



# Adobe JELA-III Overview

## Army Kickoff

HQDA, OCIO, Analysis Div  
Product Lead, CHESSE  
31 March 2022





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# Adobe JELA-III Overview

ARMY  
**CHES**  
COMPUTER HARDWARE,  
ENTERPRISE SOFTWARE AND SOLUTIONS

## Agenda

- Introduction
- Enterprise-wide Products
- Non-Enterprise/Catalog Products
- Ordering Adobe Software
- Adobe JELA-III Purchasing Guidelines
- LTS Approver Actions
- Obtaining Adobe Software
- Adobe Admin Console
- User Support Process
- Questions & Answers





# Adobe JELA-III Introduction



- DoD Adobe JELA-III contract was executed on 30 Sep 2021
  - NASA Solutions for Enterprise-wide Procurement (SEWP) Catalog with 1 BY & 2 OYs
  - Enrollees: Army, Air Force, OSD, JS, DISA, JSP, DHA, DCMA, DMEA, DFAS, DMA, DPAA, DTIC, DTRA & DDS
  - Army consists: HQDA, ACOMs, ASCCs, DRUs, ARNG, USAR, COCOMs/MEPCOM/USFK (Army EA), PEOs & designated others
- What stayed the same as the JELA-II?
  - All products sold as annual term/subscription, to include Acrobat Pro DC & Creative Cloud (CC)
  - Enterprise-wide: Acrobat Pro DC, AEM Forms, AEM Designer & AEM PDFg
  - PL CHES Army execution, License Tracker for Software (LTS), G-6 & G-8 approval for **ALL** requests
- What's changed from the JELA-II?
  - Emergent, LLC (Reseller), Carahsoft (Distributor) & Adobe (OEM)
  - Specify Named User Licenses (NUL) or Featured Restricted Licenses (FRL) Online/Offline when ordering
  - Nomenclature changes & additional features or capabilities, e.g. Adobe Stock images with CC subscription
  - *Adobe ColdFusion Enterprise On Prem (per core) or Online/Cloud (per instance)*

**CHES IT E-Mart Adobe: <https://chess.army.mil/Contract/ELA/1501306>**



# Enterprise-wide Products



- Enterprise-wide Products:
  - Adobe Acrobat Professional Document Cloud (DC)
  - Adobe Experience Manage (AEM) Forms v6.x (Server-based)
  - AEM Forms Designer v6.x
  - AEM Forms PDF Generator (PDFg) v6.x (Server-based)
- Funded at DA-level for Army Enterprise-wide Use
  - Available at no additional cost to Commands or Users
  - Requested, Approved & Tracked via CHESSE License Tracker for Software (LTS)
  - CHESSE LTS listings are updated to latest products & authorizations
  - Most Commands/organizations have quantities for Command & Subcommands
- JELA-III Annual Authorization
  - Previously subscription licenses were unlimited but are now tracked by Users
  - *All Users can install on 2 devices & up to 15% Users can install on up to 5 devices*
  - *Commands are responsible for ITAS Approvals & RMF Assess Only validations*

**RMF: <https://rmfks.osd.mil/rmf/Pages/default.aspx>**



# Non-Enterprise/Catalog Products



- Adobe JELA-III includes number of additional Non-Enterprise/Catalog products:
  - Must be requested/approved via the CHESSE License Tracker for Software (LTS)
  - Decentralized Purchasing requires payment to Emergent, LLC prior to use
  - Initially sold on a Monthly Prorated basis & Annual Renewals via your Commands
  - Other products have spot, volume or promotional discounts available – must negotiate
  - All Adobe/Catalog products may be installed on 2 devices & 5 devices belonging to 15% of licensed users
- Decentralized/BPA products currently available will vary for Multi-Surface, Desktop & Mobile:
  - CCE-Full & Single\* FRL Apps: Acrobat Pro; Illustrator\*, InCopy\*, InDesign\*; Animate/Flash Pro\*; Dreamweaver\*, Media Encoder, Character Animator, XD; Premiere Pro\*, Prelude, Audition\*, After Effects\*; Photoshop\*, Lightroom Classic, Bridge; Additional Apps & Services – available NUL ONLY
  - Captivate Enterprise
  - Coldfusion Enterprise & Coldfusion Builder
  - FrameMaker
  - Presenter
  - RoboHelp Office
  - Technical Communications Suite
  - Connect General Server & Connect Meeting Concurrent Users (handled separately)



