



Adobe® Volume Licensing

VIP Customer Admin Console User Guide

for Value Incentive Plan (VIP)

Version 1.0
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Contents

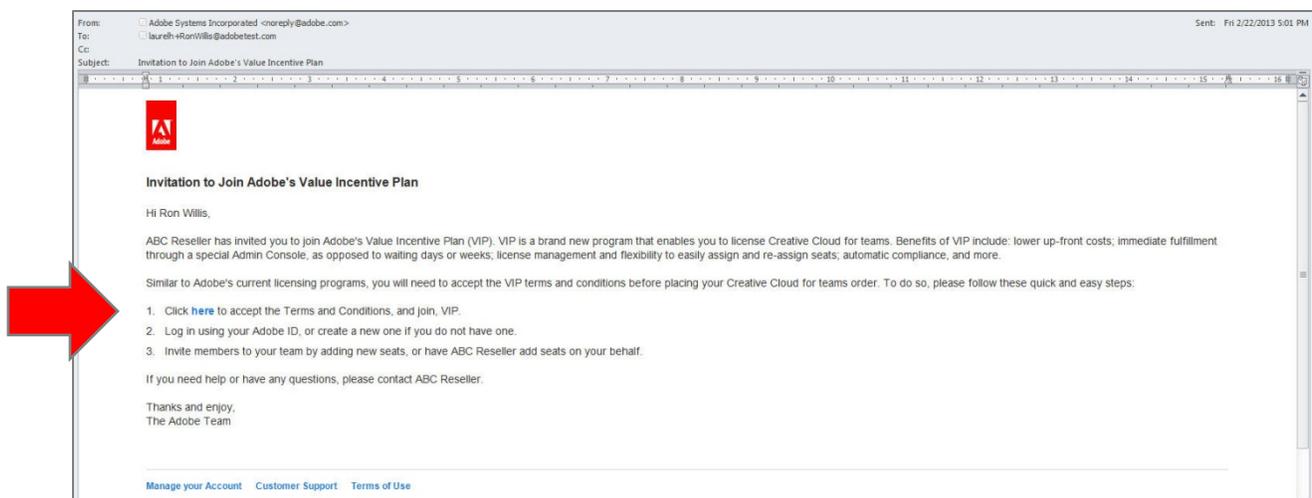
- What is the VIP Customer Admin Console? 3**
- Getting Started with VIP 3**
 - Accepting the Terms and Conditions3
 - What happens next?5
 - Notification of acceptance5
- Logging in 6**
 - Adding Additional Administrators6
 - What happens next?7
 - Adding Seats.....8
 - Authorizing your Reseller.....8
- Assigning Seats 10**
 - Sending Invites to users..... 10
 - Unassigning or Revoking Seats..... 11
 - Reassigning Seats..... 11
- Downloading products 12**

What is the VIP Customer Admin Console?

The VIP Customer Admin Console (Admin Console) is the web based portal where Value Incentive Program (VIP) customers will manage all Adobe products purchased through VIP. As the Customer Administrator, you have the ability to add seats of products that your organization wishes to use. You can also assign those seats to users, and unassign and 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 to join VIP like this.



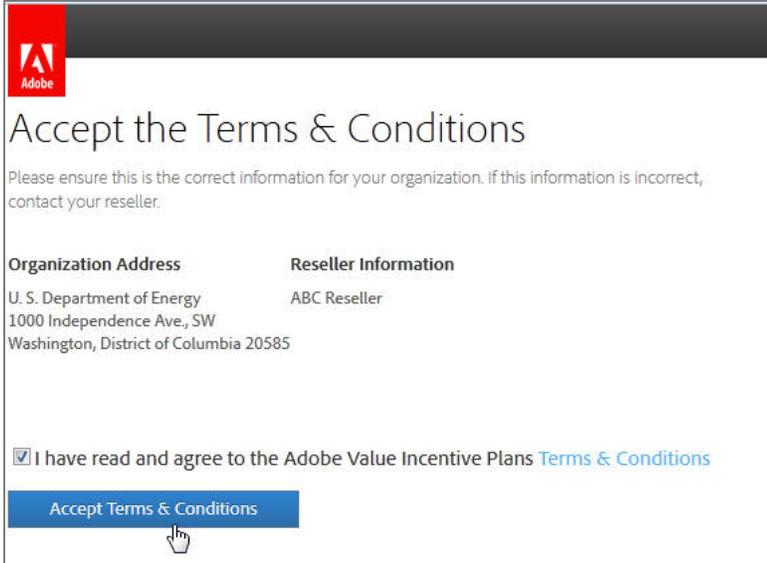
2. Click where it says **here** to accept the invitation link, and login to the Admin Console with your Adobe ID (your email address and a password).

