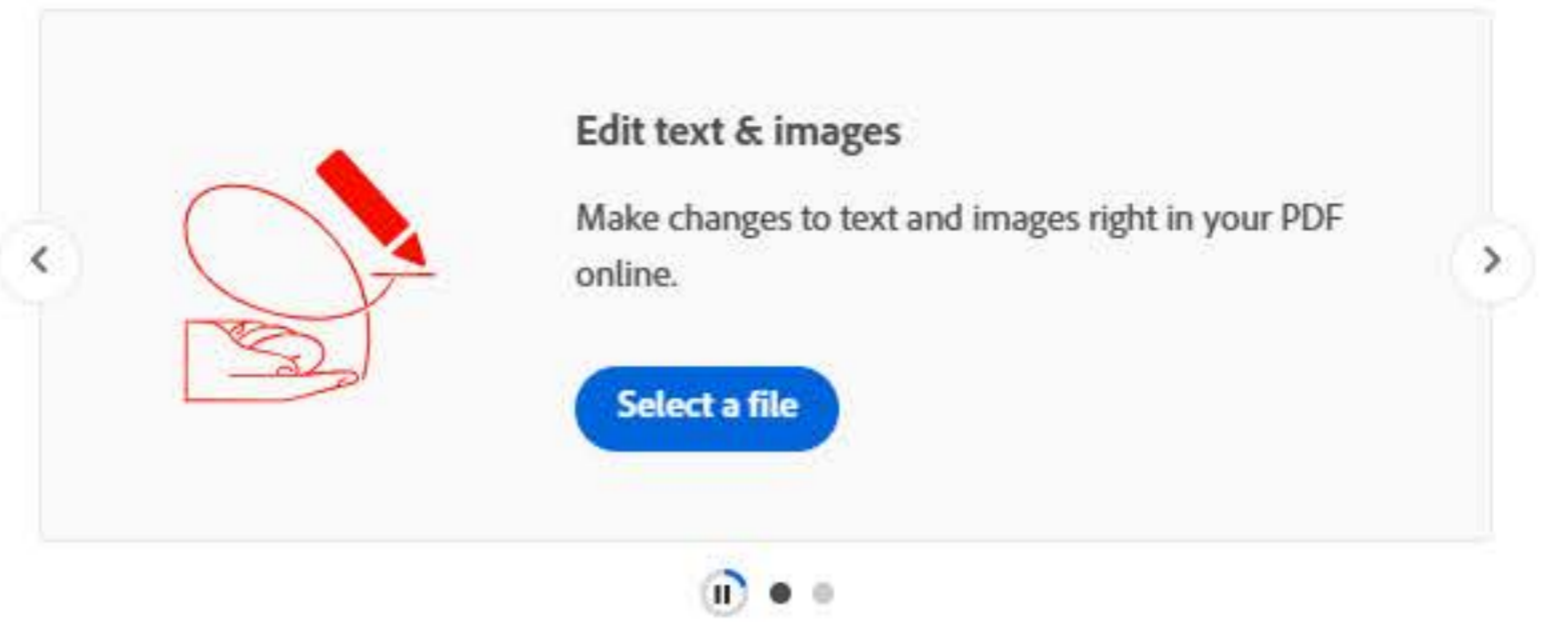


Hi, Danilo

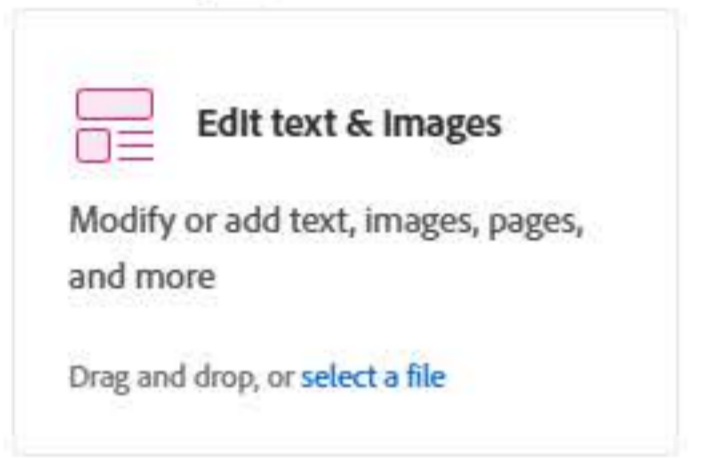
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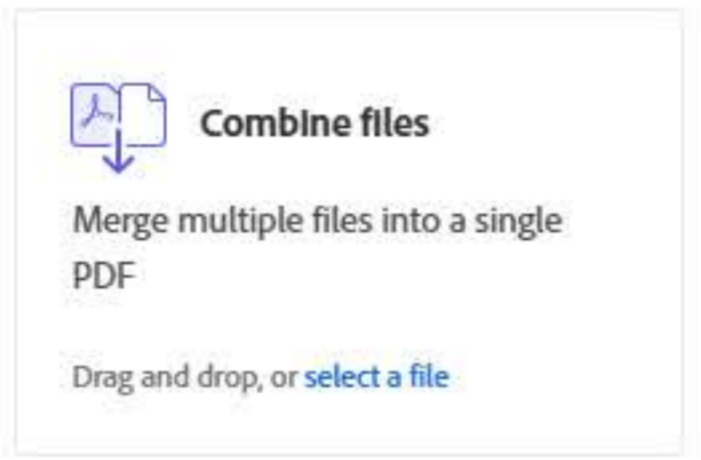
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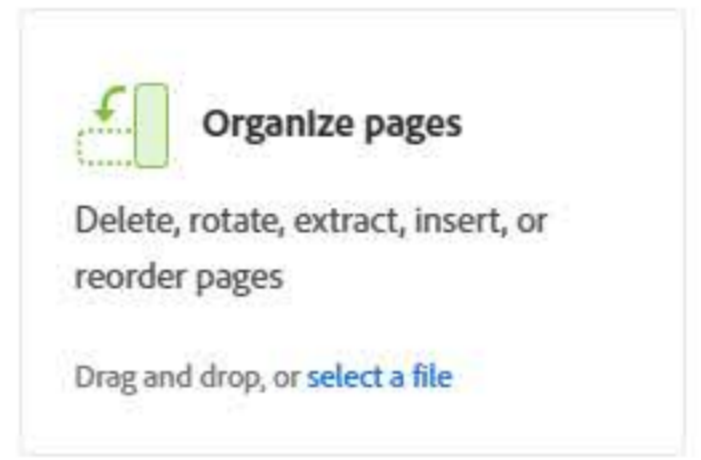
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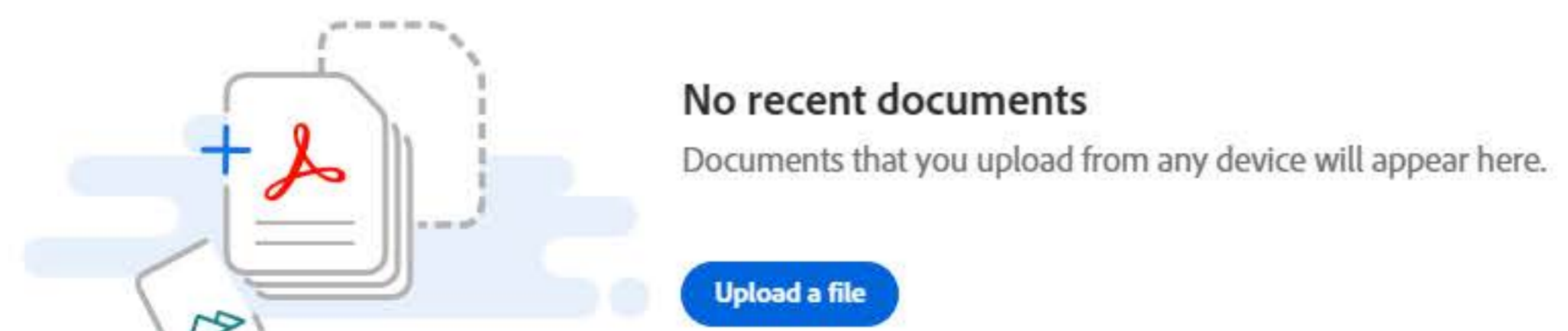
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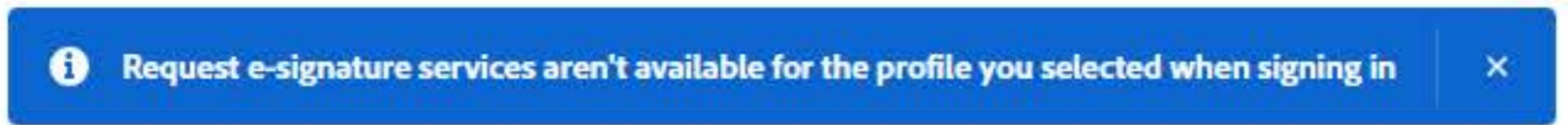
