

Adobe JELA
Joint Enterprise License
Agreement Portal
Creative Cloud

September 2014

Introduction

- This briefing will explain the Portal for the Adobe Joint Enterprise License Agreement (JELA) files.
- The site varies somewhat from other download portals in that various “packages” of products must be downloaded first in order to complete a full install of the Adobe Creative Cloud or Document Services.
- The Adobe-JELA download portal can be accessed at the following link: <https://adobe.carahsoft.com/JELA/index.php>
- In this Overview you will learn:
 - How to Access the Adobe JELA License Portal
 - How to Request Licenses
 - How to Download Packages
 - How to Install Army bundles (NETCOM instructions)
 - How to access additional resources

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 - Download
 - Install of Multiple Package files

- **Request Single Copies of Adobe Creative Cloud Tools**
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- **Army AGM Installation Instructions**
 - Deployment steps

- **Additional Resources**

Request Full Builds of Adobe Creative Cloud

Access the Adobe Download Portal

Direct link to the download portal:

<https://adobe.carahsoft.com/JELA/index.php>

Personnel requesting software via this download portal must have prior approval by their Enrollee leadership in order to gain access.

All of the applicable boxes on the request form must be filled out.

Adobe Enterprise License Portal

Program Name: Adobe JELA
Contract Number: N00104-12-A-2F32 - KH01
Vendor: CDW-G

[Adobe JELA Overview](#) |
 [FAQs](#) |
 [Understanding Bundles](#) |
 [Install Guide - Creative Tools](#) |
 [Install Guide - AEM, LiveCycle, On](#)

How to Access Software Licenses:

Complete the registration form below. After submitting your information, you will receive an automated email from JELA@carahsoft.com to access your official software.

Please contact Adobe-JELA@carahsoft.com with any distribution issues or AdobeJELA@CDWG.com for questions. Only Authorized personnel are provided access to the software via this download site.

- Army Trusted Agents will provide downloaded software to their respective Army System Administrators.
- DISA authorized installers will distribute software in accordance with established procedures at [https://www.disa.mil](#).

If you have specific questions regarding the portal or file download, please contact the Carahsoft JELA team at adobe-jela@carahsoft.com
 For license requests or questions regarding the Army CHES process, please contact the CHES team at [4405](mailto:4405@armychess@mail.mil) or armychess@mail.mil
 For technical support questions that involve software install issues or Army system-specific questions, please contact the NETCOM AGM Team at netcom.hq.agmsupport@mail.mil

Contact / Usage Information

First / Last Name: **Email:**
Title: **Phone:**
Enrollee:
Agency/Command:
Unit name: (Unit that is requesting licenses)
Number of licenses:

Software Required

OS: *This field is required*
Product: *This field is required* (For potentially faster download times, Trusted Agents can choose the "(CDN)" option)
Bundle: *This field is required* (Due to file size limitations for Creative Cloud Full and Creative Suite 6, you will need to download and install all 3 bundles)

Important notices are provided in the alert section of the page

Request Creative Cloud - Full

First / Last Name: Trusted Agent

Title: Army CHESS

Enrollee: Army

Agency/Command: DA STAFF

Unit name: Public Affairs Office

Number of licenses: 4

Software Required

OS: Windows

Product: Creative Cloud (CDN)

Bundle: -- Please Select --

- Fill out your basic user information, and select **Windows** as your operating system.
- Under the “Product” Selection, choose “**Creative Cloud**”

- Creative Cloud applications are contained in four different bundles
 - Design
 - Digital Imaging
 - Video Tools
 - Web Tools
- **Each bundle contains a varied collection of products.**
- **To get the full version of Creative Cloud, you will need to download and install all four bundles.**
- **For a list of what apps are included in each bundle, see the portal menu or view the list at the following URL:**
<https://adobe.carahsoft.com/JELA/JELACreative.pdf>

- Choose the package file that best meets the Operating System for the end user who has requested the install (32 bit or 64 bit)
- 64 bit will not operate if a user only has a 32 bit-capable workstation.
- 64 bit however, is the best choice for a user that has a 64 bit-capable platform.

