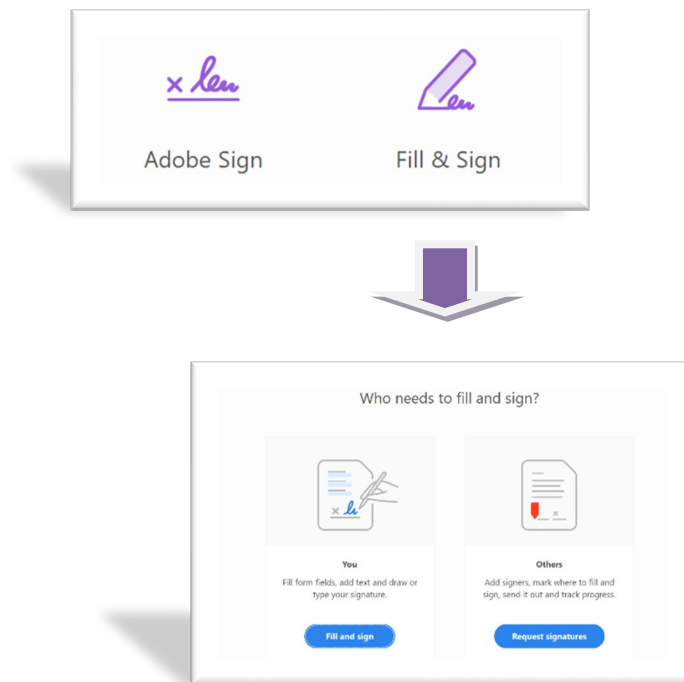


FAQs: Removing Adobe Sign Individual from Acrobat DC in ETLA offers

Overview

Acrobat DC includes tools to allow you to work with e-signatures.

If you have the latest version, you will see **Adobe Sign** and **Fill & Sign** – and Fill & Sign has 2 options: **Fill and sign (You)** and **Request signatures (Others)**



The options for Adobe Sign & Request signatures (Others) are powered by Adobe Sign Individual ("Sign Pro") and allow Acrobat users to send documents for signature. However, due to potential compliance and technical issues, we have become aware that this is not optimal for our enterprise customers. Due to this complexity, as of February 2019, we are removing the entitlement from Acrobat DC in ETLA offers.

Which customers and products will be impacted with this change?

Customers on an ETLA contract with CCE All Apps or Acrobat DC with Services (Pro and Standard)

Will Fill & Sign be removed?

No, Fill & Sign > Fill and sign (You) will not be impacted and will remain available to Acrobat DC users. However, be aware, this option may not be compliant at your organization based on your policies and/or local jurisdiction.

Why is Adobe removing Sign Individual?

We have become aware that Sign Individual entitlements are causing potential corporate compliance and technical conflict issues:

- **Compliance** - Users who activate these tools are provisioned with Sign Individual entitlements, that is, agreements sent via Sign Individual belong to the individual sender and **NOT** the Enterprise (like asset ownership for Adobe ID users)
- **Technical conflict** - The same end user cannot easily be granted Sign Enterprise after they have already used a Sign Individual entitlement. If the organization wants to migrate the user (and the agreements), it requires an engagement with Adobe Sign Customer Experience team.

Why is removing Sign Individual entitlements going to help me? What are the Benefits / Problems Solved by removing Sign Individual?

- Organizations will be able to assign Sign Enterprise entitlements to users/groups they designate
- Organizations are able retain ownership and visibility over all agreements sent
- Customer issues arising from technical conflicts between Sign Individual and Sign Enterprise will be reduced

When will the changes go into effect?

Beginning in February 2019, new ETLA contracts no longer include Sign Individual entitlement in Acrobat DC.

For ETLA renewals after February 2019:

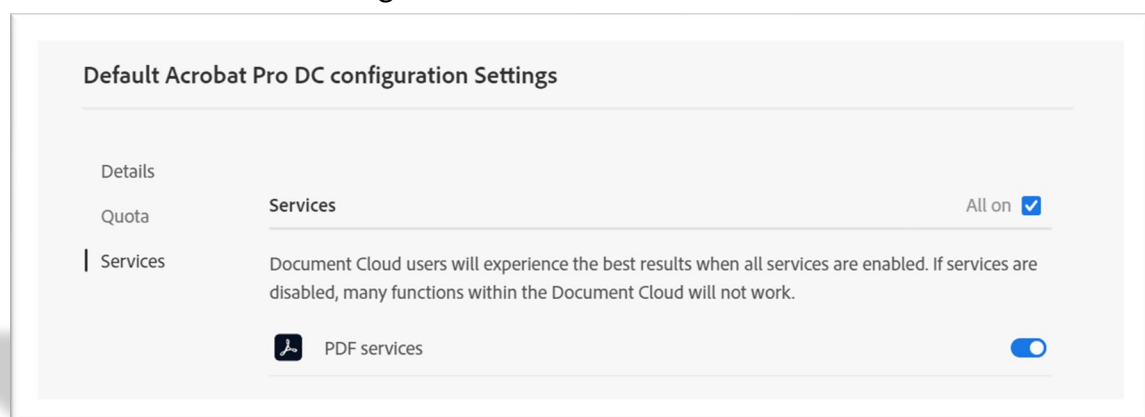
- Customers who migrated to new products (i.e. CCE All Apps → CCE Pro or Acrobat Desktop to Acrobat DC), Acrobat DC does not include Sign Individual entitlement.
- Customers who renewed with same products (i.e. CCE All Apps → CCE All Apps or Acrobat DC → Acrobat DC) the legacy Sign Individual entitlement was not removed and is still available.

Therefore, the week of July 20, 2020, we will remove the legacy Sign Individual entitlement from the remaining ETLA offers.

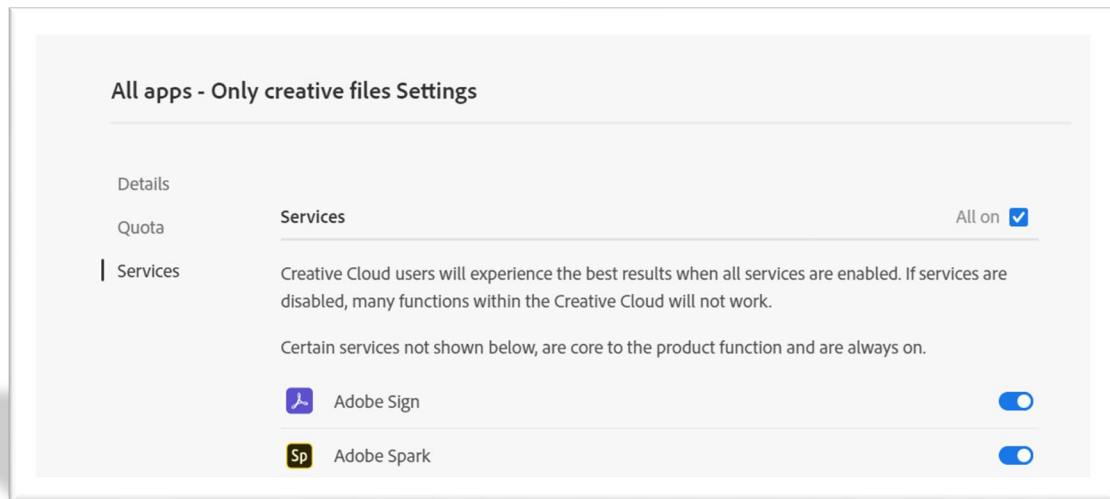
How can I tell if we have Sign Individual or not?

When you access Admin Console (<https://adminconsole.adobe.com/>) select the product to see the entitlement:

- Example 1: Select Services from configuration Settings, and Adobe Sign is not an available service. This indicates that Sign Individual is not available for this Acrobat Pro DC customer.



- Example 2: Select Services from configuration Settings, and Adobe Sign is an available service. This indicates that Sign Individual is available for this All apps customer.



How can I restore these tools for my end users?

To regain access to Adobe Sign for your end users, your organization will need to add Adobe Sign Enterprise to your existing ETLA contract. Then you will be able to assign Adobe Sign Enterprise to your end users in Adobe Admin Console. This will restore access to Adobe Sign and Request signatures (Others), leverage the Adobe Sign Enterprise entitlement.

Can end users still send Sign transactions through Acrobat DC?

Yes, but they must have Sign Enterprise and Acrobat DC assigned via the Adobe Admin Console.

Will end users who have sent agreements prior to the removal be able to access those agreements?

Yes. End users will still be able to access any agreements sent out prior to the removal via Adobe Document Cloud by signing in with their Adobe ID at <https://documentcloud.adobe.com>.

If we received an email alerting us that we will be impacted in July, how can I find out which end users have used Sign Individual?

Please fill out this [form](#) to make the data available via a secure link.

Additional resources:

[Blog post](#) – outlines the situation and what to expect.

[Welcome to Adobe Sign](#) – overview of Adobe Sign Enterprise