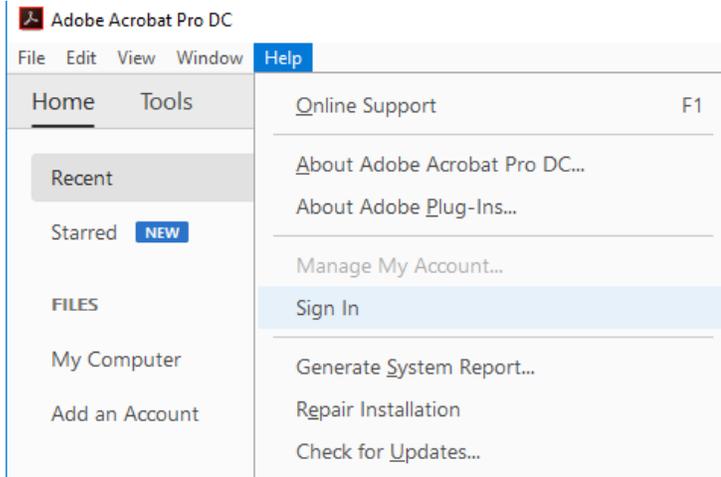
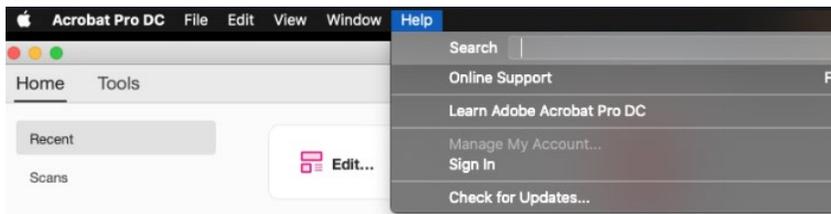


## How to Sign into Adobe Acrobat Pro DC

- 1.) Open Adobe Acrobat Pro DC.
- 2.) Go to the **Help** menu and click on **Sign In**.
  - a. Windows



- b. MacOS



- 3.) You will be presented with the following screen. Enter "upenn.edu" and click **Continue**.

### Sign in

New user? [Create an account](#)

Email address

Continue

4.) You will be redirected to Penn WebLogin Page, enter your Pennkey and password to authenticate.



**Penn WebLogin**

Log in to gain access to many protected University web resources.

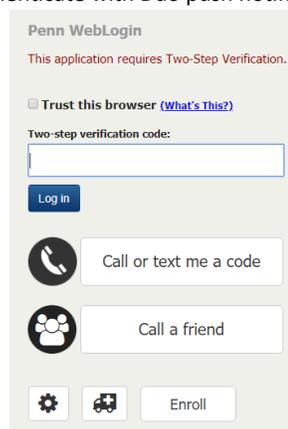
**PennKey**

Username

Password

Log in

5.) After login, you will be presented with two step verification page. Please enter two step code, and click Log in or authenticate with Duo push notification on your mobile device.



**Penn WebLogin**

This application requires Two-Step Verification.

Trust this browser ([What's This?](#))

Two-step verification code:

Log in

 Call or text me a code

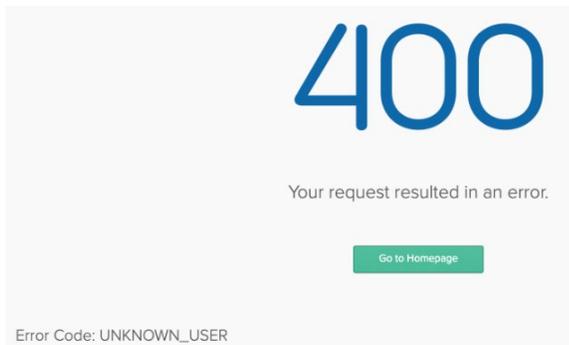
 Call a friend

  Enroll

6.) After Signing in Adobe Acrobat Pro DC will be fully activated and will be able to use as normal.

## Troubleshooting

If you receive the following error:



Please log on to <https://directory.apps.upenn.edu/directory/jsp/fast.do#>

- Click I agree

**Usage Statement - Terms and Conditions**

The online Penn Directory is presented as a courtesy by the University of Pennsylvania. Contact information for faculty, staff and students is provided as a public service and is not to be used for solicitation.

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I Agree

- Click on the Manage Public Profile tab.



- Select the email field.

select [redacted]@upenn.edu

- Make sure it is set to display to the public by check marking the box below.

Public Profile - Select Email Information <span style="float: right;">1</span>			
Display to the Public?	<ul style="list-style-type: none"> <li>You may display an email address, but it is not required.</li> </ul>		
	email Address	Comment	Source
<input checked="" type="checkbox"/>	[redacted]@upenn.edu		User
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>			

- Click submit.
- You will receive a confirmation email regarding the change.
- Once the email is received, retry authenticating to into Adobe. This can take up to 1 hour.
- After you are able sign into Adobe, you can log back into PennDirectory and set email back to private if you wish.
- If you continue to have issues, please submit a ticket to helpdesk.pmacs.upenn.edu and an LSP will be able to assist.