## Non-Enterprise/Catalog Products (Cont)



- Other products listed in JELA-III Product List
  - Additional products included in Product List, but not currently available
  - Adobe working thru Emergent, LLC to provide additional info to DITCO
  - These products have capacity/usage-driven costs
- These additional products include:
  - AEM Sites (multiple components)
  - AEM Analytics (multiple components)
  - AEM Target
  - Adobe Managed Services
  - AEM Sign
  - AEM Assets



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# Adobe JELA-III Overview

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ENTERPRISE SOFTWARE AND SOLUTIONS

## Ordering Adobe Software

- Login to the CHESS IT E-Mart
- Accessing CHESS License Tracker for Software (LTS)
- Creating a Software Request
- Completing the LTS Request Form
- Viewing Pending & Completed Requests
- JELA-III Purchasing Guidelines
- LTS Approver Actions





# Login to the CHESSE IT E-Mart



If you are not automatically logged-in with your CAC, you will need to login in order to gain access to certain pages and tools

**CHESSE IT E-Mart:** <https://chess.army.mil>

The screenshot shows the CHESSE IT E-MART website interface. At the top right, there is a navigation bar with a "Login | Register" link circled in red. A yellow callout box with the text "Click 'Login'" has a red arrow pointing to this link. The website header includes the "ARMY CHESSE IT E-MART" logo and the tagline "Army's Designated Primary Source for commercial IT". Below the header is a navigation menu with links for Hardware, Software, Services, RFX, Consolidated Buy, Resources, and About CHESSE. A search bar is also visible. The main content area features a large image of a soldier's silhouette with a yellow warning sign overlaid on it. Below the image is a "CHESSE Mission Statement" section with a "Stop" button at the bottom.





# Accessing CHESST License Tracker for Software (LTS)



Click on the Software Menu on the on the main CHESST page and select “License Tracker for Software” to access the LTS info page

License Tracker for Software

Welcome to the License Tracker for Software

Pursuant to Army goals to streamline acquisitions and generate significant cost avoidance in software procurements through centrally negotiated and purchased Commercial Off the Shelf (COTS) software for use across the Enterprise, the Army currently has several Enterprise License Agreements (ELAs). In order to deliver improved efficiencies while reducing management overhead costs for the ELAs, the Product Officer, Computer Hardware Enterprise Software and Solutions (PL CHESST) has established a License Tracker for Software to centrally manage some of these agreements.

Please click the Access License Tracker button below to get started.

**Click “Access License Tracker” to Continue**

[Access License Tracker](#)

Helpful Documents

| Name                                      | Description  | Version |
|---|--|---------|
| CHESST License Tracker for Software Guide | Guide for new users shows how to create a profile and submit a request | 2.0     |
| Chess ELA Appointment Form                |  | 2.0     |

**For more detailed info use the CHESST LTS Guide under Helpful Documents**



# Creating a LTS Software Request



You will automatically be defaulted to the “Pending Requests” page

The screenshot shows the ARMY CHESS IT E-MART website interface. At the top, there is a navigation bar with the U.S. Army logo and user account information (Welcome: Monica Dennis, Last Login: 1/4/2018 11:52 AM EST, Session Expiration: 13:09). Below the navigation bar, the main header displays "License Tracker For Software - Pending Requests". A secondary menu bar contains buttons for "Pending", "Completed", and "Create". The "Create" button is highlighted with a red circle. Below this menu bar, there are filters for "10" items, "All Products", and an "Expand All" button. A search bar is also present. A yellow callout box with a red arrow pointing to the "Create" button contains the text: "Click the 'Create' button on the main menu bar to continue".



