Adobe enterprise support

Stay productive with comprehensive technical and usage support for Adobe Creative Cloud and Acrobat DC for enterprise.

Our dedicated enterprise Customer Care teams help you maximize your return on investment and enable your teams to focus on what they do best. We offer support for two types of issues:

- **IT issues** related to claiming a domain name, configuring and deploying your software, and managing users and entitlements.
- **Adobe product issues** related to using new features and services.

Regardless of the type of issue you're experiencing, help is only a phone call or a few clicks away.

IT technical support

Keep support costs to a minimum and resolve technical issues fast so your team can stay productive.

- **24x7 phone and chat support**
  Get help with an unlimited number of technical support incidents 24x7 (English only) in our priority support queue. (French, German, and Japanese support are offered during local business hours.) Access Adobe specialists who can help you with download, installation, and deployment issues.
- **Adobe Admin Console support access**
  Open support cases from within the Admin Console to resolve issues related to account administration, application packaging and deployment, product errors, and unexpected behaviors. We'll contact you between one hour and one business day, depending on the severity of the issue. You can also schedule Expert Services sessions for your staff through the Admin Console.
- **Online resources**
  Access a comprehensive set of support articles, tutorials, and videos as well as the Adobe monitored community forums, where you can quickly find answers from Adobe IT experts and customers.

Expert Services for your staff

Reduce training costs while helping your staff stay up-to-date on new features and expand their skill sets with unlimited access to expert service sessions.

- **One-on-one expert sessions**
  Adobe software experts are available to help you with questions about deployment as well as your photography, design, video, web, PDF, and digital signature workflows. Expert Services sessions are one-on-one, 30-minutes long, and designed to walk you through new or complex Adobe product workflows, using screen-sharing if needed. Appointments are scheduled through the Admin Console under the Support tab at a mutually agreed-upon time—typically with a lead time of one to three business days. Sessions are available in English, German, French, and Japanese.
- **Online tutorials**
  Whether they want to learn how to use brand-new features or refine their existing skills, your staff can access hundreds of online tutorial videos designed for every experience level—right through their browsers, tablets, and even their Adobe apps.

Accessing enterprise support
Once you log in to the Admin Console, choose the Support tab to see all of your support options, which include opening a case, viewing all your cases, scheduling an Expert Services session, calling or chatting with Adobe Support, reviewing documentation, and asking the community for help. It's your one-stop destination for any kind of support related to your Creative Cloud or Acrobat DC for enterprise plan.