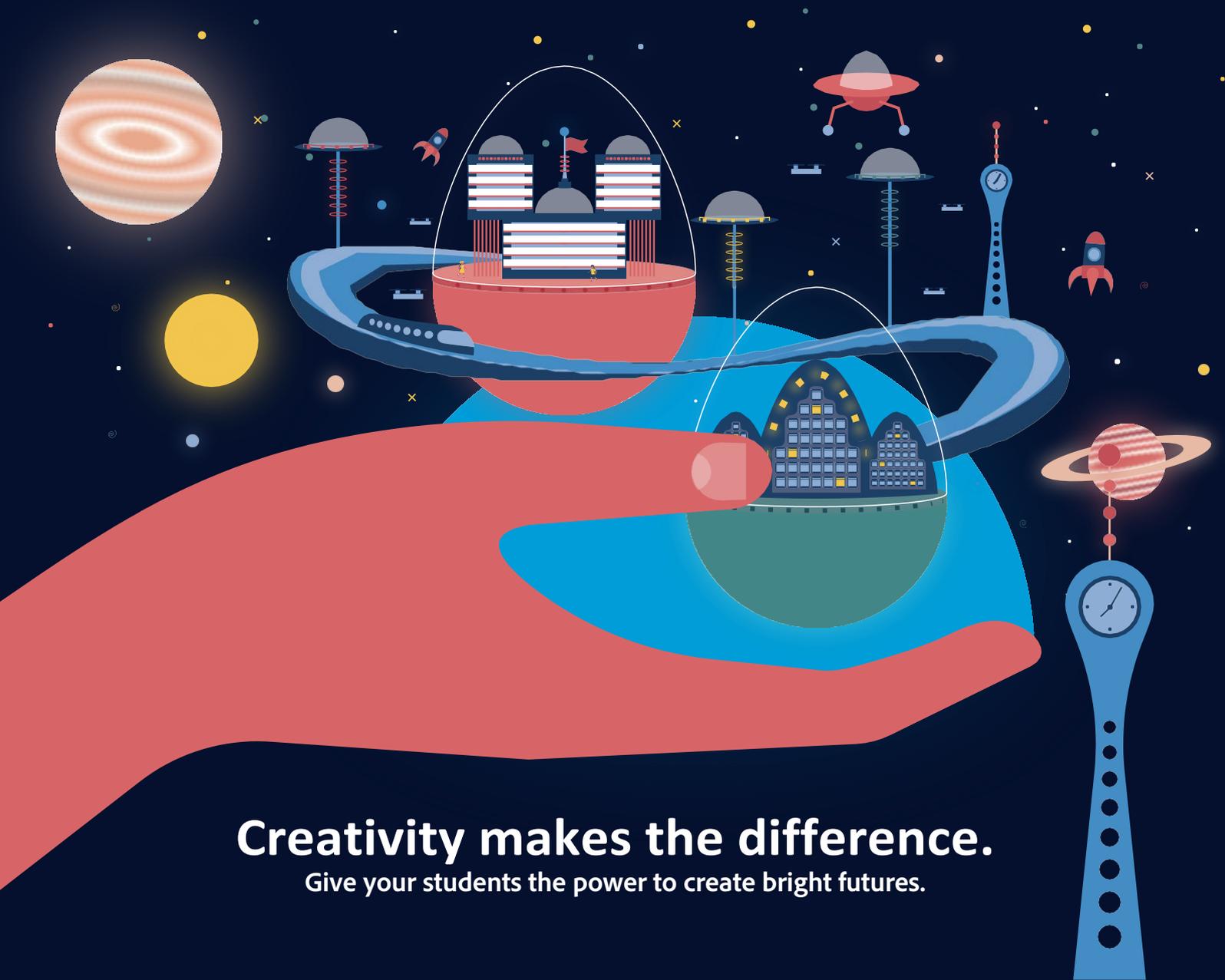




Creative Cloud & Spark FAQs



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Give your students the power to create bright futures.

