FAQs

HOW DO I CREATE A CANVA ACCOUNT AFTER I'VE BEEN INVITED TO JOIN THE CANVA TEAM?

If you don't have a Canva account yet, don't worry! When you accept the invitation sent to your email, you will be prompted to create a new account. Please select "Continue with Email," use the same email as your marketing resources website login, and set a password. This email and password will be your credentials for accessing your Team account in the future!

DO I NEED THE SAME EMAIL FOR THE MARKETING RESOURCES WEBSITE ACCESS AND CANVA ACCESS?

Yes, using the same email address for your Canva team account and the marketing resources website is essential for seamless integration and enhanced security. Additionally, having one email for both logins simplifies your experience, making it easier to remember and manage your access.
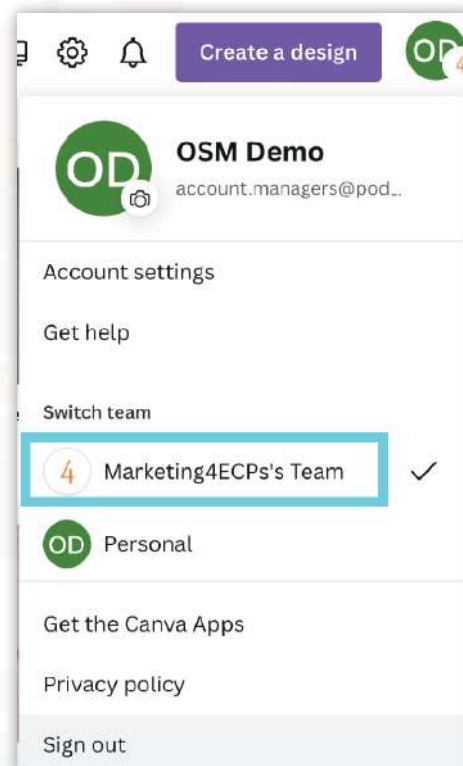
WHAT IF I ALREADY HAVE A CANVA ACCOUNT UNDER THE SAME EMAIL ADDRESS?

No problem! You can continue using the same account.

If you already have a free account, we have great news for you: After you've been added to the Marketing4ECPs team, you'll gain access to all Canva Pro features. Keep in mind that to get access to the library and all Canva Pro features, you need to switch from your personal account to the **Team** account.

If you already have a Canva Pro account, you can cancel your Pro subscription, as the features you were paying for are now included in your Team account. Find instructions on how to cancel your personal Pro account here. You won't lose access to previous projects, but you will have to use your Teams account to access Pro features.

If you have projects in your personal Canva space that you would like to transfer to your Canva Team account, you can do so by following these steps.
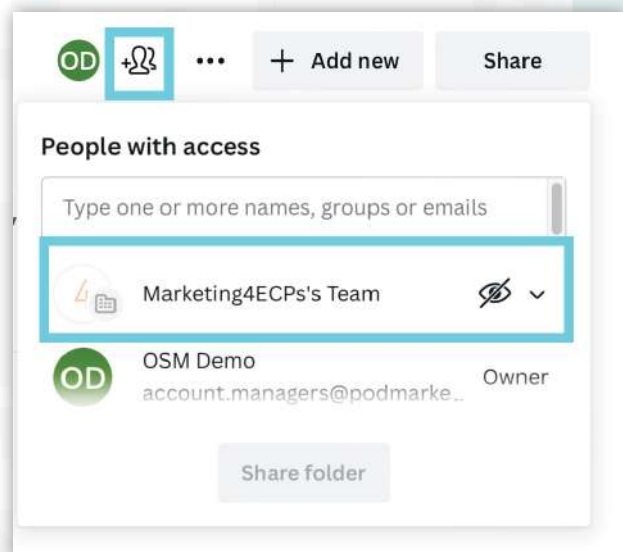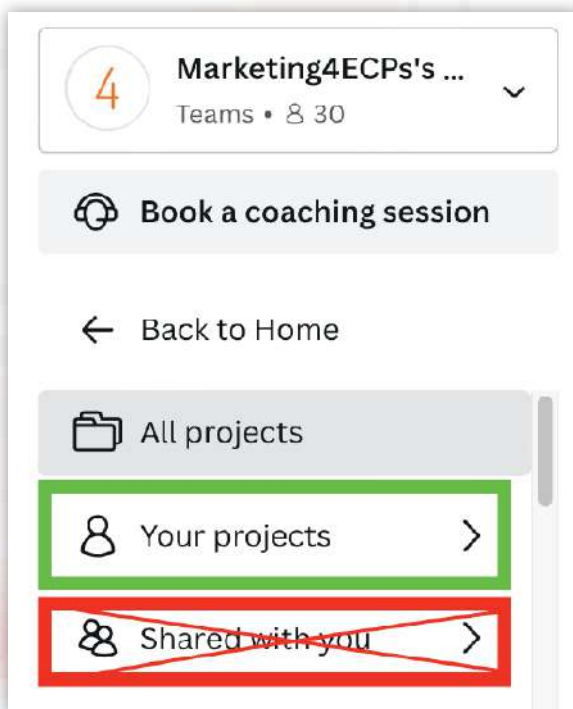
WHY DO I NEED TO LOG IN TO CANVA AFTER I'VE LOGGED INTO THE [MARKETING RESOURCES WEBSITE?](#)

Canva and the marketing resources website operate as separate platforms, so logging into one does not automatically grant access to the other. This approach is to ensure individual security and functionality for each service, allowing you to manage your activities distinctly on both platforms.

