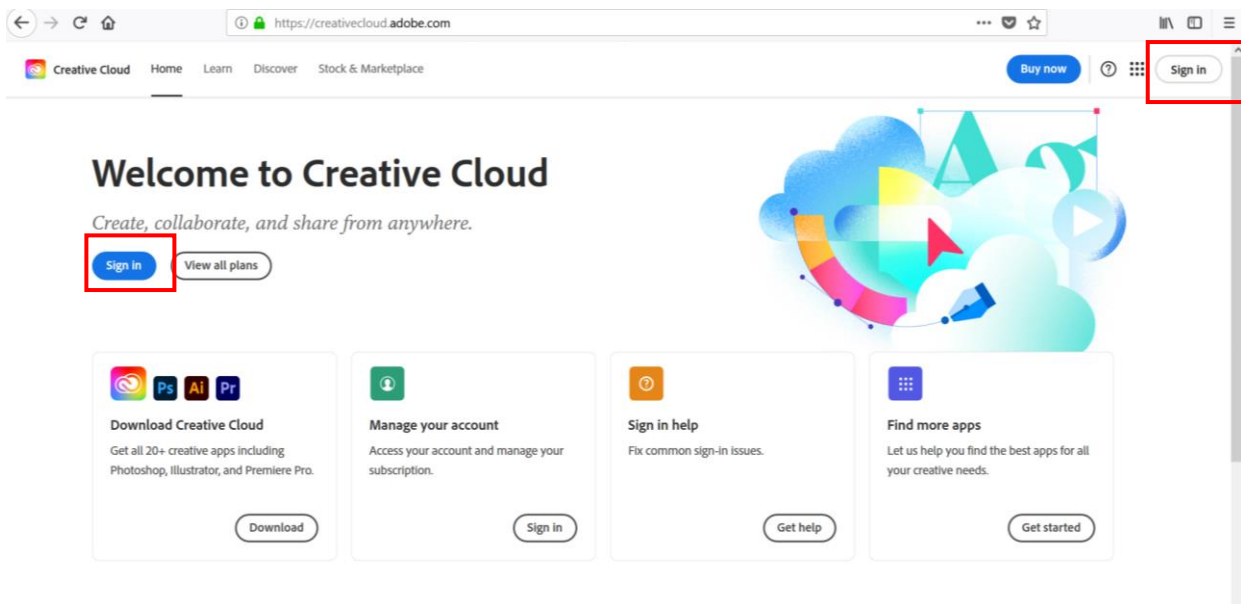
2. Enter your TMU email address and click **continue**
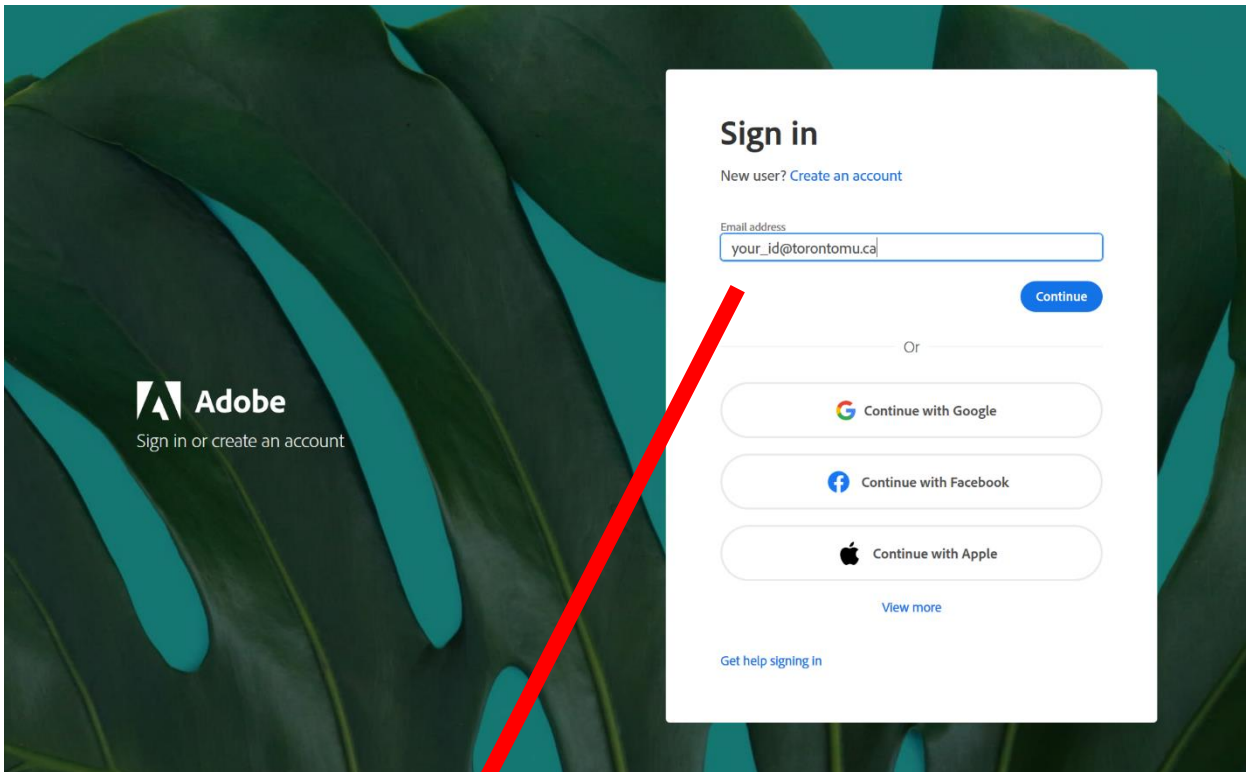
Make sure you are using your @torontomu.ca email.

