

Creative Cloud Asset Migration Guide

A Guide to Migrating Creative Cloud Assets from Adobe IDs to Enterprise IDs

Executive Summary

Within an organization you can use Adobe IDs and Enterprise IDs or Federated IDs in the same enterprise deployment. Adobe IDs may currently be used throughout an organization if they have subscribed to Creative Cloud for Teams or if individual CC licenses were purchased separately for users. You may also have long term freelancers or consultants that have individual Adobe IDs with assets that you would like to migrate to Enterprise IDs as well. Your organization will need to migrate to Enterprise IDs or Federated IDs if you are moving to Named User Deployment and would like to enable services as well. This document will guide you through to steps of migrating Creative Cloud Assets from Adobe IDs to Enterprise IDs or Federated IDs.



Adobe Creative Cloud for enterprise allows you to give your staff the world's best creative apps and services so they can collaborate seamlessly across desktop and mobile.

<http://www.adobe.com>

Identity Types

Adobe ID

Adobe ID is created, owned, and managed by the end user. Adobe performs the authentication and the end user manages the identity. Users retain complete control over files and data associated with their ID. Users can purchase additional products and services from Adobe. Admins invite users to join the organization, and can remove them. However, users cannot be locked out from their Adobe ID accounts. And the accounts can't be deleted or taken over by the admin.

Enterprise ID

Enterprise ID is created, owned, and managed by an organization. Adobe hosts the Enterprise ID and performs authentication, but the organization maintains the Enterprise ID. End-users cannot sign up and create an Enterprise ID, nor can they sign up for additional products and services from Adobe using an Enterprise ID.

Admins create an Enterprise ID and issue it to a user. Admins can revoke access to products and services by taking over the account, or deleting the Enterprise ID to permanently block access to associated data.

Federated ID

Federated ID is created and owned by an organization, and linked to the enterprise directory via federation. The organization manages credentials and processes Single Sign-On via a SAML2 identity provider.

Impact on Creative Cloud End Users

Before you create Enterprise IDs or Federated IDs, consider the impact on existing users. It is possible that users have an Adobe ID with email addresses from your domain to access products and services from Adobe.

Any data, such as libraries, files, stock and fonts are not automatically transferred to the Enterprise ID or Federated ID account. However, these assets will remain available with the Adobe ID account, now accessible under the updated email address registered within your domain.

If your organization decides to create Enterprise IDs or Federated IDs for existing Creative Cloud members (Adobe IDs), users may need to manually migrate data and digital assets from their Adobe ID accounts. It is also suggested that users log out and log back in to ensure they are accessing their enterprise account.

When a user logs into their Creative Cloud account, they may be given the options to log in either as an Individual or Enterprise user. Signing in with an Enterprise ID may require a 2-step verification process, depending on your organizations' security guidelines.

Migrating Creative Cloud Assets from Adobe IDs to Enterprise IDs

Creative Cloud helps users manage their assets and enable collaboration and sharing among other users. Storage is a core component of this Creative Cloud offering, ensuring users always have access to their assets and related services. Creative Cloud helps users sync their assets locally to and from their computer. All assets uploaded by users are associated with their Creative Cloud accounts.

Asset migration may be necessary for the following reasons:

- Switching from an Adobe ID to an Enterprise ID or a Federated ID account. For more information, see [Manage identity types](#).
- Your organization moves from a Creative Cloud for Teams plan to a Creative Cloud for Enterprise plan and your users are switching from an Adobe ID to Enterprise ID or Federated ID accounts.

Migrate Files

These are the recommended steps for migrating assets. Locations of assets and processes may differ slightly depending on your operating system (MAC-PC). Users will need to download or move files from the existing Adobe ID account, and then upload or move them to the new Enterprise ID or Federated ID account or location. If end-users use the Creative Cloud desktop app to sync files, all files are already present on their computers. For more information, see [Transfer assets](#).

