

Adobe JELA Enterprise Platform Welcome Packet

Thank you for your interest
in exploring this content.

Carahsoft is the **Trusted Government IT Solutions Provider**® supporting a broad portfolio of industry-leading technologies through GSA, NASA SEWP V, ITES-SW2 and a wide range of other contract vehicles.

As the **Master Government Aggregator**®, Carahsoft connects government agencies, industry partners, and technology providers to deliver innovative, mission-focused solutions.

In partnership with Adobe, we provide technology solutions that drive modernization, strengthen operations, and ensure compliance with evolving government standards.



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Adobe@carahsoft.com
877-992-3623



Dear JELA Enrollee:

Thank you for participating in the [Adobe JELA](#). Whether you are joining us for the first time or returning as a legacy JELA customer, our goal is to ensure the Department of War (DoW) Adobe Enterprise Platform accelerates your mission needs.

The Adobe JELA Enterprise PDF & Forms Management Platform underwrites how the DoW creates, authorizes, distributes, and defends mission-critical information on a global scale. From operational orders and personnel actions to sustainment, training, and command communications, the platform enables mission and allied partners to act with confidence, velocity, and authority without introducing risk or friction.

This Welcome Packet has been developed to guide you through the activation, adoption, and optimization of your digital operations using the Adobe Enterprise Platform and the value-added services currently available. Within this packet, you will find

- [Adobe Support for the Warfighter](#)
- [Solution Overview: Military-Grade PDF & Forms Management](#)
- [Getting Started with Installation – Acrobat Pro and AEM Forms](#)
- [Mission Accelerators: Technical Support & Value-Added Services](#)
- [Next Steps: Activate Your Adobe JELA Investment](#)
- [5-Minute Survey: Help the Adobe JELA Program Team Improve Your Experience](#)



Adobe Support for the Warfighter

The Adobe JELA includes full access to a Military-Grade PDF & Forms Management Platform at Enterprise Scale. It offers a cohesive, enterprise digital document ecosystem that strengthens operational effectiveness, reduces legacy burden, and ensures document trust and governance. The JELA capabilities enable the Warfighter, civilian workforce, and mission partners to securely create, process, and act on critical information at mission speed.

- **Operational Orders & Directives:** Issue authoritative, tamper resistant orders at scale with full approval lineage and long-term defensibility.
- **Personnel & Readiness Processing:** Accelerate forms-based actions while preserving compliance, accessibility, and auditability.
- **Training & Certification:** Reduce delays between completion and qualification through secure, automated document workflows.
- **Joint & Coalition Operations:** Maintain credibility and trust across partners through consistent, defensible documentation standards.

Solution Overview

- **Adobe Acrobat Pro DC:** Acrobat Pro DC is the professional, end-to-end tool for creating, editing, securing, validating, and remediating PDFs—including forms, accessibility, compliance, and print and production workflows.
- **AEM Forms:** Adobe Experience Manager (AEM) Forms provides a comprehensive, modern authoring environment that enables both technical and non-technical form designers to efficiently build dynamic, responsive, and accessible digital forms across PDF, HTML5, and Adaptive Forms supporting both desktop and mobile devices.

Want to learn more about how Adobe can support your agency's mission? Call or email us today!

1-877-99-ADOBE or adobe-jela@carahsoft.com

The Adobe JELA program includes enterprise onboarding, guided activation, and hand-on enablement to help commands move from licenses to operational impact quickly.



Getting Started with Installation – Acrobat Pro and AEM Forms

Each enrollee will follow their organization's specific software distribution process.

Accessing Enterprise Platform Licenses:

- **Army**

Request license access through your Adobe JELA Appointed Trusted Agent. These contacts are typically at the G6 and Command Levels. If you need assistance, please contact:

- adobe-jela@carahsoft.com
- armychess@mail.mil

- **Air Force**

Request license access via SEAMLS JELA Program Team:

- aflcmc.gbqj.seamls@us.af.mil

- **4th Estate**

Request license access from your Adobe JELA License Manager or contact the DISA JELA PMO:

- disa.meade.acq.mbx.disa-jela-team@mail.mil

Software Downloads and Installs

Software can be obtained by DOW authorized personnel via:

- [Carahsoft Adobe JELA Download Portal](#) (*Provisioned Trust Agents*) - FRL Offline
- [Adobe Admin Console](#) (*Provisioned Administrators*) - Named User, FRL Online
- Internal Software Repositories (*Ex: USAF Leverages AFCEDS*)
- Adobe Software Distribution or Licensing Site (i.e. AEM Forms)
 - *For files/packages NOT available on the Carahsoft Download Portal, JELA Enrollees may use [Adobe's Licensing Website \(LWS\)](#).*

Check out our JELA Video Renewal Guide here: [JELA Video Renewal Guide](#)

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For additional instructions on obtaining specific software after procurement,
please contact us at adobe-jela@carahsoft.com.



Mission Accelerators: Technical Support & Value-Added Services

Adobe Professional Services, Ultimate Success and Carahsoft's dedicated JELA technical team help commands realize the greatest mission impact on the enterprise platform.

- Stand up AEM Forms use cases quickly
- Modernize high-volume, high-risk workflows
- Ensure accessibility, compliance, and security from day one
- Drive measurable reductions in processing time and rework

Adobe Elite Support (Acrobat Pro)

Adobe delivers comprehensive, expert-led technical support enhanced by Elite Support's dedicated engineers and managers to help Eligible Enrollees fully maximize Adobe solutions with proactive guidance, tailored expertise, and robust documentation.

Adobe Ultimate Success (AEM Forms)

Ultimate Success is a comprehensive, expert-driven program that empowers JELA enrollees with strategic and technical guidance, a coordinated success roadmap, and the support needed to scale their Adobe investment.

Carahsoft Adobe Technical Team

In addition to Adobe's training, support, and consulting offerings, the Department of War has access to a dedicated, U.S.-based Carahsoft Adobe technical team. This team accelerates time to value by helping organizations activate, deploy, and operationalize Adobe solutions against real mission workflows. Services are tailored to agency specific requirements and delivered virtually or in person to support enterprise adoption from initial discovery through deployment and sustained use. Key capabilities include:

- Product demonstrations and use case walkthroughs
- Installation and deployment support
- End user and advanced training
- Office hours and Tier-1 troubleshooting
- New release education and enablement



Next Steps: Activate Your Adobe JELA Investment

To move from access to mission impact, we recommend starting with one of the following:

- **Enterprise Onboarding Session** – Validate entitlements and activation paths
- **HandsOn Labs** – Acrobat Pro or AEM Forms, tailored to your mission workflows

Request your session today!

adobe-jela@carahsoft.com

1(877)99-ADOBE

5-Minute Survey: Help the Adobe JELA Program Team Improve Your Experience

[Adobe JELA Enterprise Platform User Survey – Fill out form](#)

For questions or support related to the Adobe JELA Program, please reach out to any of the contacts below. The team will ensure your request is routed to the appropriate resource.

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The Carahsoft logo consists of the word 'carahsoft' in a lowercase, blue, sans-serif font.

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The Dell Technologies logo features the word 'DELL' in a blue, sans-serif font with a diagonal slash through the 'E', followed by the word 'Technologies' in a smaller, blue, sans-serif font.

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The Adobe logo is the word 'Adobe' in a bold, red, sans-serif font.