

ADOBE DOCUMENT CLOUD OR CREATIVE CLOUD

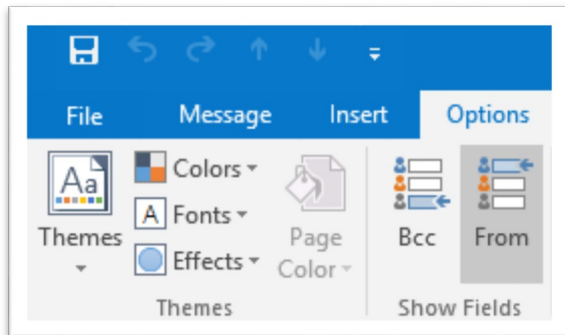
RESET PASSWORD ISSUE—PASSWORD RESPONSE EMAIL TO ADOBE DOESN'T MATCH ADOBE ID

ISSUE:

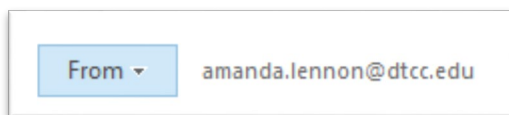
If the user requests a password reset from Adobe, he or she will receive an email from Adobe with reset information. The user is required to respond to the Adobe email using his or her email address that corresponds with his or her Adobe ID. If the user's Adobe ID has her user name for the email address (jdoe2@dtcc.edu) and her Outlook account shows her alias (Jane.Doe@dtcc.edu), you will need to follow the quick procedure below in order to send the response email from the correct email address, therefore, allowing a reset to occur.

SOLUTION:

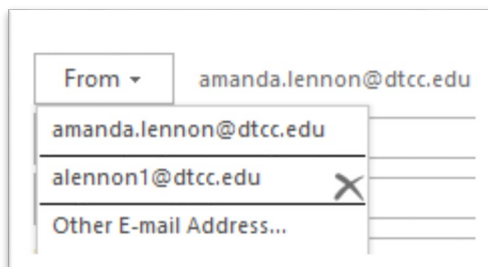
1. Open the reset password email from Adobe in Outlook 2016
2. Click on the Options tab at the top of the window.
3. Click on the 'From' option to add the 'From' field to your email options.



4. Click on the arrow next to the 'From' field.



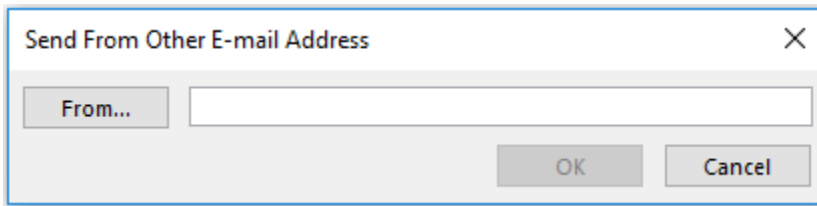
5. In the 'From' field, select the email address you originally received from the college. It should be your DTCC user ID plus '@dtcc.edu'.



*If this does not show and you only see the 'Other E-mail Address' option, click on that option and type in your original email address.

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6. Now follow the directions from Adobe and send the response email. You should receive final reset instructions at that point.

**Please note that this only temporarily changes the FROM address for one email. In your next outgoing email, the FROM email address will revert to the alias email address.