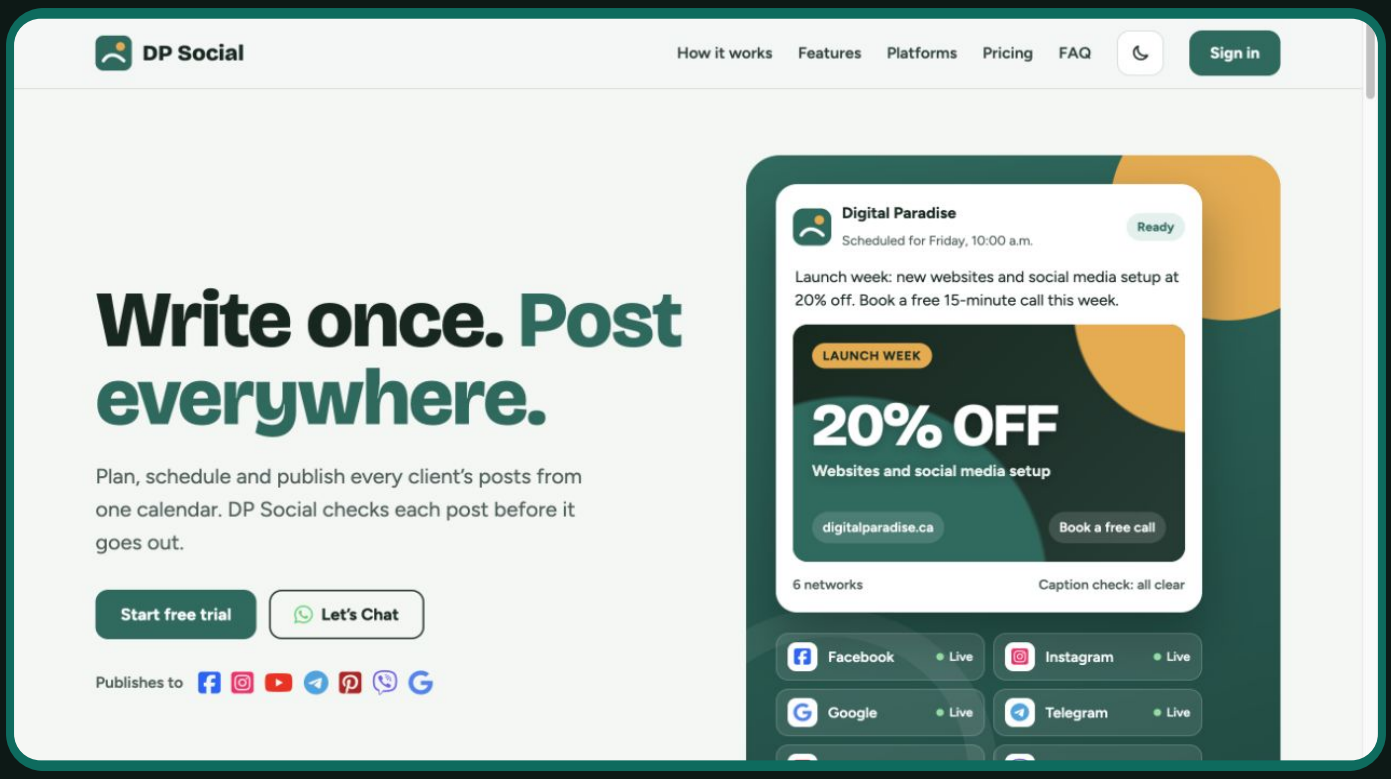
THE ILLUSTRATED CUSTOMER GUIDE

DP Social

Write once. Post everywhere.

Connect. Create. Schedule. Publish with confidence.



Digital Paradise Ltd.

Developed by Leon Emmanuel

Illustrated edition 1.1 | 19 October 2026

dpsocial.ca

Find your next step

A practical guide for first-time users, business owners and agency teams.

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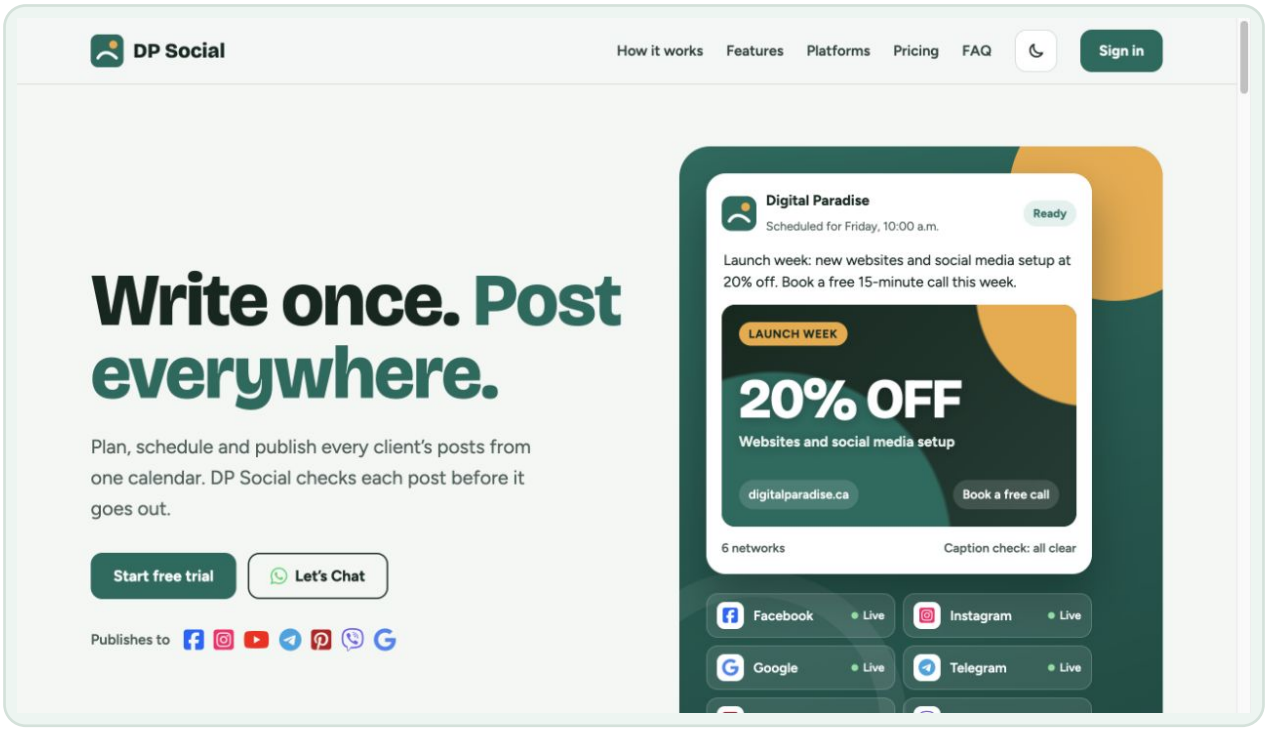
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Use this PDF
Click a contents entry or use your PDF viewer's bookmarks. Search for the exact button name. Screenshots show the real app; no posts were published to prepare this book.

One calendar. Every client.

DP Social helps businesses and agencies plan and publish social content from one place.



The public homepage introduces the app, plans, sign-in and support.

Connect the accounts you manage, choose the right client workspace, then prepare one post for several destinations. DP Social checks common caption and media requirements before scheduling. Each destination still decides whether to accept and display the post.

Availability in this edition	What that means
Available in the live interface	Facebook Pages, Instagram, YouTube, Telegram, Pinterest, Viber and Google Business Profile.
Limited / pending approval	TikTok connection controls exist, but public posting is restricted. LinkedIn is advertised as coming soon; a connection button alone does not guarantee access.
Not available for publishing	WhatsApp broadcasts are coming next. Other networks are not part of the current live workflow.

Read the live status
The app is evolving. Follow current in-app notices and support guidance if a platform's approval or availability changes. This guide does not promise unrestricted posting to every network.

Your first post in six steps

Start with one client, one connected destination and a short message.

