How do I reset the Creative Cloud desktop app to solve login and licensing issues?

Tell Me

Does it say you have Adobe Trial software or are you having login issues? Read below.

1. If you are having problems with Adobe, reset the Creative Cloud desktop app:
2. To reset the Creative Cloud desktop app, make sure it's in the foreground, then press and hold:
   a. Win: Ctrl + Alt + R
   b. Mac: Cmd + Opt + R
3. Adobe provided this tip to help their customers who have experienced intermittent issues with the Creative Cloud desktop app. This should fix issues with:
   a. Continually prompted to sign in to the desktop app, i.e. sign-in loop.
   b. Individual creative apps e.g. Photoshop, InDesign, not staying signed in.
   c. Acrobat not signed in or Document Cloud documents not available.
   d. Applications launching in trial mode
   e. Applications not showing updates
   f. Any general weirdness in the Creative Cloud desktop app whatsoever have experienced login and licensing issues
4. The behavior varies slightly depending on your OS, but the application will restart and reset itself.

Related FAQs

- What software is included with Adobe Creative Cloud?
- What is Adobe Creative Cloud and who can use it?
- How do students get access to Adobe Creative Cloud software?
- How do I get access to Adobe Mobile Apps?
- How do I sign up for my University Adobe Creative Cloud account?