Install Elements products purchased in Retail

Purchased Adobe Photoshop Elements or Adobe Premiere Elements in Retail? Learn how to download your Elements products from Adobe.

Step 1: Locate the redemption code in your email inbox

When you buy Adobe Photoshop Elements or Adobe Premiere Elements from Retail, you receive a redemption code. Redeem this code to get your serial number which is required to install your Elements product.

Your redemption code is required to retrieve your serial number. You are prompted to enter your serial number during the install.

Step 2: Create your Adobe account or sign in with your existing account to redeem your product

Enter this redemption code in the [Adobe website](#) to get your serial number. You'll need this serial number while installing. Note that the redemption codes and serial numbers are not interchangeable.

1. Go to **https://redeem.licenses.adobe.com/getserial/#**.
2. Do one of the following:

   - **Returning Adobe customer?** Sign in using your email and existing Adobe password.
   - **New to Adobe?** Select **Create an account**, and then follow the onscreen instructions.

3. Enter the redemption code you got from your account.
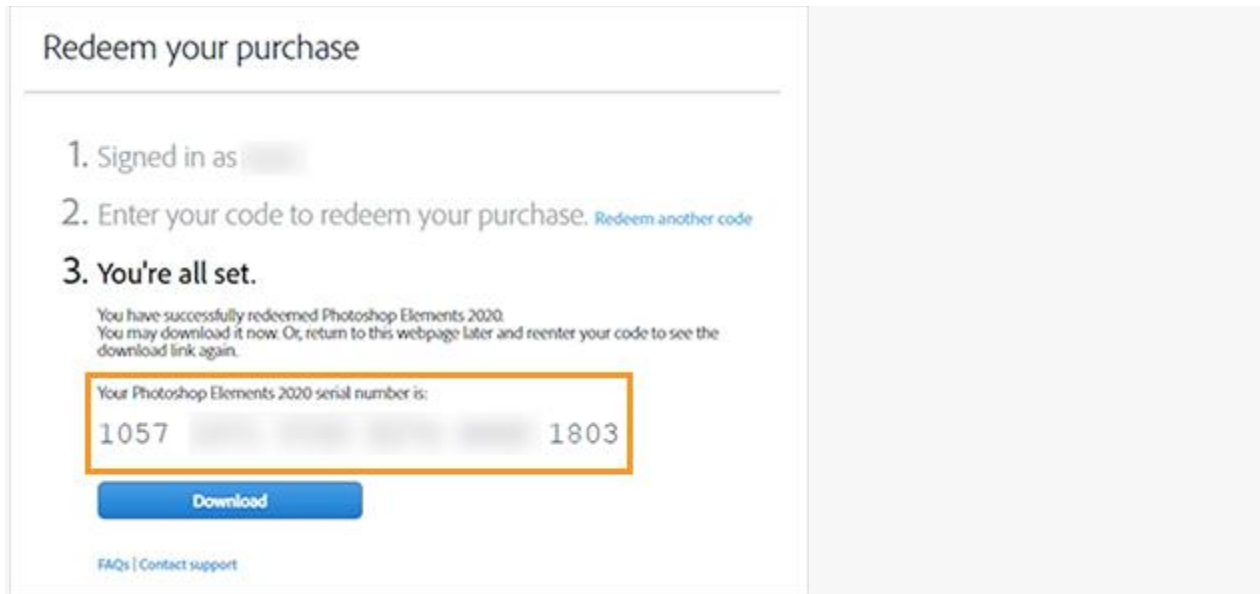

📄 The redemption code contains both letters and numbers. If it only contains numbers, it's likely you're looking at your product code or serial number.
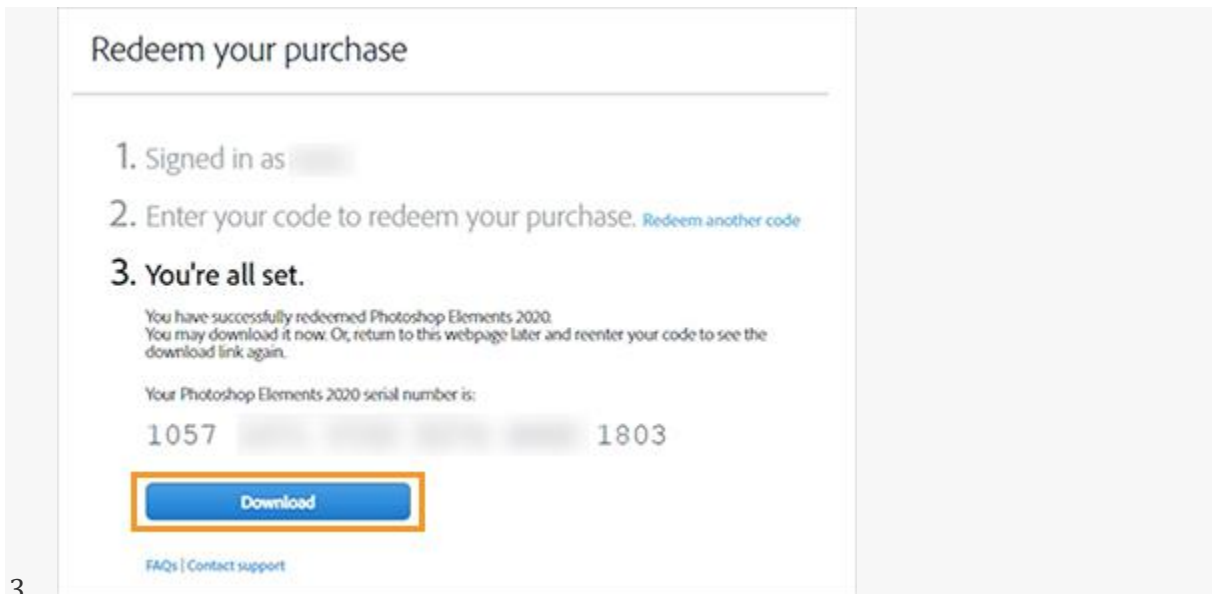
4. Select **Redeem**.

Step 3: Note the serial number and download your product

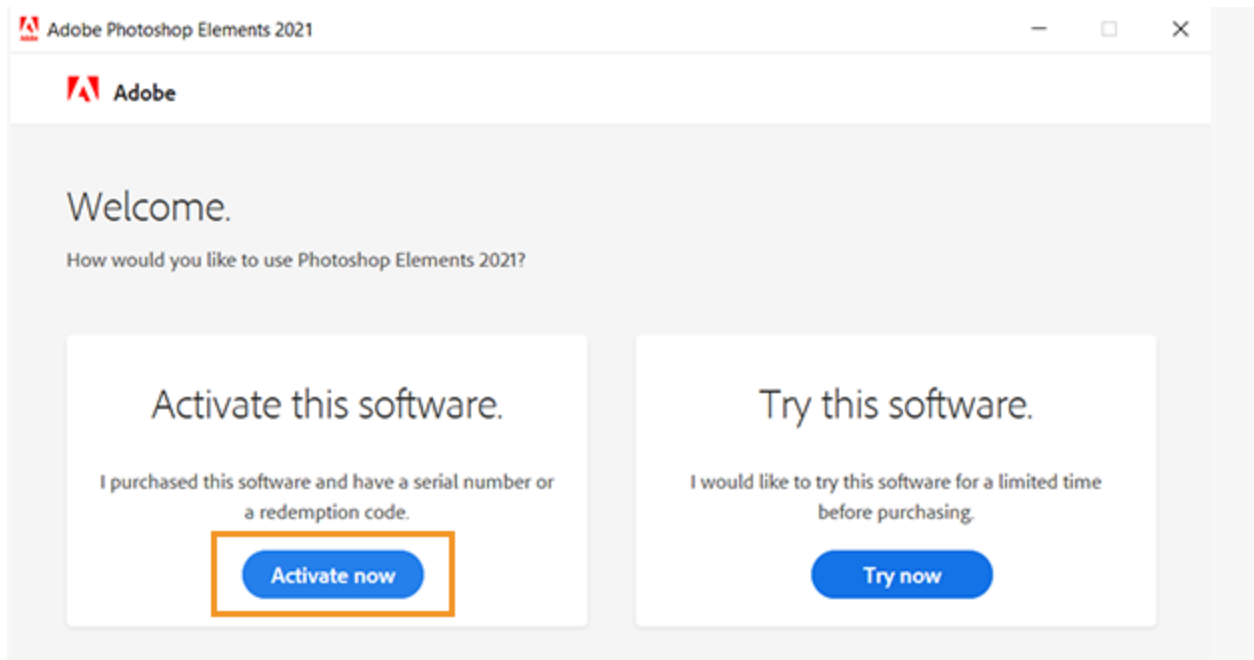1. Note your serial number, as you'll need it during installation.

