

**Adobe JELA**  
**Joint Enterprise License**  
**Agreement Portal**  
**Online/LWS/LiveCycle**

**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 access additional resources

# Table of Contents



- **Request Online Only Downloads**
- **Request LiveCycle Designer**
- **Request License for LiveCycle or AEM Document Services**
  - Accessing the Adobe LWS site
  - Install overview
  - Recommended Install Instructions
- **Additional Resources**

# Request LiveCycle Designer

# 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 boxes on the request form must be filled out.

Important notices are provided in yellow alerts on the page

**Adobe Enterprise License Portal**

Program Name: Adobe JELA  
 Contract Number: N00104-12-A-ZF32 - KH01  
 Vendor: CDW-G

Adobe JELA Overview

Please note only Adobe Trusted Agents will be given access to the software via this download site. Adobe Trusted Agents will provide Army authorized System Administrators with the software.

**How to Access Software Licenses:**

When registering as an authorized user, please fill out the information below.

Once you have submitted the registration form, you will receive an automated email from adobe-JELA@carahsoft.com to access the software. Please contact adobe-JELA@carahsoft.com with any issues or AdobeJELA@CDWG.com

**Name:**   
**Agency:**   
**Title:**   
**Phone:**   
**Email:**   
**OS:** -- Please Select --  
**Product:** -- Please Select --  
**Bundle:** -- Please Select --

Number of licenses to be utilized?

Which unit within your agency will be utilizing the licenses?

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
<input type="checkbox"/> Other	

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

**Request Download**

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

Adobe Authorized Products

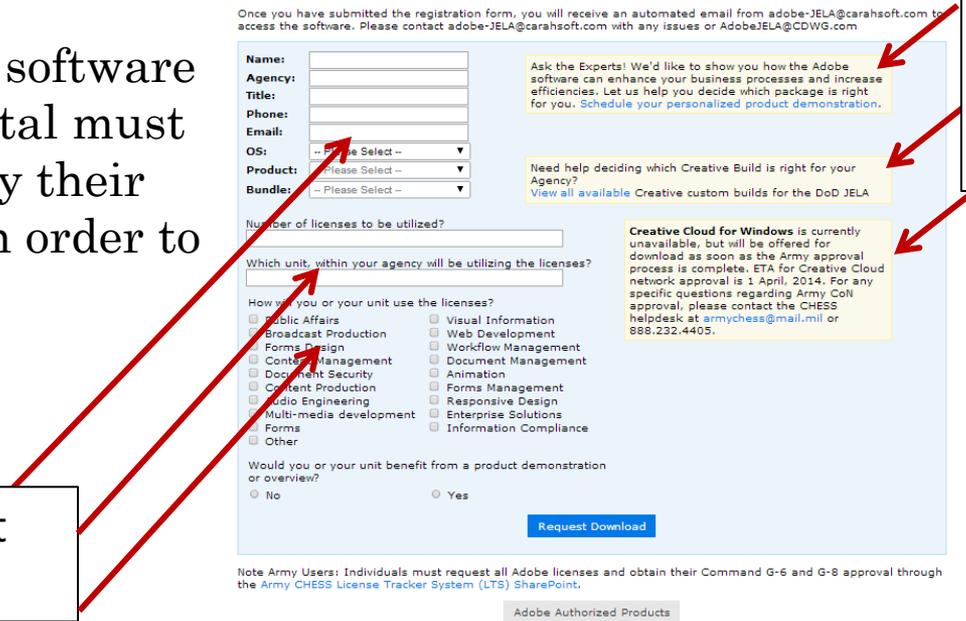
**Contacts**

<p><b>Vendor CDW-G</b></p> <p>Phone: (888) 463-2394        Email: AdobeJELA@CDWG.com</p> 	<p><b>CHES Help Desk</b></p> <p>Phone: (888) 232-4405        Email: armyches@mail.mil</p> 	<p><b>Adobe JELA Download Site</b></p> <p>Phone: (877) 99 ADOBE        Email: adobe-JELA@carahsoft.com</p> 
--	---	--

Ask the Experts! We'd like to show you how the Adobe software can enhance your business processes and increase efficiencies. 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 JELA

Creative Cloud for Windows is currently unavailable, but will be offered for download as soon as the Army approval process is complete. ETA for Creative Cloud network approval is 1 April, 2014. For any specific questions regarding Army Colt approval, please contact the CHES helpdesk at armyches@mail.mil or 888.232.4405.



