



## FREQUENTLY ASKED QUESTIONS FOR ADMINISTRATORS

# Adobe Acrobat for Microsoft Teams PDF Viewer

Adobe Acrobat can be set as the default application for viewing PDFs in Teams. Your end users can now open a PDF that has been shared with them via Acrobat directly in Teams. End users can access free features such as adding comments, including sticky notes, highlights, and freehand drawings. Furthermore, by signing in to an Acrobat Standard or Acrobat Pro account, users can access premium features such as combining, exporting, organizing, and protecting PDFs in Teams.

### **How can administrators enroll free users in Acrobat for Teams without a personal setup using an Adobe ID?**

Administrators can enroll free users in Acrobat for Teams via the Adobe Admin Console.\* [View step-by-step instructions.](#)

### **Do the administrator's free users need to log in with an Adobe ID and password?**

No, free users do not need to log in to view a PDF directly in Teams. Login is required when a user would like to use commenting features or paid tools such as the ability to export, organize, compress, or protect PDFs. For a detailed breakdown of what is available with and without logging in for free and paid users, view the [Adobe Acrobat for Teams feature comparison](#).

### **What steps do IT administrators need to take to roll out Acrobat for Teams as a mass deployment?**

Log in to the Adobe Admin Console.\*

- [Set up an Enterprise ID account.](#)
- [Sync the entire directory.](#)
- [Manage user entitlements.](#)
- [Enable Acrobat as the default PDF viewer in Microsoft Teams.](#)

### **Is my data in PDFs encrypted?**

Yes, documents are encrypted both in transit and at rest.

### **Are documents stored in Adobe Document Cloud?**

Any PDF shared in a Teams chat or channel is stored in the user's OneDrive or SharePoint account by default. However, when a PDF is shared and then collaborated on (that is, shared commenting) in Acrobat for Teams, that document is sent to Document Cloud servers in the region in which the user is located (for example, the United States, Europe, or Japan) for transient processing and is then deleted within 24 hours. The modified document is saved back to the user's SharePoint or OneDrive account. For more information on the functionality of Acrobat for SharePoint and OneDrive, see the [Adobe Acrobat with Document Cloud Services Security Overview](#).

### **If an account has switched off Document Cloud services for the whole company by default, will the login and viewing/commenting features of Acrobat for Teams still work?**

Viewing features will work without Document Cloud services—however, users will not be able to sign in, so commenting and other login-required features will not work.

### **Can the premium buttons like edit, combine, and so forth be disabled like in the desktop app with the Acrobat Customization Wizard?**

No, Adobe does not offer a customization wizard that allows administrators to control the end-user user interface.

### **Is single sign-on (SSO) supported?**

- SSO is supported for [enterprises](#) that have an Adobe Enterprise Term License Agreement (ETLA) or purchase of VIP for enterprise. The administrator must set up Federated ID to enable SSO using [these instructions](#).
- If a customer **does not** have an ETLA with Adobe then they will be unable to enable SSO. Please engage the appropriate Adobe Sales Representative.

### **How many paid enterprise licenses are needed to access the Admin Console to set up SSO?**

Single sign-on (SSO) is currently only available for Adobe enterprise licenses. For step-by-step instructions on how to set up SSO, see [Set Up Identity and Single Sign-On](#).

### **Where can I find more answers regarding SSO?**

Please find answers to SSO-related FAQ [here](#).

### **How can administrators enable Acrobat as the default PDF viewer in Microsoft Teams?**

Teams administrators can deploy the Acrobat app from the Teams Admin Center to their users. For step-by-step instructions, see [Configure Adobe Acrobat as Default PDF Viewer in Microsoft Teams](#).

### **How can I find and access the PDF files that I have collaborated on?**

Users can find their files using the search feature in Microsoft Teams. Users can also open files directly from their Teams channel or from Chat as well as by navigating to the Home page in Teams and viewing the Recent section. When selected, files are opened in Acrobat for Microsoft Teams if Acrobat has been set as the default PDF viewer.

### **Does Acrobat read all my documents? Should I be concerned about privacy?**

No, Acrobat uses the Files.Read.All and Files.ReadWrite permissions that an administrator or user may provide to allow a user to open and edit PDF files that a user clicks on. Acrobat works on behalf of users to enable them to view and edit PDFs. It only opens the PDF that a user clicks on.

### **Can Acrobat for Teams be deployed centrally or must it be installed locally?**

The IT administrator must deploy the Acrobat for Teams app centrally for all their users. It is possible for it to be installed locally by end users, but Acrobat will not be set up as the default PDF viewer for those users. To set up Acrobat as the default PDF viewer, it must be installed by the administrator.