1. **Sign in.** Open dpsocial.ca and choose **Sign in**. Use your existing account or create a login and confirm your email if asked.
2. **Choose the client.** Select the correct business in the client selector. Check the time zone beside its name before choosing a publishing time.
3. **Connect an account.** Open **Accounts** and follow the network's **How to connect** instructions. A workspace owner handles connections.
4. **Choose + New post.** Tick the destination account. Write a clear caption. Add the required image or video and a video title when YouTube is selected.
5. **Review the checks.** Fix red items. Read yellow notes. Confirm the selected account names, the media and any per-network captions.
6. **Choose your action.** For a client requiring approval, keep the approval checkbox ticked and choose **Send for approval**. Otherwise use Save draft, Schedule post or Post now. Verify the result in **Posts** after approval and publication.

> **A good first test**
> Publish a short, useful post to an account you own. Check the result on the network itself before scheduling a whole campaign. A saved draft is not a published post.

The repeatable workflow

Prepare	Check	Verify
Correct client and account	Caption, media and time zone	Destination status and live post
Original files saved locally	Red items fixed; yellow notes read	Final appearance checked on the network

Sign in and start using DP Social

Keep the same account for your workspace, subscription and future visits.

1. On the homepage choose **Sign in**. Select **Continue with Google**, or enter your email and password.
2. New users choose **Create account**. Enter your name, email and a password of at least eight characters. Complete email confirmation if requested.
3. If you are eligible for a trial, follow the start-trial screen. Enter the business name and the correct time zone. The advertised trial lasts **24 hours** and needs no card.
4. If a team member invited you, use the invitation sent to your own address. An existing DP Social account keeps its own login.
5. If you cannot sign in, choose **Forgot password?** and use a fresh reset link from your inbox. Finish choosing the new password privately.

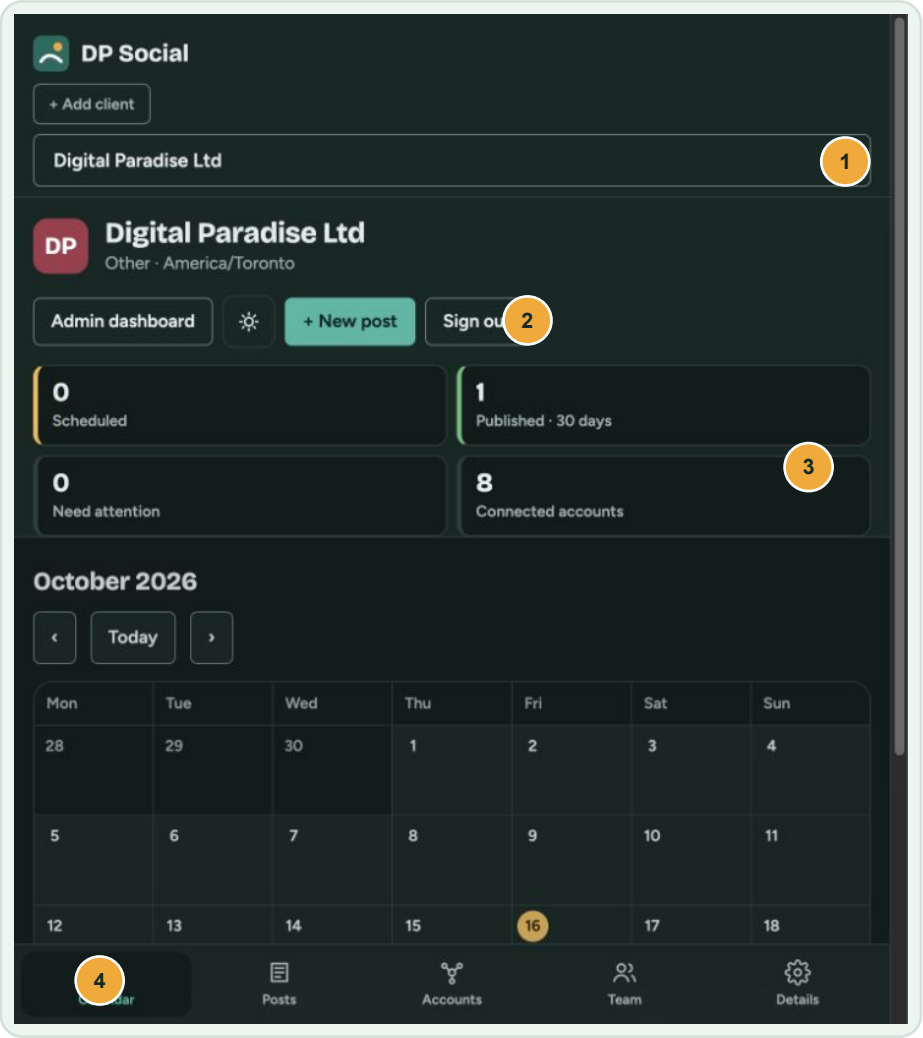
> **Your plan and your login are different**
> Signing in identifies you. An active trial, paid subscription or complimentary access determines whether you can publish. If publishing is paused, check **Billing & plan** or ask the workspace owner.

Keep access straightforward

- Use the same Google account or email that owns the workspace and plan.
- Do not create a second account or pay again just because confirmation is delayed.
- Review the current Privacy Policy and Terms from the sign-in screen or website footer.
- Use **Sign out** on a shared device. Never send your password or sign-in link to support.

Know your workspace

The layout adapts to the available screen width. These are real app controls.



Actual owner workspace. Admin dashboard is restricted to platform administrators; customers use their workspace tools.

Area	Use it for
1 Client selector	Switch to the business whose accounts and posts you want to manage.
2 + New post	Open the composer. Nothing is published until you choose a publishing action and confirm it.
3 Summary counters	Jump to scheduled posts, recent published posts, items needing attention or connected accounts.
4 Navigation tabs	Calendar, Posts, Accounts, Team and Client details (shortened to Details on narrow screens).

Choose the right client and time zone

Separate businesses carefully. The workspace determines the accounts and schedule you see.

1. Choose the client from the selector. Read the business name at the top of the workspace before opening a post.
2. Check the time zone shown with the client details. The composer labels its date/time field with that same zone.
3. If you are a workspace owner, open **Client details** or **Details** to review the business name, industry, contact information and time zone.
4. Change details only when you intend to update that business, then choose **Save changes**. Editors may need the owner to do this.
5. When scheduling for several businesses, finish checking one client before switching to the next. Account names can look similar across workspaces.

> **Avoid a time-zone mistake**
> A 9:00 a.m. post uses the zone displayed in the composer, not necessarily your device's zone. Changing a client's zone is not a reliable way to move existing scheduled posts; open and check each affected schedule.

Housekeeping affects your history

Owners can choose when to auto-delete published post records: after 1, 7, 30 or 90 days, or never. This controls the small dashboard history and its links. It does not remove the published post from the social network.

> **Keep your own archive**
> Media files are removed from DP Social after successful publishing. Keep original photos, videos and approved captions in your own campaign folder, even if you choose to keep dashboard history.

Before you connect an account

Use a workspace owner login and make sure you are authorized to publish for the business.

1. Select the correct client, then open **Accounts**. Each network has its own card and **How to connect** help.
2. Prepare the right account type: for example, a Facebook Page, a professional Instagram account or a Pinterest business account with a board.
3. Use the network's official sign-in flow where provided. Choose the correct account and grant the requested publishing permissions for the intended business.
4. After returning to DP Social, confirm that the expected Page, channel, board or location is listed with the correct name.
5. Create a small first post and verify its live result. Repeat for each destination you intend to use.

