# Welcome to Your Creators Dept Partner Portal

Updated November 25, 2026 · the latest is always at app.creatorsdept.com/partner-guide

Your Client Partner Portal is where everything we create together lives: your photos and videos, your requests, shared docs, brand files and agreements. This walkthrough takes about three minutes. Sections 1 to 6 cover the everyday steps; the optional ones after them cover things you'll only do now and then.

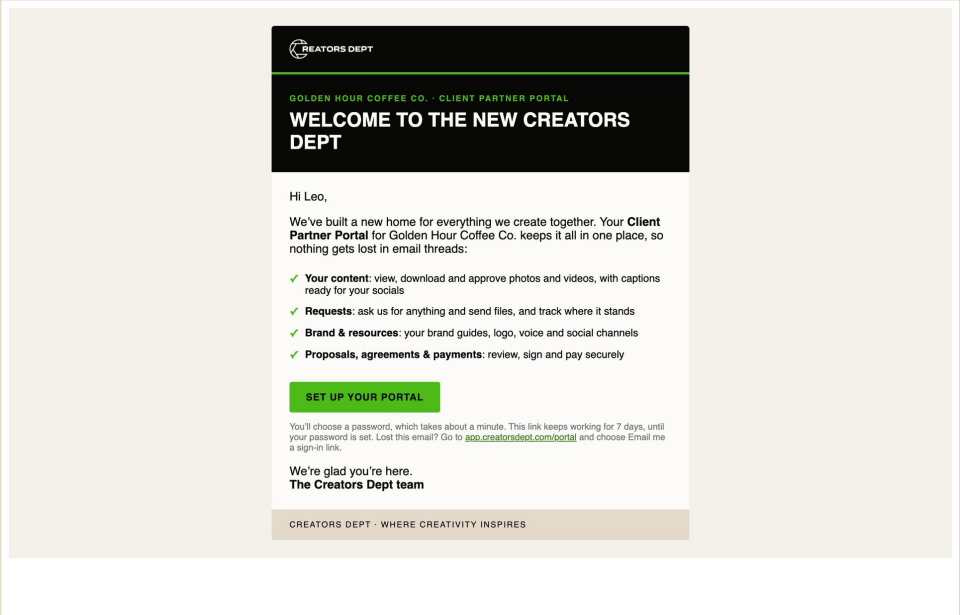
> **Who can see what.** This guide is open to anyone with the link, with no sign-in needed, and you can print it or download it as a PDF. It uses a made-up business (Golden Hour Coffee Co.), so nothing private is in it. Your portal is private: only people we've invited, at the email address we have for them, can sign in, and they only ever see your business.

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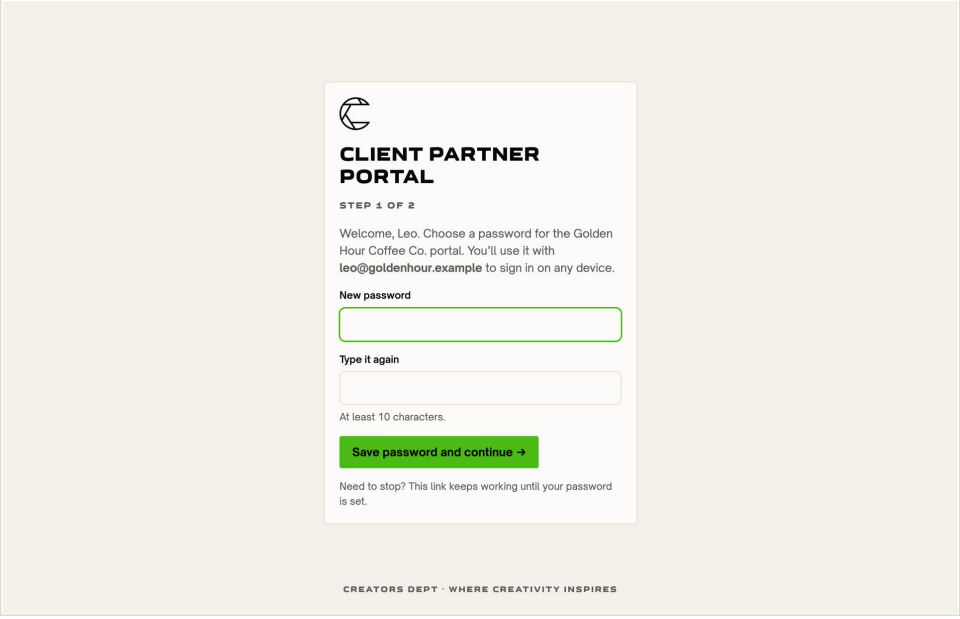
# 01 Open your invitation

We'll send you an email titled **Welcome to the new Creators Dept: your Client Partner Portal**.

