

Preparing For Your Move to Unified Review & Approvals

Q&A Export | September 15, 2026

Question: Will we be able to proof from site URLs?

Answer: Yes, you will, that is coming soon

Question: Outside of using the Approvals widget on the Home screen, what type of report would you suggest people use to show items that have been sent out for approval or are assigned to the viewer for an approval? We have had a difficult time finding a report that is similar to the Home screen widget.

Answer: Here is a good resource that is helpful:

<https://experienceleague.adobe.com/en/docs/workfront/using/review-and-approve-work/document-reviews-and-approvals/manage-asset-review-and-approval/create-review-and-approval-dashboard>

Question: Where do you put the brands standard to use AI collaborator? Do you need GenStudio for this?

Answer: It is now in your Workfront settings.

<https://experienceleague.adobe.com/en/docs/workfront/using/review-and-approve-work/document-reviews-and-approvals/manage-asset-review-and-approval/create-a-brand>

Question: When they originally showed, you would just drag and drop the file. However, when changes were made on PS, they didn't update versions. Does PS need to be connected to Workfront/Frame.io?

Answer: With mounted storage, it will automatically stack the version. So that might not have been available the last time we showed! There is also a native integration coming.

Question: What if we don't have that in storage preferences?

Answer: This is only available through your renewal on Workfront, so if you have a renewal coming up, that is when you will see the preferences!

Question: When we send a proof to an external user for review/approval, it appears now the external reviewer has to set up an Adobe account before they can see the proof viewer for markup/comments, is there a way to bypass the step of setting up an Adobe account?

Answer: Not at this time. We have to have an email connected to the approval to ensure it's the right approver/reviewer. This is a one-time thing to setup an external user account. If you have Frame Enterprise, you can also make use of "share" links in Frame to share assets to external users. This is limited and does not support formal review/approval, just commenting/feedback. If you get in touch with your Adobe account team and we can look at your workflow to make sure what makes sense!

Question: Do you have to activate Adobe Cloud Storage in order to use the review and approvals?

Answer: Yes. You'll need to be on the new SKUs then go into system preferences to enable it. It's off by default to avoid confusion when the new SKUs are enabled.

Question: To view approvals in frame.io the typical Workfront "Log in as" feature doesn't work. Is there a workaround?

Answer: Workfront's Log in as feature does not work for viewing approvals in Frame.io. Workaround is to use a separate test or admin user with reviewer/approver access instead

Question: Does archiving jobs open up more storage by user then? Or does 60GB include archived jobs?

Answer: No—archiving does not free storage; archived proofs/jobs still count toward the quota. The 60 GB per licensed user is pooled across the organization, and space is reclaimed only by deleting items and emptying the Trash.

Question: The math on storage - is it a hard cap at 60 GB per user or is it that the TOTAL storage is calculated at 60 GB per user (and one user can use 80 GB if another user only uses 40 GB)?

Answer: It's a pooled organization-level quota, calculated as 60 GB × the number of licensed users, not a hard 60 GB cap per user. One user could use 80 GB if another uses 40 GB; administrators receive usage alerts at 75%, 90%, and 100% of the pooled quota

Question: For external reviewers in Frame.io - are the limits per person?

Answer: Nope! Unlimited Reviewers!

Question: Is there a cap on external reviewers that only review and comment, but do not make an approval decision?

Answer: The cap is on approvers not reviewers.

<https://experienceleague.adobe.com/en/docs/workfront/using/review-and-approve-work/proof-doc-decision-limits>

Question: I have a number of Fusion PROOF workflows (multistage) which my clients rely on, do I need to rebuild these using IO?

Answer: Yes. Existing Fusion Proof workflows continue to work for projects that remain on legacy Workfront storage. If you move to Adobe Cloud Storage/Unified Review and Approval, Proof-based scenarios won't work automatically; each should be edited, rebuilt, or retired using the new Unified Review and Approvals connector. We are in the process of making this a smoother transition for you! More updates on this soon

Question: What is the reason for 10% of paid user licenses as the video proof cap? This is a significantly low quantity of video proofs and detrimental to our ability to roll out and adopt this software for an enterprise marketing organization.