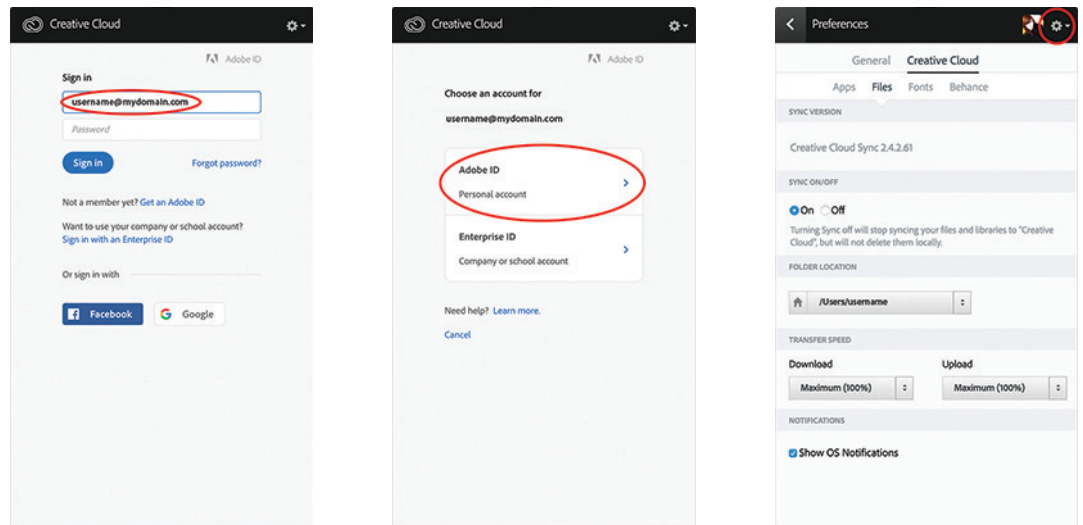
For the purpose of migrating Assets from an Adobe ID to an Enterprise ID, the user will need to sign in to Creative Cloud with their Adobe ID. When the user enters the email address associated with the Adobe account, they will be prompted to select which account they would like to access, Adobe ID or Enterprise ID, the user should select Adobe ID.

Once the user has signed in with their Adobe ID, from the gear on the right top of the Creative Cloud Application, select **Preferences** > **Creative Cloud** > **Files** to verify that Creative Cloud Sync is turned on. If Creative Cloud Sync is *not* active, please turn Sync *on*. This window also provides the user with the location where their Creative Cloud files are currently stored locally on the computer.

By default, the Creative Cloud files are stored in the following locations:

