



Canva Transition FAQ

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For questions on user access, using the platform, or design capabilities, reach out to Brianna Huynh, (brianna@agencyfifty3.com)

For questions on signing up, what's included, what the benefits are, and general transition questions, reach out to Bailey Wright, bailey.wright@agencyfifty3.com.

Product	Price	What's Included
Canva Design Retainer	\$100 per month per community	<ul style="list-style-type: none">● Canva for Teams Premium Access<ul style="list-style-type: none">○ (1) shared username per community● Asset Management<ul style="list-style-type: none">○ Initial Asset upload; ongoing stock lifestyle photo and video curation● Brand Kit Upload● (10) custom-designed templates per month across CGM portfolio (all verticals)● (10) pre-selected, pre-designed Canva templates per month● All templates set up to meet Legal & Compliance Standards● Access to library of 1000+ Canva templates● Centralized design approval process● Systems support and ongoing training

		<ul style="list-style-type: none"> AI Tools - copywriting generation, color shuffle, image generator
Brand Buildout	\$550	<p>This service is a one-time offering paired with a first-time subscription to the Design Retainer service. This service is ideal for communities who have very minimal branding and need help building out a design style.</p> <p>The service provides clients with the choice of two of these*:</p> <ul style="list-style-type: none"> - (1) Font + Font Hierarchy - (1) Full Color Palette (5 colors) - (1) Graphic Element (ex: pattern, texture, simple brand mark, simple illustration)

Q: Will we still have access to the Benson Print Store?

A: Yes, all printing & production will still be facilitated through Benson. CGM Marketing team now manages this relationship and TMs should reach out to Jo Adolfs or Eric Peck for access or questions.

Q: Will Agency FIFTY3 still send design files to Benson on our behalf?

A: Yes, if Agency FIFTY3 designed the deliverable, FIFTY3 can hand off the files to Benson and answer some file setup or print-related questions. Please let your AF3 Project Manager know if you plan to use Benson for printing and would like the files passed off on your behalf.

Q: What if my community doesn't have the necessary brand assets?

A: Purchase a Brand Buildout from AF3: If your community does not have (1) primary logo, 2 colors, and (1) font or you have limited flexibility with the primary logo (no vector file), consider signing up for our Canva Brand Buildout (\$550 one-time purchase) by filling out [this form](#).

Q: What if I've already created a Brand Kit for my community on my individual Canva account? Can I transfer it?

A: No, unfortunately, we will need you to recreate each community Brand Kit on the Canva for Teams account.

Q: What if I have designs and content on my individual Canva account? Can I transfer those?

A: Yes, follow [THIS](#) process.

Q: What do I do if I have communities not currently subscribed to Benson but want to subscribe to Canva?

A: Please fill out [this interest form](#) and Ryan Sundling will reach out to you.

Q: I didn't receive an invite - who do I reach out to?

A: Check with your community manager first. Then reach out to bailey.wright@agencyfifty3.com with the name of your community.

Q: Who is in charge of adding/updating Brand Kits?

A: Your PSM. You can also submit a Solarwinds ticket under "General Issue".

Q: Are the compliance requirements included on the templates?

A: We will include the compliance placeholders at the bottom of every template we design. Everyone will need to update it accordingly depending on your state and compliance checks. PSMs will approve every design and be responsible for checking to make sure the design is compliant! NOTE: General Canva templates do not have compliance information pre-added so you'll have to add.