# Step 1 – Complete Request Form



Report a Bug | My Account | Logout

**ARMY CHESSE IT E-MART**  
Army's Designated Primary Source for commercial IT

Account / LTS / LTS / Create License Request

My Links Hardware Software Services RFx Consolidated Buy Resources About CHESSE

Search

## Create License Request

Pending Completed Create

### Request and Requesting User's Information

|               |   |
|---------------|---|
| Request Name  | <input type="text" value="Title of the Request (not your name)"/> |
| First Name    | Monica  |
| Last Name     | Dennis  |
| Email Address | monica.m.dennis2.ctr@mail.mil                                     |
| PhoneNumber   | +17038061033  |
| Major Command | PEO ENTERPRISE INFORMATION SYSTEMS (PEO EIS)                      |
| Notes         |   |
| Sub Command   | PL Computer Hardware, Enterprise Software, and Solutions (CHESSE) |

1. Enter Request Name  
2. Select Major Command from Drop Down Menu  
3. Select Sub Command from Drop Down Menu (if applicable)



# Step 2 – Request Item



Request Item

|               |                                   |
|---------------|-----------------------------------|
| Product Type  | Adobe                             |
| Product       | Adobe Creative Cloud (FULL Suite) |
| Inventory     | Enterprise Wide                   |
| Quantity      | 10                                |
| Date Required | 02/01/2018                        |
| Comment       | Type request details here         |

Characters left: 2975

**1. Select Adobe Product Type from Drop Down Menu**  
**2. Select Product from Drop Down Menu**  
**3. Enter Quantity**  
**4. Provide Comments**

**Click "Add" to continue**

Submit Request For Approval Cancel



# Step 3 – Submit Request for Approval



This screen recaps the Product Information you had previously submitted

|                       |                                   |
|-----------------------|-----------------------------------|
| Product Type          | Adobe                             |
| Product Name          | Adobe Creative Cloud (FULL Suite) |
| Inventory             | Enterprise Wide                   |
| Quantity Requested    | 10                                |
| Current Quantity      |                                   |
| Date Required         | 2/1/2018                          |
| Request Item Status   |                                   |
| Justification/Comment | Type request details here         |

If you need to re-enter Product details click the Trash Can to resubmit



After you have clicked the “Add” button on the previous page you will have the option to add another item if applicable

Add another Item

Request Item

---

If you do not have another item to add click “Submit Request for Approval”

Submit Request For Approval Cancel



# Step 4 – Request Submitted



Report a Bug | My Account | Logout

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License Tracker / LTS / LTS / Create License Request

My Links Hardware Software Services RFX Consolidated Buy Resources About CHESSE

Welcome: Monica Dennis  
Last Login: 1/3/2018 12:42 PM EST  
Session Expiration: 14:59

## License Tracker For Software - Pending Requests

Pending Completed Create

10 All Products Expand All Search... Search

|   | Ref # | Request Name | Name          | Requested Date | Due      | Actions       |
|---|-------|--------------|---------------|----------------|----------|---------------|
| ▶ | 23792 | Adobe        | Monica Dennis | 1/4/2018       | 1/4/2018 | Edit   Cancel |
| ▶ | 23791 | Adobe        | Monica Dennis | 1/4/2018       | 1/4/2018 | Edit   Cancel |

Once your License Request has been submitted your screen will look like this. A green box at the bottom of the page will indicate that your request was successfully submitted and will include a LTS ID Number for tracking purposes.

CHESSE-SUCCESS! A License Request was successfully submitted with the reference Id number 23792.



# Viewing Pending & Completed Requests



Once your request is complete to view your status, return to the “Pending Requests” page after Log-in

The screenshot shows the ARMY CHESS IT E-MART website. The main heading is "License Tracker For Software - Pending Requests". A navigation bar at the top includes "Pending", "Completed", and "Create". A table below lists pending requests. A red circle highlights the "Pending" button, and a red arrow points to a yellow callout box with the instruction: "Click the 'Pending' button at the top of the main menu bar to view all Pending Requests".

| Ref # | Request Name | Name          | Requested Date | Due      | Actions       |
|-------|--------------|---------------|----------------|----------|---------------|
| 23792 | Adobe        | Monica Dennis | 1/4/2018       | 1/4/2018 | Edit   Cancel |



