



## Single-app FAQ

*The following are answers to common questions about the new Creative Cloud for teams single-app plan.*

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### PRODUCT OFFERING

#### **What is the Adobe Creative Cloud for teams single-app plan?**

Adobe offers two Creative Cloud for teams plans—complete and single app. A single-app plan includes access to the latest version of one CC desktop app of your choice such as Adobe Photoshop® CC or Illustrator® CC, updates and upgrades the moment they are released, and select services and business features.

#### **What is included in Creative Cloud for teams single app?**

A single-app plan gives you access to the latest version of one CC desktop app of your choice (such as Photoshop CC or Illustrator CC), access to all other CC apps as a free 30-day trial, updates and upgrades the moment they are released, 20GB of online storage for file sharing and collaboration, and a customized online portfolio with Behance® ProSite, enabling you to publish your work to the world's leading creative community. Single-app memberships are managed via an easy-to-use Admin Console—a web-based portal that lets you centrally purchase, deploy, and manage all Creative Cloud for teams seats across your organization (both single app and complete) under one membership agreement.

#### **What's the difference between the Creative Cloud for teams complete and single-app plans?**

A complete plan includes all Creative Cloud apps and services. A single-app plan includes access to one app (such as Photoshop CC or Illustrator CC) and select services, including 20GB of cloud-based storage and a customized online portfolio with Behance ProSite, enabling you to publish your work to the world's leading creative community. With each plan, you'll receive access to the same easy-to-use Admin Console—a web portal that lets you centrally purchase, deploy, and manage all seats across your organization under one membership agreement.

#### **When should I choose single app over complete?**

It is up to you. The complete plan offers access to the entire selection of creative tools, providing your team members with greater flexibility and the ability to expand their skill sets. Single app is ideal for users that use one app in their creative workflow and want to participate in Creative Cloud.

#### **Which Creative Cloud desktop apps are available as a single app?**

The following are available as a single app: Adobe Photoshop CC, Illustrator CC, InDesign® CC, Adobe Muse™ CC, Dreamweaver® CC, Flash® Professional CC, Edge Inspect CC, Edge Animate CC, Adobe Premiere® Pro CC, After Effects® CC, Adobe Audition® CC, SpeedGrade® CC, InCopy® CC, and Prelude® CC.

#### **Why are Adobe Acrobat® and Photoshop Lightroom® not available as a single app?**

Adobe is still evaluating single-app offerings for Acrobat and Lightroom.

#### **Are the service entitlements the same between Creative Cloud for teams complete and single app?**

No, the complete plan includes all Creative Cloud apps and services, and the single-app plan includes access to one app (such as Photoshop CC or Illustrator CC) and select services, including 20GB of cloud-based storage and a customized online portfolio with Behance ProSite.

## PRICING AND AVAILABILITY

### **How much does a Creative Cloud for teams single-app membership cost?**

End-user pricing is set by the reseller, so check with your local reseller for specific pricing. Adobe's suggested pricing is US\$29.99 per user per month. Adobe Creative Suite® 3 and later customers and Creative Cloud for teams complete customers are eligible to buy a single-app membership at Adobe's suggested upgrade pricing of US\$19.99 per user per month. When purchased via a reseller, membership is paid up front for the duration of the contract.

From August 1–31, 2013, a limited-time price lock promotion will be available on the US\$19.99 upgrade plan for those who qualify (Creative Suite 3 and later customers and Creative Cloud for teams complete customers). Seats purchased between August 1–31 will be renewed at a price of US\$19.99 for the second year. This price lock promotion is available via resellers only.

### **Who qualifies for the single-app upgrade pricing?**

Customers who own Creative Suite 3 and later (both suites and point products) and Creative Cloud for teams complete customers are eligible.

### **Where can I buy Creative Cloud for teams single app?**

Single-app memberships are sold through Adobe's worldwide network of resellers.

### **Can I buy Creative Cloud for teams single app on Adobe.com or in e-tail/retail outlets?**

At this time, Creative Cloud for teams single-app memberships are sold only via resellers.

### **When will Creative Cloud for teams single app be available on Adobe.com?**

We will offer Creative Cloud for teams single app on Adobe.com but do not have a public launch date to share at this time.

### **Is Creative Cloud for teams single app available for education and government customers?**

Creative Cloud for teams single app is available for commercial customers only. We are evaluating single-app offerings in education and government.

### **What if my education or government customers have bought Creative Cloud for teams complete? How will they buy single app?**

Creative Cloud for teams single app is available for commercial customers only. We are evaluating single-app offerings in education and government.

### **Can I buy multiple single-app memberships for one person?**

Yes, one user can have multiple single-app memberships (such as Photoshop CC and Illustrator CC). However, if more than one desktop application is being used, we recommend purchasing a Creative Cloud for teams complete membership.

### **Does Adobe offer volume discounting for larger volumes of single-app purchases?**

No, Adobe does not offer Creative Cloud for teams volume discounting at this time.

### **I have a Creative Cloud for teams complete membership—can I switch to single app?**

If you have a complete membership plan and would like to move to single app, at the end of your membership simply sign up for a single-app plan.

### **I have a Creative Cloud individual complete membership—can I switch to Creative Cloud for teams single app?**

If you have a complete membership plan and would like to move to single app, at the end of your membership simply sign up for a single-app plan.

### **Is there an upgrade path from Creative Cloud for teams single app to complete?**

No, at this time there is not an upgrade path. If you are a single-app subscriber and would like to move to the full version, then at the end of your membership, simply sign up for a complete plan.

### **Is there an upgrade/migration path from Creative Cloud (individual) single app to Creative Cloud for teams single app?**

No, at the end of your membership, simply sign up for Creative Cloud for teams single app.

## ADMINISTRATION AND DEPLOYMENT

### **Can I deploy a Creative Cloud for teams single-app membership using Creative Cloud Packager?**

Yes, IT admins can choose to package and deploy all Creative Cloud for teams memberships (complete and single app) using Creative Cloud Packager, or they can elect to have their users install the software and manage the updates on their own.

### **My company already has Creative Cloud for teams. How do we add single app? Does it require a new VIP membership?**

Adding new Creative Cloud for teams seats—whether single app or complete—is easy. Simply call your reseller, or go to the Admin Console. Any seats that you add will be under your existing VIP number.

### **If I add single-app seats to my existing Creative Cloud for teams account, will they co-terminate with my existing seats?**

Yes, any new Creative Cloud for teams seats that you add—whether single app or complete—will be prorated and co-terminate on your existing anniversary date.

### **How do I know which of my users gets which applications?**

In the Admin Console, you can specify the plan as complete or by specific single app.

### **What is the language label in the Reseller/Admin Console?**

For ease of use, Adobe sells a single multilanguage product so end users can select the language in which they would like to work. In some countries, we offer an English-only product as well as a multilanguage product.

### **Do you offer reporting data about which users are using which apps and services?**

The Admin Console allows the team administrator to see which team member is assigned to each plan. We are looking at providing additional reporting capabilities in the future.



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### **For more information**

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7/13