

ADOBE® STUDENT EDITIONS PROGRAM FAQ FOR IDENTIT-E

Information available
to the end-user at
www.myidentit-e.com

Terms to Know:

Eligibility verification—Proof that you have met the publisher requirements to purchase the product. This process involves submitting proof that you are indeed an academic user such as a student, teacher, faculty, or staff. Each publisher has its own eligibility requirements and the myidentit-e.com system will inform you of these requirements during the verification process.

Product code— A unique code that is identified on or inside the product. This code is used as proof of purchase and as a product identifier which will allow you to successfully retrieve, after academic verification has been approved, the serial number(s) needed to install your product.

Serial number—The serial number is a unique code which will be used by the purchaser to unlock or install the purchased product. The serial number(s) will be issued to you after your eligibility verification has been successfully processed.

Quick Tips for Completing the Eligibility Verification Process:

Identify yourself and the product purchased—When providing information to us via email or fax, always include your full name, your email address, the product purchased and the product code on all correspondence. Our goal is to complete the eligibility verification process as quickly as possible and the above information will help to expedite this.

When uploading your documents—The system has the ability to accept many types of files during the upload process. When completing this process keep in mind that the image file size determines how long the upload process takes to complete. Please keep your file sizes small (maximum 400 pixels wide) and less than 3MB. The larger the image file, the longer the process takes. Ideally, the picture size shouldn't be any bigger than the ID itself. The system accepts the following file formats: bmp, doc, gif, peg, jpg, pdf, png, tiff, and tif.

Fax submissions—We encourage you to send your information to us via the upload process as verification by fax or email attachment may take longer to process. If your circumstances require verification by fax, please print your full name, product purchased, product code and email address clearly and legibly on the fax document. If we can't read your information, we will be unable to process the fax and the eligibility verification process will take longer. Our fax number is: 800-616-1603

Verification turn-around time—If it has been more than 2 business days since you submitted your ID, please email custserv@myidentit-e.com. Your questions will be answered as quickly as possible, often by the next business day.

Product returns—This website does not facilitate product returns. For questions regarding the terms of your purchase, please contact the location where you purchased this product.

General FAQ:**Q: What is the purpose of this website?**

A: This website facilitates the academic eligibility process and will enable you to receive your serial number and complete the installation of your Adobe Student Edition education software. A serial number is required for you to use this product beyond the 30-day trial period.

Q: How does the verification process work?

A: A card has been inserted into the product box with information about the documents required to prove academic status and how to get that information to us. You will provide us proof of your academic status via an upload, email or fax. Once we have received your information and verified your eligibility for the academic discount, we will send you the serial number(s). You will be required to enter the serial number(s) during the software installation process.

Q: Why do I have to be verified?

A: You have purchased a software product with an educational discount. Before you are able to install the software, you will need to show that you are eligible to receive the academic discount under the software publisher's standards.

Q: Who is an eligible individual?

A: This product is restricted for use only by students enrolled at a higher education institution, defined as an accredited public or private university or college that grants degrees requiring not less than the equivalent of 2 years of full-time study.

Q: How long does the process take?

A: We are able to verify academic status within 2 business days, if all information is provided legibly and in a timely manner.

Q: Can my request be placed on hold?

A: If the form is incomplete or confirmation of academic status is not submitted or is insufficient, your request will be put on hold. You will receive an email within 2 business days informing you of this action along with directions to resubmit your request.

Q: What happens if I am not verified?

A: Please contact the software publisher and/or place of purchase regarding their return policy.

Q: What are acceptable forms of ID?

A: The best form of proof is a student or faculty ID card issued from a valid educational institution that includes a date showing current enrollment or employment. If you do not have a student/employee ID from a school with a date stamp, please refer to the card that came with your software for more detailed information regarding the software manufacturer's guidelines for proof of eligibility.

Q: What if I lost my serial number?

A: If you have lost your code, please check your email system's archive. If you are still not able to find our message, please email us a message explaining the situation, and we will follow up within 2 business days.

Q: What if I don't receive the activation via email?

A: Occasionally messages will go into a particular email system's "spam filter". Please check any junk mail in-boxes you may have before contacting us. If it has been 2 business days, and you have not received information from us regarding your academic eligibility, please send an email to custserv@myidentit-e.com inquiring about the delay.

Q: How do I check on the status of my verification?

A: If you have not received information regarding your eligibility within 2 business days, please visit www.myidentit-e.com/adobe-student-edition and click on the Check Status link on the top right hand side of the web page.