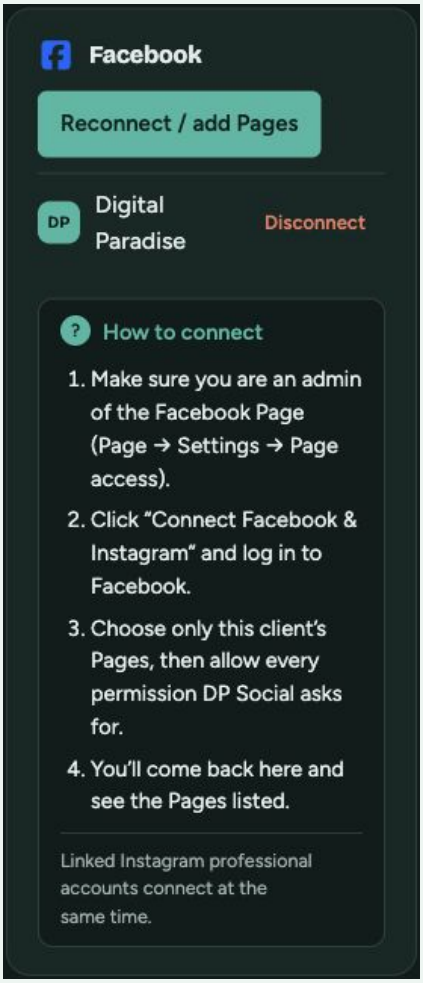
Connection method	Used by
Official sign-in / authorization	Facebook and linked Instagram; Google for YouTube or Business Profile; Pinterest. TikTok and LinkedIn are subject to current availability.
Channel bot	Telegram: add the displayed DP Social bot as an administrator before connecting the channel.
Private channel token	Viber: copy the token from your own channel's developer tools. Keep it out of captions and screenshots.

Do not connect the wrong client
Select only assets you are authorized to manage. If the list is empty, confirm your role and account type before retrying. Do not repeatedly disconnect working accounts to troubleshoot another network.

Connect Facebook Pages

Publish to a business Page you manage, rather than your personal profile.

1. Make sure you have the Page access needed to manage and publish its posts. Check this in the Page's settings.
2. In DP Social open **Accounts**, then **Connect Facebook & Instagram**. A connected card may say **Reconnect / add Pages**.
3. Sign in to Facebook. Choose the intended client's Pages and approve the permissions needed for publishing.
4. Return to DP Social and confirm the correct Page is listed. Linked professional Instagram accounts may appear at the same time.



Actual Accounts card. Names show the publisher's own account; your account names will differ.

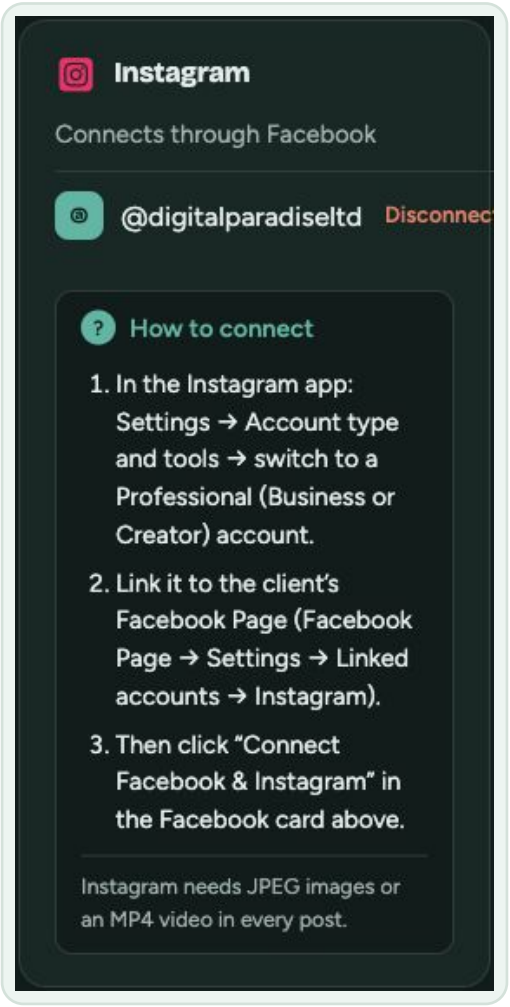
Do	Do not
Check the Page name in the composer and preview the post after publishing. Use your own approved images and accurate business details.	Do not expect a personal Facebook timeline to appear as a Page. Do not remove required permissions and expect scheduling to continue.

Before publishing
A Page connection can expire or lose permissions after changes in Facebook. If DP Social says **Reconnect needed**, reconnect from Accounts and then check the affected post.

Connect Instagram

This DP Social workflow connects professional Instagram accounts through Facebook.

1. In Instagram, use a **Business or Creator** account. A personal account is not supported by this connection flow.
2. Link that Instagram account to the correct Facebook Page using the Page's **Linked accounts** settings.
3. In DP Social use the Facebook card's **Connect Facebook & Instagram** flow.
4. After authorization, confirm that the expected Instagram handle appears. Select it in the post composer.



Actual Accounts card. Names show the publisher's own account; your account names will differ.

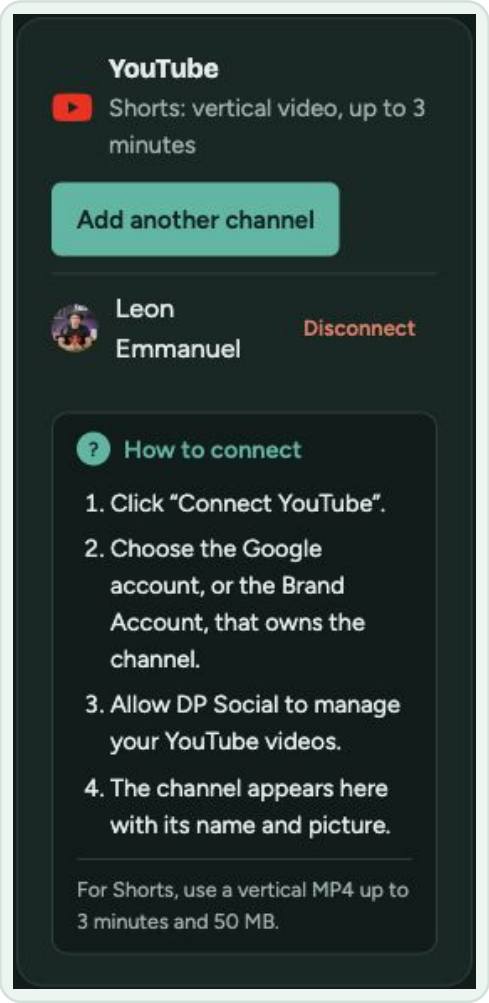
Do	Do not
Use JPEG photos or a suitable MP4 video. Keep the caption within 2,200 characters and read the media checks.	Do not post text alone. Do not assume PNG or WebP files are converted automatically. Links in Instagram captions are not clickable.

Before publishing
DP Social flags more than 30 hashtags or 20 mentions. Use a short, readable caption and only relevant tags; green checks do not guarantee Instagram will approve every post.

Connect YouTube

Choose the Google account or Brand Account that owns the intended channel.

1. Open **Accounts** and choose **Connect YouTube** or **Add another channel**.
2. Sign in to the Google account that manages the channel. Select the correct channel or Brand Account when asked.
3. Review and approve the requested video-management permissions, then return to DP Social.
4. Check the channel name. In the composer add one video, select the channel and enter a **Video title**.



Actual Accounts card. Names show the publisher's own account; your account names will differ.

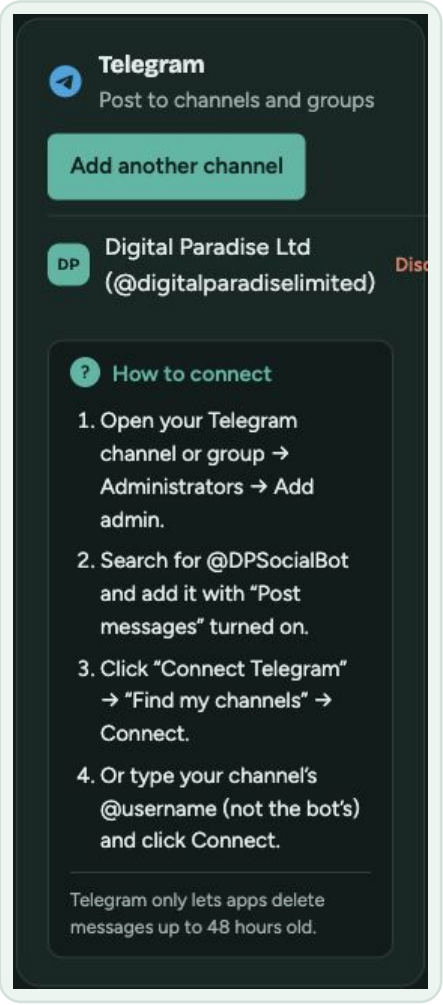
Do	Do not
For the app's Shorts workflow, prepare a vertical 9:16 MP4 up to three minutes and within the 50 MB app limit. Check the final video on YouTube.	Do not upload photos instead of a video. Do not leave the title blank or use angle brackets in the title/description. Adding #Shorts alone does not guarantee classification.

