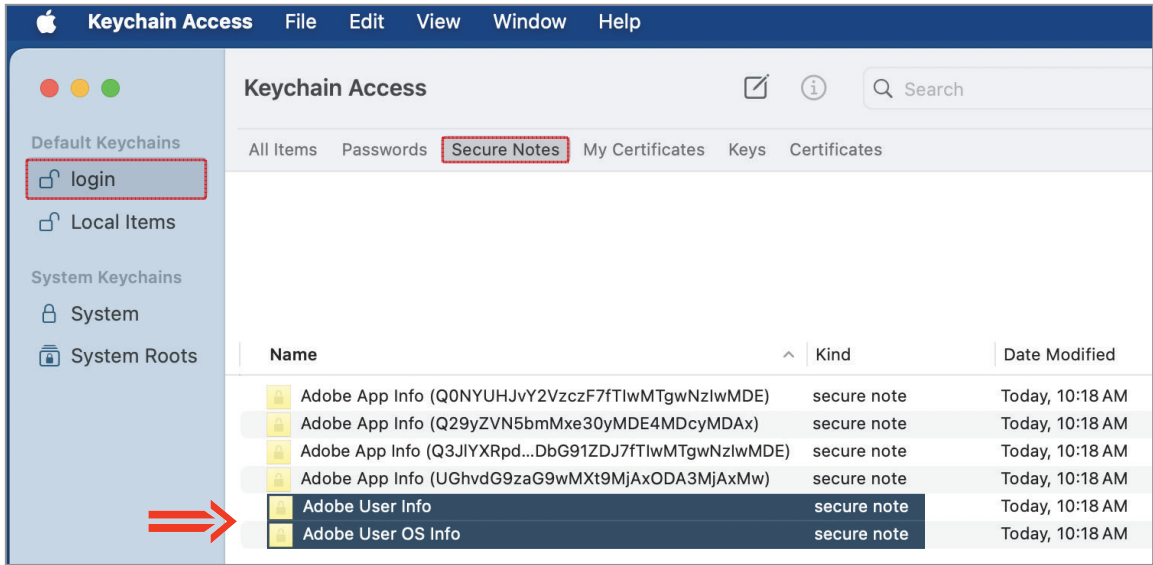


CLEAR PREVIOUS ADOBE USER ID for SHARED DEVICE LICENSE

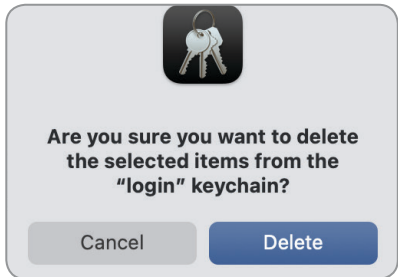
- 1
- Search for “Keychain.”
Open Keychain Access:
Enter current user password.



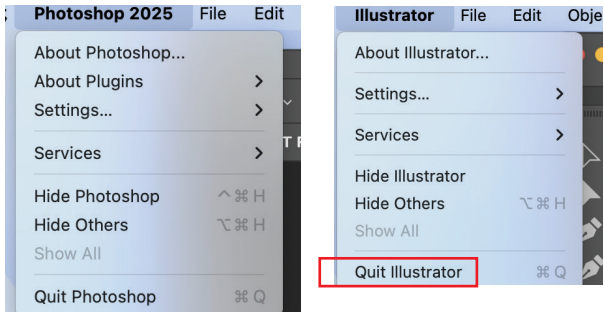
- 2
- Keychain Access Window:** Select “login” on the leftside menu and “Secure Notes” on the sub-top menu. Select these two files to delete:
Adobe User Info • Adobe User OS Info
(All deleted Adobe files will immediately recreate when the next user logs in)



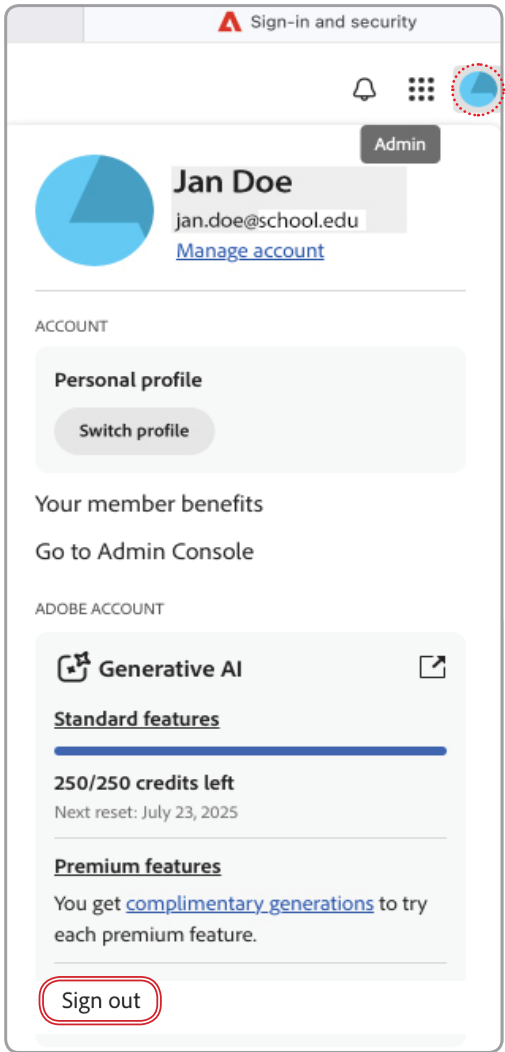
- 3
- Verify Delete



- 4
- Quit all Adobe software



- 5
- Creative Cloud Account Window:**
Sign out of Creative Cloud
(or any variation of the CC screen)



SUMMARY

Steps when an Adobe (Shared Device License) remains logged into a previous user’s account:

- Search for “Keychain.”
 - “Open Keychain Access” with the current iMac user password.
 - Verify that the left side tab “login” and the top “Secure Notes” tabs are selected.
 - Select and Delete these two files: “Adobe User Info” • “Adobe User OS Info”
All deleted Adobe files will immediately recreate when a user logs in.
 - Quit all Adobe applications.
 - Sign out of the Creative Cloud account window.
 - Test open any Adobe application.
 - Verify that the Adobe “THIS IS A SHARED DEVICE” sign in window appears.
 - Clear all Safari history to delete previous Adobe cache and browser cookies.
(Clearing all browser histories between semesters is also best practice for security.)
- *If a “Please verify your identity” window appears, clear all Safari History and retry.

NOTES:

“THIS IS A SHARED DEVICE” message is verification that the previous Adobe User ID is fully cleared for a new user account.