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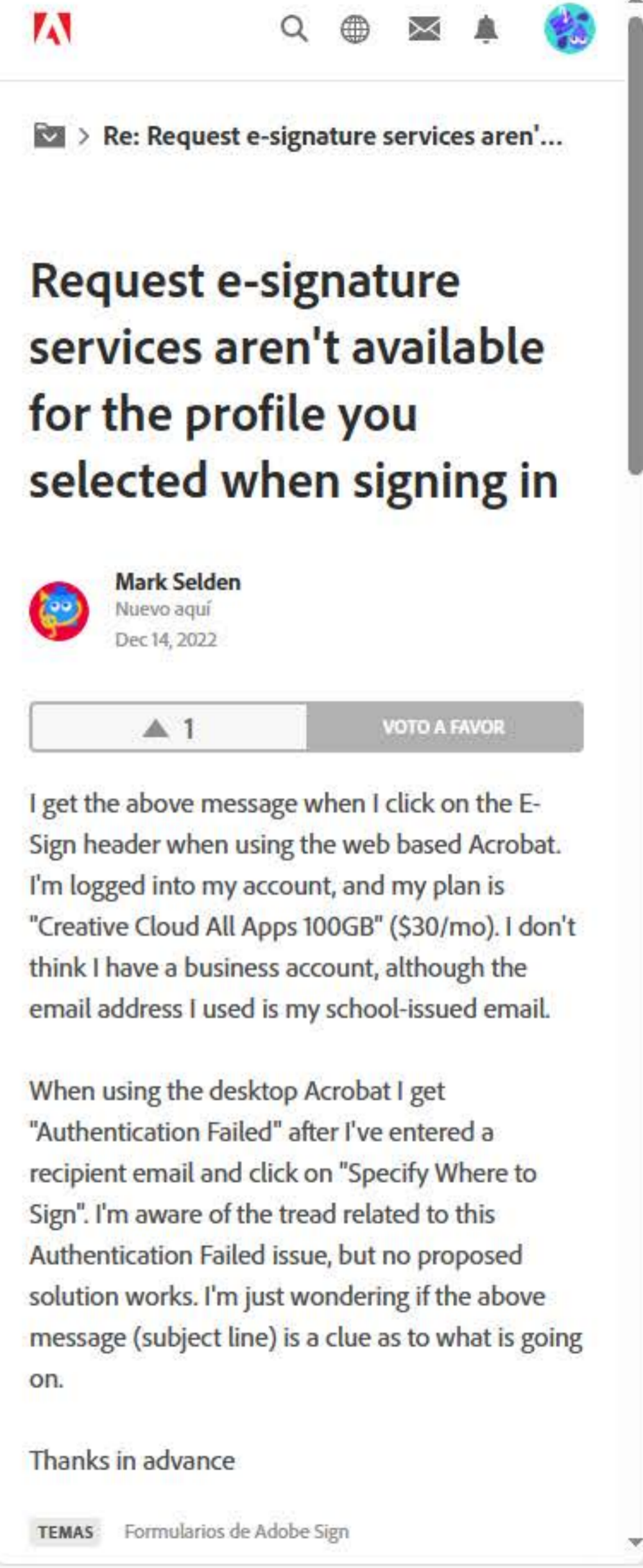
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**Request e-signature services aren't available for the profile you selected when signing in**

**Mark Selden**  
Nuevo aquí  
Dec 14, 2022

1 VOTO A FAVOR

I get the above message when I click on the E-Sign header when using the web based Acrobat. I'm logged into my account, and my plan is "Creative Cloud All Apps 100GB" (\$30/mo). I don't think I have a business account, although the email address I used is my school-issued email.

When using the desktop Acrobat I get "Authentication Failed" after I've entered a recipient email and click on "Specify Where to Sign". I'm aware of the tread related to this Authentication Failed issue, but no proposed solution works. I'm just wondering if the above message (subject line) is a clue as to what is going on.

Thanks in advance

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