

Why are you changing the Adobe Forums?

In response to community feedback through surveys, we are incorporating many user-requested features into Adobe Forums and also making changes to the underlying technology to improve the overall user experience.

What are the changes in the new Adobe Forums?

Here are some of the changes:

- **New look:** Experience a fresh new look for Adobe Forums that is consistent with the rest of Adobe.com and easier to navigate.
- **Adobe ID login:** Use the same login ID and password that you use to access other areas of Adobe.com.
- **Improved search:** Search the entire collection of forums using wildcards, fuzzy search, proximity search, weighted search, and Boolean search via the powerful new search functionality. You can also limit your search to the title, body, or attachment.
- **E-mail connection:** Receive messages directly in your e-mail inbox by subscribing to forums or threads of interest. You can even post messages by replying from your e-mail program.
- **RSS support:** Subscribe to RSS feeds on your favorite forums.
- **Enhanced private user-to-user messaging**
- **Rich text editor:** Use the rich text editor to create posts, add attachments, and embed images.
- **Ability to get noticed:** Earn points through participation that demonstrate your expertise in the community.

How will the transition to the new Adobe Forums be handled?

To minimize disruption, we are transferring the last 36 months of postings to the new Adobe Forums. Adobe Forums will be inaccessible for several days prior to the launch as this content is migrated to the new platform.

Access to forums via NNTP will no longer be supported once all users are moved to the new platform. Although this is an important feature for some users, the decision to move to a new platform — one that does not support NNTP — was carefully considered. The benefits of moving to the new platform are significant, while we can continue to offer features that allow users to stay on top of forum activity. In the new Adobe Forums, subscribing to a forum or discussion thread will send new messages directly to you by e-mail. Users will be able to start discussions and respond to posts by e-mail. We also encourage users to subscribe to RSS feeds to read forum content in an RSS aggregator.

How can I see the interface in Japanese, French, German, Spanish, or Simplified Chinese?

In order to see pages in these languages, you can click the Region links at the top of page (where it lists a country name and says Change), choose your region and language from the pop-up menu. Click on "Remember this choice" under the menu.

How do I participate in the Adobe Online Forums via email?

Visit the forum you wish to participate in and click on the link to "Receive email notifications". You will start receiving new messages posted in that forum. You can reply to the messages directly from your email or you can click on a link in the message to come back to the forum.

Can I start a new discussion topic via email?

Yes. Once you have subscribed to a forum you can click on the "Your Stuff" link in the forums, click on "Mailing Lists" and find a "Create Discussion" email link for each forum you are subscribed to. Copy the full email address (it may wrap onto two lines) into your email client's address book and send new discussions to this address.

Can I include a file attachment via email?

You can include a file attachment in an email that starts a new forum discussion, but you cannot attach a file to an email reply to an existing discussion.

How do I stop receiving email notifications from the Adobe Forums?

To discontinue receiving thread subscription updates, you can change your personal settings in the web-based forums. To do this, login to the Adobe Forums by visiting <http://forums.adobe.com/> and click on "Login."

Once you've logged in with your Adobe ID and password, click the menu item labeled "Your Stuff" and select "Profile". Select the "Email Notifications" tab, check the threads for which you would no longer like to receive subscription updates and click "Remove Selected Notifications."

How do I embed an image or a video in a forum message?

When posting a message in the Forums, there are two buttons in the Rich Text Editor to include a video or an image file in the message.

For video, click on the clipboard button/icon then select the video site and enter the Video URL or embed code and click Insert.

For an image, click on the camera button/icon then select the appropriate tab (From Your Computer, Uploaded Images, or From the web) and follow the onscreen instructions.

What if I want to link to an image on an external site, such as Pixentral or Flickr, instead of uploading the image to the Forum server?

Flickr's Terms of Service state that if you post an image hosted on Flickr on another site you have to link back to the image page on Flickr. To do that you need to go to your image on Flickr, click on the All Sizes link above the image, select the size image you want, and then Copy the HTML code from the first box of code underneath the image. Then, in the Forum's Rich Text Editor, click on the >> button/icon and select Insert Raw HTML. This will open a frame within your message where you paste the HTML code you copied from the Flickr site. Then continue on with composing your forum message and click "Post Message" to post the message to the forum system.

For Pixentral images, you will need to go to <http://www.pixentral.com> and upload your image following the instructions there. You do NOT have to check the box to make images public. Once your image is uploaded there copy the HTML code from the box below your image. Then, in the Forum's Rich Text Editor, click on the >> button/icon and select Insert Raw HTML. This will open a frame within your message where you paste the HTML code you copied from the Pixentral site. Please note that there is an extra "/" character in the Pixentral URL that will prevent the image from showing up, so you need to make one change to the HTML that you copied from the Pixentral site. The beginning of the HTML code will look something like this:

```
<a href="http:www.pixentral.com/show.php?picture=16xx5748rt9fhd"/>
```

Please remove the backslash that appears between the quotes and the greater than symbol so that this part of the HTML code looks like this:

```
<a href="http:www.pixentral.com/show.php?picture=16xx5748rt9fhd">
```

Then continue on with composing your forum message and click "Post Message" to post the message to the forum system.

Can I attach a file to a forum message?

Yes. Each message in the Forums can have up to three files attached. Each file cannot exceed 5MB. These numbers are subject to change.

To attach a file, create a new forum message as usual and then click on the "Browse" button below the Rich Text Editor box to select a file from your computer.

Are forum messages presented in Threaded or Flat order?

