1. Ingresar al la siguiente dirección web https://licensing.adobe.com

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2. Luego donde dice Login ID debe colocar el email que se uso para generar la licencia, no puede usar otro ya que ese es el que esta registrado en Adobe

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3. Luego dar click donde dice Forgot Password para hacer un reset del mismo y que le llegue a su correo su nuevo password.

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4. Luego saldrá una pantalla como la siguiente en donde volverán a colocar su email para que le sea enviado el password nuevo y poder ingresar a hacer el download del media

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└ Volver a ingresar el email para el envio del nuevo Pass

5. Una vez recibido el nuevo pass en su inbox , volver a entrar a la pagina principal de Adobe Licencing https://licensing.adobe.com y hacer el Login , mediante su email y el nuevo Pass , ingresan y listo pueden realizar la descarga

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