Before publishing
The title limit is 100 characters; the description limit is 5,000. Upload processing and Google API approval or quota can affect publication. DP Social adds #Shorts automatically.

Connect a Telegram channel

The bot must have permission to post in the channel or group.

1. In Telegram open your channel or group, then its **Administrators** settings.
2. Add the bot named in DP Social's connection instructions (currently **@DPSocialBot**) and allow **Post messages**.
3. Back in DP Social choose **Connect Telegram**, then **Find my channels**. Connect the correct result.
4. If discovery finds nothing, enter the channel's own **@username** or channel ID. Do not enter the bot's username.



Actual Accounts card. Names show the publisher's own account; your account names will differ.

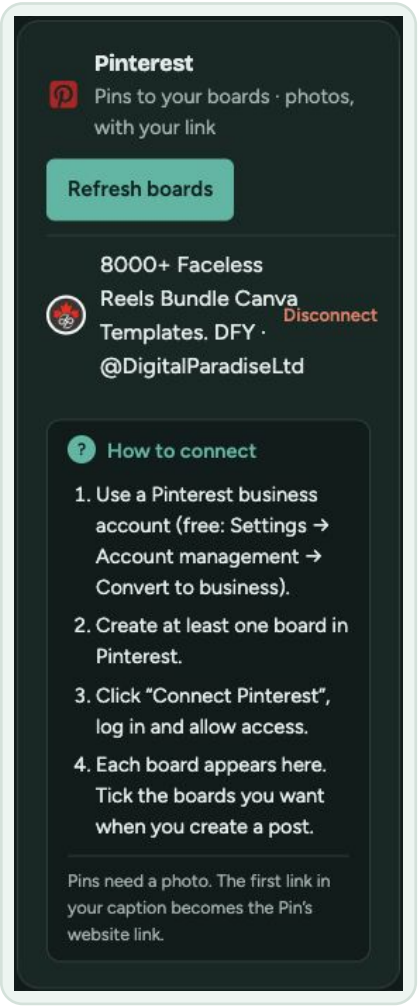
Do	Do not
Confirm the channel name after connection. If discovery is empty, check that the bot was recently added and still has administrator permissions.	Do not expect discovery to find every old or private channel automatically. Do not remove the bot while posts are scheduled.

Before publishing
Text can be up to 4,096 characters. With media, captions over 1,024 characters are sent as a separate message. Telegram generally limits bot deletion to messages less than 48 hours old.

Connect Pinterest boards

Each connected board is a destination you can select when composing a post.

1. Use a Pinterest **business account**. Convert your account in Pinterest settings if needed.
2. Create at least one board in Pinterest before connecting.
3. In DP Social choose **Connect Pinterest**, sign in and approve access. A connected card may offer **Refresh boards**.
4. Confirm the board names. In the composer tick the exact board or boards you want the Pin to appear on.



Actual Accounts card. Names show the publisher's own account; your account names will differ.

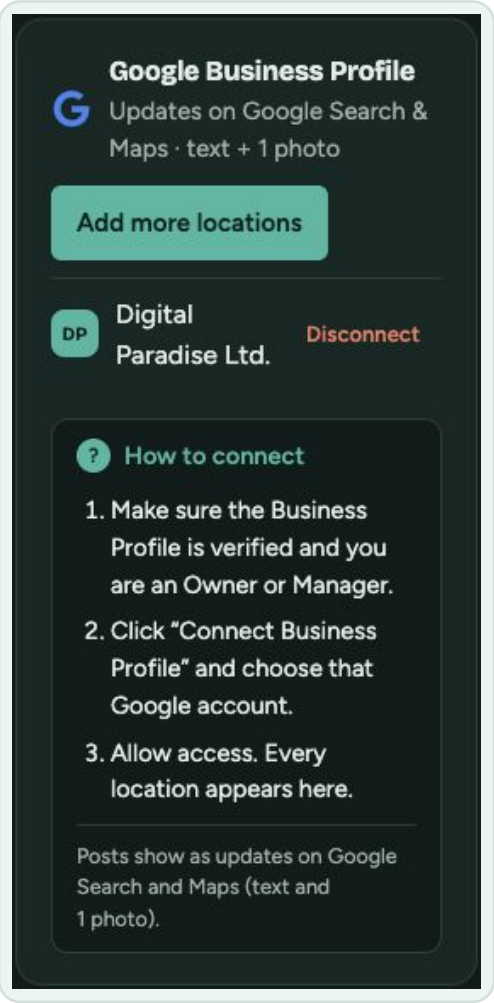
Do	Do not
Add a photo, a concise title and a relevant destination link. The first URL in the caption becomes the Pin's website link.	Do not choose a video-only post: video Pins are not supported in this DP Social workflow. Do not select every board unless the content fits each one.

Before publishing
DP Social allows a 500-character caption and uses a title up to 100 characters. Only the first five photos are used for a multi-image Pin. Keep the most important image first.

Connect Google Business Profile

Publish business updates to eligible locations on Google Search and Maps.

1. Make sure the Business Profile is verified and your Google account is an **Owner or Manager**.
2. Open **Accounts**, choose **Connect Business Profile** or **Add more locations**, then sign in to that Google account.
3. Review and approve access. Return to DP Social and confirm the correct location name.
4. Choose that location in the composer. Write a factual business update with text and, if useful, one photo.



Actual Accounts card. Names show the publisher's own account; your account names will differ.

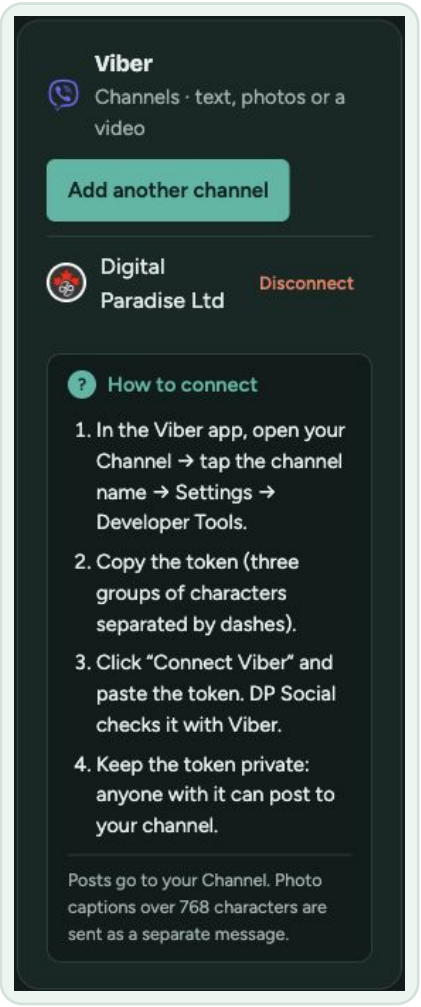
Do	Do not
Keep the update useful, accurate and about the business. Review the published result on Search or Maps when a link is available.	Do not upload a video for this workflow. Do not assume green checks bypass Google review or that a location connection guarantees API approval.

Before publishing
The app limit is 1,500 characters and only the first photo is used. DP Social warns about links, phone numbers, heavy punctuation and sales wording; those warnings are prompts to review, not a complete statement of Google policy.

Connect a Viber Channel

Use a Channel token from the channel you own or are authorized to manage.

1. In Viber open the Channel, tap its name and find **Settings**, then **Developer Tools**. Menu labels can vary.
2. Copy the Channel token. Treat it like a private publishing credential.
3. In DP Social open **Accounts**, choose **Connect Viber** and paste the token into the connection form.
4. After DP Social checks it, confirm the Channel name before selecting it for a post.



Actual Accounts card. Names show the publisher's own account; your account names will differ.