# View Request Detail



## License Tracker For Software - Pending Requests

Pending Completed Create

10 All Products Expand All

Search... Search

**Click on the LTS ID# for item you want the detailed information**

| Ref # | Request Name | Name          | Requested Date | Due      | Actions       |
|-------|--------------|---------------|----------------|----------|---------------|
| 23792 | Adobe        | Monica Dennis | 1/4/2018       | 1/4/2018 | Edit   Cancel |

Please scroll down to view details

| Product                           | Status  | Date required | G6 Approval | G8 Approval | Vendor Approval | CHESSE Approval | Actions |
|-----------------------------------|---------|---------------|-------------|-------------|-----------------|-----------------|---------|
| Adobe Creative Cloud (FULL Suite) | Pending | 2/1/2018      | Pending     | Pending     | Pending         | Pending         | N/A     |

### Request Detail

|                        |   |
|------------------------|---|
| Name of Request        | Adobe   |
| Reference Id           | 23792   |
| Requester Name         | Monica Dennis   |
| Requester Phone Number | +17038061033  |
| Requested Date         | 1/4/2018  |
| Status                 | Pending   |
| Major Command          | PEO ENTERPRISE INFORMATION SYSTEMS (PEO EIS)                      |
| Subcommand             | PL Computer Hardware, Enterprise Software, and Solutions (CHESSE) |
| Comments               |   |

**For a Status Update on your submitted request look at the G6 Approval, G8 Approval, Vendor Approval and CHESSE Approval Columns for approval information (This request is PENDING for all Approvals)**





# View Completed Requests



**ARMY CHES ITE-MART**  
Army's Designated Primary Source for commercial IT

LTS

My Links ▾ Hardware ▾ Software ▾ Services ▾ RFX ▾ Consolidated Buy ▾ Resources ▾ About CHES ▾

All ▾ Search

## License Tracker For Software - Completed Requests

Admin Tools ▾ Pending **Completed** My Actions Create

10 ▾ All Products ▾ Expand All

Search... Search

| Ref #   | Request Name                      | Name | Requested Date | Due       | Actions |
|---------|-----------------------------------|------|----------------|-----------|---------|
| ▼ 24943 | Adobe Creative Cloud (FULL Suite) |      | 4/5/2018       | 4/10/2018 |         |

Please scroll down to view details

| Product                           | Status           | Date required | G6 Approval           | G8 Approval           | Vendor Approval       | CHES Approval          | Actions       |
|-----------------------------------|------------------|---------------|-----------------------|-----------------------|-----------------------|------------------------|---------------|
| Adobe Creative Cloud (FULL Suite) | <b>Completed</b> | 4/5/2018      | Responded on 4/6/2018 | Responded on 4/6/2018 | Responded on 4/9/2018 | Responded on 4/10/2018 | T X C<br>Edit |

To view completed requests click on the "Completed" button on the main menu bar

Click on your license request and you will see "Completed" in the Status column. Dates of when G6, G8, Vendor and CHES approval will also be shown.



# Adobe JELA-III Purchasing Guidelines



- JELA-III **Enterprise** products require Only Command CIO/G-6, G-8/RM & CHESSE Approval
- JELA-III **non-Enterprise** Decentralized/Catalog Purchasing require Requester to pay for their own software
  - Sold on a Monthly Prorated basis
  - Volume, spot and promotional discounts are available (need to negotiate)
- 4-step sequential request/approval process (example below):
  - **Command CIO/G-6 Requirement Approval**
  - **Command G-8/RM Funding Approval**
  - **Vendor Approval:** Emergent will provide an **Quote Confirmation** for customer review. Upon customer payment via Government Purchase Card (GPC) or KO Government Purchase Order (PO), Emergent will provide an **Order Confirmation** to Requester and Vendor Approval/Confirmation back via the LTS
  - **CHESSE Approval:** A LTS email – which serves as **User License** – will be generated when CHESSE provides final LTS Approval; CHESSE will also send a follow-up email with Adobe Trusted Agent (TA) info and software download instructions
- Quotes expire end of each month due to Monthly Proration, so a new Quote will be needed if not paid on time