NOTE

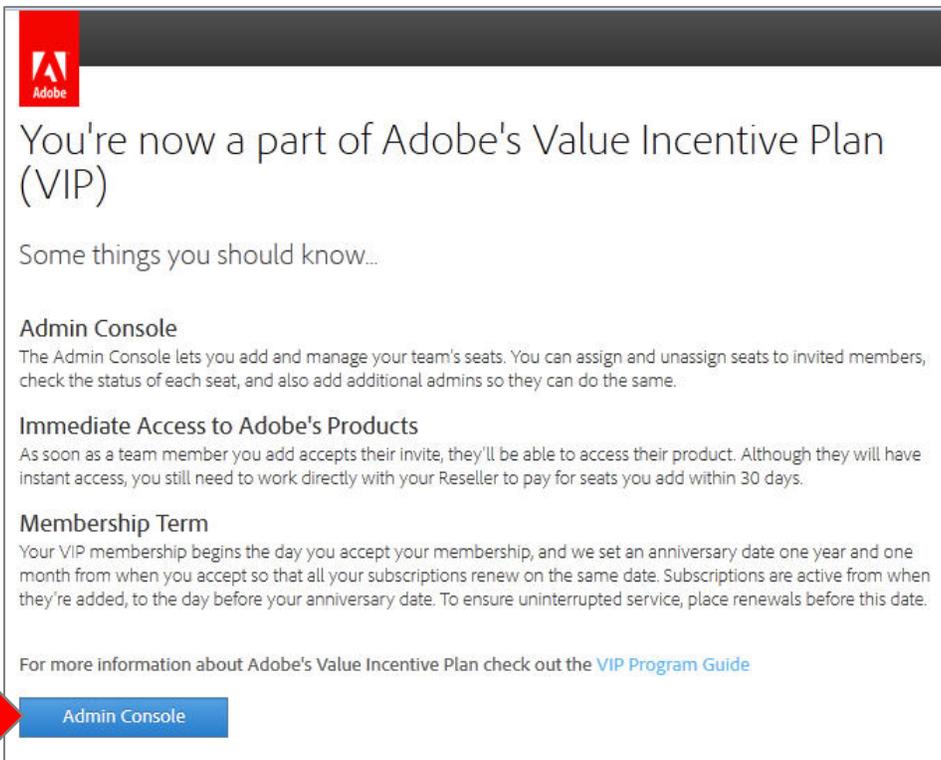
You will have the opportunity to create an Adobe ID if you don't have one already.

