

Adobe Creative Cloud for education deployment



Directory trusting

The ownership of a domain can only be claimed by a single organization.

Consider the following scenario:

A school district, East Pelican ISD, has multiple school sites, each of which has its own unique VIP agreement and Admin Console. Each school wants to use Federated user IDs, all using the eastpelicanisd.com domain. In this case, the system administrator for each of these school sites would want to claim this domain for authentication. The Admin Console prevents a domain from being added to more than one Admin Console. However, once claimed by a single school site, other schools can request access to the directory to which that domain is linked on behalf of their site's Admin Console.

Since trusting is becoming a common occurrence in school districts, please consider some of the following best practices for establishing your organization's directory/domain ownership:

- The directory owner establishes the ID type. If they claim Federated IDs and you need a trust, you will need to use Federated IDs as well. The same goes for a choice of Enterprise IDs.
- If the directory owner sets up Federation, or SSO, the trustees don't have to do so. All the trustees need to do is add their users and assign product entitlements or allow them to reside in the Admin Console for organizational access for Shared Device Licensing. Users must reside in both the "parent" VIP (domain owner) and the "child" VIP (trustee).
- School districts should consider setting up a main VIP with an admin who can control the domain ownership and directory trusting approval for all its sites. Purchases need not be made on this agreement. Its sole purpose is for identity management.
- If you have set up your identity in the "parent" using one of the connector tools, the tool cannot be used in the "child." You will need to use another user management option.
- If you are the first site in your district to set up your identity and you know others share the same domain you are attempting to claim, stop and contact your district technology administrator before proceeding. Chances are, other school sites are going to attempt to do the same thing and if you have claimed the domain, you will be responsible for all the subsequent trusts for the district or organization. This is a responsibility most sites would rather not hold.

To summarize:

If you plan to use Enterprise or Federated IDs, you must add the domain associated with your organization. If this domain was previously added by another organization, you must request access to the directory containing that domain as a trustee.

To request access to a directory, see the steps in the “Add domains” procedure [here](#) under “Directory trusting.”

What to do when your domain has already been claimed—but by whom?

There have been instances where customers have attempted to claim a domain and received a message through the Admin Console that the domain owner has been notified of the trust request, but the trust is not accepted. This situation keeps you from proceeding with your identity set up. The Admin Console will not provide you with the information you need to find out who is holding that domain.

If you are experiencing this, please create a support ticket in the **Support** tab in your Admin Console. Adobe will not be able to share account information with you due to privacy concerns, but if you request that Adobe reach out to the domain owner on your behalf and grant permission for both parties to communicate, the issue can be resolved between you. Chances are the owner is just another school in your district.

Removing your directory

Note: You cannot remove a directory that has:

- Active users
- Linked domains
- Trustees

1. Sign in to the Admin Console and go to **Settings > Identity**.
2. Go to the **Directories** tab.
3. Click the check box to the left of one or more directory names and click **Delete**.
4. In the Remove Directories screen, click **Remove**.

Removing your domain(s)

You cannot remove a domain if there are users with that domain in the Admin Console or if the domain is linked to one or more directories.

1. Sign in to the Admin Console and go to **Settings > Identity**.
2. Go to the **Domains** tab.
3. Click the check box to the left of one or more domain names and click **Delete**.
4. In the Remove Domains screen, click **Remove**.

*If you have set up identity using the **Google Connector**, you will need to reach out to Google if you experience issues when attempting to release the directory connection. This is a known issue.*