| ▼                                  | 24943     | Adobe Creative Cloud (FULL Suite) |                       | 4/5/2018              | 4/10/2018             |                        |               |
|------------------------------------|-----------|-----------------------------------|-----------------------|-----------------------|-----------------------|------------------------|---------------|
| Please scroll down to view details |           |                                   |                       |                       |                       |                        |               |
| Product                            | Status    | Date required                     | G6 Approval           | G8 Approval           | Vendor Approval       | CHESSE Approval        | Actions       |
| Adobe Creative Cloud (FULL Suite)  | Completed | 4/5/2018                          | Responded on 4/6/2018 | Responded on 4/6/2018 | Responded on 4/9/2018 | Responded on 4/10/2018 | T X C<br>Edit |



# LTS Approver Actions



- The LTS Approver Actions allows for requests to be Rejected “X”, Approved ”√”, Delegated “D”, Transferred “T”, Cancelled “C” or Edited as follows:
  - **Requestor Actions** – has the ability to **Edit** or **Cancel** their own requests
  - **G-6 and G-8 Actions** – have the ability to **Approve**, **Reject** or **Delegate**
  - **Vendor Actions** – has ability to **Approve/Confirm** or **Reject**

| Product                           | Status  | Date required | G6 Approval | G8 Approval | Vendor Approval | CHES Approval | Actions |
|-----------------------------------|---------|---------------|-------------|-------------|-----------------|---------------|---------|
| Adobe Creative Cloud (FULL Suite) | Pending | 4/4/2018      | X √ D       | Pending     | Pending         | Pending       | N/A     |

- **CHES Actions** – has the ability to **Approve**, **Reject** or **Delegate**  
 Once the request has been fully completed & processed by all Approvers, CHES also has the ability to **Transfer** (Can only be conducted within Command/Subcommands), **Reject**, **Cancel** or **Edit** (Only product changes or reduce – not increase the quantity)

| ▼ 24943                            | Adobe Creative Cloud (FULL Suite) |               | 4/5/2018              | 4/10/2018             |                       |                        |               |
|------------------------------------|-----------------------------------|---------------|-----------------------|-----------------------|-----------------------|------------------------|---------------|
| Please scroll down to view details |                                   |               |                       |                       |                       |                        |               |
| Product                            | Status                            | Date required | G6 Approval           | G8 Approval           | Vendor Approval       | CHES Approval          | Actions       |
| Adobe Creative Cloud (FULL Suite)  | Completed                         | 4/5/2018      | Responded on 4/6/2018 | Responded on 4/6/2018 | Responded on 4/9/2018 | Responded on 4/10/2018 | T X C<br>Edit |



# Adobe JELA-III Overview

## Obtaining Adobe Software

- Adobe JELA Download Portal – Carahsoft (CDP)
  - Access latest Acrobat Pro DC & FRL-Offline Bundles (Design, Video & Web)
  - <https://adobe.carahsoft.com/JELA/>
- Adobe Admin Console (AAC)
  - SysAdmins view, administer, generate deployment packages, create support tickets & expert sessions
  - Obtain NUL & FRL-Online, generate FRL-Offline
  - <https://adminconsole.adobe.com/>
- Adobe Licensing Website (LWS)
  - Obtain AEM Forms & ColdFusion Server software
  - <https://licensing.adobe.com>
- Adobe Software Distribution Website
  - Obtain AEM Software updates
  - <https://experience.adobe.com/downloads>

Joint Enterprise License Agreement

1. Complete the form below.
2. After submitting your information, you will receive an automated email from adobe-jela@carahsoft.com to access your official software.
3. The email you receive will provide you with a **system-generated link that is good for one-hour** to begin your software download.
4. After you have downloaded the install files, please follow the guidelines on your local network to request installation or have the software installed on your workstation.

