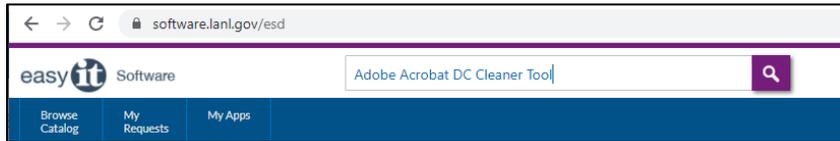# Upgrading to Adobe Acrobat Pro
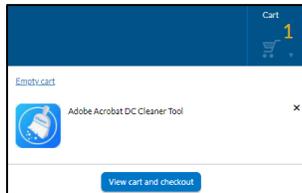
**Please follow these three steps or the installation may not succeed

1. Run Adobe Acrobat DC Cleaner Tool
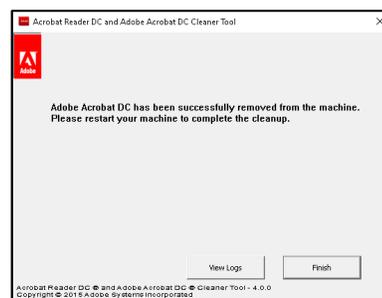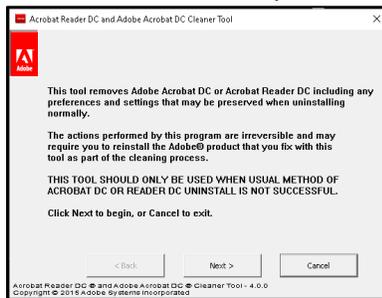   a. Click "Software" Icon on your desktop (this will open a webpage)
   b. Select the computer from the drop down that you will install Acrobat Pro on. Click Submit. (To verify your computer name, search your computer for "Computer Name" and select "View your PC Name." Computer name will be listed next to "Device name"
   c. Search for "Adobe Acrobat DC Cleaner Tool"

   d. Click "Add to Cart" under "Adobe Acrobat DC Cleaner Tool"
   e. On the upper right corner, click on your cart and select "View cart and checkout"

   f. Click next to the right
   g. Click submit to the right. **Note: Software will take 30-60 minutes to start installing on your computer. Install will begin automatically**
   h. When install begins, an install window will appear. Click Next/Accept/Clean Now/Finish until complete
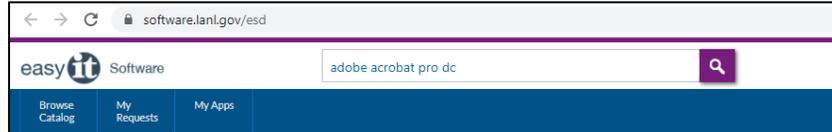

2. Reboot machine, verify that Adobe Acrobat Standard DC is not installed
   a. Reboot machine
   b. When machine comes back online, go to Control Panel and select "Programs and Features"
   c. Verify that Adobe Acrobat DC was successfully uninstalled and does not appear in Programs and Features list
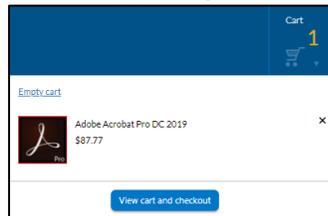
3. Install Adobe Acrobat Pro
   a. Click "Software" Icon on your desktop
   b. Select the computer from the drop down that you will install Acrobat Pro on. Click Submit. (To verify your computer name, search your computer for "Computer Name" and select "View your PC Name." Computer name will be listed next to "Device name"
   c. Search for "Adobe Acrobat Pro DC"

   d. Click "Add to Cart" Under "Adobe Acrobat Pro DC 2019" Note: The product ending with "OSX" is for Macintosh Operating Systems

   e. On the upper right corner, click on your cart and select "View cart and checkout"

   f. Click "Check Cost Codes." Enter cost codes and click "Check Codes" to verify. From drop down box next to "1. Click 'Check Cost Codes' before continuing with form" select "Verified." Enter charge code and click "Next" on the right

   g. Click submit to the right. **Note: Software will take 30-60 minutes to start installing on your computer. Install will begin and complete automatically**
   h. Open Adobe Acrobat DC on your computer and verify that it says "Adobe Acrobat Pro DC" across the top of the software window. Contact EasyIT with issues.