Windows: C:\Users\<username>\

Mac: Mac HD/Users/<username>/

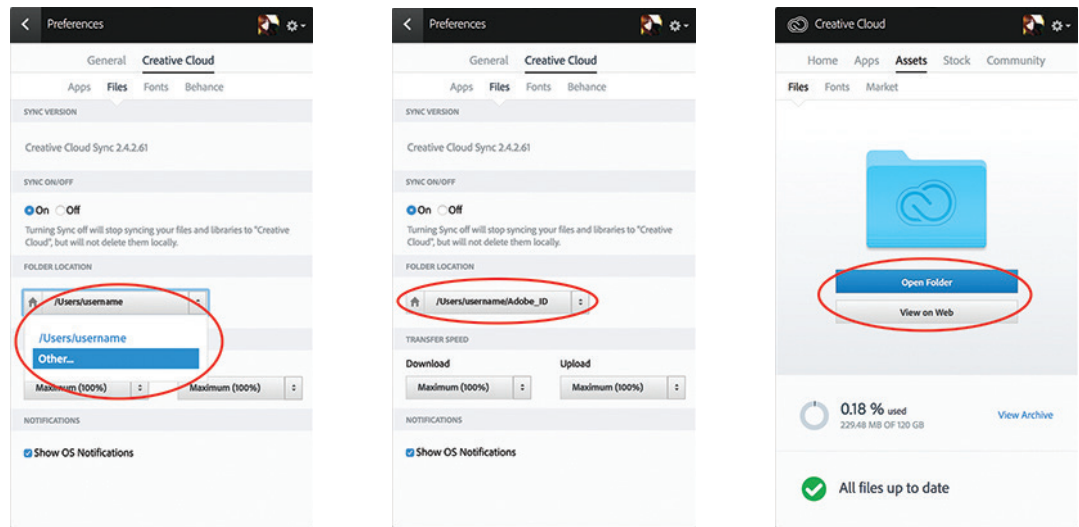


For users to access these files with their Enterprise ID, the assets must be copied or moved to another storage location. To select a different storage location, from the gear on the right top of the Creative Cloud Application, select **Preferences** > **Creative Cloud** > **Files**. Then change the folder location. The new location is now visible in the Folder Location view.

Note: Ensure that you can view hidden files and folders on your computer. (See the following)

Windows: [View hidden files on Windows](#)

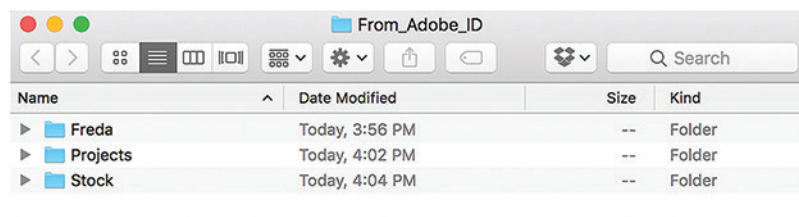
Mac: [View hidden files on a Mac](#)



Next, from the main window in the Creative Cloud Application, select **Assets** > **Files** to ensure that the user's Creative Cloud files are syncing and are all up to date. From this window, users have the option to either open their locally synced Creative Cloud folder on the computer, or view their assets on the web.

The **Creative Cloud Files** folder associated with the user's Adobe ID is now renamed, and all the previously synced files are available in the now renamed folder, and the user's Enterprise ID is now associated with the default **Creative Cloud Files** folder.

Users may view their Creative Cloud files from their Adobe ID on their computer by selecting **Assets** > **Open Folder**, and the renamed folder will open and the user's files are available. Any changes or additions to files or folders will automatically be synced to the web. Users may view their files online by selecting **View on Web**.



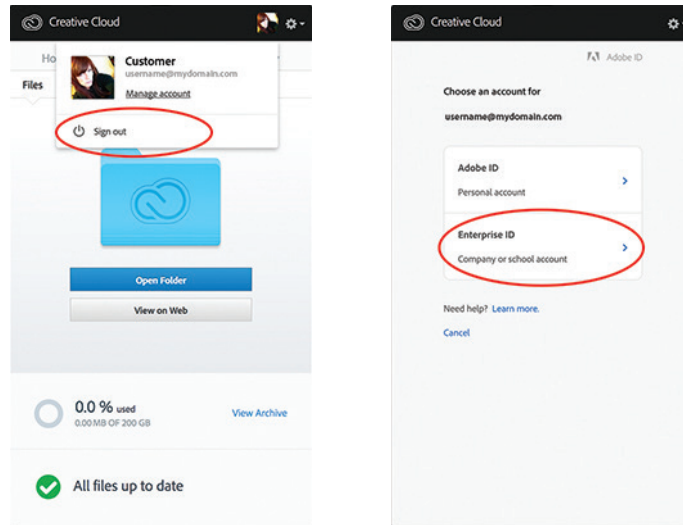
To migrate these files to the Enterprise ID, users will need to either move or copy the contents from the newly renamed Creative Cloud (Adobe ID) file folder to the default Creative Cloud file folder associated with their Enterprise ID. Once again, the default user folder may be found in the below location.

Windows: C:\Users\<username>\

Mac: Mac HD/Users/<username>/

The user's Creative Cloud desktop app initiates the Sync operation for the transferred files.

