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
   ![Windows Sign In Menu]
   b. MacOS
   ![MacOS Sign In Menu]

3.) You will be presented with the following screen. Enter “upenn.edu” and click **Continue.**
   ![Sign In Screen]
4.) You will be redirected to Penn WebLogin Page, enter your Pennkey and password to authenticate.

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.

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:

400

Your request resulted in an error.

Error Code: UNKNOWN_USER

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

- Click I agree
- Click on the Manage Public Profile tab.

- Select the email field.

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

- 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.