Q: What if the system indicates that my product code is invalid?

A: Verify that the product code is entered correctly. It is not uncommon to mistake letters and numbers. (For Example: The capital letter “O” can be mistaken for the number 0 or the number 1 may be mistaken for the letter “I”.)

Reseller Customer Service FAQs**Q: I have submitted an academic verification request at www.myidentit-e.com/adobe-student-edition but have not received any follow up messages.**

A: It is likely that a junk mail filter has intercepted the messages being sent to the customer by the myidentit-e website, or that the customer has given an incorrect e-mail address. The customer should update their e-mail settings to allow HTML messages to be received from custserv@myidentit-e.com, and e-mail custserv@myidentit-e.com regarding their order status.

Q: My product code is not working at the www.myidentit-e.com/adobe-student-edition website.

A: This may be due to several factors.

1. Verify that the product code is entered correctly. It is not uncommon to mistake letters and numbers. (For Example: The capital letter “O” can be mistaken for the number 0 or the number 1 may be mistaken for the letter “I”.)
2. The customer does not have cookies enabled in their web browser, or their browser has cached a previous version of the webpage. If this is the case, the customer should enable cookies and delete their cache. Alternately, the customer could download and use a different web browser, such as Mozilla Firefox.
3. The product code was previously redeemed by another user.

Q: My IP address has been blocked at the myidentit-e website. How can I submit my materials?

A: The customer will need to e-mail custserv@myidentit-e.com to have their IP address un-blocked. The customer will need to copy and paste the error message they are receiving (or their IP address) into the message. IP addresses are blocked after too many attempts at entering an invalid product code.

Q: How do I know if I have to prove eligibility to use this product?

A: Look at the outside of the box, if this label appears and this insert



If yes, visit www.myidentit-e.com/adobe-student-edition

If no, follow the product registration instructions

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Q: I'm not sure where I should go to get a serial number?

A: If the product insert has a 26 digit product code, visit www.myidentit-e.com/adobe-student-edition

If the product insert has a control code that has 12 digits with letters and numbers, visit <https://adobe.studentlicensing.com>

Q: I visited www.myidentit-e.com/adobe-student-edition, entered my information and received an email confirmation of my request for eligibility but haven't received my serial number?

A: Instruct the user to following the steps listed below:

Step One: User's select the "Check Status" link on the load page of www.myidentit-e.com/adobe-student-edition

Step Two: The user follows the same initial steps that they used during the initial submission process, by entering their product code and the email address they used during the registration process.

Step Three: Once step two is complete, the user is provided the status of their submission. There are one of three possible options:

Status message for a request that has not yet been verified. This means that the user information has been received, but not yet approved. The user should wait two business days and if they do not receive any communication from Identit-E, they should email custserv@myidentit-e.com.

- Status message for a request which has been accepted. The user has been sent their serial number and also sent an acceptance email that provides them the same information. If they can not find or did not receive this email, instruct the user to check any junk mail in-boxes they may have before contacting us. If it has been 2 business days, and they have not received information from us regarding their academic eligibility, please send an email to custserv@myidentit-e.com inquiring about the delay.
- Status message for request has been rejected.

Q: The serial number I received is for the wrong product or platform?

A: Please send an email to custserv@myidentit-e.com to obtain a new serial number

Q: I was told to visit www.myidentit-e.com/adobe-student-edition to verify my eligibility, but my product doesn't have a product code, and/or product insert.

A: A product code is required for the post sale verification. Confirm that the user purchased Adobe Student Edition and not another Adobe education product.

Q: My product has a warning label on the outside of the package but does not have a product insert?

A: Check to see if the customer's product has this product insert card. If it does not have an insert, instruct the user to exchange their product at the location where it was purchased.



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*Note: All references to "sales," "selling," "purchase," "buy," and so on mean sales of licenses. All references to "price," "pricing," and so on mean license fees. ADOBE PRODUCTS ARE LICENSED, NOT SOLD. SINCE THE SOFTWARE LICENSES ARE DISTRIBUTED THROUGH CHANNEL PARTNERS, ADOBE CANNOT AND DOES NOT GUARANTEE THAT ANY END USER WILL RECEIVE ANY PARTICULAR DISCOUNT(S). ACTUAL LICENSE FEES FOR EACH END USER ARE DETERMINED BY THE ADOBE LICENSE CENTER OR OTHER CHANNEL ENTITY.

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