3. Select **Company or School Account** if prompted

Select an account

Email address

Your_ID@torontomu.ca

Personal Account   >

Company or School Account   >

4. Enter your TMU password and **Sign In.**

Toronto
Metropolitan
University

← Your_ID@torontomu.ca

Enter password

Password

Forgot my password

Sign in

5. After successful login you have to confirm/approve your Microsoft MFA authentication.

6. Navigate to **Apps** on the sidebar and you can see Adobe Creative Suite applications you are licensed to. You can Download and Install the applications through this page. The look of the screenshot below may be different as Adobe updates its interface periodically.
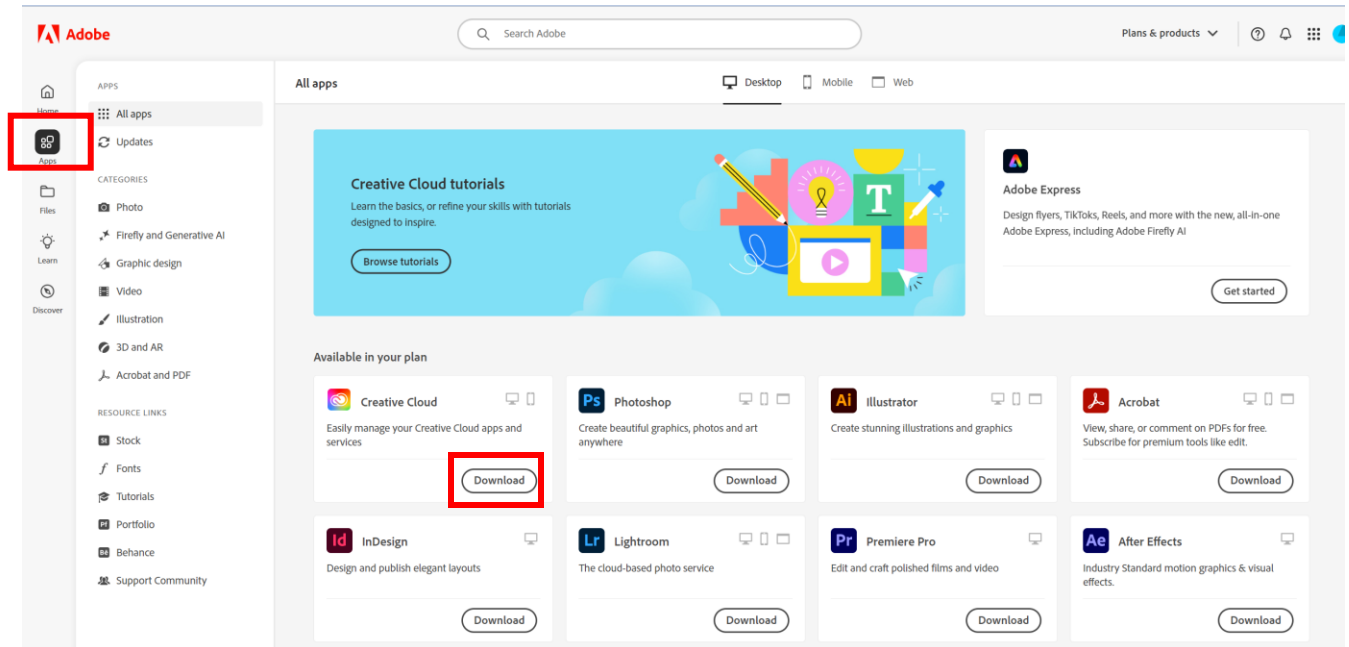
If you get "You don't have access to this" error message

If you get an error message saying "Your sign-in was successful but you don't have permission to access this resource", try the following:

1. Log in to the my.torontomu.ca portal with your **username and password**.
2. In the Self-Service box, **click Personal Account**.
3. Find the Security section, click **Microsoft Multi-Factor Authentication for @torontmu.ca** (not @ryerson.ca)

From here, click **Proceed to Microsoft MFA Setup** and your Microsoft account will automatically be reactivated.

Note: If you continue to get an error message, sign out and sign back in to your Microsoft account.
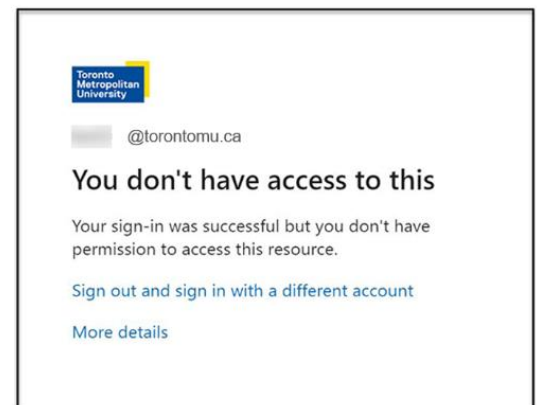
If you get locked out or having trouble resetting Microsoft MFA, please call CCS Helpdesk for assistance with resetting your account.

https://www.torontomu.ca/ccs/contact-it-help/