

FAQ's

Taking Surveys and Joining Discussions

How frequently will I be invited to share my opinion? As a general rule, you will receive a survey or invitation to participate in research no more frequently than once every 1-2 weeks.

While the Adobe Research team issues survey and discussion invitations multiple times per month, this doesn't necessarily mean every member will be invited to participate each time. This is because many surveys and discussions will be targeted at specific target audience.

How will I know if there is a survey or discussion for me to complete?

We will send you an email invitation with a link to the survey or discussion. You are under no obligation to participate; however, if after several invitations you do not participate in any surveys or discussions, we may consider you an inactive member. Inactive members may be removed from the community if they don't participate over a period of time.

How much time does it take to complete a survey?

We know that your time is valuable, so we ensure that our surveys are as short as possible. They usually take no more than 5 minutes to complete, though occasionally you may be invited to complete a slightly longer survey. You will only be contacted for research purposes and will not be solicited to buy anything from Adobe.

How do I cancel my membership (opt-out)?

As an Adobe Customer Advisors community member, you will receive email invitations to complete online surveys and join discussions. To deactivate your membership, you can simply click on the unsubscribe link located at the bottom of the email invitation. Alternatively, you can send an email to support@adobecustomeradvisors.com to request removal and you will no longer receive survey invitations.

What if my registration information changes or if I change my email address?

Since your registration information and email address is critical to our sending you the most appropriate surveys, we have developed a place for you to update your information at any time. Simply log in with your username and password and click on the update link. Here you can make changes to your email address and password. This will ensure that we will send our studies to the correct email address.

Help with Community

If you experience a technical problem pertaining to the community, please e-mail us at: support@adobecustomeradvisors.com. Please be as specific as possible when describing the problem. Please tell us the browser (include the version number) you are using. We will respond promptly to help determine the nature of the problem.

Help with Adobe Products

If you experience technical problems pertaining to Adobe Products, please visit:
<http://www.adobe.com/company/contact.html>

What happens if I no longer subscribe to Creative Cloud? Can I remain a member of the panel?

As long as you are still a customer or user of Adobe Creative Software, you can remain a member of the panel.

How do I change my email address?

You can change your email address by logging into the portal at <http://www.adobecustomeradvisors.com/> and updating your profile under the edit profile button.

Will anyone look at my individual responses to a survey?

Generally, no. Most often, survey answers are compiled with other Adobe Customer Advisors' responses, and looked at on an aggregate basis. The exception to this is when we ask you to write in a response – with these types of responses, we do read through every answer individually, but we do not necessarily connect it back to your name. Depending on the survey there may be instances where we contact you with follow up questions.

Will my responses be seen by anyone outside of Adobe, or will my name, address or email address be given or sold to anyone outside of Adobe?

No. Your responses to surveys or your name, address, or email address will not be given or sold to anyone outside of Adobe. Please see our Privacy Policy for more information.
<http://www.adobe.com/privacy.html>

How will my responses to the surveys be used?

Your responses will be compiled with responses from other panelists, and will serve as key input to improve our current creative software as well as new offerings being developed by Adobe.