INTRODUCING
THE CREATIVE STUDIO

Powered by degraffics.com

Accessing your Creative Studio:

1. Go To: http://www.degraffics.com, locate and click on the Creative Studio menu tab.

2. On the Creative Studio Page, locate the login form. Once found, enter your username and password, click the login button to access your studio.
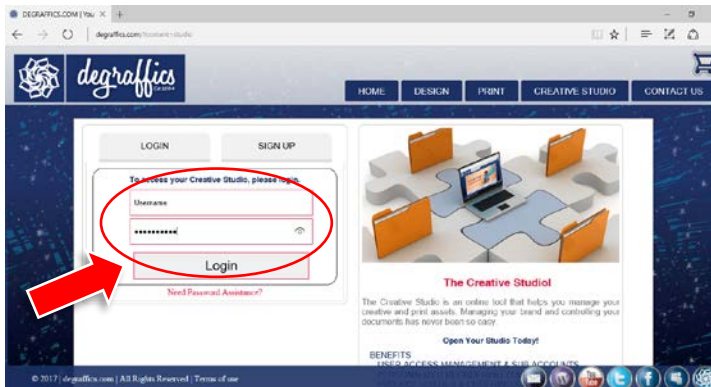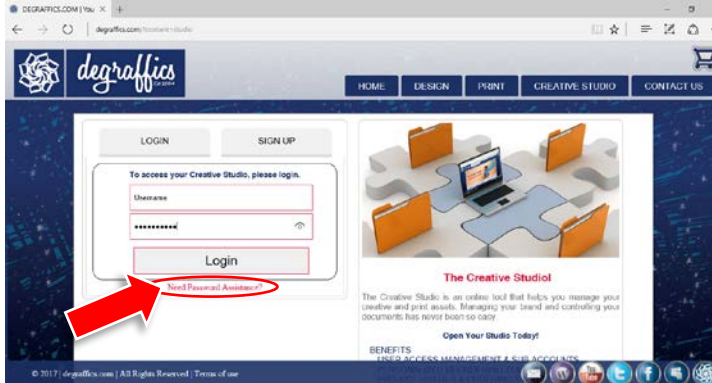

3. After the system accepts your credentials, you will be routed to the Creative Studio Dashboard.
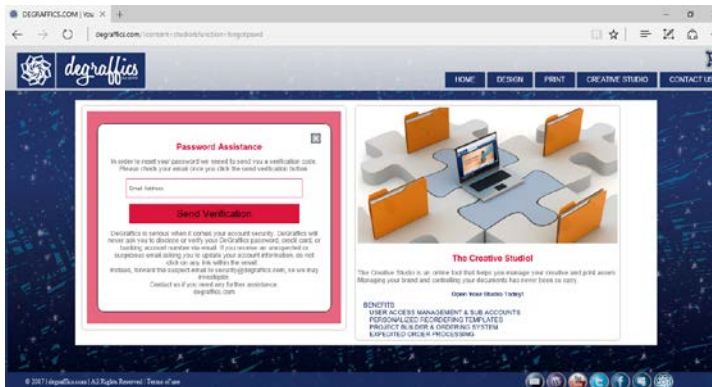

   Note: first time users will see very little information until they start adding information and using the studio.

FORGOT PASSWORD

1. Need to change your password, locate the Need Password Assistance link.

2. You will need to enter the email for the account.

3. The system will check to see if your email exists, if found an email with a verification code will be sent.

Not Receiving Emails:
In some cases, you will need to add the email (SECURITY@DEGRAFFICS.COM) to your address book or spam filter. Also, because this email is a system generated email, it may end up in your junk or spam folder, pleases check if you're not receiving the emails within 5 to 10 minutes.

Once the security@degraffics.com email is added or whitelisted, please retry sending your verification request for the website. If you're still having trouble, please call (623) 869-6720 for assistance.

Alternatively, try using the send a text message if you are not receiving the system emails.

Enter your phone number, no spaces or dashes, 0000000000, select your carrier, click send and you should receive a Text Message from SECURITY@DEGRAFFICS.COM.