Select Software for Download

Unit name: (Unit that is requesting licenses)

Number of licenses:

Software Required

OS:

Product: (For potentially faster download, select the "(CDN)" option)

Bundle: (Due to file size limitations for some bundles, you will need to download and install the software.)
This field is required

How will you or your unit use the licenses?

<input type="checkbox"/> Public Affairs	<input type="checkbox"/> Visual Information	<input type="checkbox"/> Broadcast Production
<input type="checkbox"/> Web Development	<input type="checkbox"/> Forms Design	<input type="checkbox"/> Workflow Management
<input type="checkbox"/> Content Management	<input type="checkbox"/> Document Management	<input type="checkbox"/> Document Security
<input type="checkbox"/> Animation	<input type="checkbox"/> Content Production	<input type="checkbox"/> Forms Management
<input type="checkbox"/> Audio Engineering	<input type="checkbox"/> Responsive Design	<input type="checkbox"/> Multi-media development
<input type="checkbox"/> Enterprise Solutions	<input type="checkbox"/> Forms	<input type="checkbox"/> Information Compliance

Would you or your unit benefit from a product demonstration or overview?
 No Yes

Ask the Experts! We'd like to show you how the Adobe software can enhance your business processes and increase efficiency. Let us help you decide which package is right for you. [Schedule your personalized product demonstration.](#)

Need help deciding which Creative Build is right for your Agency? [View all available Creative custom builds for the DoD JELAs.](#)

Request Download

Note Army Users: Individuals must request all Adobe licenses and obtain their Command G-6 and G-8 approval through the CHES License Tracker System (LTS) SharePoint.

Adobe Authorized Products

Contacts

Vendor CDW-G Phone: (888) 463-2394 Email: AdobeJELA@CDW.G	Adobe JELA Download Site Phone: (877) 99 ADOBE Email: adobe-JELA@carahsoft.com
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After you have complete the applicable fields on the form, Click the "Request Download" button to submit your request.



Web Page Confirmation

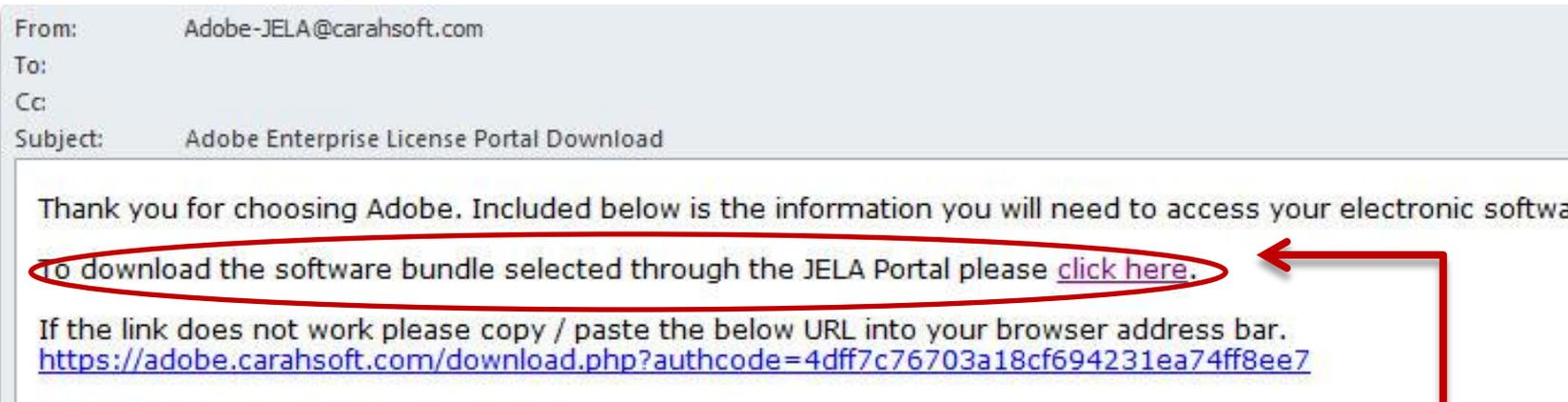
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Thank you for registering. A download link has been sent to the email address provided.