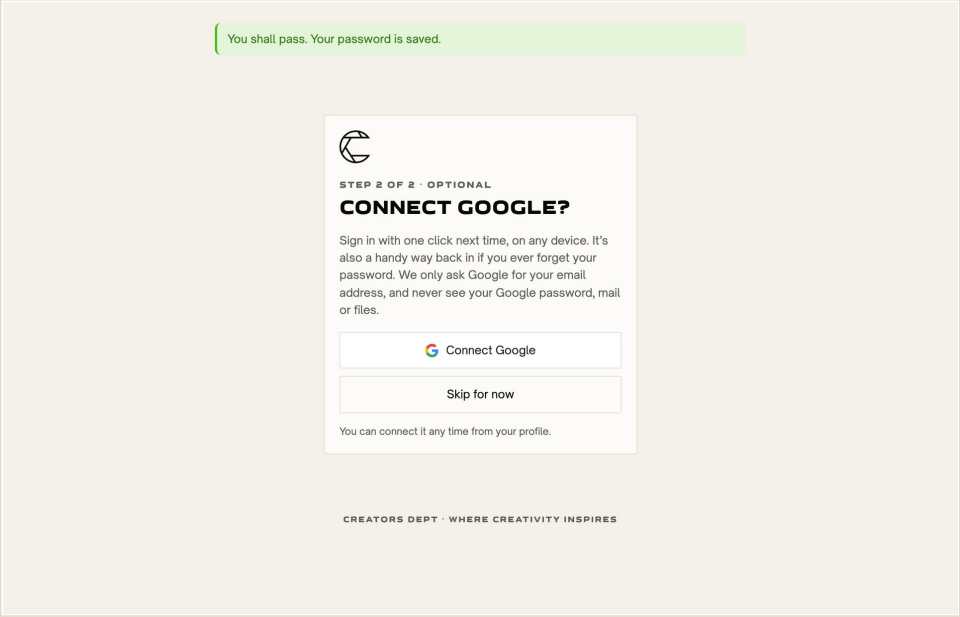



The invitation email

1. Click **Set up your portal**.
2. Type a password of at least 10 characters twice and click **Save password and continue ›**.
3. If you'd like to sign in with your Google account, click **Connect Google**. Otherwise click **Skip for now**. You can connect it later from **Your profile**. We only ask Google for your email address.



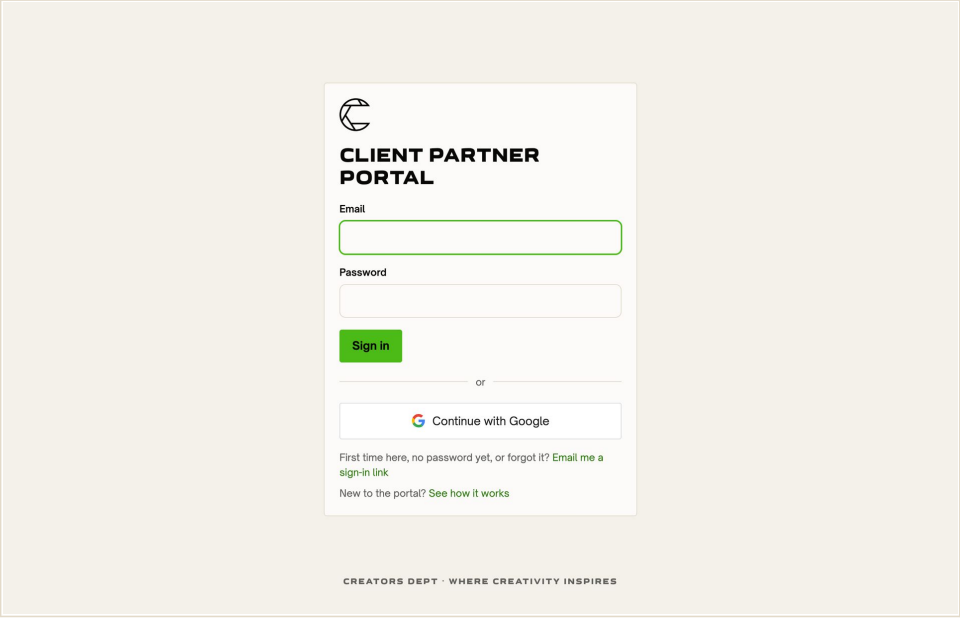

Choosing your password




The optional Connect Google step

Had to stop partway? Just click the link in the email again. It keeps working for 7 days, until your password is set.

Next time, go to **app.creatorsdept.com/portal** and sign in with your email and password, or click **Continue with Google**. No password yet, or forgot it? Click **Email me a sign-in link** instead. If you're still setting up, the link lasts 24 hours and walks you through choosing a password. Otherwise it expires in 30 minutes. Ended up on a page that just says **Sign in**, next to **Your creative department, all in one place**? That's our team's page; click **Sign in to your Client Partner Portal** below the form, or sign in right there with your portal email and password.

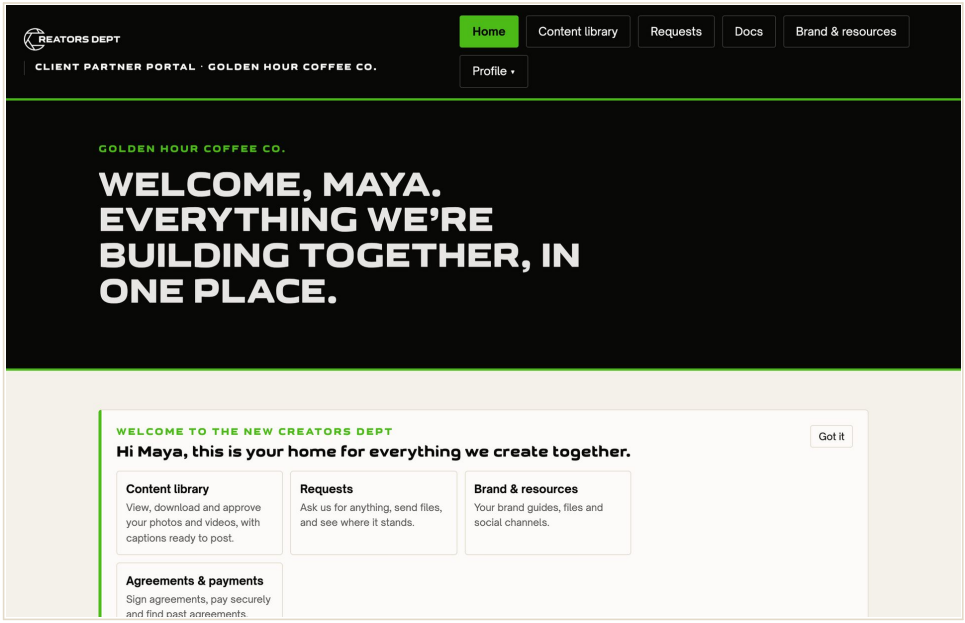



Signing in to the portal

> Invitation expired? Go to app.creatorsdept.com/portal, click **Email me a sign-in link** and enter the same email address. We'll send a fresh link so you can finish setting up.

