Types of Adobe Accounts

Which Adobe Account are you actually using?

Why do the buttons say "Trial"?
I just signed in; where did my Creative Cloud Files go?
I'm supposed to have 50 GB of cloud storage, why do I only have 2 GB now?
I did use my yyz212@lehigh.edu email address to sign in!

To begin to answer questions such as these, you need to know what Adobe Account are you actually signed into.

Step-by-step guide

1) Launch your Creative Cloud desktop app.

2) Go to your Adobe Account page.

Click the Account icon in the top right-hand corner of the Creative Cloud desktop app, then click "Adobe Account." This will open a standard window or tab in your default browser to your Adobe Account’s "Overview" page.

3) Look over this account’s Profile and Plans.
THIS IS AN EXAMPLE OF AN ADOBE ID “PERSONAL” ACCOUNT WITH FREE MEMBERSHIP (NO PAID SUBSCRIPTIONS)
(Pictured: Adobe Account information tabs for Overview, Profile, and Plans)

Not shown: screenshots depicting a Personal account with a paid plan. No testing account with this is available.

THIS IS AN EXAMPLE OF A DEFAULT, LTS-MANAGED (FEDERATED ID) “COMPANY OR SCHOOL ACCOUNT”
(Pictured: Adobe Account information tabs for Overview, Profile, and Plans)
... WITH ADOBE SPARK (Provides access to Fonts and 2 GB Adobe Cloud Files synchronized storage)
NOT SIGNED INTO CORRECT ADOBE ACCOUNT?

If you find that you are not signed into the Adobe Account you need to access the plan you expect, try these other help documents:

1. Sign out with Creative Cloud Desktop app
2. Sign in with Creative Cloud Desktop app

Related articles

- Types of Adobe Accounts
- Creative Cloud Installation
- Adobe Licensing Jargon Glossary
- Sign out with Creative Cloud Desktop app
- Sign in with Creative Cloud Desktop app