Adobe 學生版序號申請操作手冊

文件版本：v1.0

2014/5/20

1. 連結網址：www.adobe.com/go/eduverify_ap，點選 Adobe Customer Support Portal (如下圖內紅框所示)

Home /Education /Students /Student Edition /

Adobe Student and Teacher Edition order fulfillment

Thank you for your purchase of Adobe Student and Teacher Edition software.

INSTRUCTIONS FOR SERIAL NUMBER RETRIEVAL

You will need the following before you begin:

- Your current email address, so that we can contact you when your serial number is available
- The coupon code printed in the upper left corner of the Student and Teacher Edition order fulfillment process instructions (inside your Adobe Student and Teacher Edition box)
- A digital copy of your proof of eligibility (see below for required documents and acceptable formats)

We recommend that you save this page to your desktop — or print it — access the instructions if you need help.

點選此連結

Step 1: Go online: Enter the **Adobe Customer Support Portal**

Step 2: Create an Adobe ID: Log in to the portal using your Adobe ID. If you do not have an Adobe ID, please create one. You will need this ID to retrieve your serial number online and to submit any future support questions.
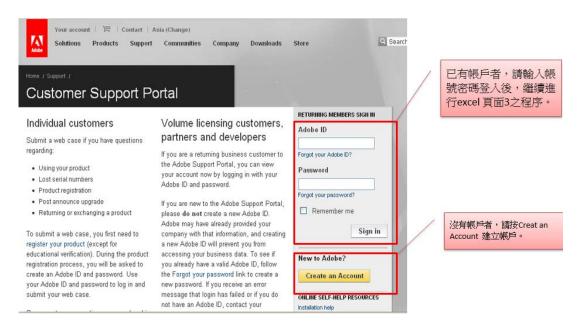
Step 3: Provide your eligibility information: Fill out the online Student and Teacher Edition order fulfillment form.

Step 4: Upload your proof of eligibility: Attach a digital copy of your proof of eligibility and submit your customer service case.

Step 5: Get your serial number: You will receive an email from Adobe within two business days. This email will contain your serial number in an attached PDF. You may also retrieve your serial number by logging into the Adobe Customer Support Portal with your Adobe ID and opening the customer service case that you created when you submitted your proof of eligibility.

NEXT STEPS
- Get your serial number

EDUCATION HOME
EDUCATION PRODUCTS
EDUCATION RESOURCES
EDUCATION COMMUNITY
Segments
Higher Education
Schools
Students

2. 進入下列網址，登入帳戶或新增帳戶。

http://www.adobe.com/go/ste_edu_verify_retail_uk

已有帳戶者，請輸入帳號密碼登入後，繼續進行excel 頁面3之程序。

沒有帳戶者，請按Creat an Account 建立帳戶。

3. 建立新帳戶示意圖：

Customer Support Portal

Adobe Membership is free and registration only takes a minute. As a member, you will have access to trial downloads, hundreds of free product extensions, and special community areas. Your membership also allows you to view and manage your activity in the Adobe Worldwide Store.

* Required fields

Your privacy is important to us. Please read our privacy policy.

ACCOUNT DETAILS

E-MAIL ADDRESS*   e-mail 地址

Password*
(Must be between 6-12   輸入密碼
characters)

Retype password*   再次輸入密碼

FIRST NAME*   名(例: Lucy)

LAST NAME*   姓(例: Wang)

Country/Region*   SELECT   地區：下拉式選單，選擇Taiwan

選擇Taiwan之後，此欄位下方會跳出另一個下拉選單"STATE OR PROVINCE"，選擇您的縣市所在地即可。

Language*   SELECT   語言：下拉式選單，選擇English

COMMUNICATION PREFERENCES

Yes! I would like to receive communications relating to Adobe, its products and services including product releases, product upgrades, seminars, events, surveys, training and special offers, and Adobe, and its agents may use data I have provided in accordance with the Adobe online privacy policy. I prefer to be contacted via (please check one or more):

☐ E-mail
☐ Mail
☐ Telephone

1. 勾選您希望被聯絡之方式，電子信箱、信件、或電話連絡。(請勾選1個或多個)

I would like to receive communications about the products and services of parties other than Adobe. Adobe may provide my contact information to these parties, and these parties may contact me by postal mail, email and telephone.

☐ Yes!

2. 若您願意收到Adobe最新的產品訊息，請勾選 Yes!

Continue

2. 填寫完畢，按此鍵 continue 送出。

Careers | Privacy & Security | Contact us | Accessibility | Report piracy | Permissions and trademarks | Product license | Send feedback

4. 連結網址：http://www.adobe.com/go/ste_edu_verify_retail_uk，登入您的 Adobe 帳號與密碼

輸入帳號密碼登入。

5. 登入後進入申請頁面。注意：以下欄位請以英文填寫

Home /Support /Support Portal /

Open a Customer Service case

LUCY CHIEN

Home | Open cases | Closed cases | Your support programs | Order history

Student and Teacher Edition order fulfillment

Complete this form to receive your serial number and install your Adobe Student and Teacher Edition software.