Do	Do not
Keep the token private. Use clear text and check that images or video display correctly in the actual Channel.	Do not paste the token into a caption, customer message or support ticket. Do not expect a public live-post link for every Viber result.

Before publishing
Text can be up to 7,000 characters. A media caption longer than 768 characters is sent separately. If remote deletion is unavailable, remove the post in Viber itself.

Limited and upcoming networks

Connection controls and public publishing availability are different.

Network	Current position	What to do
TikTok	Connection and video controls exist; the live site marks it coming soon. Public posting is restricted pending approval.	Use only if support confirms availability for you. A private-only result is not a public campaign post.
LinkedIn	A company-page connection flow exists; the live site marks it coming soon.	Do not rely on it for a deadline until your access and a test result are confirmed.
WhatsApp Business	A connection form exists, but broadcasts are not available in the composer.	Do not enter production credentials just to try sending. Wait for the release and setup guidance.
Other networks	Not offered in this live edition.	Do not assume features found in announcements or newer source code are available in your account.

If TikTok is enabled for your account

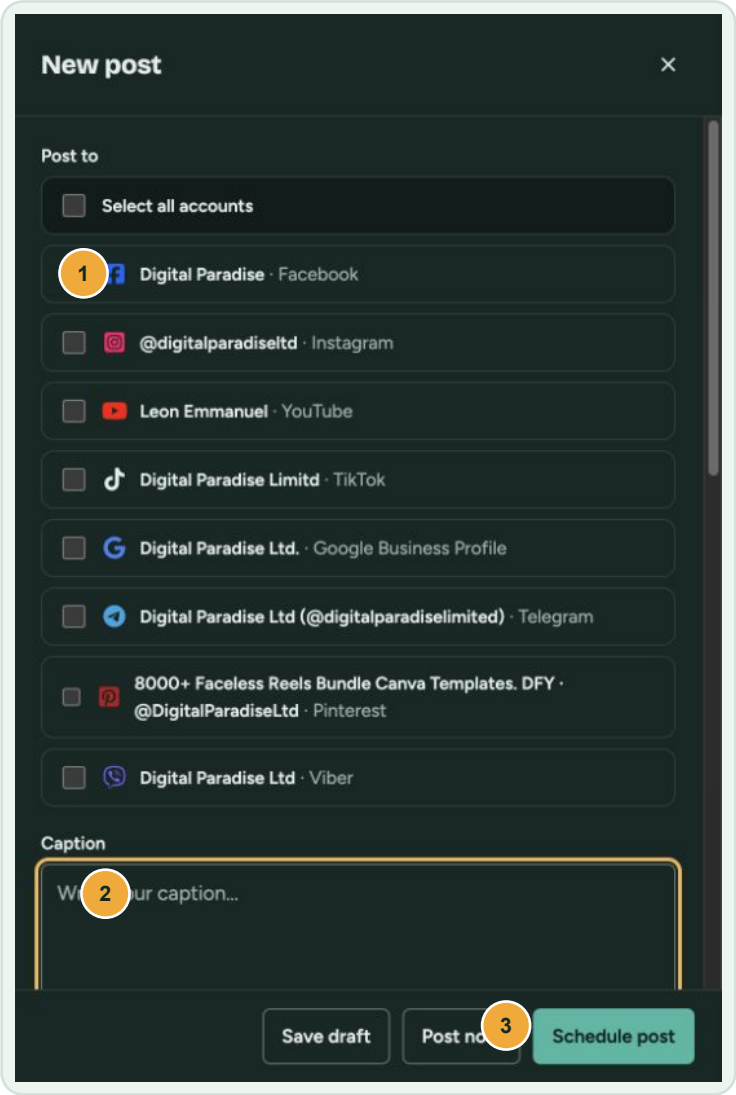
- Connect the correct TikTok account through its official sign-in. Add exactly one video, choose the audience, and review comment, Duet and Stitch options.
- Disclose commercial content accurately: your own brand and a paid third-party partnership have different labels. Review TikTok's music and branded-content terms.
- Unaudited integrations have private-account and private-viewing restrictions. Contact support before using this for public or paid campaign deadlines.

If LinkedIn becomes available
You need the appropriate company-page administrator role. Check the returned Page list, use the correct Page and reconnect when access expires. Availability and permissions must be confirmed before scheduling.

Build your post in the composer

Start with the destination. Then add the right caption, media and time.

1. Open **+ New post**, or choose a day in Calendar. A day sets a suggested date; check its time.
2. Tick the exact accounts under **Post to**. **Select all accounts** is convenient only when every destination is appropriate.
3. Write the caption. Add a title when YouTube is selected, then attach suitable media.
4. Read the platform checks. Choose a future date/time if scheduling, then review the footer action before selecting it.



Real composer; the lower content scrolls. Nothing was saved or published for this screenshot.

1 Choose destination accounts. **2** Write your caption. **3** Use the footer action that matches your intent.

> **Do not close an unsaved post**
> Use **Save draft** before leaving. The close button, backdrop and Escape can dismiss the composer. There is no guaranteed automatic draft recovery.

Read the checks. Tailor the caption.

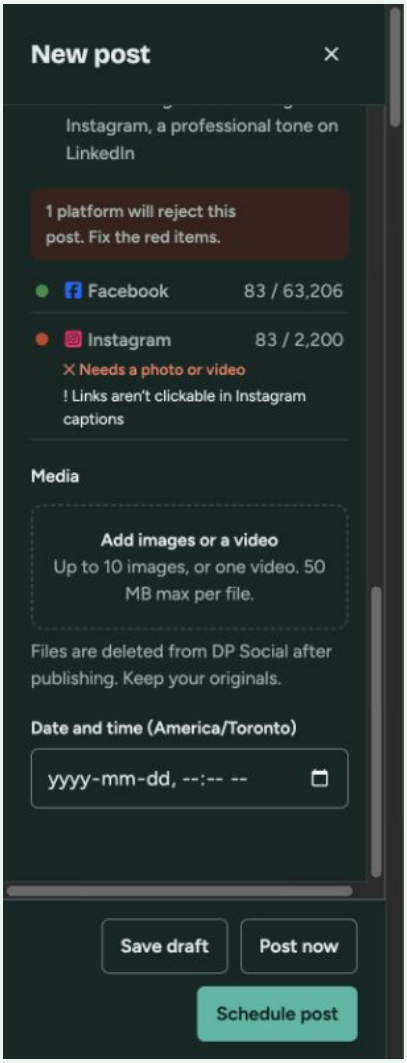
The same message may need a different version on each network.

Understand the three signals

- **Green:** the app's basic checks pass. The network can still reject or limit the post.
- **Yellow:** review a limitation, such as a non-clickable link or a long caption becoming a separate message.
- **Red:** fix the issue before scheduling, or remove that destination from this post.

Write a version per network

1. Select the accounts first.
2. Turn on **Write a different caption for each network**.
3. Edit each network's text, then check all its counters and notes.



Actual app with an unsaved example caption. The example was discarded; no media was uploaded.

> **Example: Facebook and Instagram**
> A website URL can work in a Facebook caption but will not become a clickable Instagram caption link. Instagram also needs an image or video. Shorten and adapt the message rather than ignoring the warning.

Keep the shared caption reasonably short even when using overrides. If the app still reports a character-limit error, shorten the shared caption as well and check every selected network.

Prepare photos and videos

A file the app can upload is not automatically suitable for every selected network.

App upload rule	How to work with it
Up to 10 images OR one video	Do not mix a video and a photo set in the same post. Split them into separate posts.
50 MB maximum per file	Compress oversized files before adding them. Wait for every upload to finish.
Images: JPEG, PNG, WebP, GIF accepted by the picker	Choose JPEG for Instagram. A selectable file type may still fail a network's rules.
Videos: MP4, MOV, WebM accepted by the picker	A compatible MP4 is the simplest starting point for the supported video workflows. Check the network result.
Network-specific limits still apply	Pinterest uses up to 5 photos, LinkedIn up to 9 if available, and Google Business Profile only the first photo.

1. Prepare the final image or video locally and keep the original. Check its size, orientation, spelling and rights to use it.
2. In the composer choose **Add images or a video**. Select your files. Uploading starts when you choose them.
3. Wait until uploading finishes. Remove accidental files using their thumbnail's remove control before saving.
4. Review every selected platform's checks. Save a draft or choose the intended publishing action.