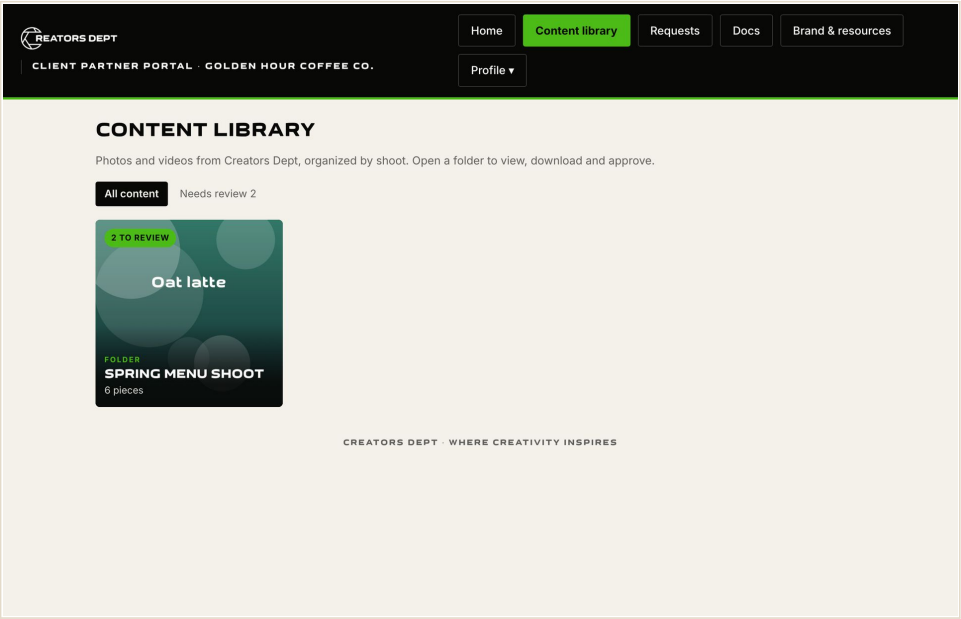
# 02 Find and download your content

Your portal home shows what needs you under **Needs your attention**, and your newest content just below it.

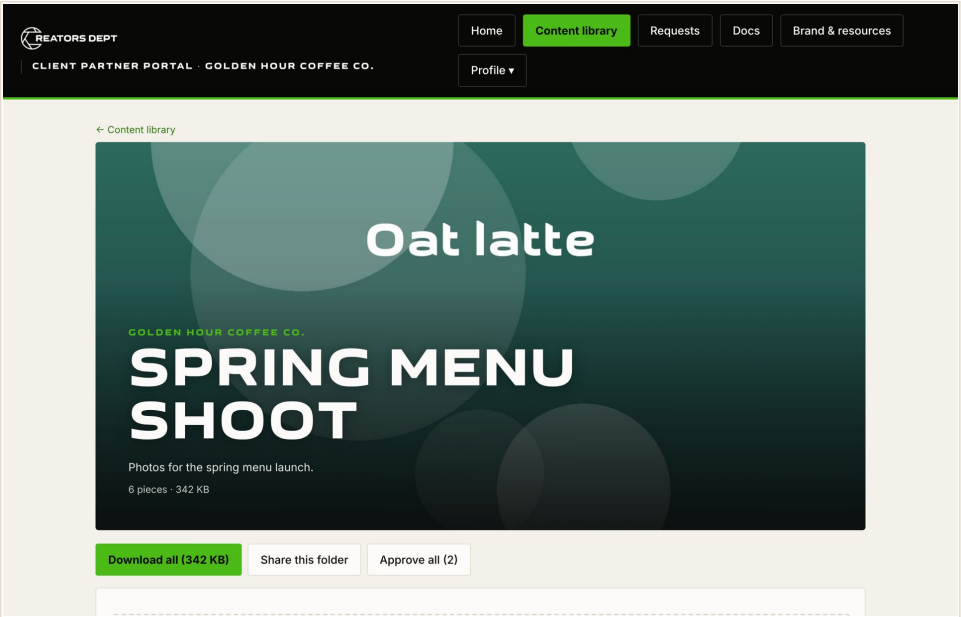



Your portal home

1. Click **Content library** in the menu at the top. Your content is organized into folders, one per shoot or project. Click **Needs review** to see only what's waiting on you.
2. Open a folder. Each piece shows its name, where it stands and ■ how many comments it has. Click one to see it full size with its details beside it (a PDF opens right there to read), and use the ‹ › keys or arrows to move through the folder. **Sort** shows pieces newest first, oldest first or by name.
3. To download, click **Download original** while viewing a piece, or **Download all** at the top of the folder to get the whole folder at once.




Your content library




A folder, with Download all

## 03 Find older content in your Archive

Older folders and pieces may move to the **Archive** tab in your Content library. Nothing is gone: you can still view and download all of it. Ask us if you'd like something moved back.