Download Instructions Email Response



- Following the automated web page response, you will receive an email with a link to your download file and installation instructions.
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Download Package

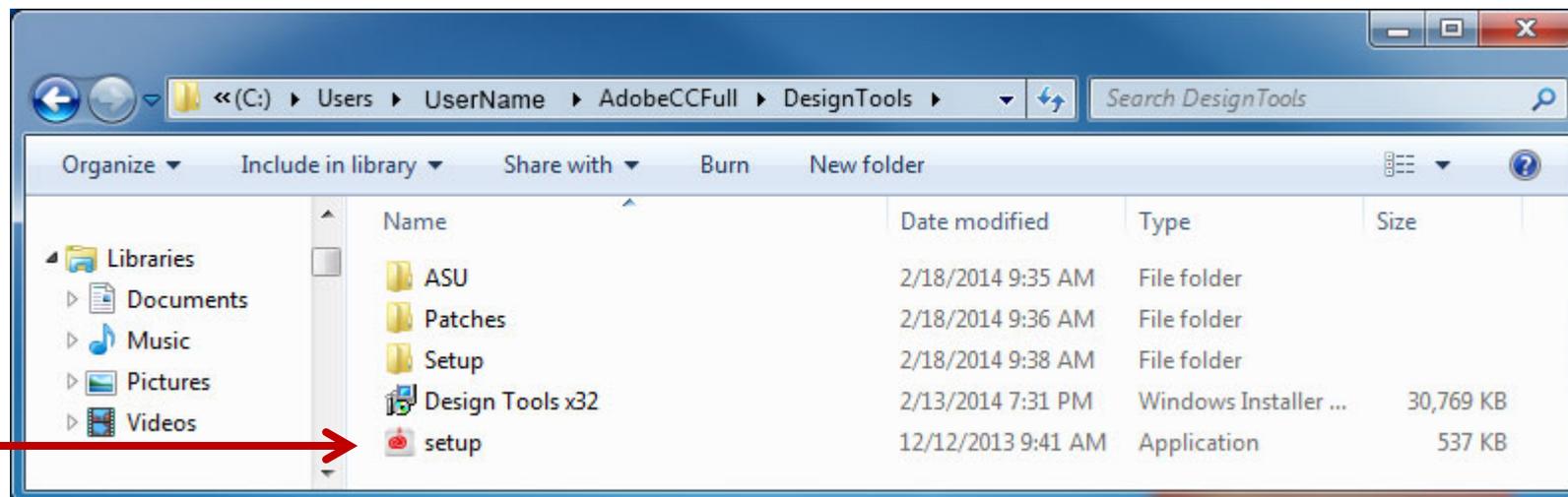
Adobe Enterprise License Portal

Your download will begin in 3 seconds. If it doesn't start automatically [click here](#) to download.

- When you click on the link provided in your download email, an Enterprise Portal download page will launch, and your file will download to the directory you have specified on your local machine for download files.

- The files you download for Creative Cloud will be “zip” files which contain all the files and folders necessary to install each bundle.

Install the Bundle



- After you have downloaded the zip file, open the compressed file and copy the file contents to a DVD or to the end user's desktop.
- Double click on the "Adobe_XXXXX_xx.exe" file to begin the installation process.
- **DO NOT attempt to install individual files from any subdirectories. Doing so will install the software without a license key and it will be unable to operate.**
- Once the file launches, there will be no selection process for individual products.
- The installation process may take up to 15 minutes or longer to complete.
- All tools within each Creative package (Design, Video, and Web) will be installed during each subsequent install process.