REQUESTOR (END USER) INFORMATION

First Name: [ ] Last Name: [ ]  
Email Address: [ ] Phone Number: [ ]  
Unit or Dept. Name: [ ] Job Title: [ ]  
Enrollee: [ Please Select ] Command: [ Please Select ]

SOFTWARE REQUESTED

Operating System: [ Please Select ] Product: [ Please Select ]  
License Type: [ Please Select ] Bundle: [ Please Select ]  
# of Licenses: [ ]

Admin Console

Learn more about your Admin Console

Take a tour  
You can manage users, buy more licenses and get help through the Admin Console. See what you can do and how to get the most out of your account.

Products and services

| PRODUCTS  | LICENSES |
|---|----------|
| Acrobat Pro DC  | 0 of 4   |
| Acrobat Pro DC (desktop only)   | 5 of 1   |
| Acrobat Pro DC (desktop only) with feature restricted licensing           | -        |
| Acrobat Pro DC (desktop only) with feature restricted licensing - offline | -        |
| Acrobat Pro DC (desktop only) with feature restricted licensing - online  | -        |

Users

| Users          | Count |
|----------------|-------|
| Users          | 439   |
| Administrators | 87    |
| User groups    | 18    |

Latest features and product news

- See all Creative Cloud news
- See all Document Cloud news
- See all Experience Cloud news

Adobe Licensing Website (LWS)

Logged in as: ADOBE\_JELADEPLOYMENTS Profile: End Customer

HOME ACCOUNTS LICENSES REPORTS

Quick Links

- Accounts
- Change Your Settings
- Manage Your Accounts

Licenses

- Retrieve Serial Numbers
- Downloads
- Request Upgrade
- Coupon

Product and Licensing Information

- Adobe.com Volume Licensing

Reports

- View Purchase History

Welcome to LWS Efficiency | Control | Convenience

Messages [ ] Action Requested [ ] View All [ ]

NEWS & LWS tutorials

IMPORTANT NOTICE CREATIVE CLOUD

If you are a License administrator and are accessing the Creative Cloud for Enterprise applications, please download the Creative Cloud Package; obtain your volume serial number and download any applications the Creative Cloud Package does not support that are included in your contract. Creative Cloud Package is required for all Creative Cloud enterprise application packaging. AEM/E does not support packaging of Creative Cloud Applications.

Additional Note: The Creative Cloud volume serial must be...



# Where to Get Your Adobe Licenses



| Product            | Serial | FRL-Offline | FRL-Online | Named User |
|--------------------|--------|-------------|------------|------------|
| Acrobat Classic    | CDP    |             |            |            |
| Acrobat Continuous | CDP    | CDP / AAC   | AAC        | AAC        |
| Creative Cloud Pro |        | CDP / AAC   | AAC        | AAC        |
| FrameMaker         | CDP    | CDP / AAC   | AAC        | AAC        |
| RoboHelp           | CDP    | CDP / AAC   | AAC        | AAC        |
| Presenter          | CDP    |             |            |            |
| Tech Suite         |        |             |            | AAC        |
| Captivate          | CDP    | AAC         | AAC        | AAC        |
| ColdFusion         | LWS    |             |            |            |
| AEM Forms          | LWS    |             |            |            |
| AEM Designer       | LWS    |             |            |            |

CDP = Carahsoft Download Portal

AAC = Adobe Admin Console

LWS = Adobe Licensing Website



# Adobe Admin Console Tasks



- Administrative tasks available to be performed via the Adobe Admin Console (AAC) include:
  - Manage Administrators for your Organization
  - Manage Product Profiles and User Groups
  - Allocate Products to Users
  - Manage Users
  - Manage Packages
  - Setup Domains & Directories
  - Manage Enterprise Storage & Encryption
  - Create & Escalate Support Tickets
- Note: Due to the software & control functions available to AAC Administrators, the minimum requirement is individuals must be designated as Primary Trusted Agent (TA) & CHESSE J/ELA Form (v5.3) includes the option



# Provision FRL Users with Adobe Stock Images NUL



To provision Adobe Stock Images to Feature Restricted Licenses (FRL) Users an Adobe Admin Console (AAC) Administrator would follow these 6 steps:

The screenshot shows the Adobe Admin Console interface. The top navigation bar includes 'Overview', 'Products', 'Users', 'Packages', 'Account', 'Insights', 'Settings', and 'Support'. The 'Products' tab is selected. On the left sidebar, 'Adobe Stock Images - Pro Edition - 1024 GB' is highlighted. The main content area shows the details for this product, including a search bar and a table of product profiles. The table has columns for 'NAME', 'ENTITLED USERS', 'LICENSE QUOTA', 'ADMINS', and 'NOTIFY USER OF ENTITLEMENT'. The first row in the table is 'Default Adobe Stock Images - Pro Edition - 1024 GB configuration' with 0 entitled users, a license quota of 10,936, 0 admins, and 'ON' for notification. Red circles and arrows indicate the steps: 1. Click 'Products' in the top navigation bar. 2. Select 'Adobe Stock Images - Pro Edition - 1024 GB' in the left sidebar. 3. Click on the 'Default Adobe Stock Images - Pro Edition - 1024 GB configuration' profile in the main content area.

1. Navigate to Products
2. Select Adobe Stock Images - Pro Edition
3. Click on Default Profile Name



# Provision FRL Users with Adobe Stock Images NUL



The screenshot shows the Adobe Stock Images user provisioning interface. A yellow callout box in the center contains the following steps:

4. Add User
5. Input User Email
6. Save

Red arrows point from these steps to the corresponding UI elements: Step 4 points to the 'Add User' button, Step 5 points to the email input field for User 2, and Step 6 points to the 'Save' button. A second yellow callout box on the right contains the following information:

- User will receive an email with instructions to access the Adobe Stock Website
- <https://stock.adobe.com>

The interface also shows a table of users with columns for Name, Email, and SSO username. The 'Add User' button is circled with a red '4', and the 'Save' button is circled with a red '6'. The email input field for User 2 is circled with a red '5'.





# User Support Process



- Review Self-Service Resources
- Contact Agency IT/Adobe Resources based on type of issue
- If unresolved, Agency Adobe Support Administrators can:
  - [Create Support Ticket](#) on [Customer Admin Console](#)\*  
(JELA US Premier Support Team will be assigned ticket)
    - Download, installation, and deployment support
    - Troubleshooting of unexpected errors or behaviors of application
  - Schedule 30 Min Adobe Expert Session for Administrator or End User Help (Unlimited)
  - If Users don't have access to log ticket on Adobe Admin Console, email [adobe-jela@carahsoft.com](mailto:adobe-jela@carahsoft.com)

\* Tickets for AEM Forms should be created under [JELA – AEM](#) Admin Console (note change in console name, however URL is still the same)



