



manypixels

USER GUIDE

Welcome to manypixels

Whether you are
a one-man show,
a startup, an agency
or a big time company,
we got you covered! 🙌

Welcome to the family! We promote a people to people attitude which means our collaboration includes everything that needs to be done between submitting your project briefs and taking ownership of your deliverables.

1 Your Account

Get started!

Getting started with [ManyPixels](#) is super simple. It takes only a few minutes to create your account and submit your first design request. 🤖

Pick a plan on our [pricing page](#) and click on Start Trial. Create your account, fill in your information and answer a few questions so we can get a better understanding of your design needs. Five minutes later, you're in! You can now submit your requests and get your designs in 1-2 business days.

Forgot your password or email?

No worries, you can simply reset your password by clicking on [Forgot your password?](#) on the [Sign In](#) page and enter your email. Make sure it's the same one you used to sign up for ManyPixels.

If you are still unable to access your account, please contact us through the Web/App chat or send us an email at info@manypixels.co We're here to help!



Manage your account

To update your account information, click on your Name at the top right on the app and then select Profile or Company.

You can update your personal information under the Profile tab.

Company Information

- Your company name
- Your company website
- Your company timezone (so we know when you are the most likely to respond your designer)
- Your company description

The screenshot shows the 'Company information' form with the following fields and callouts:

- Your Company Name**: Callout points to the 'COMPANY NAME' input field.
- Your Company Website**: Callout points to the 'COMPANY WEBSITE' input field.
- Your Company Timezone**: Callout points to the 'TIMEZONE' input field.
- Your Company Description**: Callout points to the 'DESCRIPTION' text area.

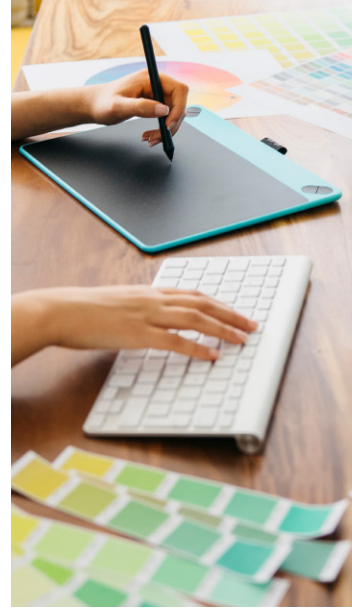
The screenshot shows the 'Profile information' form with the following fields and callouts:

- Your First Name**: Callout points to the 'FIRSTNAME' input field.
- Your Last Name**: Callout points to the 'LASTNAME' input field.
- Your Email**: Callout points to the 'EMAIL' input field.
- Your job title**: Callout points to the 'JOB ROLE' input field.
- Your phone number**: Callout points to the 'PHONE' input field.
- Change password**: Callouts point to the 'OLD PASSWORD', 'NEW PASSWORD', and 'CONFIRM NEW PASSWORD' input fields.
- Your Password**: Callout points to the 'Forgot password?' button.

Profile Information

- Your first name
- Your last name
- Your email address
- Your job title
- Your phone number
- Your password (you can also reset if forgotten)

2 Our Design Process



Describe your request.

1. FIRST, NAME YOUR REQUEST.
 Your Request Name

2. SELECT YOUR BRAND PROFILE
Select **Your Brand Profile**

3. WHAT SIZE AND FORMAT DO YOU NEED?
E.g. 3.5*2 inches ready to print.pdf **File Size**

4. WHAT COPY SHOULD WE INCLUDE IN THE DESIGN?(OPTIONAL)
E.g. company's logo,name, job title, e-mail, phone number, address etc. **Copies to Include**

5. UPLOAD ANY DESIGNS, ASSETS OR INSPIRATION WE SHOULD FOLLOW.(OPTIONAL)
E.g. brand assets,reference designs, dribbble, behance, pinterest etc. **Design Inspiration**

6. DO YOU HAVE ANY ADDITIONAL INFORMATION?(OPTIONAL)
E.g. other specific requirements, visual direction, links etc. **Additional information**

Upload a file

The ManyPixels web app

Our App is where the magic happens. It's where you log in and get the most out of our service.

You can check [here](#) for the app introduction.