# 04 Approve content or request changes

When we ask for your approval, you'll get an email with your own link. It opens just that folder with no sign-in, and you can approve, request changes or comment right there. It's only for you, because what you do goes on record under your name, so please don't forward it. In your portal, you can do the same:

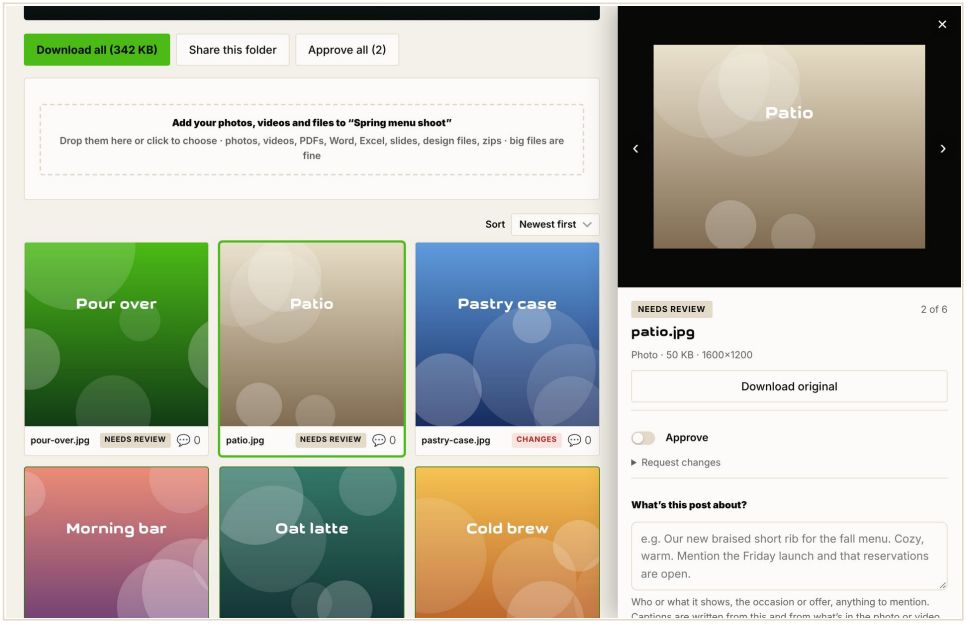
While viewing a piece:

- **Happy with it?** Turn on **Approve**.
- **Happy with everything?** When a folder has a few pieces waiting for you, **Approve all** at the top approves them in one go.
- **Want something different?** Click **Request changes**, tell us what you'd like changed, and click **Send feedback**.
- **Just a note?** Type it under **Comments** and click **Post**.

Want someone in particular to see a comment? Type @ and pick their name, a coworker or someone on our team, and they're emailed a link straight to it.

We're notified either way, and each piece shows its status: **Needs review**, **Approved** or **Changes requested**.

Documents work the same way. When a PDF, Word file or other document needs your sign-off, it says **Needs review**: click it to read it (PDFs open right beside your folder; other files download), then **Approve** it or **Request changes**. Your approval is recorded under your name.




Reviewing a piece in the viewer

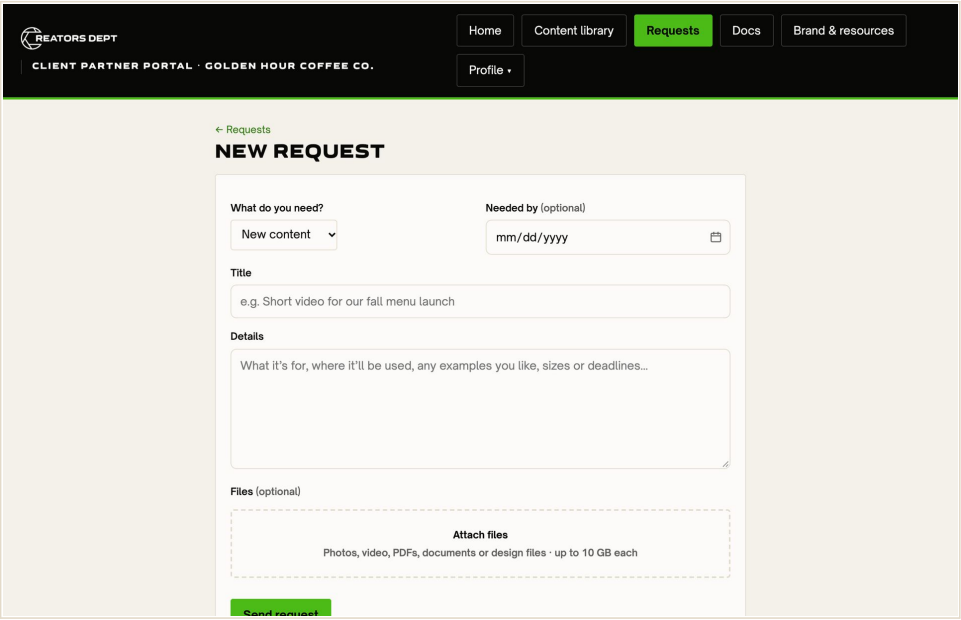
# 05 Send a request and attach files

Need new content, an edit, a design, or just have a question? Ask in **Requests**.