> **Your original files are your backup**
> DP Social removes uploaded media after successful publishing. Media retained for failed or partial posts is also cleaned up later. Save your originals outside DP Social and reattach them if a future retry needs them.

Schedule for later or post now

Check the destination accounts and time zone before every publishing action.

Action	Use it when	What happens
Save draft	The post is not ready, or accounts are not connected yet.	Saves your working post without publishing. Return through Posts > Drafts.
Schedule post	You want the post to go out later.	Requires destination accounts and a date/time at least one minute in the future.
Post now	You are ready to send to the selected accounts.	Asks for confirmation, then queues the post. The app normally expects it to start within about a minute.

Schedule carefully

1. Read the time-zone label beside **Date and time**. Pick the intended date and time in that zone.
2. Recheck the account selections, caption versions, uploads and red/yellow checks.
3. Choose **Schedule post**. Confirm the success message, then inspect the entry in Calendar or Posts.
4. To revise a scheduled item, open it, make the intended changes and choose **Update schedule**. Recheck the time afterwards.

> **Queued is not the same as live**
> Video processing, network review, expired access and API limits can delay or prevent posting. Use the destination statuses and live links to verify the result; do not repeatedly press Post now while a job is already processing.

After you send it

Open **Posts**. A successful destination usually shows a **view post** link when the network provides one. Inspect the final post on the network itself, including its audience, image/video appearance and caption.

> **When client approval is required**
> Keep **Ask the client to approve before it publishes** ticked and use **Send for approval**. The post stays on hold until approval. See the next two pages for setup, client review and publication timing.

Set up client approval

Let the client review the post before DP Social publishes it.

1 **Prepare post** → 2 **Send for approval** → 3 **Client reviews** → 4 **Team notified** → 5 **Publish**

1. **Select the client.** Open that business workspace, then go to **Client details > Client approval**. On narrow screens the tab may be called **Details**.
2. **Enable approval.** Tick **Require approval before posts publish**. This setting is configured per client; check it for each business that needs review.
3. **Choose the reviewers.** Add up to **5 approver emails**. If you leave the approver list empty, DP Social uses the client's **contact email**. Check that the contact email is correct.
4. **Write the post as usual.** Choose the social accounts, add the caption and media, and check the platform requirements. Set a publication date/time if you want a specific schedule.
5. **Send the review request.** The composer shows **Ask the client to approve before it publishes**, ticked by default for that client. Keep it ticked; the main action becomes **Send for approval**.

Approval is a publishing gate
For a post sent for approval, nothing publishes before the client approves. Sending the email is not approval, and a scheduled time by itself does not release the post.

Check the recipient before you send
Use the intended client's email addresses. An empty approver list means the request goes to the contact email, so do not leave that contact field missing or outdated. Never use a general test address for a real client request.

Review, approve or request changes

The client can review on a phone without signing in to DP Social.

1. **The client receives a branded email.** It includes a preview of the post and a **Review and approve** button.
2. **The client opens the review page.** The link works on a phone and does not require a DP Social login. The reviewer should check the caption and media before deciding.
3. **Approve or request changes.** The client chooses **Approve** when the post is ready, or **Request changes** and adds a note explaining what needs changing.
4. **Your team receives the result by email.** The notification confirms approval or includes the client's change request. Read the note and coordinate revisions before seeking approval again.

What happens after approval?

Post setup	Publication behavior
A scheduled date/time was set	Approved posts publish at their scheduled time. The approval requirement must be satisfied before publication.
The date/time was left empty	The approved post is set to publish **one minute after approval**.
The client has not approved	The post stays on hold. An unanswered email or a request for changes does not count as approval.

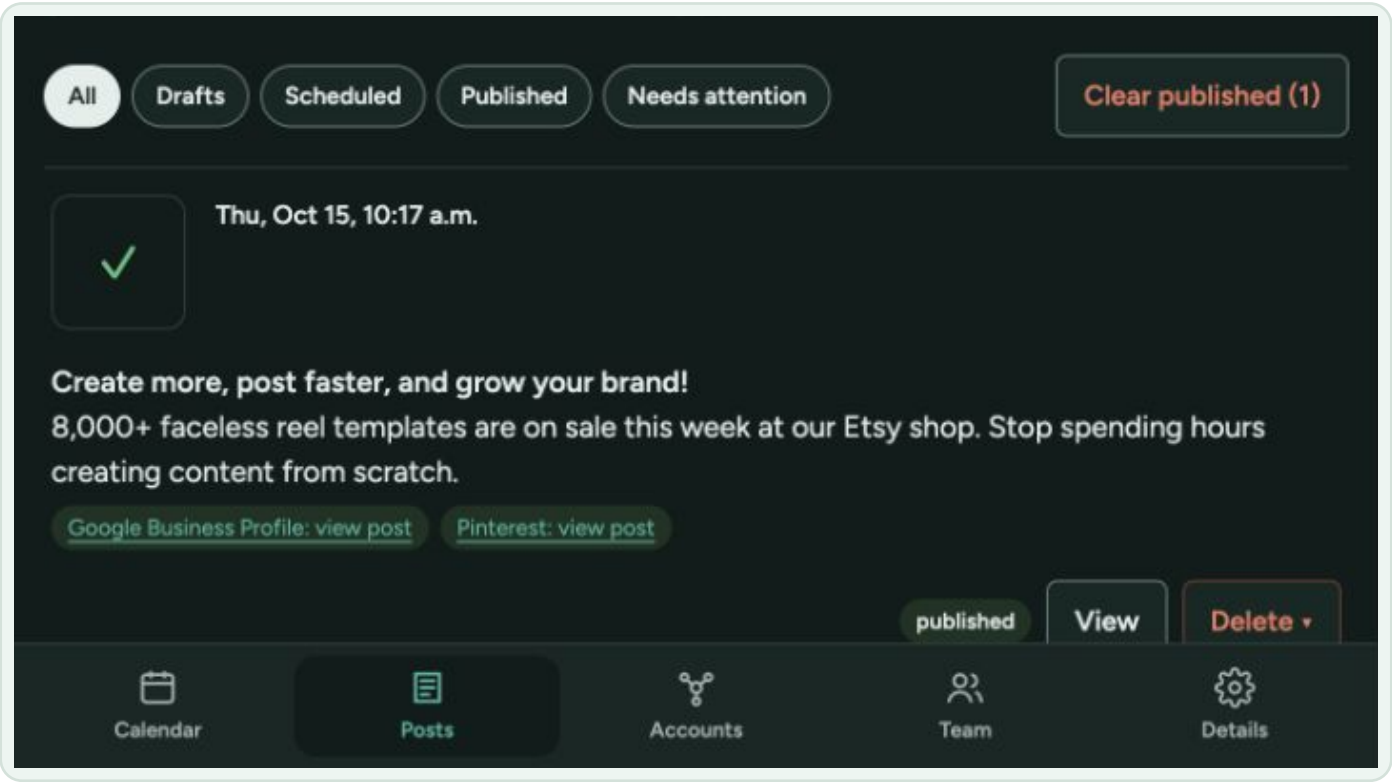
A practical example
You prepare a post for tomorrow at 10:00 a.m. and send it for approval today. The client approves it today; it waits for the scheduled time. If you instead leave the date empty, approval releases it for publication one minute later.

Keep the review link private
Share the request only with the intended reviewers. Because the client can decide without signing in, treat the email and its review link as private client correspondence.

After approval and the intended publishing time, check the destination statuses in **Posts**. Social networks can still take time to process media or reject a post; approval does not override their format, permission or policy requirements.

Use post history to verify results

Calendar is for planning. Posts is where you inspect each destination.



Actual published post with Google Business Profile and Pinterest links. The screenshot shows the publisher's own business content.

Filter / status	How to use it
Drafts / Scheduled	Return to unfinished posts or review the next publishing times.
Published	Check destination badges and open the live-post link when one is provided.
Needs attention	Review failed or partially published posts. Read the error beside the affected network.
Partial	At least one destination succeeded and another did not. Inspect each target rather than treating the whole post as a failure.