For those users switching to a new account, they should open the Creative Cloud Application, and from the gear on the right top, the user should select **Preferences > General > Sign Out**. Users should then sign in to the new account, this time selecting to sign in with their Enterprise ID.



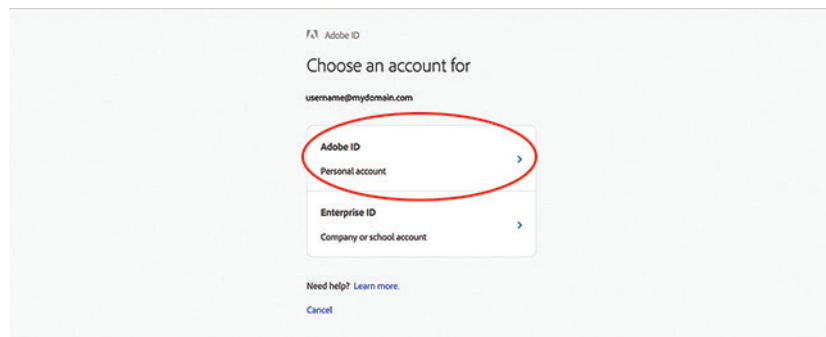
Assets are now associated with the user's Enterprise ID, and are available locally by selecting **Open Folder**, or online by selecting **View on Web**.

Migrate Libraries

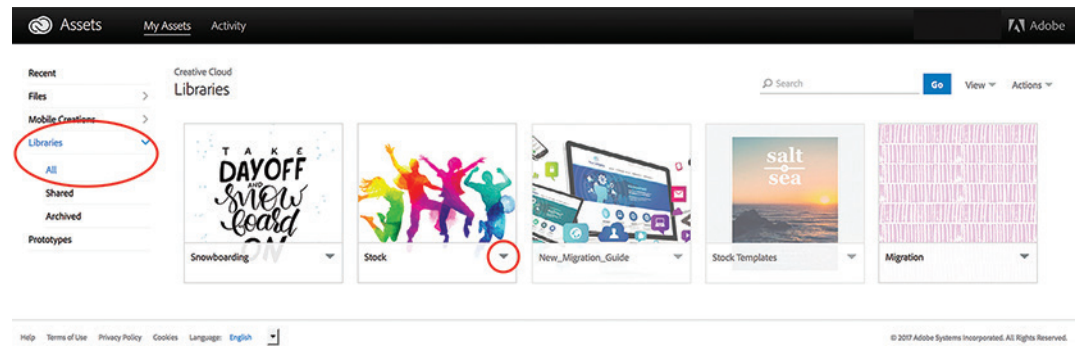
Your personal and shared libraries give you quick access to the colors, brushes, images, videos, fonts, character styles, templates, and other creative assets you use most. Your libraries are available from within Photoshop, Illustrator, InDesign, Adobe Premiere Pro, After Effects, Dreamweaver, Animate, Adobe Muse, Creative Cloud Assets, and Adobe mobile apps like Adobe Comp CC, Illustrator Draw, and Photoshop Fix. They're even accessible when you're offline.

Creative Cloud Libraries remain associated the creator's account. However, Creative Cloud Libraries may be shared with, and migrated to another account. To migrate Creative Cloud Libraries to a different account, follow the process described here.

