

WeCreate

FREQUENTLY ASKED QUESTIONS

Q. Is WeCreate the replacement for the Art & Media Portal?

A. WeCreate is LPI's new digital asset library and it is the replacement for the Art & Media Portal. Access to the Art & Media Portal will be discontinued on September 25, 2019. We understand that learning a new tool can be frustrating and feel time consuming. However, we are confident that as you get used to navigating WeCreate, the upgrade in functionality will be clear.

Q. Is there a cost to the upgrade to WeCreate?

A. No! If you print your newsletter with us, WeCreate is included in your contract. It replaces the Art & Media Portal and your Quarterly Content Guide. If you subscribe to the Art & Media Portal, there will be no increase to your current subscription costs at this time.

Q. What is Brandfolder?

A. Brandfolder is our vendor partner powering WeCreate, LPI's digital asset management library. This is the replacement for the Art & Media Portal. It houses all of our collateral including templates, clip art, quotes, and more. This is where you will find all of your art and content for your communications.

Q. How do I register?

A. Click the link in your email invitation to create your account. You are only required to enter an email and password. Watch the [Getting Started video](#) for detailed instructions.

Q. How do I sign in?

A. After you have created your account, you can return to WeCreate at any time. Visit www.lpiseniors.com and click "Support" in the upper right corner. From there, select "WeCreate Login". Check out the [Getting Started video](#) for more information.

Q. Who do I contact for support?

A. Your regular customer service team is standing by to help. On www.lpiseniors.com, click "Support" in the upper right corner, and then choose "WeCreate Support". Here you will find the customer service phone numbers for your region as well as several training videos we have prepared. You will only need to contact our vendor partner Brandfolder if you need to reset your password.

Q. What if I don't see what I am looking for?

A. As with the Art & Media Portal, please contact your customer support team to help you find what you are looking for. If you have suggestions for new art or content, please let your customer support rep know.

Q. How do I search for something?

A. Type the tag or keyword you want to find assets for into the search bar. You can use the suggestions that appear for tags already in the system by clicking on the tag you would like to use. Remember to clear your search to start over. Watch the [Search video](#) for detailed instructions.

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Q. How do I search for assets that share two keywords or tags?

A. Use the “AND” text operator (e.g., Thanksgiving AND fall).

Q. How do I search for assets that have either of two keywords or tags?

A. Use the “OR” text operator (e.g., Thanksgiving OR fall).

Q. How do I exclude items with a tag or keyword from a search?

A. Use a special search string with tags in quotes and a subtraction sign to indicate which tag should be excluded (e.g., tag:“Included” -tag:“Excluded”).

Q. How do I find other assets with the same tags?

A. Click on an asset to be taken to the asset detail screen. The asset’s tags will display below the image preview. Click on a tag, and you will be taken to a search with all relevant assets that also have that tag.

Q. How do I edit the text on an asset?

A. To access the templates, click on the template section you want to use. Scroll down to browse the templates, and click on the asset you would like to modify. Enter your text in the fields provided, and click “Refresh Preview” to see the changes. Click “Finish” and download your image. Watch the [Template Editor video](#) for detailed instructions.

Q. How do I save art for web use?

A. In the asset detail view, click on “Options” next to the asset you want to download. Make sure the default “JPG” is selected. Select “Medium” and download. Watch the [Downloading video](#) for detailed instructions.