Accepting the Terms and Conditions

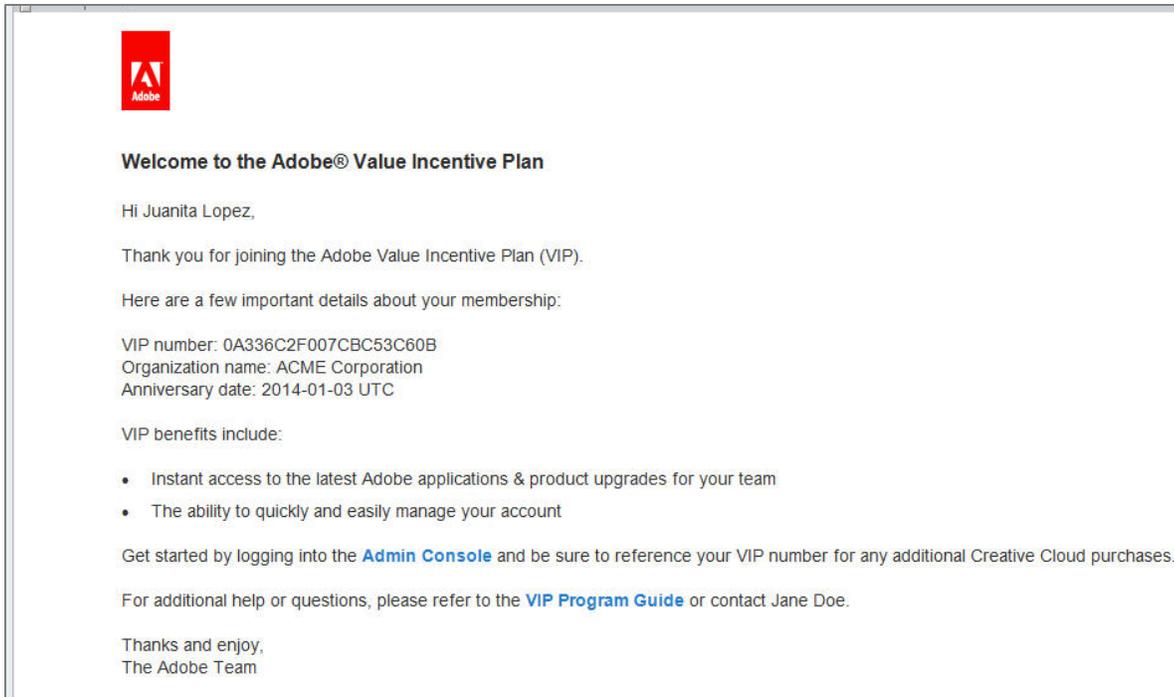
1. Upon logging in, you will see a page to accept the VIP program Terms and Conditions.



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.



4. Click on **Admin Console** to proceed.



Logging in

Customer Admins 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 Admin, 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, but rather are invited via email to go directly to the product page [to download and install software](#). This is a separate process.

1. To manage your VIP account and seats, go to the Admin Console: <https://adminconsole.adobe.com/>
2. Login with your Adobe ID and password.
3. You are now logged in as a Customer Administrator.

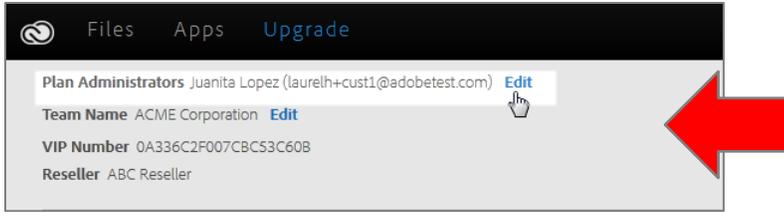
IMPORTANT

If this is your first time going to the Admin Console, follow the directions above for [Getting Started with VIP](#).

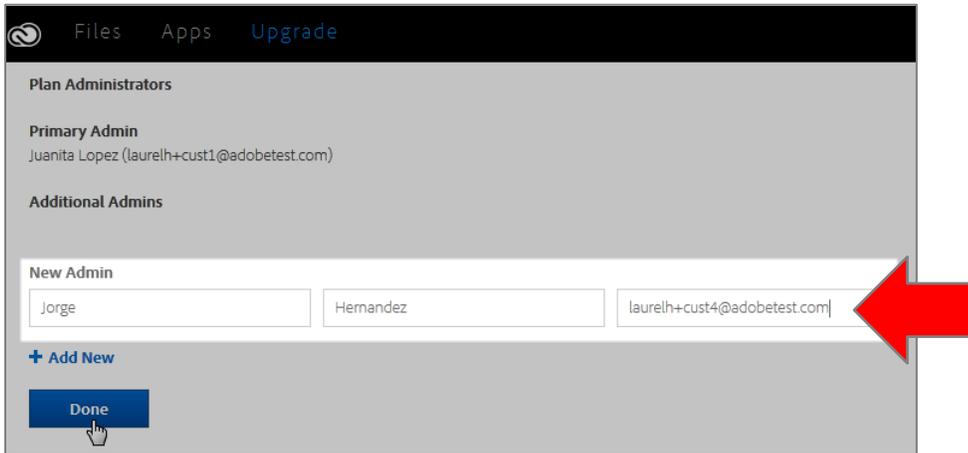
Adding Additional Administrators

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 of your Admin Console screen.