1 Click **Requests**, then **+ New request**.

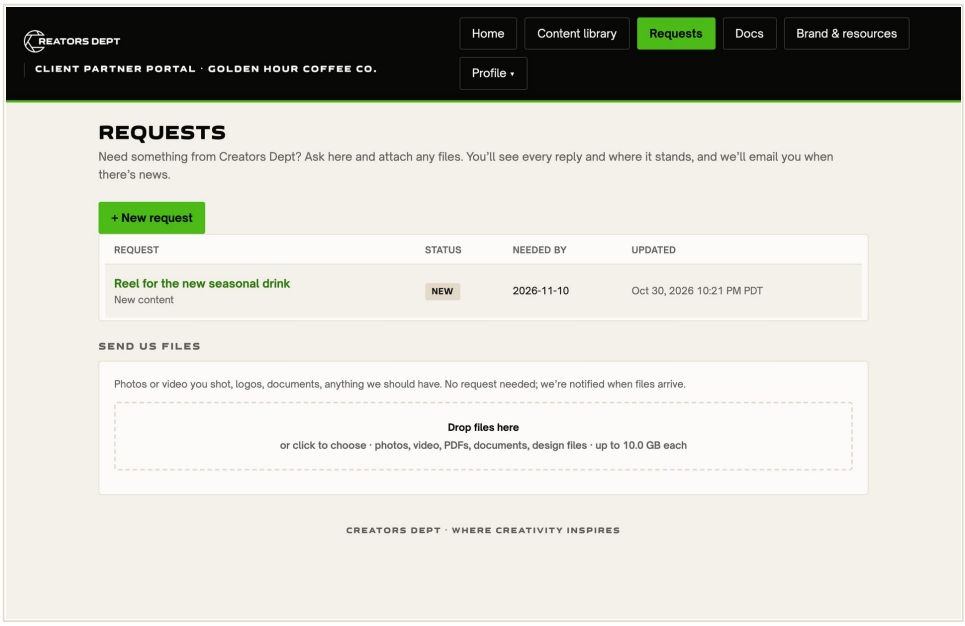
2 Choose what you need, add a **Needed by** date if there is one, and give it a **Title** and **Details**.

3 Under **Files**, click **Attach files** (or drag them in), then click **Send request**.




A new request

If you ask us for something by phone, text or in person, we may add it here for you, so you can follow it the same way. You'll see every reply and where each request stands (**New**, **In progress** or **Done**), and we'll email you when there's news. When we send files with a reply, they show right in the conversation (and PDFs come attached to the email): click one to view it, and if it needs your sign-off, approve it or ask for changes there. They're saved in your content library too. To send files without a request, drop them in **Send us files** on the Requests page.




Your requests, and Send us files

> If a content folder shows an **Add your photos, videos and files** box, you can upload straight into that folder too.

## When we need something from you

Sometimes we'll ask you for something: files, an approval or a quick answer. You'll get an email, and it shows at the top of your Requests page under **We need from you** (and on your portal home). Open it to reply or add files, then click **Mark done**. We're told right away.

## Projects

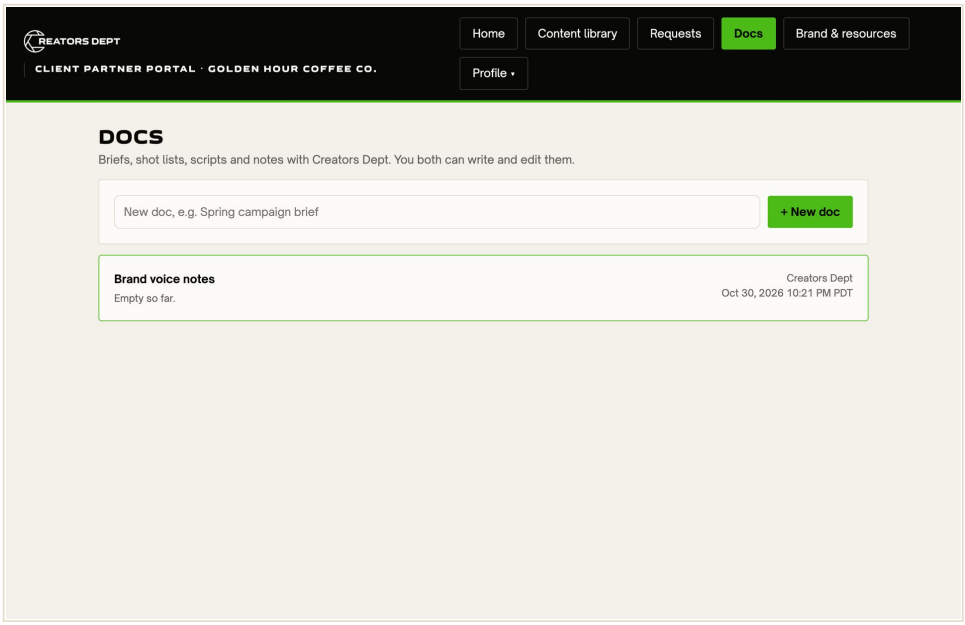
For bigger jobs we may share a project with you: a list of steps showing who does what and how far along it is. Find it under **Projects** on your Requests page. Steps marked **Yours** are for you. Tick the circle when one is done, and we'll pick up from there. We'll email you when it's your turn, and again when the whole project is finished.

A project can have a **Schedule** with each shoot day's date, times, call time, location (with a map link) and notes. Days marked **Tentative** aren't set yet. Once we confirm a day, you'll get an email with a calendar invite (and a text, if your cell number is on your profile), then reminders two days before and the morning of. If a confirmed day moves or is cancelled, we'll let you know the same way. Once the crew and talent are set, you'll see who's coming and their roles under **Crew & talent**.