How to create a request

All successful requests start with a well-written brief. The **design brief** is your roadmap to describe the view, objectives and strategy of a specific creative project, maximizing the chance of an end result that you will love. Whether you're an entrepreneur, a creative agency or part of a big corporation, a good design brief is the blueprint to the project's success. We'll cover this more in detail in the following sections.



Manage your requests

Pause, resume, complete, cancel and prioritize your requests!

Your Queue is your pipeline of requests. Your designer will work on it from top to bottom. It is therefore very important that your requests are sorted by priority order. Our workflow is similar to a ping pong game. You serve the projects by submitting the briefs to your queue. Once we're done working on a certain project (1-2 business days), you'll receive the update, we will mark it as Delivered and you'll have the next move. You can either reply and give us new instructions / revisions (we continue the game) or approve the project and we'll mark it as Completed. We both won! 🙌

Brand Profiles

Create **brand profiles** and link them to your requests. Upload your brand assets and make the collaboration with your designer easier and faster. 🙌

On the left panel you will see the Brand profiles tab, then click on Create brand profile. You will be asked to enter a name and a description. Here's a suggestion on what information you can include:

- What does your brand represent?
- What products or services are you providing?
- Who is your target audience?
- What is your brand's mission and values?

Create brand profile **Your Brand Name**

ENTER BRAND NAME

TELL US ABOUT YOUR BRAND

Your Brand Description

Assets that can be included in a brand profile are:

- Logo (different variations, colors, etc)
- Brand guide
- Color Palette
- Fonts
- Any other assets that you think could be useful for your designer such as previous graphics, templates, documents, etc.

When submitting a *new request* you will be asked to select which brand profile you would like to link with that specific project. Note that you can create multiple brand profiles.

Daily output & delivery time

We provide daily updates aka **the daily output** on your new requests or revisions.

Defining an exact measure of how many requests or designs your designer(s) will be able to deliver on a daily basis is nearly impossible as:

- Design is a creative process
- Each request is different both in size and complexity
- Revisions on previous requests also have to be factored in

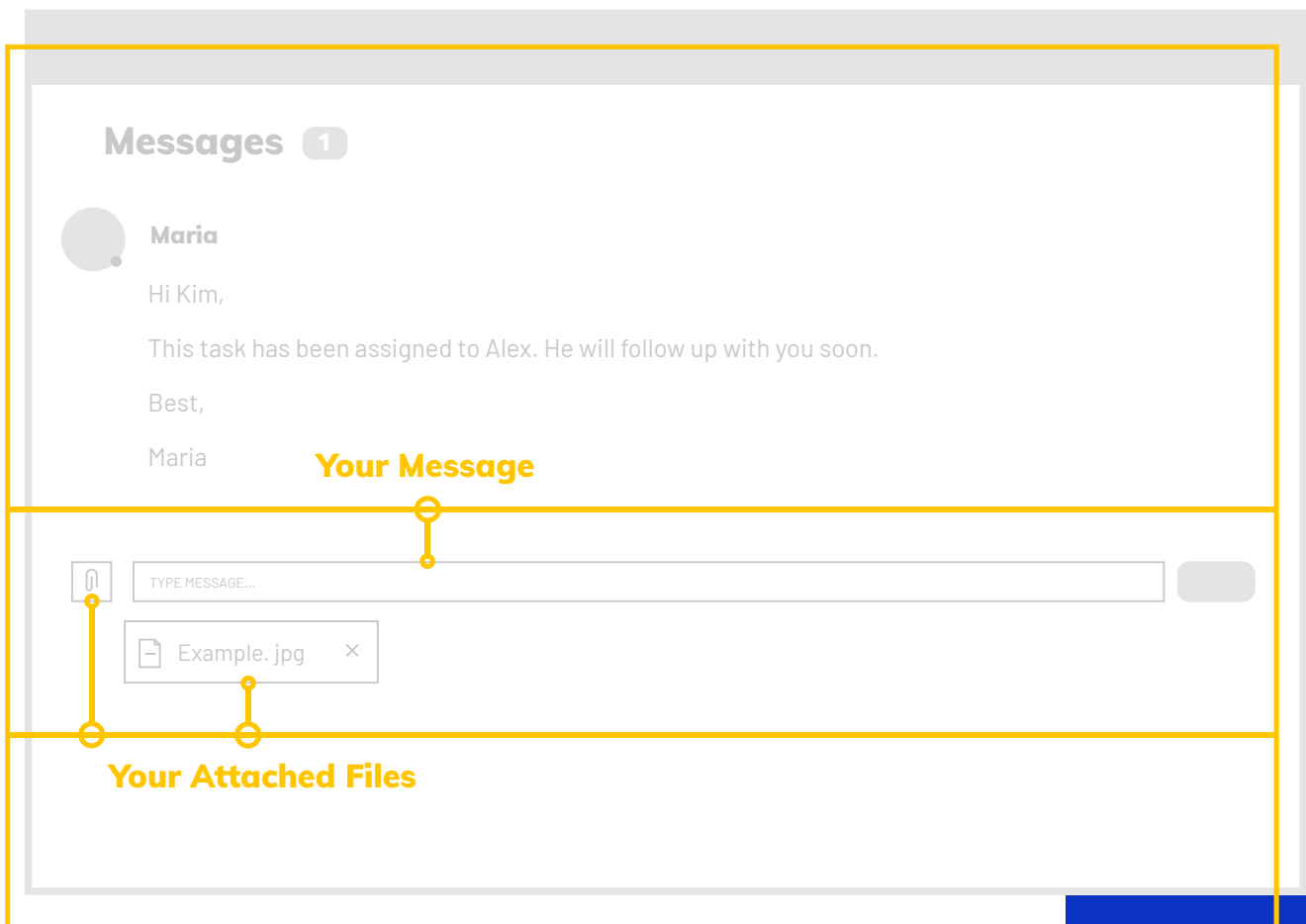
However, here is a raw estimate of what you can expect to receive from your assigned ManyPixels designer on a daily basis:

- 2-3 social media graphics
- or 1-2 custom illustrations (more if they are not too complex)
- or 2-3 display ads
- or 4-5 pages of a brochure, e-book, report or slide deck
- or 1 GIF (2-3 sec)
- or 1-2 flyers
- or 1 logo
- or the first draft of a web page or landing page

How to communicate with your designer

Can you chat with your designer? What about calls?

You can interact with your designer through our web app. In each request, there is a Messages tab that you and your designer will use to communicate with one another. This can also be used to share additional files and assets.



We do not support direct phone calls between our designers and our customers. Instead, a simple and efficient way to give feedback is to record yourself while commenting on a design or explaining an idea/concept. For this, check out [Loom](#).

3 Scope of Service



Plans and pricing

Pricing

Plan	Price
Essentials Plan	\$449/mo
Advanced Plan	\$549/mo
Business Plan	\$899/mo

Graphics we can help you with

Essentials Plan

- Display Ads (2-3 sec GIFs are in the Advanced Plan only)
- Social Media Graphics (Instagram, Facebook, Twitter, etc)
- Banner Ads
- Email Banners/Headers
- Blog Banners/Headers
- Business Cards
- Flyers, Posters, Banners
- Brochures, Catalogues
- Business Reports
- Infographics
- Icons
- Podcast Graphics
- Event Graphics
- Ecommerce Graphics
- T-shirt Graphics
- Books and Ebook Covers
- Thumbnail Images
- Newsletters
- Stickers
- Menu Design
- Print Advertising
- Merchandise
- Light Photo Editing

Advanced Plan

Everything in Essentials Plan, plus:

- Landing Page Design (we do not code, we just provide the Sketch or PSD file)
- Light Website Design (must have wireframes or existing website)
- Logos & Brand Guides
- Custom Illustrations
- Presentation Design (including PowerPoint and Google Slides)
- 2-3 sec GIFs / Animated Illustrations

Business Plan

Everything in Advanced Plan, plus:

- 2 Daily Output
- Prioritized Support

What we do NOT offer

- Video Editing
- Squarespace, WordPress, Wix or other website builders
- UX/UI Design
- Coding (HTML/CSS/JS)
- Complex PDF documents
- Photoshop Art or complex photo manipulation
- 3D / CAD



Software and supported files

For graphic design requests we always provide you with:

- JPEG, PNG, SVG
- Adobe Photoshop, Illustrator and InDesign
- You can also request PDF if needed.