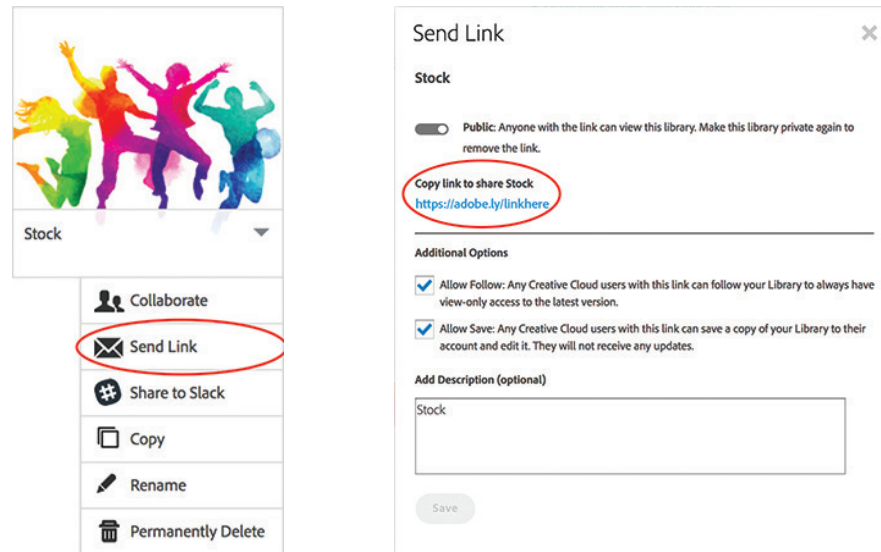
Users should log into the source [account](#) online from which they want to migrate the libraries. In this case, it should be the account associated with the user's Adobe ID, not their Enterprise ID or Federate ID.



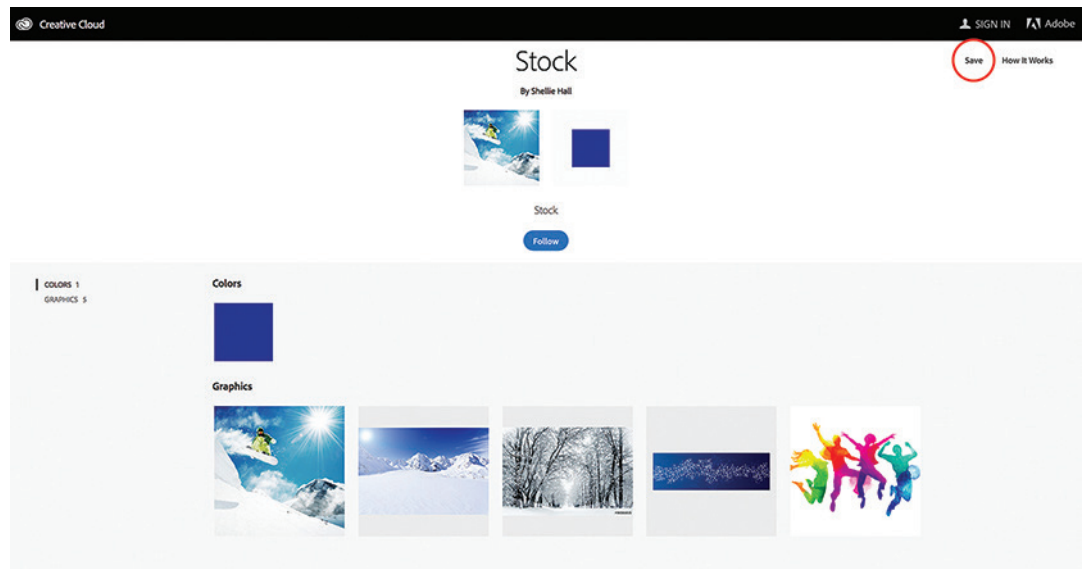
Navigate to **Libraries > All**.