# LiveCycle Designer

- LiveCycle Designer is the tool you use to create/build/design Forms.
- LiveCycle Designer is NOT synonymous with Adobe AEM Document Services or the LiveCycle Collection of Server-based products.
- LiveCycle Designer is not available for the Apple/Mac platform

## How to Access Software Licenses:

When registering as an authorized user, please fill out the information below.

Once you have submitted the registration form, you will receive an automated email software. Please contact [adobe-JELA@carahsoft.com](mailto:adobe-JELA@carahsoft.com) with any issues or [AdobeJELA](#)

The screenshot shows a registration form with the following fields and values:

- Name: [Empty]
- Agency: Army CHES
- Title: System Admin
- Phone: 703 555-1212
- Email: [Empty]
- Os: Windows
- Product: LiveCycle Designer
- Bundle: LiveCycle Designer

The 'Product' and 'Bundle' dropdown menus are circled in red. Below these fields, there is a section for 'Number of licenses to be utilized' with a value of '1', and a section for 'Which unit, within your agency will be utilizing the licenses?' with the value 'Army CHES Headquarters'. At the bottom, there are checkboxes for 'Public Affairs', 'Visual Information', 'Product Production', and 'Web Development'. On the right side of the form, there are two yellow callout boxes: one that says 'Ask the Experts! We'd like to... can enhance your business... us help you decide which pa... personalized product demor...' and another that says 'Need help deciding which Cr... View all available Creative c...'. At the bottom right, there is a yellow box with the text 'Creative... unavailab... soon as t... ETA for C... April, 201... Army CoH... helpdesk... 888.232.-'

# Select Software For Download

## How to Access Software Licenses:

When registering as an authorized user, please fill out the information below.

Once you have submitted the registration form, you will receive an automated email with the software. Please contact [adobe-JELA@carahsoft.com](mailto:adobe-JELA@carahsoft.com) with any issues or Add

<b>Name:</b>	<input type="text" value="Trusted Agent"/>
<b>Agency:</b>	<input type="text" value="Army CHESS"/>
<b>Title:</b>	<input type="text" value="System Admin"/>
<b>Phone:</b>	<input type="text" value="703 555-1212"/>
<b>Email:</b>	<input type="text" value="trusted.agent.civ@mail.mil"/>
<b>OS:</b>	<input type="text" value="Windows"/>
<b>Product:</b>	<input type="text" value="LiveCycle Designer"/>
<b>Bundle:</b>	<input type="text" value="LiveCycle Designer"/>

Ask the Experts! We'd like to know how we can enhance your business process. Let us help you decide which product is your personalized product der

Need help deciding which Creative Cloud product? [View all available Creative cus](#)

- After you have selected the package you need to download, add the number of users you are preparing to make the single products available to (as per the number of licenses requested via your chain of command, i.e. 18 copies of Adobe Photoshop)

- Click the “Request Download” button to submit your request.