For GIF we support:

- AfterEffects
- Photoshop

For presentation/slide deck design we support:

- Illustrator, InDesign
- Google Slides
- Microsoft PowerPoint

For web design requests we support:

- Photoshop
- Sketch
- Figma

What we do NOT offer

- Keynote
- Google Docs, Google Sheets
- Microsoft Word, Microsoft Excel
- Adobe XD, InVision
- Zeplin
- Canva or any other DIY design tool
- WordPress, Squarespace or any other CMS or website builders



14 days money back guarantee

Although we have already served hundreds of **happy customers**, we understand that trying out a new service can sometimes be overwhelming due to the human tendency to resist change. This is the reason why we offer a 14-Days Money Back Guarantee on all of our plans.

On top of that, there are no contracts and you can **cancel or pause your subscription** at any time, as easy as child's play!

**Note that this guarantee only applies on the first 14 days of your first subscription. We do not provide any refunds beyond that 14 days period, under any circumstances. You are responsible to make full use of the service after payment.*

Terms & Conditions

All of our designs are made from scratch (we do not use templates or re-use past projects) and you have full legal ownership of the files as soon as we deliver them to you. Source files are always included.



For full information regarding our terms, conditions and how we keep your data safe, go to manypixels.co/terms-and-conditions



How to be successful with ManyPixels

ManyPixels promotes a people to people attitude. Our collaboration includes everything that needs to be done between submitting your projects' briefs and taking ownership of your deliverables. You can think of yourself as the task manager and the process as a collaboration between yourself and your assigned ManyPixels designers, where the most efficient approach is always communication. Our team cannot yet read minds so the more into detail you can go regarding what you need and how it fits into your business, the faster you will obtain a perfect matching end result. 🙌

Make sure your queue is updated and ready to to be worked on! Always submit small requests in big quantities rather than huge, complex projects all in one. Keep your queue full with small recurring tasks (for complex projects please divide them in smaller sets). **Be specific! Communicate! Have a plan!**

We advise new clients to go through a "testing" phase to get to know the team better. This means sending in a number of different requests to figure out your assigned designers' skills, strengths and style. If you only want to work with a certain designer, please mention his name in the brief or ask to be assigned to your account. The same applies if / when you're not satisfied with a certain collaboration, **we can always reassign another designer to your account and start from scratch.**

Don't expect perfection on the first draft. There's a reason it's called "a first draft", it's the starting point. The first step on the path to a finished piece. This is where your feedback and revisions are crucial.

Having a good relationship with your designer/s improves the workflow, creating an atmosphere of trust and collaboration. This means both sides must be responsive, communicative and respectful, playing his part in everyday's workflow.

We provide daily updates (Monday to Friday) so we need you to be available and involved too, in order to make things work. Great design takes time, trust the process and do not give up. We are here to help!

How to create an efficient brief

Submitting your first requests and receiving the work done has never been easier. With our brief templates, you simply need to fill in the information and press submit. Make sure you describe your business, define what is the project about, and provide your designer with enough inspiration or similar visual examples to get it started. Our team cannot yet read minds so don't ignore our questions. The more into detail you can go regarding what you need and how it fits into your business, the faster you will obtain a perfect matching end result. 🙌🙌

Describe your business and industry

The information gathered here should provide the insights your designer needs for a complete understanding of your business and a brief overview of the industry you operate in.

A link to your website or a sales pitch are, without a doubt, useful information, though the description section of the brief must also answer questions like the following:

- What is your business about? What are the core values, purpose and strategy?
- What is your target market? Who are your customers and what do they think about your brand?
- Who are your competitors? How are you different, or want to be perceived as different, from them?

Define the scope of the design project

This section of the creative brief must contain all the necessary information to answer the most important question of all. What is the project about?

Whether it is a recurrent social media graphic, a landing page or a complex brand design project, the scope of it must be correctly defined. Below are a few questions that might help:

- What feelings and associations do you want to evoke?
- What's the exact copy you want to include? – Are there any titles, sub-titles, paragraphs etc. needed or some general brand message/tagline?
- What are the functional and emotional benefits your project will deliver to customers? What problem does it solve?
- Where will consumers be able to “see” your project? (digital, print, corporate etc.)
- What should be the dimension and format of the deliverables you are you looking for?