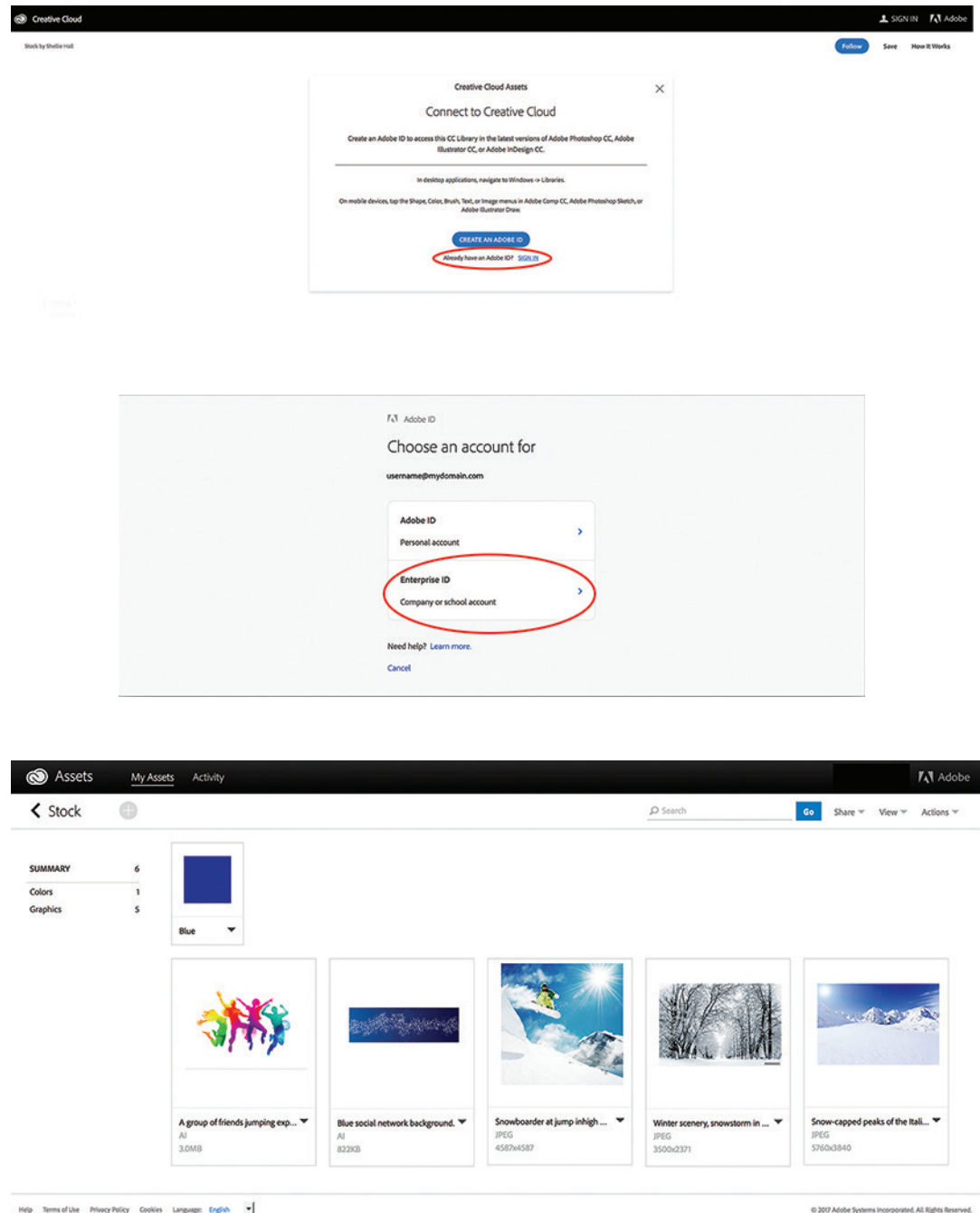
For the library that the user wants to migrate, click the drop-down list and choose **Send Link**. In the Send Link dialog box, select **Copy link to share [Library Name]**.



The user will need to navigate to the public link in the destination account (Enterprise ID). To do this, the user can either navigate to the public link on another browser (or another computer) or they can log out of the account on the current browser and then log in to the destination account.



On the destination account, in the top right of the browser window click **Save** to add this Library to the user's Creative Cloud Enterprise account. The user will be prompted to **Connect to Creative Cloud** and they should sign in with their Adobe Enterprise ID or Federated ID.



After entering account login information, the Library will be added to the user's Adobe Enterprise account.