# Web Page Confirmation

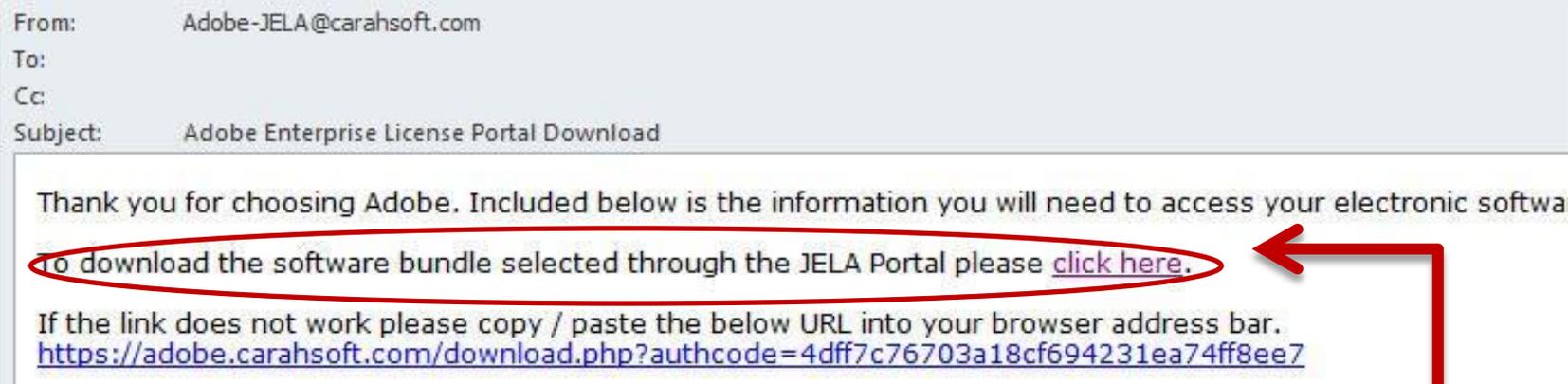
- After requesting your download, you will receive a web page confirmation, such as the one below



## **Adobe Enterprise License Portal**

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.
- **Note: You only have ONE HOUR from the time that you receive the email to start your file download.**
- **Once the download starts, though, the process will continue until the file process is complete.**
- **If you cancel and attempt to begin the download or the process fails after an hour has passed, you will need to begin the license request process over again.**
- **There is no restriction for multiple downloads from the portal site. Each request, however, will be maintained for records and accounting.**

# Download Package

## Adobe Enterprise License Portal

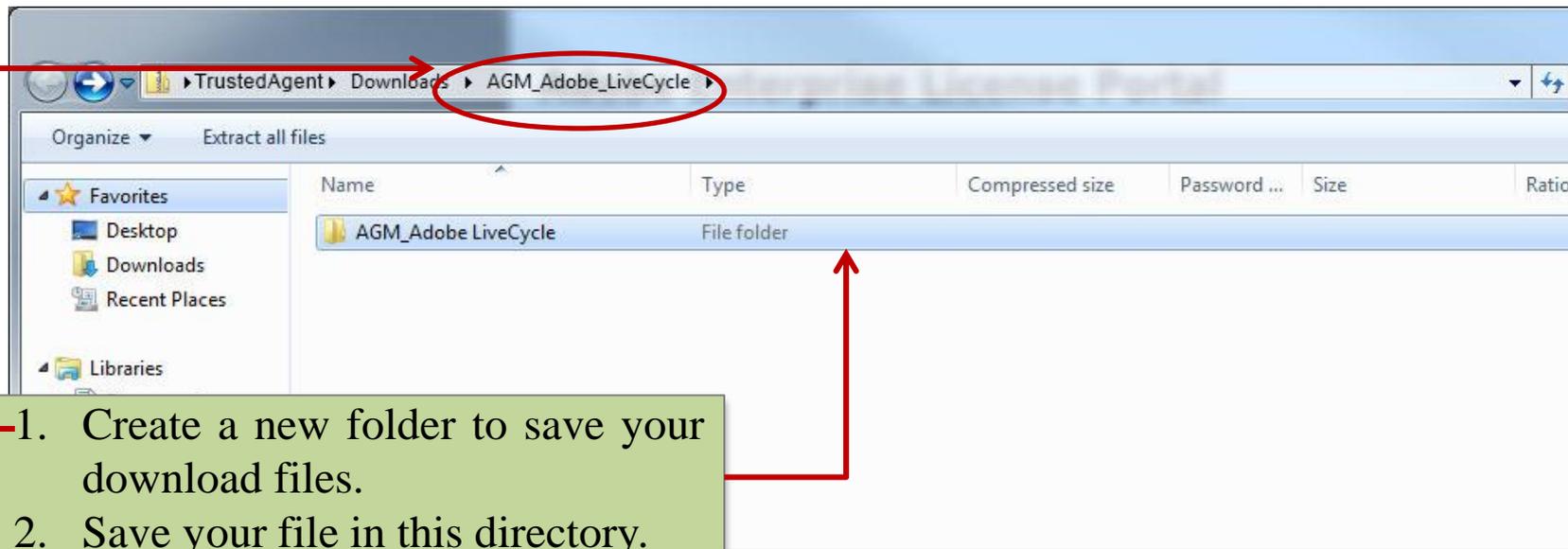
Your download will begin in 3 seconds. If it doesn't start automatically [click here](#) to download.