Single Copies of Adobe Creative Cloud Tools

Access the Adobe Download Portal

Direct link to the download portal:

<https://adobe.carahsoft.com/JELA/index.php>

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Creative Cloud – Single Products

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 Title: Army CHESS
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 Agency/Command: DA STAFF
 Unit name: Public Affairs Office
 Number of licenses: 4
 Software Required
 OS: Windows
 Product: Creative Cloud (CDN)
 Bundle: -- Please Select --
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- Creative Cloud applications are contained in four different bundles
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- **Each bundle contains a varied collection of products.**
- **For any single product installs, chose the bundle that has the tools you need; then download / install that specific bundle on the end users machine. A list of what each apps bundle contains can be found on the portal menu bar or this location:**
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Select Software for Download

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Number of licenses:

Software Required

OS:

Product: (For potentially faster download, select the "CDN" option)

Bundle: (Due to file size limitations for some bundles, you will need to download and install the bundle locally)
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How will you or your unit use the licenses?

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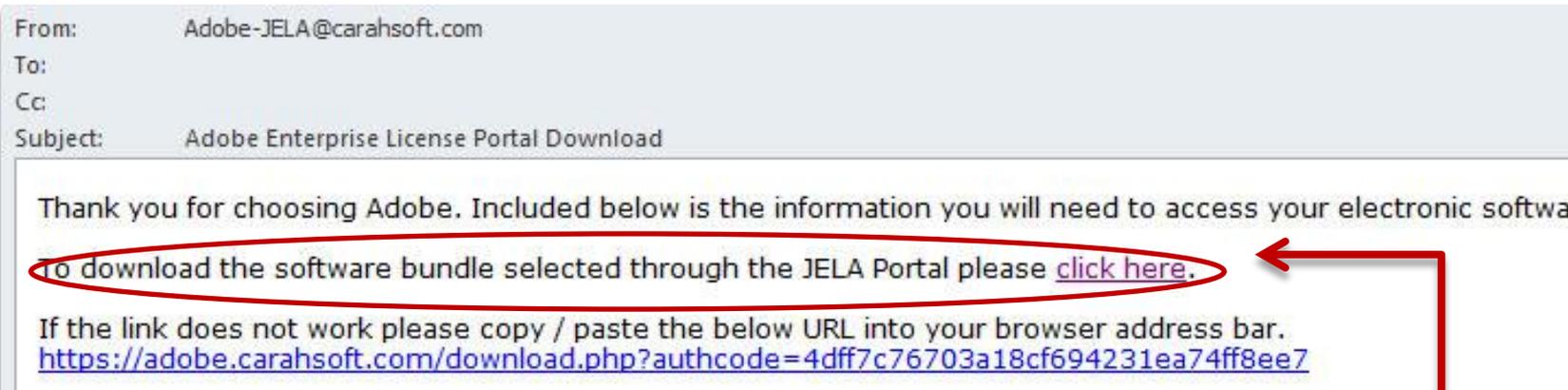
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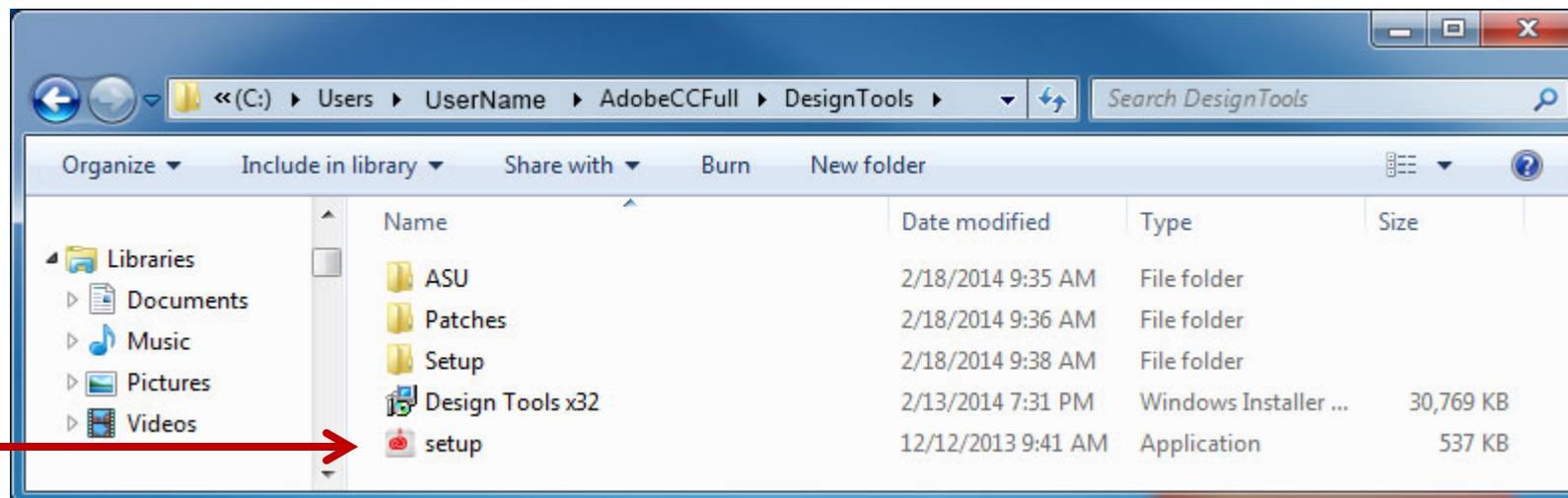
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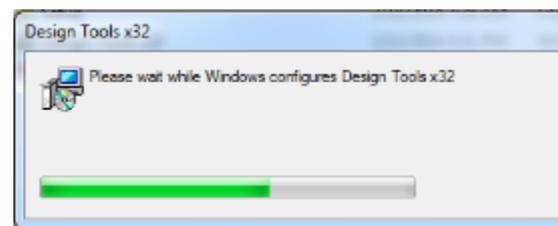
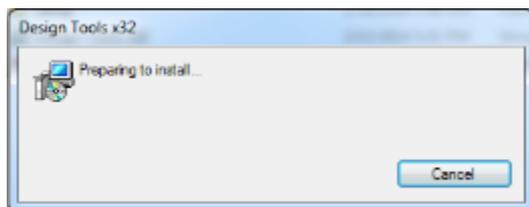
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Deployment Steps