LGfL Adobe Creative Cloud and Spark FAQs – 2nd of January 2020

LGfL Deal	
What does the LGfL / Adobe partnership mean for schools?	<p>Schools and Academies can get access to the full range of Adobe Creative Cloud software.</p> <p>Existing LGfL Schools will be given a free Named User License allocation; 30 free licenses for Primary and Special schools; 120 free licenses for Secondary and 150 licenses for All-through schools.</p> <p>Schools must request access to free licenses (through LGfL Savings Calculator or through the Adobe license claim form). Additional licenses can be purchased by schools above and beyond the free allocation.</p> <p>Adobe Spark for Education with Premium Features is free to all schools, no limit on number of licenses.</p>
We are not a school; can we still get Adobe Licences?	Not through the LGfL deal, K-12 Licences that are on offer are only available to educational institutes that meet Adobe's eligibility criteria, https://helpx.adobe.com/uk/x-productkb/policy-pricing/education-faq.html
Do TrustNet schools get free Licences?	Yes
Is this offer open to Sixth form students?	Yes, Eligibility for secondary education between 11 and 16 years old, or they go on to "upper secondary" or "sixth form", where 16-year-old to 18-year-old teens prepare for university. Eligibility also includes standalone sixth form colleges under this agreement.
Is this offer open to nurseries?	No, K-12 license covers legally public or private primary schools providing full-time education. Even though children aged 5 can still be in nurseries, K12 eligibility does not start until they reach full-time primary reception classes.
Is the offer open to Staff and Student?	Yes
I'm not an LGfL customer, can I still get access to Adobe Creative Cloud and Spark?	Yes, you can purchase licenses, even if you are not currently a LGfL customer. Please note these schools would not get free licenses. Send an email to adobe@lgfl.net to inquire about the pricing. Spark is free to all schools, pupils and staff.
Can the licenses be used outside of the UK?	This is possible within Europe-Middle East and Africa regions.
When will I have access to Adobe tools?	Service is currently available! Schools can request access to free licenses (through LGfL Savings Calculator or through the Adobe license claim form).
How do I request licenses?	Schools can request access to free licenses (through LGfL Savings Calculator or through the Adobe license claim form).
What if I need more licenses than has been allocated to me?	School will be able to purchase additional licenses beyond the free allocation, they will be charged for these on their next annual LGfL bill. Please send you request to adobe@lgfl.net
How much are additional Adobe licenses?	Price for additional licenses is £4.89/user/year . This gives the users access to all the Adobe Creative Cloud apps both at school and at home.
I already have some licenses that our school purchased directly, what happens to these?	These continue as per previously signed agreements, we can't transfer licenses into the new LGfL agreement
What is Spark?	Adobe Spark for Education is a collection of creative tools that are aimed at younger users available online in a browser and as mobile apps. It makes it fast and easy for students and teachers to turn ideas into beautiful graphics, web stories, and video presentations. For more information, https://sparkadobe.com/edu
How do we get access to Spark?	Through the LGfL Savings Calculator or by emailing to adobe@lgfl.net , the LGfL deal allows unlimited Spark licenses for Schools, pupils and teachers.

Licenses	
How many free licenses do I get?	Existing LGfL Schools will be given a free allocation; 30 free licenses for Primary and Special schools; 120 free licenses for Secondary and 150 licenses for All-through schools.
We are a MAT, is it possible to centrally manage the allocation of free and paid for licenses to the schools?	Yes, the Adobe admin console can be set up for a MAT, so that the licenses are pooled for all schools within the MAT and can be distributed freely between them. The same could be set up for a collective of schools
Are device licenses or shared device licenses available instead?	The free licenses are Named User Licenses. Schools can purchase Shared Device Licenses through LGfL without a minimum purchase quantity at the price of £19.50/device/year.
We currently use (old) Device licences for Adobe, can we continue to use these?	Adobe products installed under a device licence cannot co-exist with Products installed under a Named user licence on the same device. To switch from Device licence to named user, all Adobe software needs to be removed and reinstalled using the Name user license package which is available through your school's Adobe console once set up. It is possible to use Shared Device Licenses and Named User Licenses on the same machines.
We currently use Shared Device/Named User licenses for Adobe, can we continue to use these?	Yes. Please contact Adobe for support managing the users across two Admin Consoles.
What are Named User licenses?	Offer is on a "Named License" basis, this means that everyone who wants to use the software requires an email address, and access to emails, as they will have to set their own password. Schools can't use accounts with lgflmail.org or lgflmail.net domains. If you do use these for staff or student emails you will need to set up an email alias or separate email account to access Adobe. G-Suite or Microsoft Office 365 email account could be used as an alternative.
Who will manage named users?	Schools will need to nominate 2 or more Adobe Administrators that will manage the user licenses (adding users, removing users etc.) for their school.
Can the school use generic user account and share them?	No, we can only set up named users, they can't be generic, and they can't be shared.
What if our pupils don't have access to an email account?	G-Suite or Microsoft Office 365 email accounts could be used to create email account for students that want to access Adobe products.
Can I install and access Adobe software on a personal device?	Each user with a named license can install the software on multiple computers regardless of operating system. They can activate Creative Cloud on up to two computers and use software on one computer at a time.
How do staff and students log into more devices, if they can only activate 2 devices at a time?	The activation and deactivation process requires users to actively log out of Adobe Creative Cloud when they are finished using it on a shared PC, so that they are able to log into another PC.