- 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.

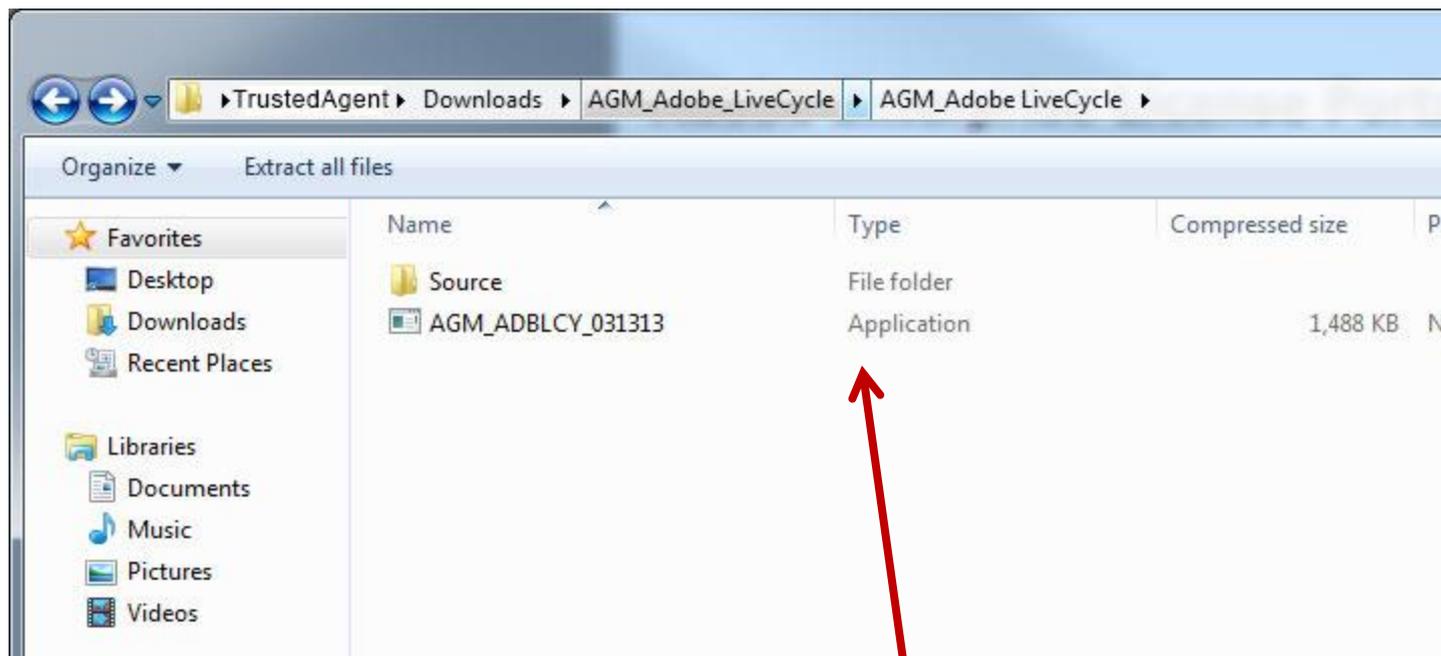
- The file you download will be a compressed (zip).