WILL EVERYONE ELSE SEE THE DESIGNS I CREATE?

Your designs will only be visible to you. To keep your projects private, make sure you are creating designs under **Your projects** and not under **Shared with you.**

You can check your sharing permissions in the folder you create for your designs. Make sure you aren't sharing it with the Marketing4ECPs team. If the permissions are correct, you will see a crossed-out eye icon.
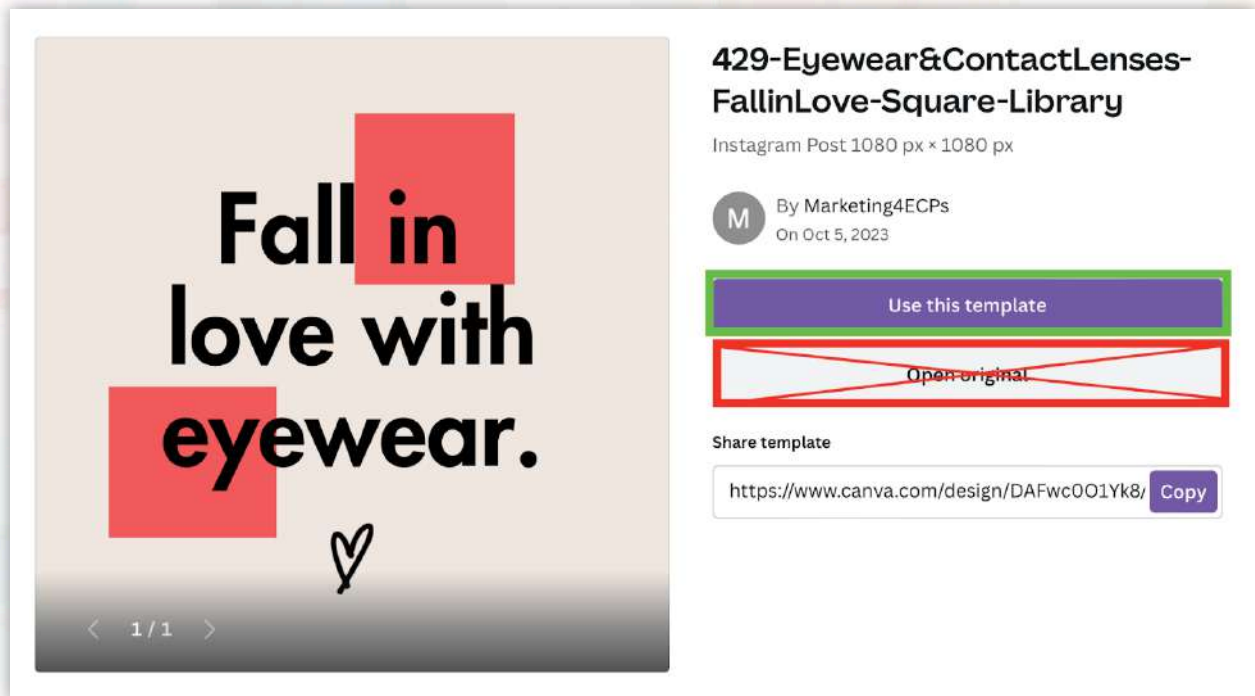

I AM OPENING MY CANVA ACCOUNT, BUT I DON'T SEE THE LIBRARY CONTENT. WHY NOT?

If you can't see the templates, there are a few things we recommend to check:

- Make sure you are logged into your Team space and not your personal space.
- Make sure you are looking at folders that are **Shared with You** rather than **Your Projects.**
- Confirm that you are using the same email to log in to Canva as the one you provided in your sign-up form.

I OPENED THE TEMPLATE, BUT I CAN'T EDIT IT. WHY NOT?

If you can't edit anything in the template, you most likely clicked **Open original** after you clicked on the template. The button you need to click is **Use this template.**

CAN I SCHEDULE POSTS USING CANVA?

Canva is working on introducing a feature that will connect to your social media pages and allow you to publish posts directly. They have already launched a beta-test version, but it's not available to everyone. We are staying in touch with Canva, and as soon as they scale this feature to a larger number of profiles, we will let you know.