Provide inspiration

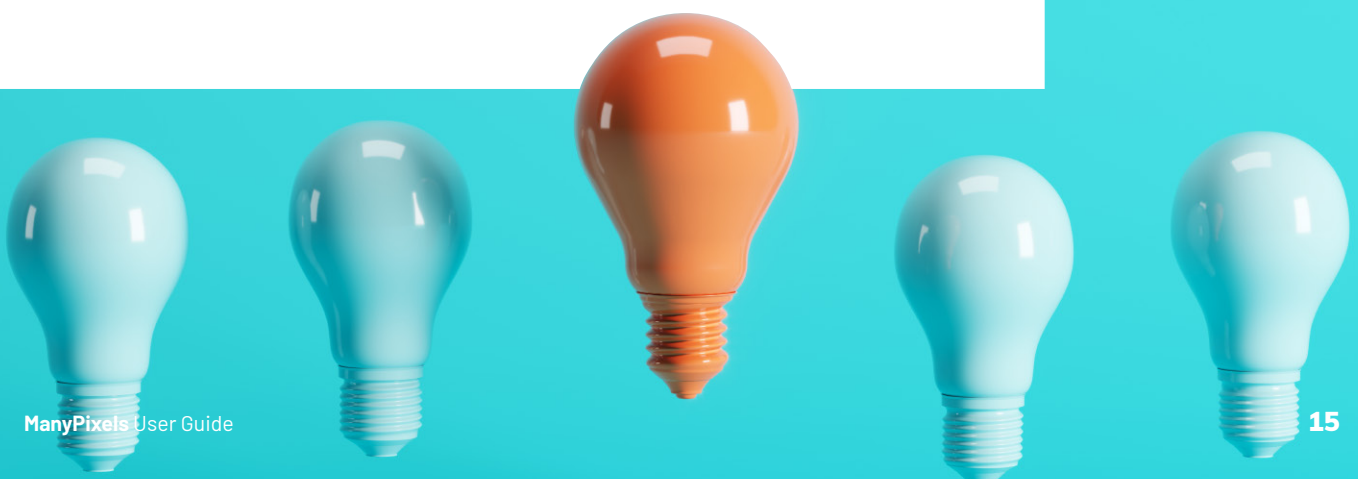
What are your aesthetic preferences or reference materials you are inspired by? Your brief must contain details regarding preferred colors, images, and typography, as well as visual examples:

- upload images of similar graphics that you like or assets you already have and want to use
- provide links to similar concepts that you like, on platforms such as: Dribbble, Behance, Pinterest, ManyPixels Portfolio etc. or any other inspirational source you might find convenient. Where to find inspiration? Here's an impetus to help you get started: help.manypixels.co/where-to-find-inspiration

In our experience, the most successful collaborations are the ones where our designers and clients are equally involved in the creative process. Piece of advice:

- Be clear and concise - keep your briefs efficiently structured, with concise sentences. Bullet points work great!
- Tell us the WHY - it is less about throwing tens of inspiration links at your designer than it is about what motivates your choices.
- Use tools - there are plenty of helpful softwares out there, meant to make your business life easier. Loom, for example, helps you record videos of your screen where you can pinpoint what you want and like, or Balsamiq, that can help you create wireframes for your web design requests.
- Set your expectations - do you need a quick brush up or a complete, well-thought design that can take more time? The more we know about this, the more we can adapt to your needs.
- Provide inspiration - What other similar concepts do you like and why? You can upload them as attachments, share them as links or even save them and select as your brand profile.

Where to find inspiration? Check our ultimate [Guide](#) to creating efficient Mood Boards.



Name of request

This is similar to the subject line of an email – the more concise you can be, the better! Examples:

- Vintage logo for a new bakery
- Social Media posts template
- Academic brochure for student loans.

Brand Profiles

You will be asked to select which brand profile you would like to link with your brief. Everything from font and text size to custom graphics, images and colours must be addressed. If you have an official brand manual, please select it here. This will help us better understand your brand's visual strategy and will dictate what style we approach when creating your graphics.



