



carahsoft.



Adobe

JELA Trusted Agent Download and Installation Guidance



» JELA Trusted Agent Roles and Responsibilities

A Trusted Agent is an DoD-appointed individual who is granted access through the Carahsoft Technical Team to download software from the JELA Download Portal hosted and maintained by Carahsoft. Trusted Agents must first be approved via DoD internal channels.

Each JELA enrollee is responsible for their own procedures for TA and software approval.

Please note, these processes may vary by enrollee.

Responsibilities include, but are not limited to, the following:

- Submit any and all download requests on behalf of associated end users
- Submit appropriate download requests for pre-licensed software packages for installation
- Submit appropriate download requests for license file packages to apply app licensing
- Deliver aforementioned software packages/files to requesting parties via internal methods
- Tracking software / license distribution / deployment counts for appropriate users
- Responding to user requests for software updates to address security vulnerabilities

» Carahsoft Guidance for Downloading and Installing Applications Under the JELA-IV BPA

Installation instructions for the Adobe JELA Download Portal hosted by Carahsoft:

To install any of the available Adobe FRL Offline applications, please refer to the below for installation instructions. This process can only be done by DoD-approved Trusted Agents.

Installation Instructions:

1. Navigate to the JELA Download Portal at <https://adobe.carahsoft.com/JELA>
2. Enter in the appropriate (TA) requestor information and operating system, select your desired main product (such as, "Creative Cloud") under the product category, and then select the desired bundle(s) for the specific application version/package one at a time. Four individual requests, one each for Imaging, Design, Web, and Video Tools to install the full Creative Cloud, for example, or choose from the other available applications as desired.

There are four separate bundles for the full CC: Imaging Tools, Design Tools, Web Tools, and Video Tools. For each product, you will be able to select from DoD-approved versions for use.

Note: If you have originally purchased the full Creative Cloud set of apps, select "full" as the license type or "single" for individually purchased applications.

You may omit the "License Update" and "Approval ID" section.

3. Once downloaded, open the build folder and run the .msi Windows MSI Package or setup.exe to install on Windows, or the .pkg on Mac.

Note: Make sure to copy the entire zipped folder to a local destination on the machine and unzip to the same location before running the installer. Close out of all other apps and windows before executing. Ensure that you do not have any security software or policies that may block the installations and that your system meets the full Adobe tech specs documented online.

4. Once the installer is run for app packages, it should install the licensed version of the app(s).

Additional info:

Each email download link is valid for one hour due to security reasons. You may submit the request form on the portal as many times as necessary to obtain your download, but you should keep track of your actual installations and only deploy as many instances of the software as you have procured through the contract. Each license is valid for installation on up to two machines.

Each FRL Offline software package includes a built-in license file for the current JELA contract period of performance and each downloaded package can be used for multiple installations.

The JELA Download Portal can be accessed at the following link:
Adobe JELA - Download Portal (carahsoft.com)

Contact **adobe-jela@carahsoft.com** and your DoD JELA Program team for assistance.