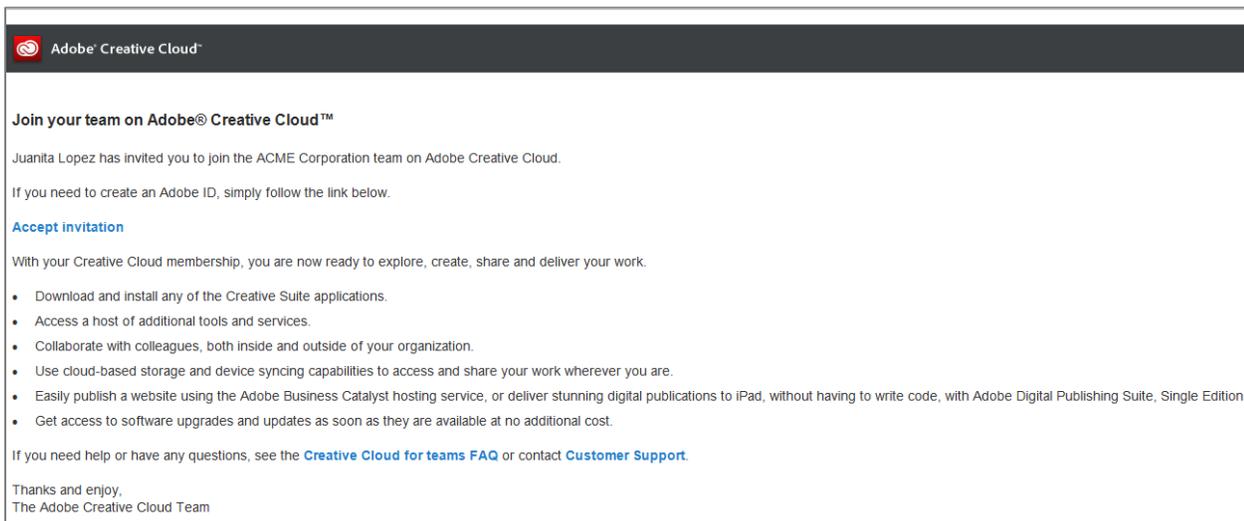


2. Enter the name and email address of the desired person.
3. Click **Done**.



What happens next?

The person you added as an additional Administrator will receive an email inviting them to become an Administrator.