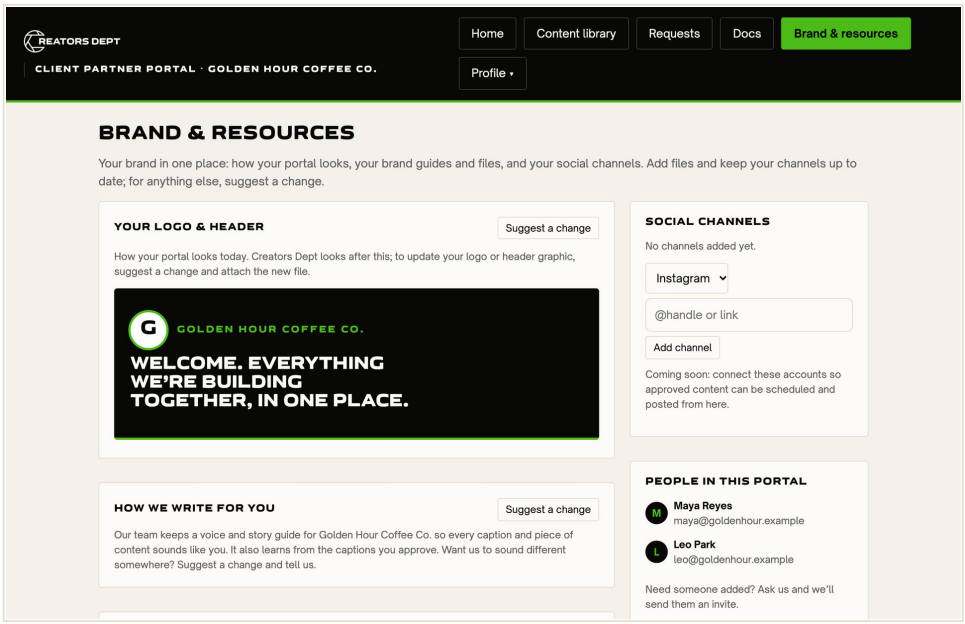
# 06 Find docs, brand files and agreements

- **Docs**: briefs, shot lists, scripts and notes we write together. Open one to read or edit it, or click **+ New doc** to start one. Each doc can be downloaded as a PDF.
- **Brand & resources**: your logo, brand guides and files, and your social channels. Click **Download** on any file, drop in new ones, or click **Suggest a change** if something needs updating.
- **Agreements & payments**: on your portal home. Agreements waiting for you have a **Review & sign** button. Once signed, a **PDF** button gives you your copy, along with any agreements from before the portal.
- **Invoices**: when we bill you, you get an email and the invoice appears under **Agreements & payments** with a **View & pay** button. Pay securely by card through Stripe, and it shows as **Paid** with your receipt. On a monthly retainer, a new invoice arrives on the same day each month.
- **Automatic billing**: if your agency sets this up, you get an email with a link to add your card once through Stripe, and it's charged every month from then on. The first charge is explained on that page before you add your card. You get a receipt after each charge, and each one shows as **Paid** in **Agreements & payments**. To update your card or cancel, use **Manage** under **Agreements & payments**, or the link in any receipt. If you cancel, you keep the month you've paid for, with no refund, and nothing more is charged. If your card fails, you'll get an email and Stripe will try again, so just update your card; there's nothing else to pay.

These appear as soon as we've shared something with you. Until then, the page tells you it's empty.



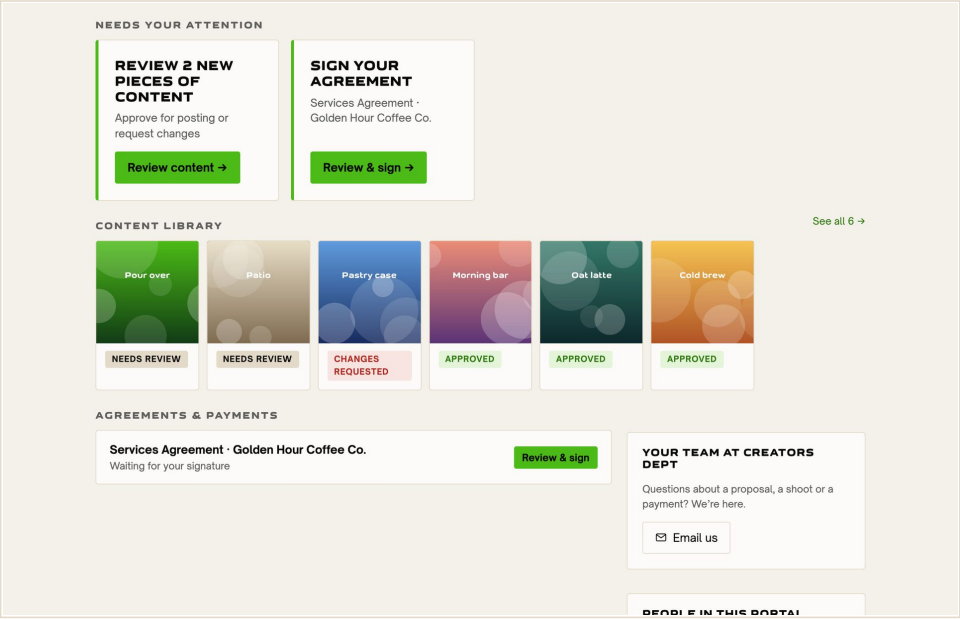

Docs you share with us




Brand & resources

# 07 Get help from our team

On your portal home, the **Your team at Creators Dept** card has an **Email us** button, and a **Schedule a meeting** button when booking is set up for you. You can also reply to any email we send you.