1.3 If a User Account Control window appears, Press the Yes Button to continue/



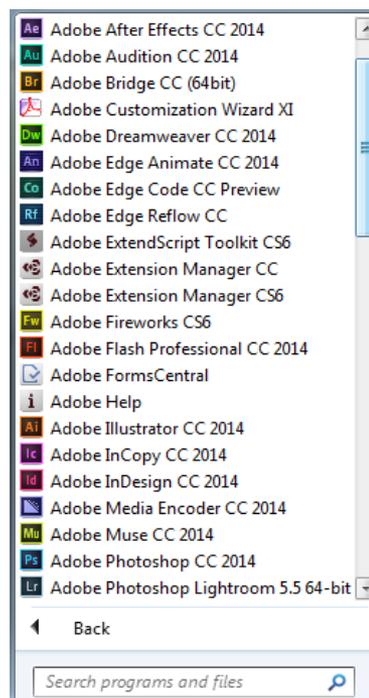
1.4 Next, the Adobe application installation will begin the installation of the Adobe Creative Suite products. There will be multiple windows that appear showing the process of the installation.



Deployment Steps

1.5 When the installation is complete, the above window (Figure 4) will disappear. The installation does not require a reboot. The applications are available for use.

1.6 To view the Adobe Creative Cloud Suite applications installed on the computer, click the **Start** menu then click the **All Programs**. The Adobe Creative Suite packages that were installed will appear as highlighted shortcuts.



Additional Adobe JELA Guidance and Support



Milsuite Community of Interest / Group for Adobe JELA:

<https://www.milsuite.mil/book/groups/adobe-users>



Adobe JELA resource site:

<http://www.carahsoft.com/Adobe-JELA/resources/index.php>



Contract Prime Reseller:

<http://www.cdwg.com/content/brands/adobe/adobe-jela.aspx>



Adobe Webinar Series for DoD:

<http://gov.adobeeventsonline.com/Webinars/DoD/index.php?source=101>

Contact Addresses for Support and Questions:

Carahsoft - Adobe-Jela@carahsoft.com

CDW-G - AdobeJela@cdwg.com