

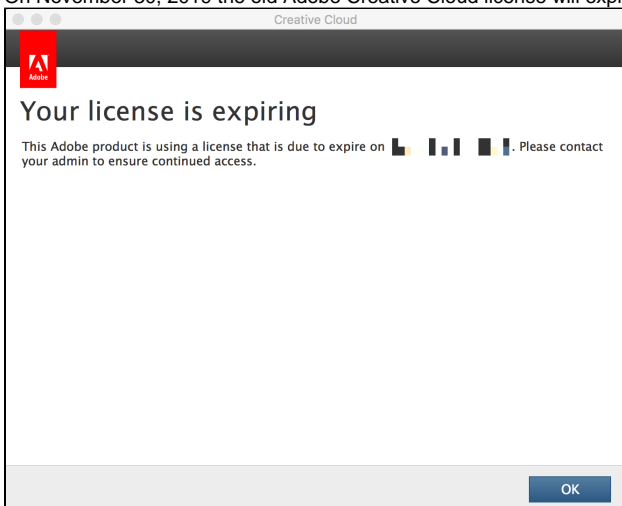
What do I do if I receive an Adobe Creative Cloud license is expiring message?

Tell Me



Adobe changed the way it does software licensing. UNC Charlotte switched to the new method in August 2019. The majority of our faculty and staff users have successfully switched to the new model. Some individuals may still be affected by this change and will receive software expiration notices.

1. On November 30, 2019 the old Adobe Creative Cloud license will expire.



2. Starting November 1, 2019 any computer still using the old license will receive this expiration message.
3. To stop receiving these messages and continue to use the Adobe CC products:
 - a. Create your Adobe login [using this FAQ](#).
 - b. Login to Adobe CC [using this FAQ](#).
4. If you have any questions or experience any issues when switching to the new license, please contact the IT Service Desk, 704-687-5500 or help.uncc.edu.

Related FAQs

- [What is Adobe Your Work and how is it related to Adobe Creative Cloud?](#)
- [Where do you store Adobe Creative Cloud files?](#)
- [How do students get access to Adobe Creative Cloud software?](#)
- [How do I install Adobe Creative Cloud applications on my University computer?](#)
- [Why does the Adobe Creative Cloud application say Start Trial?](#)