* Required field

PERSONAL INFORMATION

Address * 英文地址

City * 城市名 例：Taipei

State/Province * 台灣區請填Taiwan

Postal code * 郵遞區號

Telephone number * 國碼+區碼+電話號碼 或 國碼+手機號碼

PURCHASE INFORMATION

Date of purchase 購買日期

Product name * Select... 產品名稱
Note: selected product must match product purchased for serial number to be valid

Product language * Select... 產品語言

Platform * Select... 作業平台 Macintosh 或是 Windows
Note: Selected platform must match your product for serial number to be valid

Coupon code * 與剛師生版連尾所附之文件如右圖示
See upper corner of instruction sheet inside the box.

註：若下拉式選單中沒有您所購買的產品名稱及語言，請選擇最後一項"other"，並且在頁面下方的 comments/additional information 的大方框欄位中，註明您所購買的產品名稱及語言。

EDUCATIONAL INSTITUTION INFORMATION

Educational institution name * 您的學校名稱

Major course of study * 您的科系名稱

Level of Education * Select...

教育程度(下拉式選單)：
Primary -小學
Secondary-中學
Tertiary/Higer Education-高等教育
other-其他

Are you a *
○ Education Institution Staff 教育機構內之工作人員
○ Faculty/Teacher 老師
○ Student 學生
○ Other (Provide in comments) 其他

請擇一點選

Comments/additional information

請輸入您所購買之產品名稱、產品語言。

STOP: To use this product beyond the 30-day trial period, you must validate your eligibility using the fulfillment process below and the following coupon code.

COUPON CODE: XXXXX - #######

Student and Teacher Edition order fulfillment instructions

The following information describes how to obtain your serial number and complete installation of your Adobe Student and Teacher Editions software. You must have a serial number to use this product beyond the 30-day trial period.

To obtain your serial number, follow the instructions at www.adobe.com/go/eduverify.

Proof of eligibility

The following documents are required to prove eligibility for Adobe Student and Teacher Editions.

Students must provide a photocopy of a valid, current student ID that includes your name, date, and a photo.

If you do not have such an ID, you must instead provide a photocopy of a valid photo ID and one of the following items:

- Official, current non-photo student ID with name and date
- Official, current school transcript indicating name of school and student
- Official, current school tuition bill indicating name of school and student
- Official, current report card indicating name of school and student
- Other official dated proof of enrollment

Students who are under 18 and do not have a valid photo ID may provide an official letter from their eligible educational institution stating their name and current enrollment status.

Teachers, faculty, and staff

Teachers, faculty, and staff must provide a photocopy of a valid, current school ID that includes your name, date, and a photo.

If you do not have such an ID, you must instead provide a photocopy of a valid photo ID and one of the following items:

- Faculty or staff paycheck stub
- An Official letter from the registrar of the educational entity

請將您電腦中的檔案附加在此申請表中，檔案大小不超過5MB。

學生請夾帶您的學生證檔案，證件上需包括您的姓名、學籍日期、以及一張照片。

或者，請您夾帶一張有照片之證件(身分證、健保卡、駕照、護照)，加上任一份以下所列出之證明文件：

1. 有註明姓名、學校名稱與學籍日期的學生證(無照片可)。
2. 有註明姓名、學校名稱與學籍日期之成績單。
3. 有註明姓名、學校名稱與學籍日期的學費繳費證明。
4. 有註明姓名、學校名稱與學籍日期的其他在學證明文件。

未滿18歲的學生，若沒有照片證件，請您與您的教育機構，申請一封在學證明信件，信件上需證明您的姓名、學校名稱與目前之學籍狀態。

老師與教育機構工作人員，請夾帶您的服務證件，證件上需包括您的姓名、照片與服務日期。

或者，請您夾帶一張有照片之證件(身分證、健保卡、駕照、護照)，加上任一份以下所列出之證明文件：

1. 您的薪資條。
2. 您所任職之教育機構所審核發給之相關證明信函。

You may upload up to 3 attachments

Attach Proof of Eligibility * [Browse...]

Attachment 2 [Browse...]

Attachment 3 [Browse...]

Please do NOT include any sensitive information. 5MB limit per case in PDF, TXT, JPG, GIF, JPEG, PNG, PSD, or FLA. If you go over the limit or need to upload other file formats, you can FTP files.

I certify that I qualify for a Student & Teacher Edition, that the information I have given above is accurate, and that the product will be used by me personally and will not be re-sold. I understand that I must attach confirmation of my Student & Teacher status in order to complete the order fulfillment. □

所提供資料正確之聲明同意勾選欄

[Cancel] [Review case & submit]

送出資料

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6. "資料送出後，二個工作天內，您會收到由 Adobe 所發出之信件，該信件會附加一個 PDF 檔，PDF 檔內有您的序號，收到序號後，您即可安裝軟體。若往後您忘記序號，您可登入 Adobe 客服中心的網頁，查詢您的序號。

    Adobe 客服中心電話：0800 666 536

    e-mail：apac-custserv@adobe.com、apac-custserv@adobesupport.com