



F.A.Qs

This FAQ list is designed to provide clarity and support to creators in a portal focused on impact-driven collaborations, helping them navigate everything from account setup to payments and performance tracking.

General Information

What is The Home Depot Creator Portal?

The Home Depot Creator Portal is a platform that connects creators with purpose-driven brands, offering opportunities to collaborate on campaigns that promote social, environmental, and community impact.

Who can join The Home Depot Creator Portal?

The portal is open to creators with a passion for making a difference, including influencers, content creators, and advocates who align with impact-driven values.

Is there a cost to join The Home Depot Creator Portal?

No, joining the portal is free. Creators can sign up and apply for campaigns at no cost.

What makes The Home Depot Creator Portal different from other creator platforms?

Our focus is on promoting campaigns that drive awareness of our products and celebrate the journey of making home whether you're a Renter, Homeowner, Do-It-Yourself-er, Do-It-For-Me, or a Pro. We prioritize collaborations that align within the categories of home improvement.

What's the application process?

You have to apply to be a Home Depot Creator by completing the application when you set up your account and link your social media channels. You will receive an email confirming your application and receive an update on if you are admitted into the Program.

Account Setup & Profile Management

How do I create an account?

Click the "Sign Up" button on the portal homepage, provide your details, and connect your social media channels to complete your profile.

How can I update my profile?

You can update your profile by navigating to the "Profile" section in your dashboard. Here, you can adjust your personal information, bio, and social media links.

How do I verify my social media accounts?

To verify your accounts, simply link your social media handles in the "Social Accounts" section, and we'll confirm your profiles for authenticity.

Can I delete my account?

If you wish to delete your account, please reach out to customer support via the "Help" section, and we will assist you with the deactivation process.



Collaboration & Campaigns

How do I find brand collaborations?

Browse available campaigns under the "Campaigns" tab, where you can apply for campaigns that align with your interests and values.

How do I apply for a campaign?

Once you find a campaign you're interested in, click on the "Apply" button and submit your pitch or proposal. Ensure that your application highlights how your values align with the brand's impact goals.

Can I collaborate with multiple brands at the same time?

Yes, you can apply for multiple campaigns and collaborate with different brands, as long as there are no conflicts of interest between your partnerships.

Payments & Compensation

How do I get paid for completed campaigns?

Payments are processed through secure channels such as PayPal or bank transfer once the campaign deliverables are approved by the brand.

When will I be paid?

Payments are typically issued within 45 days after the campaign deliverables are submitted and approved by the brand.

Are there payment thresholds or minimums?

Creator payments need to meet the threshold that creators set in order to be paid out. Minimum is \$10 OR a fixed day (Only on the 1st and the 15th).

Are there payment thresholds or minimums?

Payments may vary depending on the campaign. Some campaigns offer flat-rate compensation, while others may offer performance-based pay based on metrics such as engagement or conversions.

Campaign Requirements & Deliverables

What types of content do I need to create for campaigns?

Content requirements vary depending on the campaign, but typical deliverables may include social media posts, videos, blog posts, static imagery, or other forms of content that align with the campaign's goals.

How do I submit my content for approval?

Once your content is ready, submit it via the portal's "Content Submission" tool. The brand will review it and approve or provide feedback for revisions.

What happens if my content doesn't meet the brand's expectations?

If your content doesn't meet the brand's expectations, you'll receive feedback to make revisions. It's important to stay in communication with the brand to ensure the content aligns with their goals.



Performance & Analytics

How can I track the performance of my campaigns?

The portal provides a built-in analytics dashboard where you can track key metrics like reach, impressions, clicks, engagement, and sales for each of your campaigns.

What types of analytics are available?

You can access data on audience demographics, content performance, engagement rates, and any campaign-specific KPIs that the brand has set.

How do I share my performance metrics with the brand?

You can share your performance data directly through the portal, where you can generate reports and share them with the brand for review.

Support & Troubleshooting

How do I get help if I'm experiencing issues with the platform?

If you encounter technical issues or need assistance, you can contact our support team via the "Help" section or [submit a ticket](#).

How do I report a problem with a campaign or collaboration?

If you have any concerns regarding a campaign, reach out to the support team using the "Report an Issue" button under the campaign details.

I'm having trouble with my payment. What should I do?

If there's an issue with payment, please contact customer support and provide details of the problem. Our team will assist you in resolving it promptly.

Policies & Guidelines

What are the content guidelines for the campaigns?

Content must be aligned with the values of the campaign and adhere to the brand's ethical standards. Content that promotes hate speech, misinformation, or harmful behaviors will not be allowed.

Do I need to disclose sponsored content?

Yes, you must disclose any paid partnerships or sponsored content in accordance with the guidelines set by your country's advertising authorities (e.g., FTC in the U.S.) and platform-specific regulations. You should also include the following approved FTC tags in all relevant posts: #homedepot #homedepotpartner

Are there restrictions on the type of content I can share?

Content shared through the portal must comply with all legal, ethical, and community guidelines, including avoiding harmful or offensive materials. Brands may also set specific restrictions based on their campaign goals.



Additional Questions

Can I access the portal on mobile devices?

Yes, The Home Depot Creator Portal is fully optimized for mobile devices, allowing you to manage your campaigns and collaborations on the go.

How can I get more collaboration opportunities?

To increase your chances of receiving more opportunities, make sure your profile is complete, showcase your past campaigns and impact work, and engage actively with brands through the portal.

Can I share my Creator Portal profile with other creators?

Yes, you can share your profile with other creators and potential collaborators via a unique link. This is a great way to build your network within the community.