History is not an archive
A checkmark may replace a media thumbnail after publishing because the upload has been removed. Auto-cleanup can remove old dashboard records and links. Keep your originals and campaign records separately.

Fix a failed or partial post

Read the destination error first. A failure on one network does not undo another network's success.

1. Open **Posts > Needs attention**. Identify the affected network and read the full message.
2. If the account needs reconnecting, open **Accounts** and use that network's connection flow. Confirm the expected asset returns.
3. If the problem is media or caption format, open **Edit**. Fix the issue and recheck the selected destinations.
4. If the uploaded media is no longer available, reattach your original file before retrying.
5. Choose **Post now** or a new valid schedule. Afterwards verify each destination's result.

What you see	What to do
Reconnect needed	Reconnect the correct account as a workspace owner. Recheck its permissions on the network.
Media still processing	Allow time for the network to finish. Avoid creating duplicate copies while the original is pending.
Subscription inactive	Ask the billing owner to review Billing & plan. The stored post is not proof it is eligible to publish.
Quota, approval or permissions error	Check platform availability and contact support with the exact error. Repeating the same action may not fix it.

Retry the failed destinations carefully
The publisher tracks each target separately and normally skips targets already marked published. Do not create a brand-new copy of the whole post unless you intentionally want to publish it again.

Choose the right delete option

Removing a dashboard record and removing a live social post have different effects.

Menu choice	Effect	Check afterwards
Remove from dashboard	Deletes the DP Social record. A published social post stays live.	Keep any live links you need before removing the record.
Delete from social media	Attempts to remove published destinations while keeping the dashboard record.	Read the results. Some destinations need manual deletion.
Delete everywhere	Attempts social deletion and removal of the dashboard record.	Finish any manual/failed destinations before discarding useful links.
Clear published	Removes the displayed workspace's published records from DP Social.	Social posts remain live. This is housekeeping, not a social-media recall.

Network limits matter

- Instagram and TikTok require manual deletion in the current DP Social implementation. Follow the result's link or open the native app.
- Viber can also require manual removal. A missing live link does not mean the post was never sent.
- Telegram generally limits bot deletion to messages less than 48 hours old and still requires the right permissions.
- A failed remote deletion leaves the social post in place. Check each network and do not assume one success message covers every destination.

Do not use deletion to fix a connection
Disconnecting an account stops future publishing to it; it does not recall its existing posts. If you need to remove content urgently, check the actual network and delete it there when necessary.

Work with your team

Give people the role they need for the client they manage.

Role	Typical workspace responsibilities
Editor	Create and schedule posts within the workspace. Review results and work on content.
Owner	Also connect social accounts, manage the workspace team and change client details.
Platform administrator	Digital Paradise's service-management role. Admin dashboard and customer-management tools are not ordinary customer features.

1. As a workspace owner, choose the correct client and open **Team**.
2. Enter the intended member's name and exact email. Choose **Editor** or **Owner**.
3. For the email-invite route, leave the optional password blank and choose **Add member**. Ask the recipient to use their own invitation.
4. If a login is created with an initial password, share it privately with the intended person. Existing DP Social users generally keep their own password.
5. Check the Team list and role. Remove access when a person no longer manages that client, using the intended member's **Remove** control.

> **An owner role has consequences**
> An owner can manage connections, team members and business settings. Do not assign it just so someone can write a caption. Plan limits can restrict how many team members you can add.

A simple approval routine

Use **Client details > Client approval** to require review for a client. Add up to five approver emails, or use the client contact email. Keep the composer approval checkbox ticked and choose **Send for approval**. The client reviews without a login, and your team receives the decision by email. See pages 21-22 for the complete workflow.

Understand your plan and billing

Use Billing & plan to review your own plan, usage, invoices and renewal settings.

Plan (USD)	Monthly / yearly	Accounts	Workspaces	People
Starter	$9.99 / $99	3	1	1
Business	$19.99 / $199	10	3	3
Agency	$39.99 / $399	30	15	10

These are the published prices and limits at the date of this edition. Check current checkout for the actual total, billing period and any applicable tax. The advertised 24-hour trial needs no card; eligibility and verified-email requirements apply.

1. Open **Billing & plan** and read the plan status, usage and renewal/end date. A workspace managed by someone else may require its billing owner to act.
2. Choose a plan when you are ready. Check monthly versus yearly billing and complete the hosted payment flow yourself.
3. For a paid plan, use **Change plan**, **Update card** or the available cancellation controls. Review the confirmation before committing.
4. Find **Invoices** and choose **Download PDF** when an invoice is available. Complimentary access may provide a $0 invoice.

Changes and cancellation
The app describes upgrades as immediate with a prorated charge, and downgrades as taking effect at the next renewal. Cancel plan normally stops renewal at the end of the paid period. Read the current confirmation for your subscription.

If publishing is paused
Drafts, posts and account records are retained when access ends, but publishing needs eligible access. Do not make a duplicate purchase to resolve an error; ask the billing owner or support.

Protect accounts and content

Keep credentials private and publish only content you are entitled to use.

- **Authorize the right assets.** Connect only Pages, channels, boards and locations you own or are permitted to manage. Check names before every campaign.
- **Use the official sign-in flow.** Do not give a social-network password to another person. Where the app uses a channel token, enter it only in the connection form.
- **Keep tokens out of screenshots.** Never put a Viber token, reset link, access key, card number or password into captions, shared documents or support messages.
- **Keep your source files.** DP Social is a publishing tool, not permanent storage for original media.
- **Check content rights and facts.** Verify permission for photos, music, logos and people's likenesses. Confirm prices, dates, names and location details.
- **Use current published policies.** Read Privacy, Terms and Data deletion from the website footer. This guide does not replace those policies.

Disconnecting and deletion

Disconnecting a social account stops its DP Social connection; scheduled posts to that account can fail. Existing social posts remain on the network. Dashboard cleanup, remote post deletion, subscription cancellation and account-data deletion are separate actions.

> **On shared devices**
> Finish or save your working post, sign out and do not leave a client's account open. If a credential is exposed, revoke or replace it in the relevant service and contact support privately.

For privacy or account-data requests, use the current **Data deletion** page and the contact details in the published policies. Support may need to verify ownership before acting.

Practice: a photo announcement

Exercise 1 - one useful message, adapted for Facebook and Instagram.

1. Prepare a clear JPEG you own, within the app's file limit. Keep the original in your campaign folder.
2. Choose the correct client and **+ New post**. Select the Facebook Page and the linked Instagram professional account.
3. Write a short shared caption, for example: *Fresh ideas for your next campaign. See our latest work and tell us what you are planning.*
4. Add the JPEG and wait for the upload. If you want a website URL on Facebook, use a separate network caption; remember that an Instagram caption URL is not clickable.
5. Read both networks' checks. Fix red items. Check the photo, spelling and account names.
6. Use **Save draft** to finish later. If client approval is enabled, choose **Send for approval** when ready. The client reviews by email, and approval releases the post for its scheduled publication.
7. Open **Posts** after the scheduled time. Verify both destination statuses, then inspect the actual posts on Facebook and Instagram.

> **Before you publish**
> The sample copy above is only a writing exercise. Replace it with your business's approved message. Do not add a real promotion, price or promise unless it is accurate and authorized.

What success looks like

Before sending	After sending
Correct Page and Instagram handle; JPEG attached; no red checks.	Both targets show the expected result; the photo and captions look right on each network.
Source image and approved text saved outside DP Social.	Your own campaign record keeps the final links and any follow-up notes.

Practice: a vertical video launch

Exercise 2 - prepare a YouTube Short and a separate photo-based business update.

1. Create a vertical **9:16 MP4** no longer than three minutes for the app's Shorts workflow. Compress it below 50 MB and keep the original.
2. Choose the correct client, open **+ New post** and select the intended YouTube channel. Add exactly one video.
3. Enter a clear **Video title** within 100 characters and a description within 5,000. Avoid angle brackets. Review the first frame, audio and any on-screen text in your local video before uploading.
4. Wait for the upload to finish. Check the destination and choose Save draft, Schedule post or Post now.
5. Allow time for processing, then use Posts to verify the result and open YouTube. Check the actual audience and final display.
6. For a Google Business Profile or Pinterest companion post, create a **separate photo post**. Those DP Social workflows do not accept your video as a substitute for a photo.

