

Adobe® CS Live online services FAQ

What changes are occurring to Adobe® CS Live online services?

Adobe CS Review and SiteCatalyst® NetAverages™ are discontinued as of April 12, 2012. Adobe BrowserLab, Adobe Story, and Acrobat.com will continue to remain available without any service interruption.

If I previously signed up for CS Live or one of the remaining services, will there be any impact on my existing account?

You will still have access to the following services with your Adobe ID and password:

Adobe BrowserLab

Adobe Story

Acrobat.com

If I already have an Adobe ID, can I continue to use that ID to sign in to the BrowserLab, Adobe Story, and Acrobat.com services?

To use the services, your Adobe ID must be a valid email address. If your ID does not contain a verified email address, you will need to update it. Follow these instructions to update your Adobe ID or password:

- Click the Sign In link (located in the upper right corner) on Adobe.com and log in on the Sign In page with your current Adobe ID.
- Click Edit Your Account Information and select the Adobe ID tab.
- Click Change to enter your current email address. You can also change your password in this tab. Click Update to apply the changes to your account.

After you change your Adobe ID to match your email address, you can set up access to the desired service.

How do I sign in to BrowserLab, Adobe Story, or Acrobat.com?

To sign in from within your Adobe Creative Suite® product, locate the desired service in the upper right corner of the toolbar. After you sign in, you can access that service from within your product.

To sign in from within your web browser, navigate to the service you would like to use and click the Start Using or Sign In link in the upper right corner.

Can I access BrowserLab, Adobe Story, and Acrobat.com even if I don't have a Creative Suite product?

Yes. The services can be accessed directly from your browser; however, Creative Suite 5, 5.5, and 6 products include features to enhance the experience of using the services. Access to the services is available on either a complimentary or fee basis, depending on the functionality desired.

Do BrowserLab, Adobe Story, and Acrobat.com integrate or work with earlier versions of Creative Suite products?

No. CS5, CS5.5, and CS6 products include special features designed to enhance the experience of using the services, which earlier versions do not. For users of earlier versions, these services are available online through a web browser with no in-application integration. Starting with CS6, updates to services will provide backward compatibility with two earlier versions of Creative Suite as long as the earlier version is CS5 or later.

Can I use BrowserLab, Adobe Story, or Acrobat.com even if it is not available in the same language as my Creative Suite product?

Yes. Even if a service is not available in the same language as your desktop product, you can still use it. Service-related menus in the product will be available in your preferred language. However, when accessing a service on the web, the service will default to English. You will have the opportunity to select from other available languages.

Are there any alternative Adobe products or services that I should consider?

Yes. Adobe Creative Cloud™ gives you the freedom to design anything you can imagine. Download and install any new CS6 components you want, including blazing-fast new versions of Adobe Photoshop®, Illustrator®, and InDesign®. Use cloud storage and device syncing to reliably access your work and collaborate anywhere—on desktops, laptops, and even tablets—with new Adobe Touch Apps, including Adobe Photoshop Touch. Build unique websites without writing code in Adobe Muse™, and deliver them with Adobe's web hosting. Best of all, your affordable monthly membership always keeps you up to date, with access to the latest upgrades and features as soon as they're released.

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