Sizes and formats

Make sure you always mention the exact sizes and formats you need, in the brief, before submitting the task to your ManyPixels designer, as a way to avoid delays and misunderstandings. This information is essential to know from the beginning of the project so that no time is wasted on incorrect formats. Examples:

- A4 .pdf flyer for print purposes
- 1080 x 1080 .jpeg Insta post
- 300 x 600 px - half page Google Ads banner

Copy / Content

Title, sub-title, paragraph, we need to have access to your final content.

Before you submit the brief to your designer you need to mention also what graphics or images you want to show. Once you have a solid plan for what it should contain, your designer can start thinking about the concept.

Inspiration

In today's world, inspiration can come from literally and virtually anywhere. But what do you do when you have to provide your designer with the necessary inspiration in order to get a project done? [Here's](#) an impetus to help you get started! 🙌

What other similar graphics / concepts do you like and why? You can upload them as attachments, share them as links or save them as assets in your brand profile.



How to give design revisions

The goal of every design team is building strong, healthy, positive client relationships, and while most relationships begin that way, with both parties excited to get started, studies have shown that most client relationships that devolve, happen during design revisions. Here's what you can do:

- **Frame your feedback with context.** The most important thing about design feedback is that it must always remain framed by your project goals and strategy for success. When you give feedback to your designer, make sure it's aligned with these goals. If it's not relevant to the purpose of the project, it probably falls into the category of personal aesthetic preference, which isn't all that useful.

*See stay objective below.

- **Be clear and specific.** Vague feedback is not helpful. “I’m not feeling it”, or “It doesn’t pop” are ineffective statements. Make sure you frame your feedback and describe precisely what it applies to (is it colour, layout, content design, usability, etc.). Tools like Loom help a lot here, allowing you to record very contextual feedback directly on your screen. Speak your mind, but stay concise. Use terms that are specific, not ambiguous. Keep everything connected back to your context. For example, “I worry it won’t engage our core audience” is far more useful than “make it pop”.
- **Explain your thinking.** The design feedback process is a discussion. As designers, part of our job is to question everything which is subjective. So if your feedback is a vague “I don’t like this”, we’ll probably ask “why not?”. Or we may say, “but how will your target audience react to it?”. Be prepared to answer why, every single time. If you don’t have an answer that ties back to your project goals and customer needs, then you might question whether that piece of feedback has any purpose at all. For a hassle-free workflow, provide the “Why” right from the beginning, so we don’t have to ask.
- **Be coherent.** Start by explaining the aspects you like about the design. For example: “Nice colour choice on the background, it really draws attention to the call to action buttons”. Move on to any elements that you have concerns about. For example: “However I’m concerned there are too many competing actions here, we don’t want to overwhelm customers with choice. Can you please narrow this down to a single primary “Sign in” call to action?”. Lastly, follow up to end on a positive note. For example: “I like the way you’ve visualised the core message, it is simple and compelling. Let’s get that same level of simplicity in the call to action too”.



- **Stay objective.** Our personal preferences are so innate to our decision making process, yet they have very little weight unless the product / service you're designing is made for you as the sole user. When providing feedback to your designer, it's vital that you remove from the equation as much of your own aesthetic preference as possible. Instead, focus on what your customers will like. What makes them feel they can trust your company. Comments such as: "I don't like this" don't bring any real value to the process. Instead, think in terms of "our users may not feel attracted to this strong colours, due to their age". Stay objective and aligned with your project goals at all times.

Even the best of us don't always get things right the first time around. Revisions are an important part of the design process, and it often forces us out of our comfort zones to discover better design solutions. 🙌

Great design takes time, trust the process and do not give up.

We are here to help!



Our Customers



“What has exceeded my expectations since working with ManyPixels is efficiency. Submitting something, hearing back the next day, and being able to see the result is perfect.”

Alfred Junco
CEO, Chango



“If my best friend was on the fence for trying ManyPixels, I would tell them that they needed to do it because it’s a no-brainer.”

Jeanette Knutti
CEO, Moxie Marketing



“It’s been super easy to just plug in and work with ManyPixels. I probably spend 5-10 minutes a day in the ManyPixels dashboard, just talking about different projects, we’ve got 1-2 projects at the time. We just skipped the pain points of working with a freelancer and straight to getting work done.”

Joe Howard
CEO, Chango

View more reviews on  **Trustpilot**



Do you have any questions?

Our help center is always ready to help!

[HELP CENTER](#)

[CONTACT US](#)