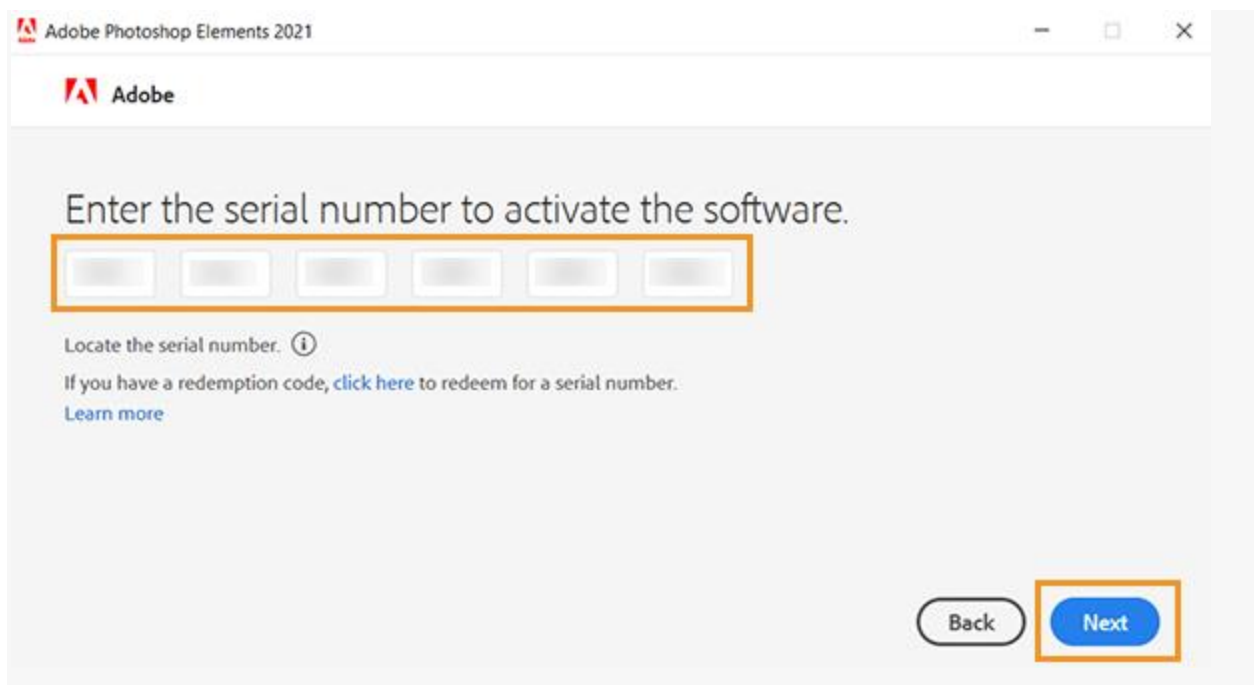2. Select **Download** to begin downloading your product, and then follow the onscreen instructions.

3.

Once the installation is complete and the product opens, you are prompted to enter your serial number.

4. Select **Activate now**.

5. Enter the serial number to activate your Elements product, and select **Next**.
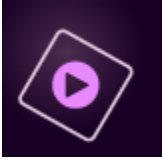

The serial number for Adobe Photoshop Elements starts with 1057, and for Adobe Premiere Elements it starts with 1143.
Your Elements product opens successfully.

Step 4: Get to know Elements

Get to know Adobe Photoshop Elements

Get to know Adobe Premiere Elements