The Forum messages can be presented in either Threaded or Flat order. This can be set in your forum Preferences. Click on the "Your Stuff" link and select "Preferences." The first setting on that page is for how you want to see the messages.

In Flat mode each message posted in the Forum will appear directly below and in line with the message posted before it. You will be able to view the discussion as if it were a live discussion with each person taking a turn in successive order.

In Threaded mode each message will be posted below the message it is direct reply to and will be indented. This makes it easier to follow sidebar or sub-discussions, but can make it more difficult to follow a long conversation.

When you are reading messages in a forum you can select to reply to the original message or to any of the replies to that original message.

How do I edit a message that I have posted in the Forum?

After you have posted a message you will find an Edit link at the bottom of the message. Click on the link to open the message editor and make your changes. The edit feature is good for fixing a typo or a link. But if you have extensive changes to make to your message we suggest that you post a new reply to your message instead of editing the original message. Editing is not available if someone has replied to your message. Then you have to add a new reply to the thread with the updated information

How do I delete a message that I have posted in the Forum?

You can delete a message you have posted if there have been no replies. Once someone has replied the Delete option goes away.

How do I send a forum message to a friend?

While reading a message in the Forums you can send a link to the discussion to someone outside the forum system by clicking on the "Send as email" link in the Actions panel. You can select user names from the system or email addresses of people outside the system and they will be sent a link to the forum. The actual message is not included in the email. The recipient will need to click on the link in the message to view the contents.

How do I report an abusive post in the Forums?

When viewing messages in the Forum you will find a "Report Abuse" link in the Actions panel on the right side for the original message and you will also find an individual Report Abuse link listed for each reply to the original message. Click on the link to send a report.

How do I upload an Avatar for my Forum account?

To upload a custom avatar for use in the Adobe Forums you must first create a 128x128 (max size) image file.

Then log into the Forums and click on Your Stuff and select Profile

Click on Change Avatar in the Actions panel on the right side of the screen.

Scroll down to the Upload Avatar section and click Browse to find the avatar file on your system, then click Upload.

Once your avatar file is uploaded it has to be approved by an administrator (this might take several hours to several days). Until it is approved it will be marked as "pending." Once the pending notification is gone you can select that avatar and click Save Settings.

How do I upload an image for my profile page?

Log into the Forums and click on Your Stuff and select Profile.

Click on the Edit Profile link in the Actions panel on the right side of the screen

Click on the Browse button to select an image file from your system

Click on the Save button to upload and save your new profile image

All profile images will be scaled to be 320 pixels wide.

How do I access Private Messages?

The Private Message feature is located under the Your Stuff link.

If you have a private message waiting for you in the forum the Your Stuff link will change to orange

Click on the Your Stuff and select Private Messages from the drop down menu.

There you will be able to read incoming messages, create new messages, and manage old messages.

You can also manage an Address Book and sort messages into folders.

Can I attach a file to a Private Message?

No. But you can include a link to an image or a video.

How many Private Messages can I have?

40 (subject to change)

Why do my older messages appear with parentheses around my name?

For a three-month period before our new forums were launched we encouraged users to go through an account migration to associate their former forum IDs with their Adobe ID. Accounts with the parentheses are from those users who had content in the old Adobe User to User Forums, but who have not signed into the new system (yet). The parentheses were added to these account names so they could be imported into the new system without clashing with screen names associated with Adobe IDs. The alternative to this would have been that all of the accounts that are enclosed in parentheses would have just said "Guest" with no way to attribute them to a user.

Why do some users have parentheses around their name?

That indicates that the user posted this message on the prior Adobe User to User Forums and has not yet signed in to the new system, or is using a different account in the new system. If they log in with that account in the new system the parentheses will go away.

Can I subscribe to a feed from the Forums?

Yes, you can get an RSS feed from various parts of the forums: Announcements, Discussions, and you can even subscribe to an individual user by going to their profile (click on their name or avatar any place in the forums) and getting the feed link from there. You can also get a feed of your private message inbox.

Some messages have odd line breaks and random characters in them, such as lines that start with B or I that don't seem to make sense.

The Adobe Online Forums is a new system that has data imported from two previous systems. One of the previous systems had its own message formatting codes, such as B for Bold and I for Italic. These codes import into the new system as plain text and lead to the formatting issue that you might run across on old messages.

I marked a reply to my question as the correct answer, but then discovered that it was not correct. Can I remove the Marked as Answered setting?

No, you can only set this for one reply and it cannot be removed. Please post a follow up message in the discussion thread with updated information, such as a clarification or rebuttal to the marked answer.

I am not clear on the points system in the Forums. Will I get points for simply posting questions or replying to questions?

No. Points are not given for simply posting a question or a reply. Points are awarded by the person who started a discussion. They can mark a reply to their question as either The Answer or as Helpful. They can mark one Correct answer and two Helpful answers per discussion thread.

I've clicked to edit my profile and now I'm lost. I can't get back to the discussion I was viewing.

Use the History link to navigate back to your original discussion page.

Is there an alternative to the Rich Text Editor?

Yes, if you are comfortable with some basic HTML, you can click on the HTML link in the upper right corner of the Full Editor to switch to an HTML editor. If you use the HTML editor you need to remember to put in <p> and
 tags between paragraphs, otherwise the HTML editor will remove extraneous white space (including carriage returns) in your message.

How can I Jump the last message in a thread?

Click on the XX minutes ago link in the list of threads to go to the latest message instead of to the first message