> **Adapt the content, not just the file**
> Use a strong still image for the companion post, a short relevant caption and the correct destination. One media format rarely fits every network equally well.

If you also use TikTok

Do not add TikTok to a time-sensitive public launch unless support has confirmed that your account and the integration can publish publicly. Current unaudited/private-only restrictions can prevent the public result you expect. Review audience and commercial disclosures separately.

> **Verify the real output**
> A green upload check is not the final video. Open the posted result on the network and confirm its sound, framing, caption, visibility and link before considering the task complete.

Troubleshoot account connections

Start with account type, permission and the exact network error.

Symptom	Check first
Page or channel is missing	Use the Google/Facebook account that actually manages it. Confirm the administrator role, correct business asset and permissions.
Instagram does not appear	Use a Business or Creator account linked to the intended Facebook Page. Re-run the Facebook & Instagram connection.
Telegram cannot find my channel	Add the displayed bot as admin with posting permission. Try the channel @username or ID instead of the bot name.
Pinterest has no boards	Create a board in your business account, then connect or refresh boards. Check the account used at sign-in.
Business Profile has no locations	Confirm verification and your Owner/Manager role. API access or approvals can still prevent publishing.
Viber token fails	Copy it from the correct Channel's developer tools. Do not send the token to support; report the error only.
Reconnect needed	Reconnect the affected network from Accounts as an owner. Changes to passwords, roles or permissions can invalidate access.
No connection controls	Check your workspace role. Editors may need an owner to connect accounts; plan limits can also apply.

Avoid a troubleshooting loop
Do not repeatedly disconnect accounts or create duplicate connections without understanding the error. Capture the exact message, correct client and network, then ask support if the cause is unclear.

Troubleshoot posting and scheduling

Use the status of each destination to decide the next step.

Symptom	What to try
Schedule will not save	Select a destination, wait for uploads, fix red checks and choose a time at least one minute ahead in the displayed zone.
Instagram rejects the image	Use JPEG with a suitable photo or MP4 video. The app does not convert a PNG/WebP merely because the picker accepts it.
YouTube needs a title or video	Add one video and a non-empty title of up to 100 characters. Remove angle brackets and check the file size.
Photo destinations reject a video	Create a separate photo post for Pinterest or Google Business Profile. Do not mix media types in one post.
Some networks posted, some failed	Open Needs attention and read each target's error. Reconnect or correct only what is affected, then retry carefully.
Post is scheduled but not live	Check the displayed time zone, plan status, account connection and any network processing or approval message.
TikTok result is private	Current integration restrictions may require private viewing. Do not assume selecting a public option bypasses approval.
Thumbnail disappeared	Uploaded media is removed after publishing. Check the network result and keep your original files.
Delete did not remove everything	Read the delete results. Some platforms need manual removal or enforce an age/permission limit.

What support needs
Send the client/workspace name, network, action, approximate time and zone, browser/device and exact visible error. A screenshot helps if private details are hidden. Never include passwords or tokens.

Shortcuts and faster workflows

Use the visible controls whenever a device or browser handles a key differently.

Key / control	Action	Where it applies
Tab / Shift + Tab	Move forward / backward through controls.	Standard browser keyboard navigation.
Enter or Space	Open a new post for the focused day.	Calendar day tile with keyboard focus.
Enter or Space	Open the file picker.	Focused Add images or a video control.
Escape	Close the post composer or supported dialogs.	Unsaved changes can be lost; save a draft first.
Click a calendar day	Start a post with a suggested date.	Check the suggested time before saving.
Summary counters	Open relevant posts or account views.	Scheduled, Published, Need attention, Connected accounts.
Select all accounts	Select connected publishing targets together.	Only if every listed destination belongs in this post.
Needs attention filter	Find failed and partial posts.	Posts tab; read each network error.

No confirmed keyboard publishing command
This edition does not assign Ctrl/Cmd + Enter to publishing or Ctrl/Cmd + S to saving a draft. Use **Save draft**, **Post now** or **Schedule post**. Browser shortcuts are not app-save commands.

A faster daily routine

Choose one client, check Needs attention, review today's schedule, prepare new drafts, then verify recently published links. Finish the client's review before switching to another workspace.

Platform limits at a glance

These are DP Social checks and workflow limits for this edition, not every platform's total capabilities.

Destination	Caption limit	Media / important detail
Facebook Page	63,206	Text, images or one video; choose the correct Page.
Instagram	2,200	JPEG photos or one video; 30 hashtags / 20 mentions checked; caption links not clickable.
YouTube	5,000	One video; title required, up to 100 characters. Shorts workflow: vertical, up to 3 minutes.
Telegram	4,096	Long media captions over 1,024 become a separate message.
Pinterest	500	Photo required; first 5 photos; title up to 100. Video Pins unavailable here.
Google Business Profile	1,500	Text and optional photo; first photo only; no video in this workflow.
Viber	7,000	Text, photos or video. Media captions over 768 are sent separately.
TikTok - limited	2,200	One video; audience and disclosure options; approval/private-only restrictions apply.
LinkedIn - pending	3,000	Company Page; first 9 photos or a video if the integration is enabled for you.
WhatsApp - upcoming	Not applicable	Not offered as a publishing destination in this live edition.

Shared app upload limit
Up to **10 images OR one video**, with **50 MB maximum per file**. A network can accept fewer images or require a different format. Wait for uploads, then read its checks.

Character counters and network processing may treat some characters differently. Leave room below the limit, particularly with emoji or complex text. Recheck the final native post.

Your final check before publishing

A short review now is easier than correcting a live campaign later.

- The correct client workspace and destination accounts are selected.
- The message is approved, accurate and appropriate for each network.
- Photos/video, captions, names, dates, prices and links have been checked.
- The media fits each selected network and all uploads have finished.
- Red checks are fixed and yellow notes have been read.
- The date/time and workspace time zone are correct. Any required client approval has been received.
- You kept original media files and a copy of the approved wording.
- After sending, you checked each destination status and the actual live result.

Get help from Digital Paradise

Email: support@digitalparadise.ca

App: dpsocial.ca

Tutorials: youtube.com/@DPSocialApp

Company: digitalparadise.ca

> **Send a useful report**
> Include the workspace name, destination, action, date/time and zone, device/browser and exact error. Explain what you expected and what happened. Crop or hide private details in screenshots; never include credentials.

Useful terms

Workspace: one client/business area. **Target:** a selected publishing destination. **Draft:** saved but not queued for publishing. **Partial:** some destinations succeeded. **Reconnect:** renew the account's authorization. **Permalink:** a link to a live post.

About this edition

Updated 19 October 2026 with the client approval workflow.

DP Social - Illustrated Customer Guide
Edition 1.1
Digital Paradise Ltd.
Developed by Leon Emmanuel

The base guide follows the app screens, source and selected publishing functions reviewed on 16 October 2026. The client approval chapter and related instructions were added on 19 October 2026 from the workflow supplied by the product owner; that update was not independently tested for this PDF. Screenshots are from the actual app as captured for the base edition; the approval flow is shown as a workflow illustration rather than a new UI screenshot. An example caption was entered only in an unsaved composer and discarded. No post, connection, team member, subscription or business setting was changed to prepare the guide.

Screen width, theme, role and plan affect what appears. Screenshots showing the publisher's owner account can contain controls that ordinary customers do not receive. Customer instructions here do not grant platform-administrator access. Newer source-code features that were not visible in the live app are not presented as released customer features.

Official resources

DP Social policies - Privacy, Terms and Data deletion

Meta Instagram documentation - Professional account and Facebook Login connection model

YouTube video uploads - Upload and API processing requirements

Telegram Bot API - Bot permissions and message deletion restrictions

Pinterest Business help - Preparing a business account and board

Google Business Profile - Posts through the Business Profile API

TikTok for Developers - Content-sharing and unaudited-client restrictions

> **Current notices take precedence**
> Provider menus, policies, API approvals, prices and app features can change. Follow the current app and official policies. Contact Digital Paradise when an instruction or availability label no longer matches your screen.

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