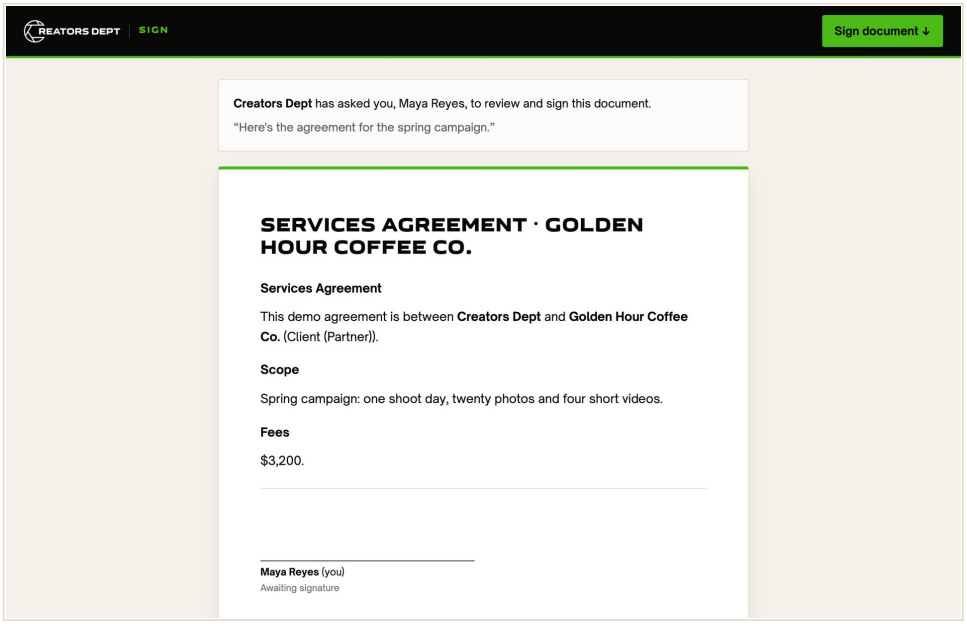

Needs your attention, agreements and your team

Need someone else from your business added to the portal? Ask us and we'll send them an invitation.

# 08 Optional: Sign an agreement

When we send you an agreement, it shows under **Needs your attention** and gets its own email.

1. Click **Review & sign** and read it through.
2. Click **Sign document**, then **Type** or **Draw** your signature.
3. Click **Adopt signature & sign**. Then click **Download signed PDF** for your copy. It's also kept on your portal home.




Reviewing an agreement

# 09 Optional: Proposals and deposits

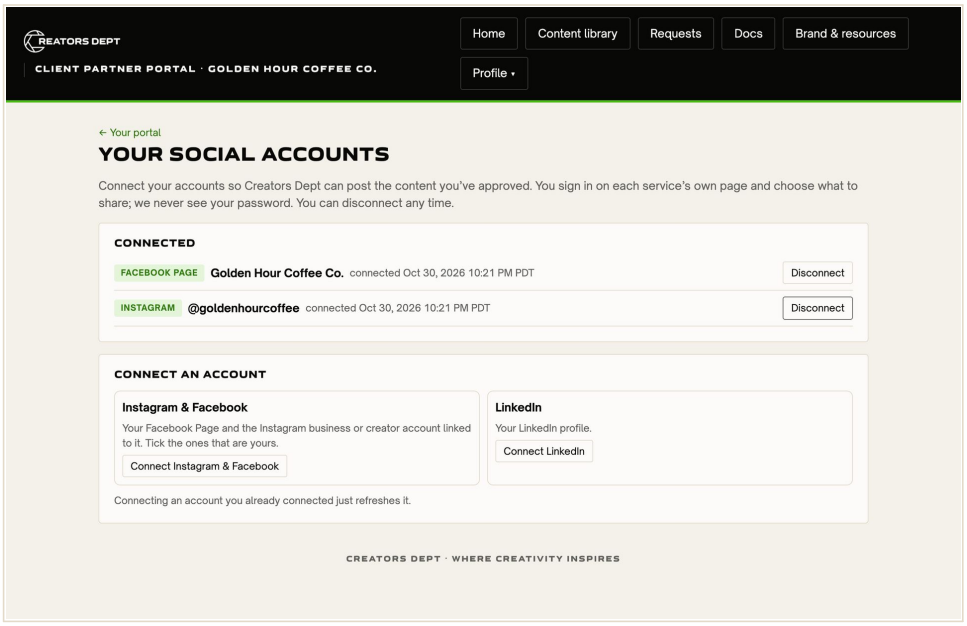
Sometimes we'll send a proposal first. You'll see **Review your proposal** on your home page and get an email with a link.

1. Open it, read it through, and click **Select** on the package you want, plus any add-ons.
2. Enter your name and email and click **Accept & review agreement ›**. Not the right fit? Click **Pass on this proposal**.
3. Sign the agreement as above. If there's a deposit, you'll see **Pay deposit**. It's a secure card payment through Stripe, and it shows as **Paid** afterwards.

# 10 Optional: Connect your social accounts

If your home page shows a **Your social accounts** card, we can post the content you approve straight to your accounts.