At this time users do not have the ability to migrate more than one Library at a time, so for each Library that you need to migrate, users will need to repeat the above steps.

When the user opens desktop applications such as Photoshop, Illustrator or InDesign, the Libraries are automatically synced for use in these applications.

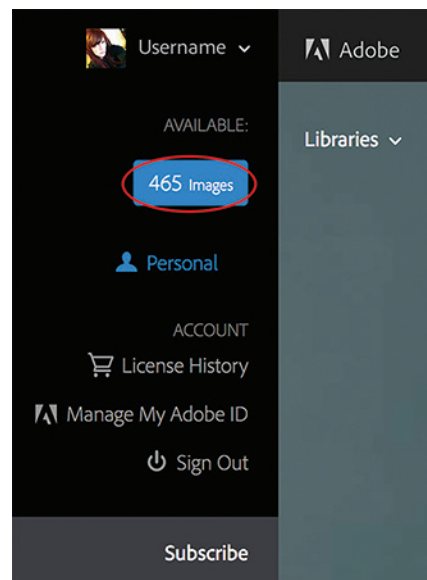
For a complete list of compatible Creative Cloud desktop and mobile applications visit [CC Apps](#).

Migrate Stock

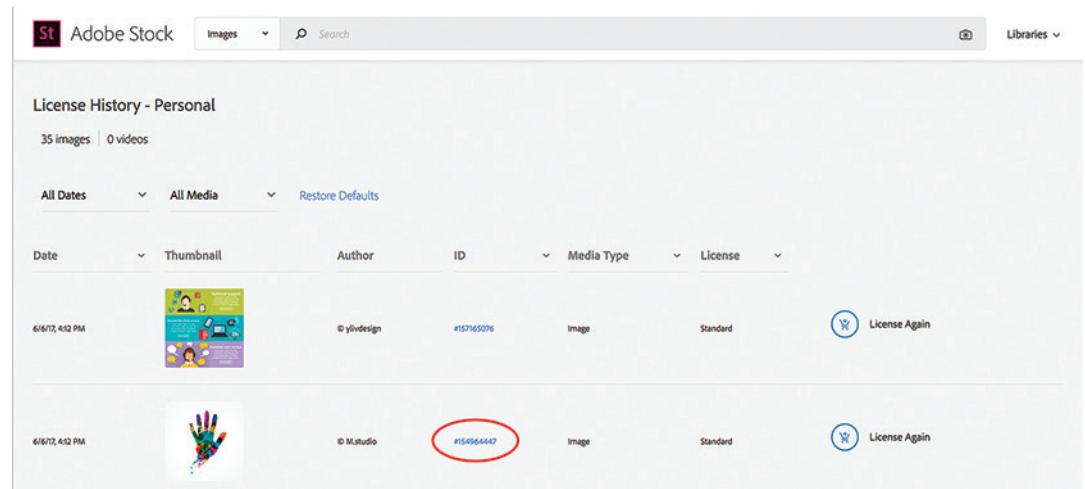
Adobe Stock Credits and files do not migrate from Adobe IDs to Enterprise IDs. Stock purchases with Adobe IDs are associated with the individual user account. As long as the user has Adobe Stock Credits available to them as part of their Adobe ID, they can always [login](#) to their account and access their credits and purchases. Users will not be able to access these purchases with their Enterprise ID either online or through their desktop applications. Additionally, users should carefully check the licensing and usage rights associated with their Adobe Stock purchases before accessing these purchase with another account.

To access online Adobe Stock purchases associated with an Adobe ID, users will need to download each licensed file individually to their computer. Currently, users do not have the ability to download more than one previously licensed file at a time.