Answer: Frame.io Enterprise connected into this experience is truly built as your creatives home base. So this is a signal to us that there are creatives that would benefit from the Frame.io Enterprise add on to support your creative workflow.

Question: As documents are updated in Creative Cloud does it create a new version or overwrite the original in Workfront?

Answer: If the current version has an approval workflow set on it, then it will create a new version. This ensures no comments/decisions are overwritten if no approval is set yet and it is a "WIP" still, then the file will be updated

Question: Our org consists of multiple instances, and some of those instances consist of multiple groups. Is it possible to set group-level quotas based on the number users in each group so one group doesn't consume all of the instance-level quota?

Answer: No. The 60 GB per licensed user is pooled at the Workfront organization/instance level, with no supported hard quota per group. separate organizations can be allocated storage independently, but groups within one instance cannot partition the pool.

Question: What types of errors or roadblocks have you seen customers experience with using these new features? Please be candid.

Answer: Frame link generation, versioning clarity, fusion scenarios going from document approvals to proof approvals need to be rebuilt, and reporting. These are the major things we are aware of, the first two are fixed, the others are in progress.

Question: For converting legacy-storage portfolios, what is the process for converting? Is it within SET-UP to turn on and off or potentially a more manual process?

Answer: It's under system preferences. once you convert a portfolio all legacy objects will live there as legacy, but all new projects will need to be on Adobe Cloud Storage. It's an administrator-initiated action in Setup > System > Preferences > Storage Preferences: select one or more legacy portfolios, save, and confirm—it is not a reversible on/off toggle. The portfolio and all new projects created there use Adobe Cloud Storage, while existing child projects, programs, and documents remain on legacy storage, so review dependencies before converting.

Question: Workfront and Creative Cloud native integration - will it matter if they are on different admin consoles?

Answer: Workfront and Creative Cloud must be provisioned in the same IMS organization; separate Admin Consoles or IMS organizations can prevent the project integration from working.

Question: Do the Grouped Approvals need to be assets in a single project or across multiple projects ?

Answer: Right now the UI only supports the ability to create a group within the same folder. If the assets move they will remain in the group unless you remove them from the group.

Question: Does HTML review include staging sites that are password protected?

Answer: Yes, HTML will support password protected sites

Question: Would the HTML live review upcoming URA feature also include HTML as a file structure, not just resolved through a site?

Answer: HTML zip is supported. HTML Zip has been live since the spring!

Question: Can you combine GIFs and static files. e.g. Word Doc in the same proof?

Answer: If you mean multiple asset types, yes. Grouped Approvals can have different asset types in the workflow!

Question: Will there be customized decisions available in the future? We currently use a Cancel Proof as one of our decision buttons.

Answer: It's under consideration but no committed timeline yet.

Question: If my contract renews at the end of the year, will i be automatically upgraded to Workfront V2 or am I able to stay with V1 for a while longer ?

Answer: it will automatically be upgraded to V2. V1 is no longer supported. If you move to V2 you'll still have access to legacy workflows, templates, documents, etc.

Question: When will we be able to customize the fields in the documents view? (Ie surfacing version, stage deadline etc...)

Answer: Current target is H1FY27

Question: About the Workfront & Creative Cloud native integration, do we need to install the plug-in for this?

Answer: No plugin, more instructions to follow when this becomes available later this month! The biggest changes are (1) when saving, you will have the option to "Save to Adobe Cloud Storage" and see all your Workfront projects to save to and (2) you will see Workfront projects on your CC home screen to open files

Question: Is it possible to audit which groups on an instance are consuming how much storage? That would support internal billing if we need to purchase additional storage.

Answer: No, not at this time. You would need a custom analysis, or request a detailed usage extract from Adobe