Received the Verification Email

4. Copy and paste the code from the email and paste into the verification field.
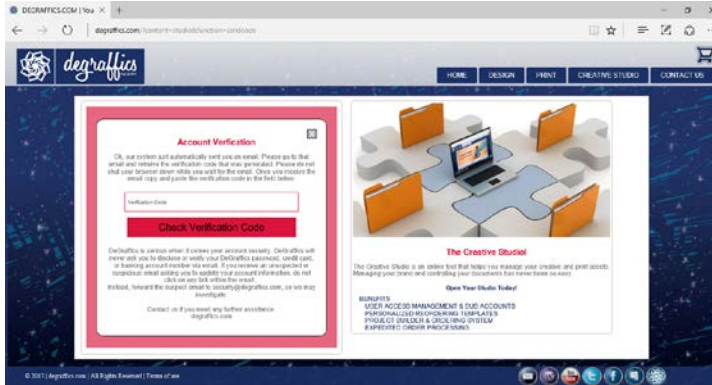

5. If the system accepts your verification code you will be able to enter your new password. You will be required to provivde your username as a last verification when changing your password.
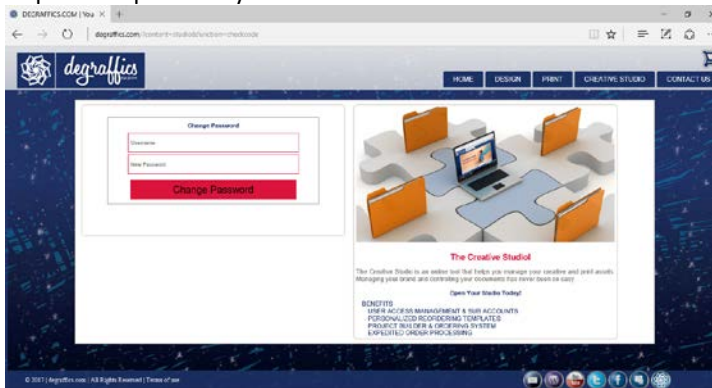
6. After you have sucessfully passed the verifiation checks and entered your new password you will see the account change notice. You should be able to login using your username and new password.
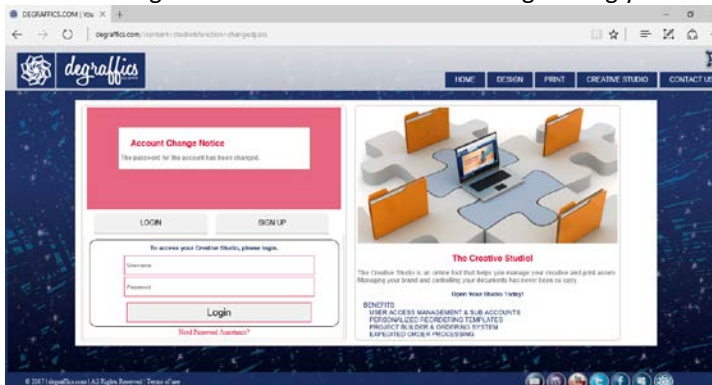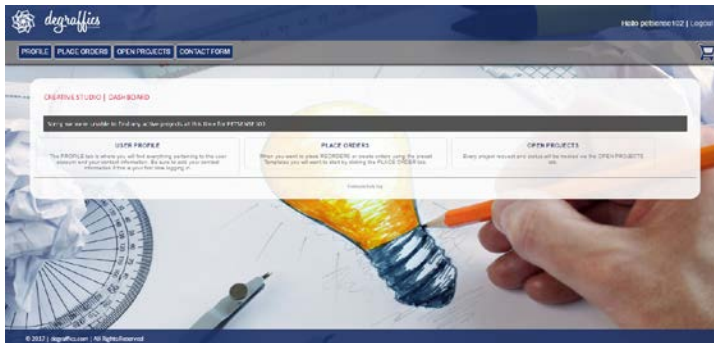

7. After changing your password you should also receive an email confirming that your account password has been changed.
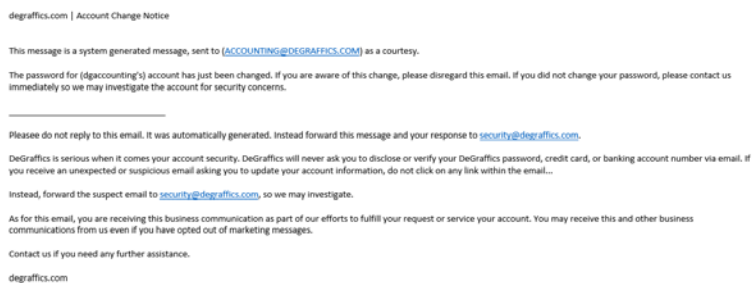
Creative Studio | Dashboard

1. Landing page when you log into your account.

Projects

A project is either a request for a Creative Services or a product ordered for production, or both. The system will track a project from start to finish and report its status as it progresses. Each project will be moved independently through its process dependent upon its unique requirements and specifications.