Deployment	
How do I deploy the Adobe software?	Schools will need to decide the deployment model, create packages and deploy software to the devices. Please refer to the IT Admin page for further advice and resources. Once a user has been allocated a license, they will be able to log into the Adobe Creative Cloud application and access the software.
Can we use single sign to access Adobe Creative Cloud?	Single Sign On is possible and recommended for schools who have standardized on Microsoft Azure Active Directory or Google Cloud identity. In case the school is not using Microsoft or Google identifies, Enterprise IDs allows users to sign in using their school email account, but it will be a different password.

Are any technical changes required to access the software?	If your school is not using Azure AD Federation and Sync or Google Federation and Sync, a DNS entry needs to be added so the Adobe Creative Cloud service recognises your school domain. LGfL can support you with the domain verification process.
Our school or MAT has more than one email domain that students and teachers use?	It is possible to set up multiple email domains to be recognised by Adobe to allow users to login from different ones.
We already have an Adobe Console set up for our school for existing Adobe users, can we still access the free licenses?	Yes, LGfL can still set up your free licenses on the LGfL admin console and you will be given access to administer them. You will have to log into each Adobe Console separately. Please contact Adobe for support managing the users across two Admin Consoles.
Can Adobe Creative Cloud be installed in a thin client environment.	Adobe has conducted limited testing of some Creative Cloud products in virtualized or server-based environments, for more information. https://helpx.adobe.com/creative-cloud/kb/technical-support-policy-virtualized-environments.html

Security and Privacy

What is the privacy policy?	This will be referenced in order process, where you will be able to review the LGfL service privacy policy as well as the Adobe privacy policy.
Where is content stored?	User's content is store in the Adobe Creative Cloud, so that it can be accessed from any logged in device. Each user has 2GB of cloud storage.
What do schools need to sign up for?	A senior member of school staff will need to sign an agreement that governs the use of the licenses within the school, this would most likely be the headteacher or a senior manager in a MAT residing over multiple schools

Training and Support

Will schools get onboarding support?	You will be provided with resources covering the basics of the service and how to use the Adobe Admin portal, including some short videos to get you started. Once you have been given your login details and access to the Admin Console, LGfL Customer Service Team will send you the necessary links.
Is there technical support available?	<p>LGfL Schools can request Adobe support through their Admin Console: 24x7x365 unlimited technical support is available through phone, chat or email. Adobe support resolves technical issues and covers also usage related topics.</p> <p>Through the Admin Console, schools can also request Expert Sessions that are 30-minute learning sessions with Adobe Experts covering over 100 topics including new features, best practices, advice for complex tasks, workflows, and more. Expert Sessions are scheduled by appointment for the administrators.</p> <p>Schools can also reach out to adobe@lgfl.net for any requests they may have.</p>
Will teachers get training?	<p>Any teacher for a LGfL school can register to a F2F training through the LGfL training calendar.</p> <p>The Adobe Education Exchange offers free professional development opportunities, lesson plans, curriculum assets, peer-to-peer</p>

collaboration, and much more. If you want to learn a bit more of Premiere Rush CC or maybe Digital Storytelling, this is your place to go!

[LGfL Learning Resource Consultants](#) (LRC) are available at no extra charge for to support the effective use of LGfL Learning Services in schools. LRC's are able to visit teachers and senior leaders in school to the development of new approaches to delivering the curriculum using digital technology. Support will be tailored to meet the needs of the individuals or groups of schools.