AGM\_Adobe\_LiveCycle.zip  
103/180 MB, 12 secs left

# Extract Installation Files



# Install LiveCycle



- Double-click on the zip file.
- Next, double-click on the “AGM” application (setup) file listed.

# Request License for AEM Document Services

# AEM Document Services

- Fill out your basic user information, and select **Windows** as your operating system.
- Under the “Product” Selection, choose “**Adobe Experience Manager**”
- Only one bundle will be available for selection under the Adobe Experience Manager – AEM Document Services

Once you have submitted the registration form, you will receive the software. Please contact [adobe-JELA@carahsoft.com](mailto:adobe-JELA@carahsoft.com) with a

<b>Name:</b>	<input type="text" value="Trusted Agent"/>
<b>Agency:</b>	<input type="text" value="Army CHES"/>
<b>Title:</b>	<input type="text" value="System Admin"/>
<b>Phone:</b>	<input type="text" value="703 555-1212"/>
<b>Email:</b>	<input type="text" value="Trusted.Agent.civ@mail.mil"/>
<b>OS:</b>	<input type="text" value="Windows"/>
<b>Product:</b>	<input type="text" value="Adobe Experience Manager ("/>
<b>Bundle:</b>	<input type="text" value="AEM Document Services"/>

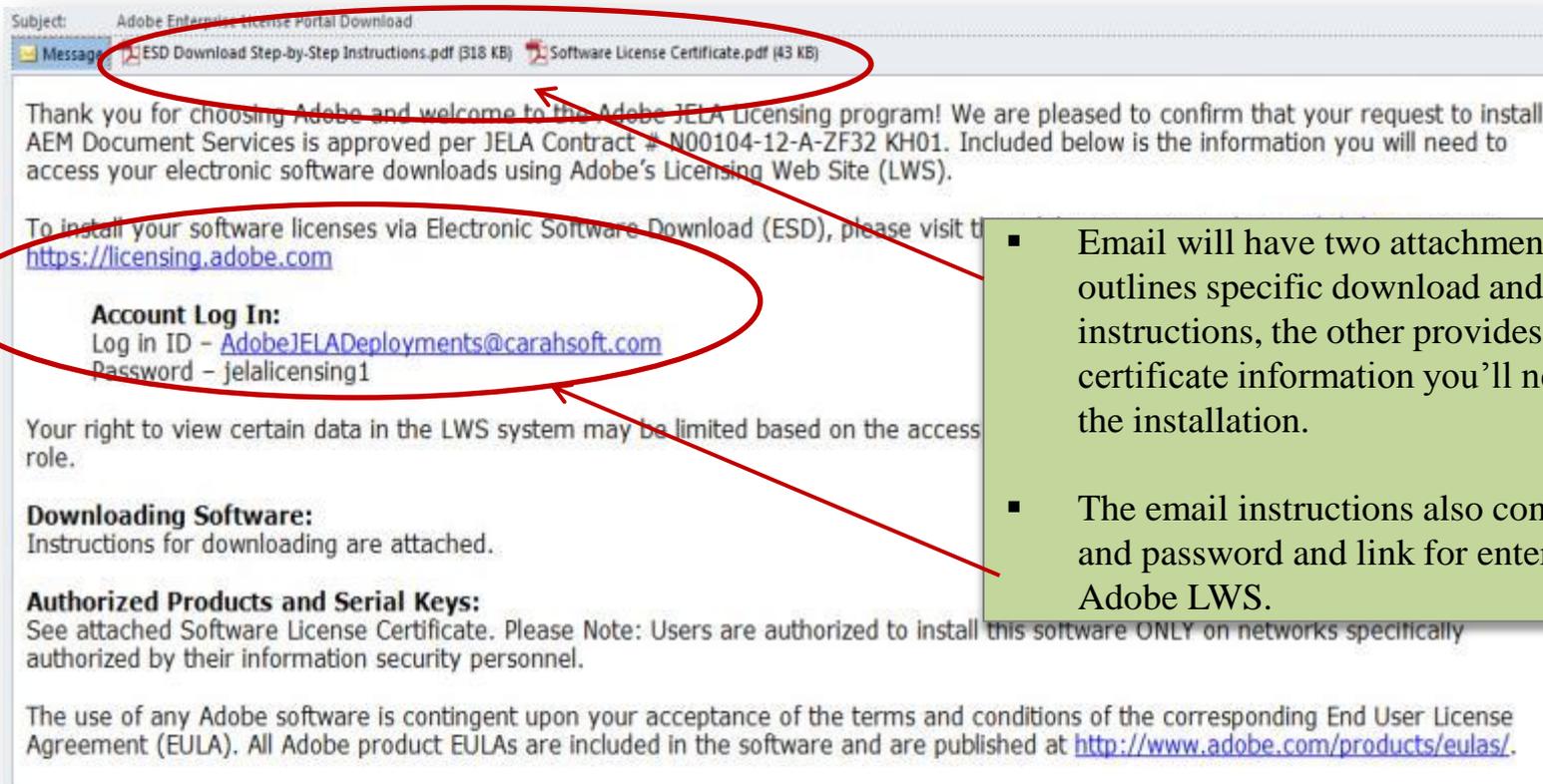
Ask the Experts! We'd like to show you how the AEM can enhance your business processes and increase productivity. Let us help you decide which package is right for you. [View all available Creative custom builds for the DoD.](#)

