Adobe Project FAQs (Frequently Asked Questions)

Date: 10/1/2018

Project contact: Melissa Reeder, CIO, League of Minnesota Cities • (651) 281-1221 • mreeder@lmc.org

Under VIPe (Value Incentive Plan enterprise), can my city deploy new products outside of enrollment periods?
• Yes, you can deploy at any time, however Adobe Acrobat Pro pricing outside the enrollment periods will be Level 4 VIP pricing which is not as discounted as our negotiated pricing.
• Licenses purchased outside the enrollment will co-term to our anniversary date (Nov. 25) and will be pro-rated.

What products are included under the VIPe?
• Acrobat Professional
• Creative Cloud—All Apps. A list of apps included is here.
• Other Products:
  o After Effects
  o Animate
  o Audition
  o Captivate
  o Dimension
  o Dreamweaver
  o FrameMaker
  o Illustrator
  o InCopy
  o InDesign
  o Photoshop
  o Premiere Pro
  o Presenter
  o Robohelp
  o Technical Communications Suite
  o XD

What products are NOT included under the VIPe?
• Adobe Sign
• Muse
• Flash
• Stock

Are expert service appointments available under VIPe?
• Yes, you have unlimited 30-minute virtual sessions available to any member covered by the agreement. These are training sessions to learn a new product or further understand a product’s function(s). Any licensed user can contact Adobe expert services directly for assistance.

How does each city provision licenses?
• LMC, LOGIS Metro INET and larger cities have the ability to create a group for their city. City IT staff can configure to be an Administrator of their group, allowing them to log into the Adobe portal and provision licenses to their users. Small cities may prefer LMC to assist in this process and assign licenses directly to each user.