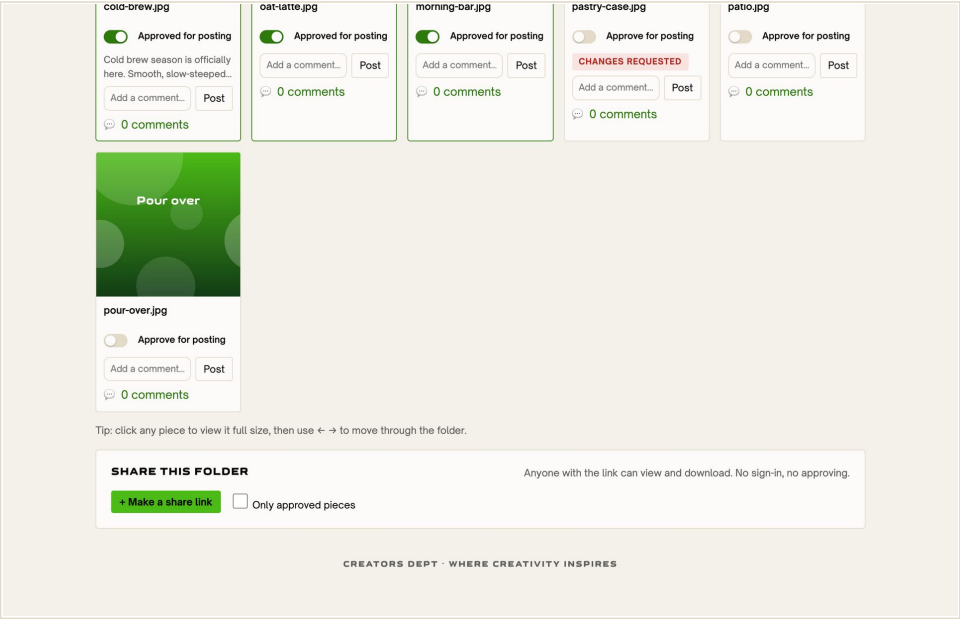
1. Click **Connect accounts** (or **Manage**).
2. Pick a service, such as **Connect Instagram & Facebook**, and sign in on that service's own page. Choose the accounts that are yours. We never see your password.
3. To stop, click **Disconnect** next to an account. Any posts scheduled for it are cancelled.




Your social accounts

# 11 Optional: Share a folder

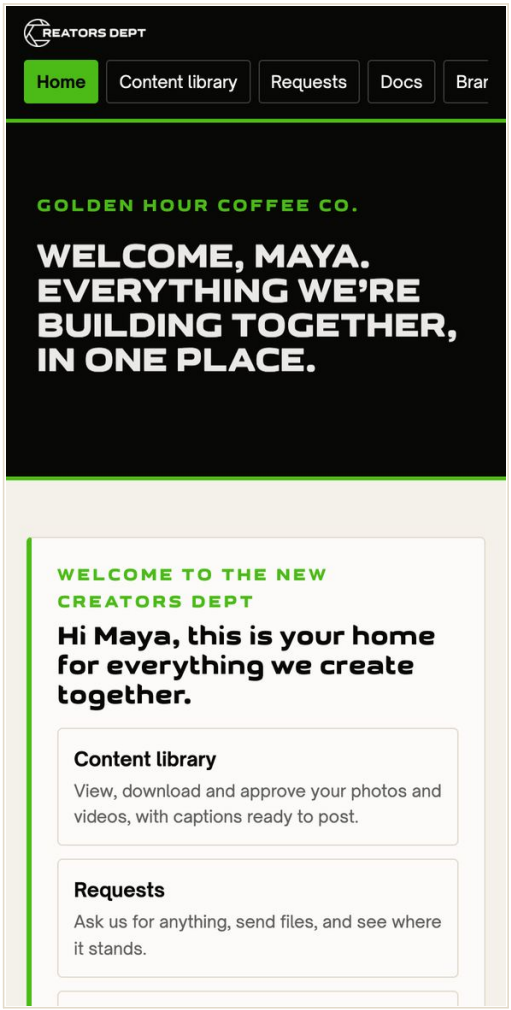
To show a folder to someone outside the portal, such as a coworker or a printer, open the folder and click **Share this folder**, then **+ Make a share link**. Tick **Only approved pieces** to leave out anything still in review. Tick **Allow comments** if you'd like them to be able to leave a note. Anyone with the link can view and download, but they can't approve. To stop a link you made from working, click **Turn off** next to it.



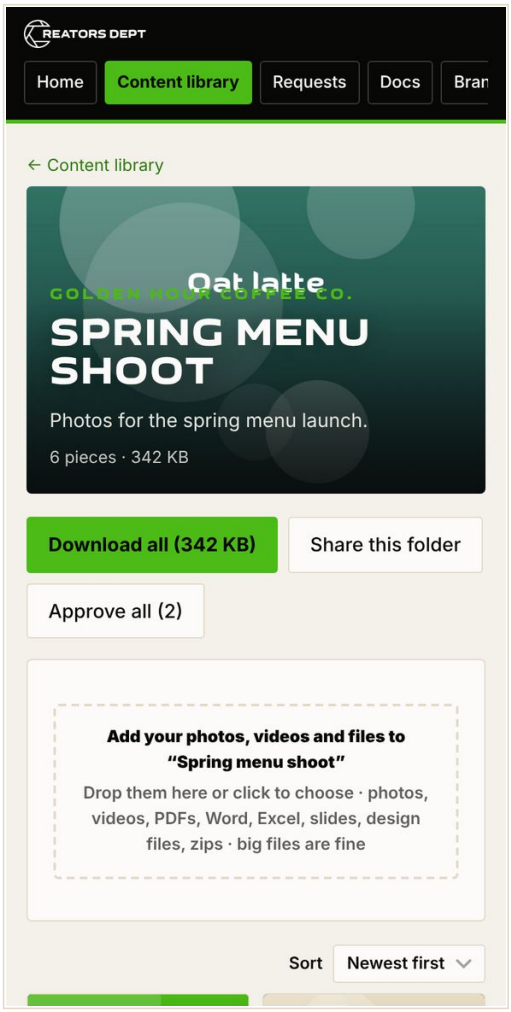

Sharing a folder

# 12 Optional: Your profile and your phone

- Click **Profile** at the top, then **Your profile**, to add your title, phone numbers, website and links, to change your password, or to connect or disconnect Google. **Sign out** is in the same menu.
- The ■ / ■■ button at the top switches between light and dark. In **Your profile**, **Appearance** also offers **System**, which follows your phone or computer.
- The portal works in your phone's browser. Swipe the menu bar sideways to reach every page. Add it to your Home Screen for one-tap access.




The portal on a phone




A folder on a phone