

Changing Primary Admin

What is the difference between the Primary Admin and other Admin roles?

The Adobe primary admin is the first user with an administrative profile and has full control over the organization's Adobe products and licenses. The role includes the highest level of privileges, such as managing all other admin roles, product access, and user licenses.

While the Primary Admin acts as the “account owner,” additional admins can be added to assist with Adobe management. There are [8 additional Admin levels](#), varying from a full System Admin to Support Admin. Admin roles can be [assigned, edited or removed](#) at any time.

How to Change the Primary Admin

Scenario 1: Primary Admin/Contract Owner is still with the organization

The current Primary Admin can transfer admin rights by following these steps:

1. Log in to the [Admin Console](#).
2. [Verify the new Primary Admin is listed as a System Administrator](#).
 - a. The new admin will receive an email invitation from message@adobe.com and must click *Get started* to join the organization.
 - b. If prompted, choose “Join Team” and select the profile associated with the new organization.
3. Navigate to the *Account* tab.

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4. Click the pencil icon next to the *Contract owner* name.

Overview Products Users **Account** Storage Insights Settings Support

Account overview

Contract ID	Status	Contract display name
7E5247CC1D807C0F67CA	Active	VIPMP - 7E5247CC1D807C0F67CA ✎

Contract details Contract admins

Contract owner	Nicole Prevenas ✎	Account manager	Logisoft Computer Products LLC
Account ID	1005427688	VIP number	7E5247CC1D807C0F67CA
Terms & Conditions	Accepted by (User ID: D42C1ED76488852A0A495C2D) Jun 13, 2023, 10:03 AM CDT ⓘ	Discount	Licenses - Level 1 Transactions - Tier 1
		Market segment	Education

5. Select the new Primary Admin and click *Save*.

Change Contract owner

The contract owner is the system administrator with access to the contract details and billing history. Nominate an existing system administrator as the contract owner. The nominee needs to confirm the payment method. If your intended user is not available here, then add the user as a system administrator first in [Administrators](#).

Current Contract owner: Nicole Prevenas

Search for an organization administrator

☐ Bob Long RLONG@LOGISOFT.COM

☒ Nikki Hermann naph6277@gmail.com

☐ robert lamy lamy@logisoft.com

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Cancel Save

6. The new admin will receive an email invitation from message@adobe.com and must click on *Accept Invitation* and agree to the Terms and Conditions.
7. Once accepted, the Admin Console will reflect the changes.
 - a. The previous Primary Admin retains System Admin privileges.



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Scenario 2: Primary Admin/Contract Owner is no longer with the organization

Step 1: Create an Adobe ID

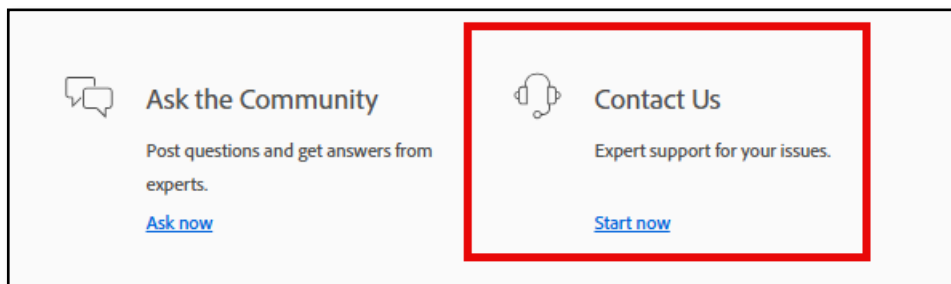
The new Primary Administrator must have an Adobe ID (not just a Federated ID/Single Sign-On).

- Go to www.adobe.com and click *Sign In* (top right)
- Click *Create an account*
- Enter your school email address
- If prompted with "there is already a school/work email with this account," complete the form to create a personal profile (required for Admin Console access)

Step 2: Request the Change

The new Primary Admin must contact Adobe Customer Support.

- Start a live chat at www.adobe.com/getsupport
- Scroll down to "Contact Us" and click *Start now*



- Request to be designated as the new Primary Admin because the previous contract owner is no longer with the organization
- Provide:
 - Your school email address
 - Your Adobe Agreement Number (Customer ID). If unknown, [email us for assistance](#).