## Adobe Self-Service Resources



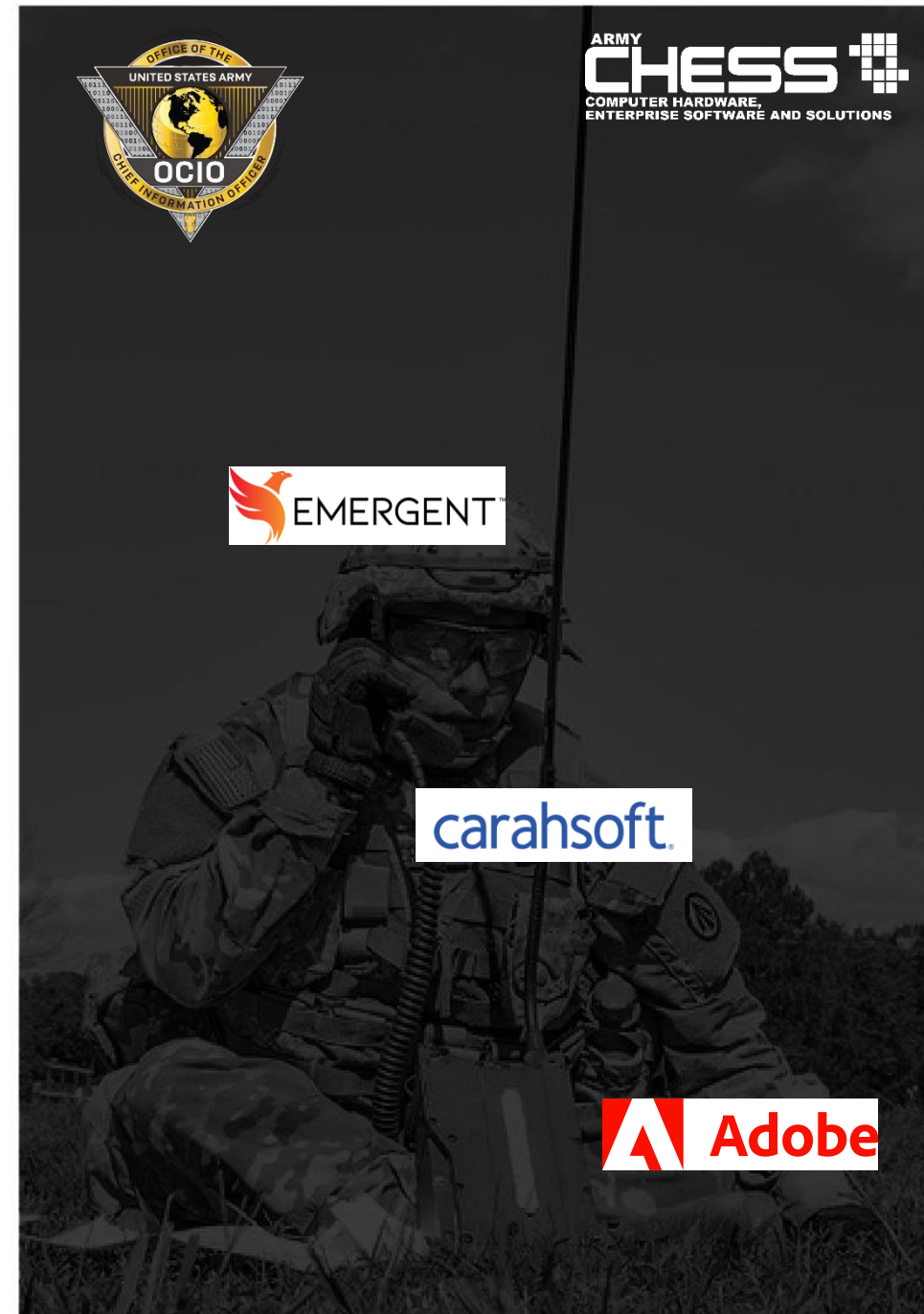
- Adobe Help: <https://helpx.adobe.com/support.html>
- Enterprise Admin Guide: <https://helpx.adobe.com/enterprise/admin-guide.html>
- Experience League: <https://experienceleague.adobe.com/>
- Community Forum: <https://community.adobe.com/>
- Check Adobe System Status: <https://status.adobe.com/>



# Adobe JELA-III Overview

## Questions & Answers (Q&A)

- Adobe Acrobat Pro DC Serialized Version
  - 2015 Serial Number/Key (-3766) Compromised
  - Adobe deactivated on 3 Mar & will do so again 27 Apr
  - Adobe has distributed a paper with 2 options:
    - Migrate to new Serial Number/Key (-0456)
    - Migrate to Acrobat Pro DC FRL version
  - Adobe will have Office Hours/Connect Room to assist
- Questions & Answers
  - Please raise your hand & we will take people in turn
  - Alternatively post your question in Chat & we will get to as many as possible
- A copy of the presentation is uploaded into MS Teams Files or available CHES Help Desk





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# Adobe JELA-III Overview



## Points of Contact (POC)

CHESS Help Desk: [ArmyCHESS@army.mil](mailto:ArmyCHESS@army.mil)

CIO/G-6: [USArmy.EnterpriseLicensing@mail.mil](mailto:USArmy.EnterpriseLicensing@mail.mil)

Emergent, LLC (Reseller): [JELA@emergent360.com](mailto:JELA@emergent360.com)

Carahsoft (Distributor): [Adobe-JELA@carahsoft.com](mailto:Adobe-JELA@carahsoft.com)