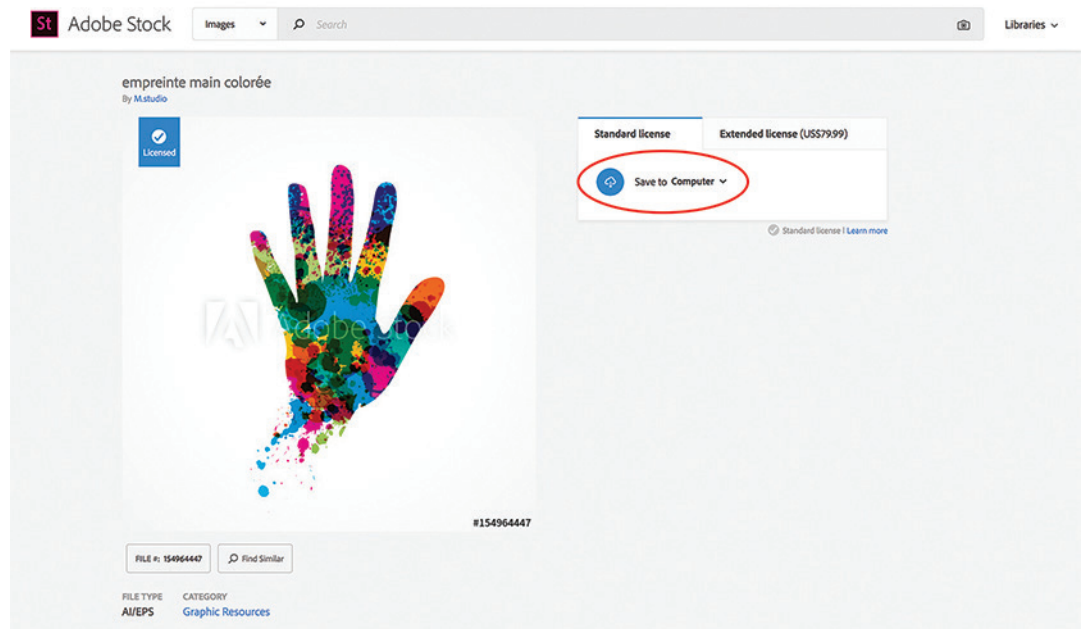
To download Adobe Stock purchases and access user credits, users should login to their account using their Adobe ID at <https://stock.adobe.com>. To display the available Credit Balance and License History, click on the arrow to the right of the username in the browser navigation window. In the example shown here, there are 465 Adobe Stock Credits available to this user.



To view previous purchases, under Account, select License History. This gives the user a comprehensive list of every Adobe Stock File that was purchased under this Adobe ID.



To download any of the previous purchases, users may select the asset ID number to access the file. From here they may download the licensed file by selecting **Save to Computer**. Users must repeat these steps for each previously licensed file that they would like to download.



Migrate other Settings

Typekit

When an Enterprise has claimed its own domain to create Enterprise or Federated IDs, existing Typekit accounts which are linked to addresses in that domain might be affected. Contact enterprise@typekit.com or your Adobe account executive for more information.

Bēhance

Users can access their Bēhance profile using the same email address. If there is a new email address associated with your Enterprise ID there is no direct way to migrate the data from Bēhance. As a work-around, users could do the following for Bēhance:

1. Create a new account using their Enterprise or Federated ID
2. Sign in to their existing account
3. Co-own the projects in the existing account with the new account
4. Optionally, then log into the new account and remove the co-owner of their old account. This would migrate the content but not the comment and followers associated with the old account.

Adobe Color

To migrate data for an Adobe ID to an Enterprise or Federated ID, users can send a request to kuler-team@adobe.com.

If existing Creative Cloud users were using services that are not included with Creative Cloud for Enterprise, their individual memberships revert to free versions. If users discontinue the Creative Cloud membership associated with their Adobe ID, access is limited.



Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA
www.adobe.com

Adobe Creative Cloud services require an internet connection and are available only to users 13 and older. Use of services and applications require agreement to additional terms and Adobe's privacy policy (see <http://www.adobe.com/privacy/policy.html>). Applications and Services may not be available in all countries or languages and may be subject to change or discontinuation without notice.

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