

# **Frequently Asked Questions**

## **From when to when can I buy the semester license?**

From 01.09. to 28.02. and from 01.03. to 31.08. each year.

## **Why is the license only valid for one semester?**

The licenses can only be used by active students. With a semester license and after each renewal, we can verify with Adobe that you are still entitled to use Adobe CC Pro based on your EDU-ID /AAI.

## **Do I have to buy a new license for each semester?**

As the licenses are only valid for one semester, they have to be purchased again each semester. The semester license gives you the opportunity to use Adobe CC Pro only within the framework of a project and only during one semester. The renewal of the license is not obligatory and can only be realized with a new order and payment.

## **How does the renewal work after 6 months?**

After your first order you will receive an information e-mail after 5 months. In this e-mail you will be informed that your license will expire in 30 days. You will also be asked if you would like to renew for one more semester. You will be reminded again 15 days before expiry. On the last day, you will be asked to either renew (within 24 hours) or back up your data externally. Otherwise, your license will be revoked within the next 24 hours.

## **Why does the price always remain the same, no matter when I order?**

With monthly licensing, the administrative costs would increase considerably, which would lead to a higher sales price.

So in order to guarantee you the best offer, we have to keep the expenses as low as possible. But let's be honest: Even for 2 months the complete Creative Cloud Pro including Adobe Stock - at this price - is still cheaper than the otherwise available offers from Adobe. Another advantage is that when you purchase through us, you commit yourself not for a whole year like with an direct purchase from Adobe.

## **Can I order more than one license?**

To ensure that all students in Switzerland can benefit from this offer, you will only be able to order one license per order.

## **I have already received a license from my university, may I still order a separate / additional license?**

You may, but it doesn't make sense as you can log in with your Adobe ID from any PC and use the desired application.

**On how many devices can I use with the Adobe Creative Cloud?**

You can use your Adobe App on 3 devices at the same time, after a period of about 5 hours you will be logged out automatically.

**I am doing a PHD. Can I also benefit from this student offer?**

Yes, provided you are doing your PHD at a Swiss university and you have a SWITCH Edu-ID / AAI.

**I am an employee of a university. May I also benefit from this student offer?**

Unfortunately, no. The offer is aimed exclusively at students. Please contact your university for employee licenses.

If your question is not listed, please contact asknet Solutions AG directly at [service.swiss@asknet.ch](mailto:service.swiss@asknet.ch) or phone 0848 220820 (CHF 0.08/min. from the Swiss fixed network)