

All LaGuardia faculty are entitled to a copy of Adobe Acrobat Professional software, but you must create a ticket with the IT Division to get the credentials that will give you access to the Adobe Cloud. To create the ticket, you have to sign-in to your LaGuardia account and then look for the IT support link:

The screenshot shows a faculty portal interface with a header for "COVID-19 Updates" and navigation tabs for "eTools", "My Schedule", "Student Engagement", "SharePoint Sites", and "Faculty Resources". On the left, there is a "Quick Links" sidebar with categories like "Request Support" and "Information Technology (IT) HelpDesk". The main content area lists various services under "Local Apps", "CUNY Apps", and "Administration". A green box highlights the "Information Technology (IT) HelpDesk" link in the sidebar, with a green arrow pointing to it from a "Click" callout box.

Then, on the next screen look for Request Support and click on IT HelpDesk:

The screenshot displays the "LaGuardia Services" page. At the top is the LaGuardia Community College logo. Below it, there are four service categories: "Account Management", "Data Analysis & Reports", "Computer Services", and "Web / Campus Applications". Each category has a list of services. A green box highlights the "Computer Services" icon and its corresponding list of services, with a green arrow pointing to it from a "Click Here" callout box.

And in the last page select the category “License Request”, and subcategory “Adobe Creative Cloud”

The screenshot shows the 'Computer Services Support Request' form. The 'General Details' tab is active. The 'Category' dropdown menu is set to 'License Request', indicated by a green circle with the number 1. The 'Description' field contains the text 'Type message here'. The 'Sub-category' dropdown menu is open, showing two options: 'Adobe Creative Cloud' (indicated by a green circle with the number 2) and 'Camtasia or Snagit' (indicated by a green circle with the number 3). There are also 'Attachments' with an 'Upload' button, and 'Submit' and 'Cancel' buttons at the bottom.

IT will contact you to set-up your credentials, which will allow you to download the software. They will send you step-by-step instructions.

If you are unable to follow the steps above, you should call the IT HelpDesk directly at (718) 482-6134.