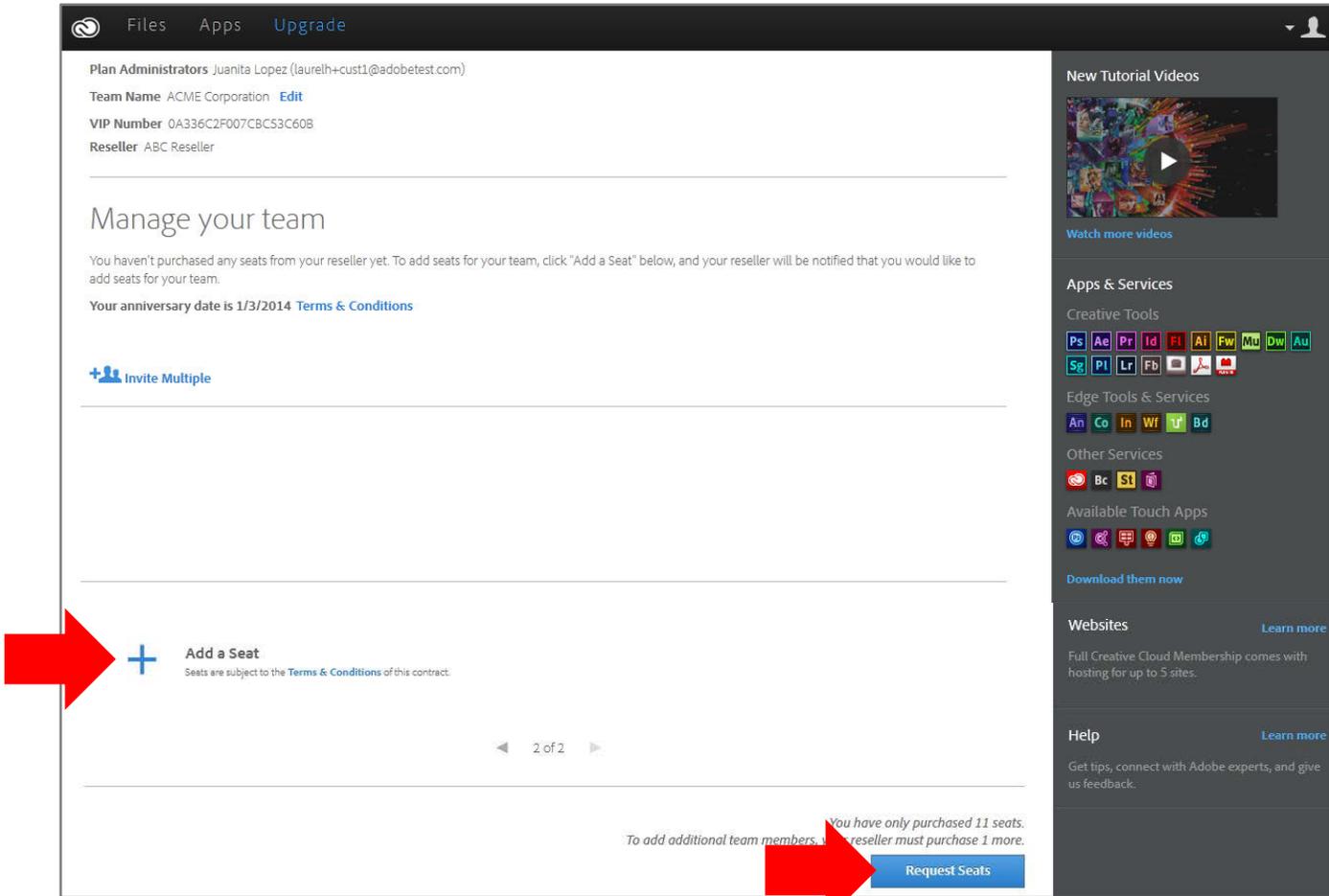


IMPORTANT	New administrators must use the link within the email to access the Admin Console for the first time.
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Adding Seats

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**.



2. Then click **Request Seats**.

Authorizing your Reseller

After adding seats, the next step is to Authorize your Reseller, which is the customer giving permission to their Reseller to place an order on their behalf for the number of seats the customer specified.

Authorize additional seat

By clicking "Authorize", you are expressing your intent to place an order for this seat. You will have access to the seat as soon as you authorize, but you must still place the order with your reseller through your standard process. If you already have your purchase order number, please enter it below to allow your reseller to easily match this request to your purchase order.

All seats are subject to the [Terms & Conditions](#) of this contract.

Enter your PO number (optional)

22345

[Need help? Go to Customer Support.](#)

