

Here are the instructions for updating student laptops to prepare them to receive the Adobe Creative Cloud Desktop application. If this format does not work or if you have any questions, please contact Mr. Drew Thurman at DTHURMAN@houstonisd.org

Performing a Force Update of a PowerUp Laptop's Policies and Software Center

Students must be on the district network to install the Adobe Creative Cloud Desktop application on their PowerUp laptops through the Software Center. The icon for the Creative Cloud Desktop app looks like this:



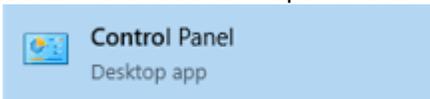
Before they can install this app, their computer must be updated with the most recent policies. To update the policies, the laptop must be brought on to campus and turned on. In some instances, the laptop will update quickly and automatically; other times, an update should be forced.

What follows is a slightly technical process for updating the student laptop so the user can install the Creative Cloud Desktop app:

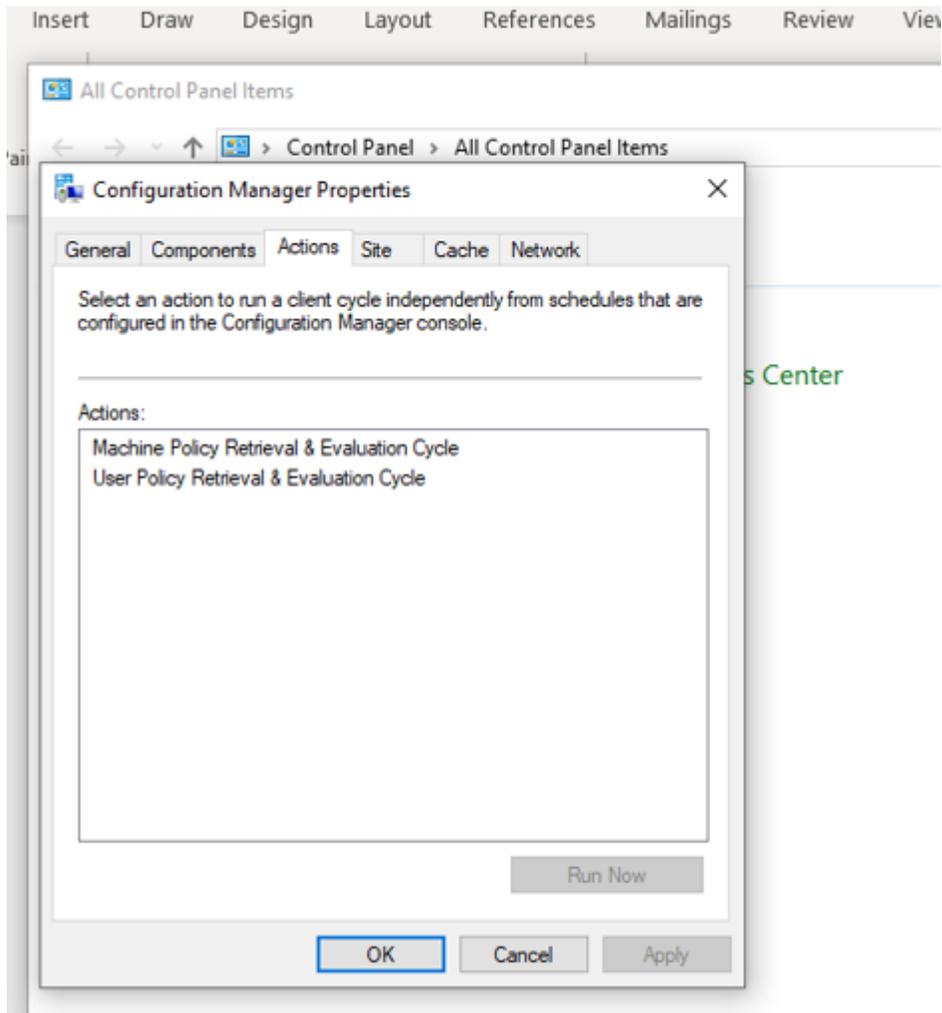
1. From the Windows Start menu or the desktop, open the Software Center.



2. If no items are found in the Software Center, or the icon for the Creative Cloud Desktop (above) does not appear, continue on to number 3 of this process. If the app does appear, follow the directions in the attachment to install the Creative Cloud Desktop.
3. Close the Software Center.
4. Open the Control Panel by typing "Control Panel" in the search function on your taskbar at the bottom of the screen. Open the Control Panel.



5. Within the Control Panel, click on the *Configuration Manager*.
6. When the Configuration Manager opens, click on the *Actions tab*:



7. Click on the first action, Machine Policy Retrieval and Evaluation Cycle, and click the *Run Now* button.
8. Do the same for the second action, User Policy Retrieval and Evaluation Cycle.
9. Once each action has run (this can take several minutes), open the Software Center again. If the Creative Cloud Desktop icon appears in the Software Center, follow the attached instructions for installing it.
10. If the Creative Cloud Desktop icon is not in the Software Center, reboot the laptop.
11. Upon reboot, open the Software Center again, check for the Creative Cloud Desktop icon, and follow the attached instructions for installing it.