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

- Click “Request Download”

# AEM Document Services Email

- You will receive a license download email with instructions on how to access the various tools necessary to set up AEM Document Services on your network.
- **This download process is different from the Creative Cloud and desktop tools.**
- For AEM DS, you must login to the Adobe Licensing Web Server to access required products.



- Email will have two attachments, one that outlines specific download and install instructions, the other provides license certificate information you'll need to complete the installation.
- The email instructions also contain the user ID and password and link for enterprise access to Adobe LWS.

# AEM Document Services – Additional Guidance

- **NOTE: Any end user that requests AEM Document Services through CHES** will most likely need the following two line items of tools from the Adobe LWS site:
  - **Doc Services AEM** (adds digital certs for Acrobat Reader Extensions)
  - **LiveCycle ES** (version needed: ESD MUN – English language)

**CONTRACT NOTE: AEM Basic is the install provided for download. ONLY LiveCycle Forms Portal and Data Services are AUTHORIZED for use.** All other components included within AEM Basic install must be disabled or uninstalled as they are not included within the Adobe JELA contract.

# AEM Document Services – Additional Guidance

The installation and download of AEM Document Services is a potentially confusing process – due to the varied server configurations and network requirements that exist throughout the Army Enterprise and how these server-based licenses are distributed.

In order to gain a more detailed explanation into what AEM Document Services provide, what you are authorized access to, and various server scenarios for recommended installations, the following two web pages are provided as a reference:

AEM Document Services

<http://www.carahsoft.com/Adobe-JELA/resources/index.php?expanddiv=6>

Recommended AEM Doc Services Install

[http://www.carahsoft.com/Adobe-JELA/resources/JELA\\_AEM\\_Recommended\\_Install.html](http://www.carahsoft.com/Adobe-JELA/resources/JELA_AEM_Recommended_Install.html)

# Additional Resources

# 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](mailto:Adobe-Jela@carahsoft.com)

CDW-G - [AdobeJela@cdwg.com](mailto:AdobeJela@cdwg.com)