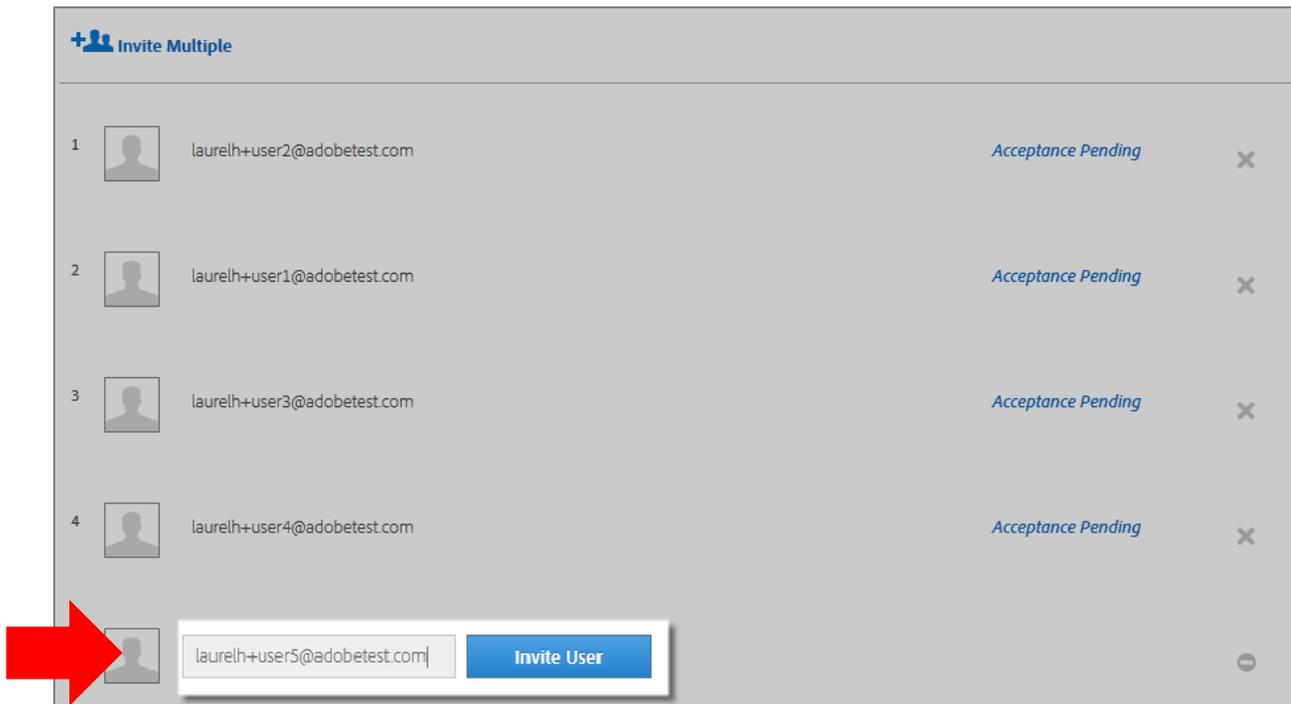
Cancel Authorize

1. Enter your PO number if you have one.
2. Click **Authorize**.

Assigning Seats

Once your customer has seats in their 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**.



Sending Invites to users

3. Then, the customer admin enters the user's name, and a personal message if desired, and Sends the Invite.

Send Invite to laurelh+user5@adobetest.com

This invite can only be accepted using the email address listed above. An Adobe ID will be created with this address, if one doesn't exist, when the invite is accepted. You can remove or switch who's in the seat at any time.

Add User's Name (optional)

Jenny Jones

Add a personal message (optional)

Hi Jenny,
Here is your new Creative Cloud of teams license! Be sure to use this same email address when you sign in. You'll soon be able to install and use any Creative Suite product you want. Have fun!

Cancel Send Invite

The user will receive an email inviting them to join the Creative Cloud, and be directed to login to the Creative Cloud to [download their product](#).

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.

1 laurelh+user2@adobetest.com *Acceptance Pending* X

2 laurelh+user1@adobetest.com

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.

Cancel Revoke

2. Select **Revoke** from the dialog box. The seat will now be unassigned.

Reassigning Seats

Once a seat has been revoked, you can easily reassign it by simply entering an email address of a new user into the dialog box, and clicking **Invite User**. This is the same process as [Assigning Seats](#).

3 Fernando_Torres@ACME.com Invite User

Downloading products

Each time you invite a user by assigning a seat, that user will receive an email inviting them to use the product that was purchased. The user must click on Accept Invitation from within the email to access and download the product.

