

<b>LGfL Deal</b>	
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. Software is available on Desktop, Mobile, Chromebook and iPad Pro</p> <p>Existing LGfL Schools will be given a free allocation; <b>30 free licenses</b> for Primary and Special schools; <b>120 free licenses</b> for Secondary and <b>150 free licenses</b> All-through schools</p> <p>Schools must request access to free licenses, additional licenses can be purchased by schools above and beyond the free allocation</p> <p>Adobe Spark 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, <a href="https://helpx.adobe.com/uk/x-productkb/policy-pricing/education-faq.html">https://helpx.adobe.com/uk/x-productkb/policy-pricing/education-faq.html</a>
Do TrustNet schools get free Licences?	Yes
Is the offer open to Staff and Student?	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
We are a primary school and want Creative Cloud. How do we get it through this agreement?	This is fine, offer is open to Primary schools for Creative Cloud licenses. However, Adobe Spark may be a great alternative for younger pupils.
What is Spark?	Spark is a collection of creative tools that are aimed at younger users available online in a browser and as mobile apps, for more information, <a href="https://spark.adobe.com/features">https://spark.adobe.com/features</a>
How do we get access to Spark?	Through the Adobe request form, the LGfL deal allows unlimited Spark licenses for Schools, pupils and teachers.
What if I need more licenses than has been allocated to me?	School can purchase additional licenses beyond the free allocation, they will be charged for these on their next annual LGfL bill
How much are additional Adobe licenses?	£4.89 per user per year for LGfL schools and £5.50 per user per year for non-LGfL schools.
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
I’m not an LGfL customer, can I still get access to Adobe Creative Cloud and Spark?	<p>Yes, we are looking to make this available to all schools, even those that are not currently LGfL customers. These schools would not get free licenses.</p> <p>Spark is free to all schools, pupils and staff.</p>
Can the licenses be used outside of the UK?	This is possible, especially within EMEA
<b>Licenses</b>	
How many free licenses do I get?	Existing LGfL customers only, Primary and Special schools currently get 30 free licenses, Secondary get 120 and all-through schools get 150 free licenses
Are device licenses available instead?	No, unfortunately not. The offer is Named User licenses only
We currently use Device licences for Adobe, can we continue to use these?	Adobe products installed under a device licence can not 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



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	removed and reinstalled using the Name user license package which is available through your school's Adobe console once set up.
What are Named User licenses?	<p>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.</p> <p>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.</p>
Who will manage named users?	LGfL will initially set up the named users in the first instance, Schools will need to nominate 2 Adobe Administrators that will manage the user licenses going forward (removing users, adding new users etc.) for their school. A school or MAT can nominate more than 2 admins if required.
We are a MAT, is it possible to centrally manage the allocation of free and paid for licenses to the schools	<p>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.</p> <p>The same could be set up for a collective of schools</p>
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
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.
<b>Deployment</b>	
How do I deploy the Adobe software?	Schools will be provided with installers to install the Adobe software on computers. Schools will need to activate the software on each device. 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?	<p>Single Sign On is possible, the challenge is how to industrialise a complicated process to create Federated IDs against each individual school. We are doing Enterprise IDs by default, which means that users can sign in using their school email account, but it will be a different password.</p> <p>If schools would like to use SSO, they can switch to Federated IDs once they have access to the Adobe Console, Adobe can support you with this.</p>
Are any technical changes required to access the software?	A DNS entry needs to be added so the Adobe Creative Cloud service recognises your school domain to add named users and give them access to the Adobe software
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.
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



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	<a href="https://helpx.adobe.com/creative-cloud/kb/technical-support-policy-virtualized-environments.html">https://helpx.adobe.com/creative-cloud/kb/technical-support-policy-virtualized-environments.html</a>
<b>Security and Privacy</b>	
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
<b>Training and support</b>	
Will schools receive training?	<p>Adobe have offered to provide one to many onboarding sessions for Schools, which will cover the basics of the service and how to use the Adobe Admin portal, these will be either WebEx or in person at Exchange Square</p> <p>Teachers and Schools also will have access to a range of online training material provided by Adobe, it is likely that LGfL will run specific product-based training course for educators.</p>