Only authorized purchasers are granted access to the Creative Studio, therefore all requests are considered binding.

Users:

Only active (open) projects assigned the user will be seen.
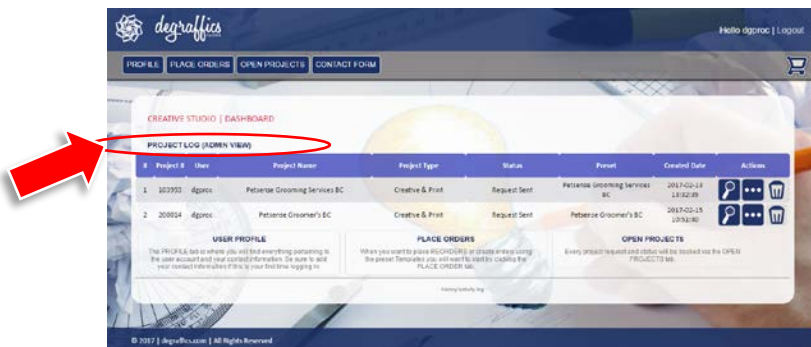
Administrators:

Admins will see active(open) projects for all parent and sub-accounts.

The User's Profile

Note: first time users will need to add contact information.

Profile:

- Username: Created by Parent Account, must be unique to this account.
- Email: Primary email address for communication, must be unique to this account.
- Password: Will be controlled by the account holder.
- ID: System assigned.
- Account Status: Active accounts will have privileges to use system.
- Parent Account: All sub-accounts will have a parent account.
- Account Type: Parent or Sub-account.
- Access Type: Admin or User.

Contact Information: (*Please add info when opening your studio for the first time*)

- Name: This is the person responsible and authorized to purchase on the account.
- Title: Optional.
- Phone: The direct line to the person on record.
- Phone Type: Mobile or Direct Line.
- Preferred Communication Method: Phone or Email.

Placing Orders:

All orders require a PO.

To create a PO, use the following format: STORE#-dmy (ex: 102-01012017)
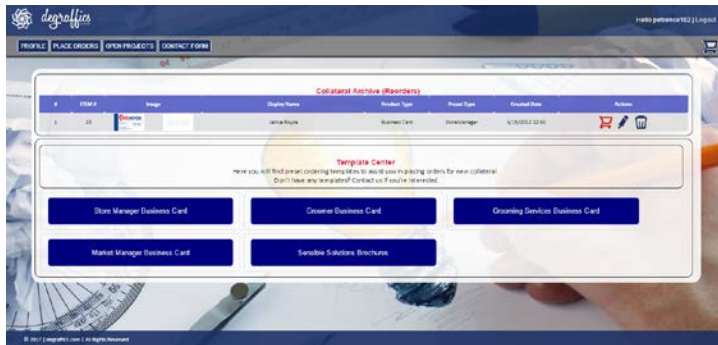
Collateral Archive (Reorders)

A reorder is an exact order of something previously ordered. The same artwork or production requirements are used from the previous order expediting our ability to process your request. If you need to make changes to the collateral on-file, i.e., artwork, production, or shipping information you will want to place a request for modifications instead.

Reorders bypass the proofing or processing requirements and go straight into production. Reorders are produced per our standard production time-frames. If you are not 100% sure that you want to order this item now in its current configuration, stop, and contact us.

Please call or email us if you have any questions before placing your reorders.

Administrators

Admins will have a search box that they can use to view all user's collateral centers.

Templates (New Collateral)

If you can't find the collateral on-file, then it will be a new collateral item that needs to be created using a template.

Available templates:

- Store Manager Business Card, Creative Agent generated proofs will be provided
- Groomer Business Card, Creative Agent generated proofs will be provided
- Corporate Business Card, Creative Agent generated proofs will be provided
- Market Manager Business Card, Creative Agent generated proofs will be provided
- Grooming Services Business Card, Creative Agent generated proofs will be provided
- Sensible Solutions Brochures, online proofs provided at time of ordering

Template (Example)

Template layout and instructions:

1. Preset Inputs for information
2. Proofs of the template and associated information
3. Add PO & special instructions to the designer or production team
4. Service and product configuration information
5. Button to place your request

Support Center:

The contact for will send a message to the appropriate party by selected the type of message you're sending.

- Technical Support: Help with using or trouble shooting system issues.
- Product/Ordering Support: Help with creating new or reordering collateral.
- Status Tracking: Help to locate, process or track orders already in the system.
- Other: Help with anything else.

degraffics.com is always a phone call away and happy to help if you need anything.

(623) 869-6720