### **What steps do IT administrators need to take to roll out Acrobat for Teams as a mass deployment?**

Log in to the [Adobe Admin Console](#) (only available to accounts with ETLA/VIP).

- [Set up an Enterprise ID account](#). Only administrators can create an Enterprise ID and issue it to a user. Enterprise ID accounts are created, owned, and managed by the owning organization. Users cannot create an Enterprise ID.
- [Sync the entire directory](#). Learn how to create a directory for user and license management [here](#).
- [Manage user entitlements](#).

### **How can administrators enroll free users in Acrobat for Teams without a personal setup with an Adobe ID?**

Administrators can enroll free users in Acrobat for Teams via the Adobe Admin Console (for which you need to have an ETLA/VIP with Adobe). Read more [here](#) on how to get free Acrobat Reader with no limit to the number of free users.

### **Can an administrator allow a user to have a free Adobe account using the same account the user uses to log in to Microsoft applications?**

Yes, the administrator can [integrate Adobe Admin Console with Microsoft Azure Active Directory](#) (Azure AD). This requires the administrator to set up a Federated ID with the Adobe Admin Console first. FAQ on this integration are available [here](#).

### **Do the administrator's free users need to log in with an Adobe ID and password?**

No, free users do not need to log in to view a PDF directly in Teams. Login is required when a user would like to use commenting features or paid tools such as the ability to export, organize, compress, or protect PDFs. For a detailed breakdown of what is available with and without logging in for free and paid users, view the [Adobe Acrobat for Teams feature comparison](#).

## **Can I use Adobe integrations for Microsoft 365 apps running in a GCC tenant? Can I enable Acrobat for Teams as default PDF handler?**

Yes, GCC customers can follow these [instructions](#) to enable the app. Currently, GCC tenants cannot set Acrobat as the default. This functionality should be available soon.

## **Can a customer have an ETLA for a few premium users and leverage it to activate the SSO for all premium and non-premium users?**

Yes, an administrator can get free membership for employees who don't have premium entitlements. Read more [here](#). The administrator can set up SSO using [these instructions](#).

## **If a customer uses Acrobat Sign, will get they seamless SSO for Adobe Acrobat automatically?**

If a user signs in to their Acrobat account once and SSO is set up by the administrator, they will only need to sign in once and will be logged in thereafter.

## **Does an administrator need to use the Adobe Admin Console to create an Enterprise ID?**

Yes, administrators create an Enterprise ID and issue it to a user. Administrators can revoke access to products and services by taking over the account or deleting the Enterprise ID to permanently block access to associated data. Learn more [here](#). To set up SSO, administrators need to first create a Federated ID. Learn more on the [different types of IDs here](#). Note that only customers with an Adobe ETLA or VIP contract for enterprise have access to the Admin Console.

## **When a customer's Enterprise ID account has been set up, will they have a seamless experience—or will they need to setup their free Adobe account to add comments?**

Enterprise ID/SSO is set up by the customer's Adobe Admin Console administrator. The following are a few requirements and scenarios where Federated IDs are recommended:

- If you want to provision users based on your organization's enterprise directory
- If you want to manage the authentication of users
- If you need to maintain strict control over apps and services available to a user

## **As an administrator, how do I change a user's identity type?**

User identity types can be edited. Read [here](#) to learn how.

## **Can an administrator forbid a user from creating a personal Adobe account from the corporate teams environment?**

When a user has multiple Adobe plans associated with the same email address and at least one is a business plan, Adobe creates separate profiles for each plan. A user may be presented with a Profile Selector after entering their credentials. No data is shared or transferred between profiles automatically. Learn more [here](#).

## **What is a good way to inform end users about the Acrobat for Teams PDF Viewer capability?**

One way is to inform end users is via email. For example, the following message can be adapted to your needs.

Hi *End-User Name*,

We are setting up the Adobe Acrobat in Teams app as the default app for PDFs. You'll be able to open a PDF that has been shared with you in Teams with the Acrobat viewer directly. Additionally, you can collaborate in real time with multiple stakeholders—simultaneously viewing, commenting, and annotating on an Adobe PDF.

Users can access free features such as adding comments—including sticky notes, highlights, and freehand drawings.

Furthermore, by signing in to an Acrobat Standard or Acrobat Pro account, users can access premium features such as combining, exporting, organizing, and protecting PDFs in Teams. For more details, see the [feature comparison](#).

For more information on doing more with PDFs in Teams, read [this blog](#).

Regards,

*Your Name*

## Where can I learn more?

Please see the following for additional resources.

- [HelpX page](#)
- [User guide](#)
- [Admin guide](#)

For questions, reach out to Danvir Suri ([dsuri@adobe.com](mailto:dsuri@adobe.com)).

\*An Adobe license is required to access the Adobe Admin Console.

ADMINISTRATORS ONLY

