
ClickInc.com Support Center

Administration Category

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Administration

Where can I edit the emails that are sent out from the ClickInc system?

Once you are logged into your ClickInc.com account, navigate to Dashboard > Contact > Mail Settings

From there, you will have a drop down menu of all email responders which are sent to Affiliates in different scenerios (ie: signup welcome email)

Select the one you want to edit, and then in the middle area, put your custom content

Click Update to save the settings

Note: you will have some variables with which you can add in the emails. They are located on the right-hand side

for example, if you want to include the Affiliate ID in the email message, you would use the following code in the email message: !!!affiliate!!!

The following merge codes may be used in the body of the email:

Affiliate ID !!!affiliate!!!
First Name !!!firstname!!!
Last Name !!!lastname!!!
Company !!!company!!!
Password !!!password!!!
Domain !!!domain!!!
Commission !!!comm_amt!!!
Amount !!!totalpay!!!

Merchant Url !!!M_Url!!!
Merchant Email !!!M_Email!!!
Merchant Company !!!M_Company!!!

How can I reset or change the password of an affiliate?

Once you are logged in a merchant, go to Dashboard > Affiliates

Select the affiliate ID you need to modify the password for

On the Affiliate overview page, scroll down until you see the Settings box on the right-hand side

At the top is a button called Change Password

Click on that, and input the new password then hit the Update button

What are Alerts?

When a Merchant logs into their account, they may see some Alerts on their Dashboard.

Alerts allow Merchants to monitor their affiliate's traffic, as compared to the previous day's traffic, or with the same day of last week's traffic. This feature will help to see which affiliates may have dropped the program, or who may have been decreasing the visibility of the Merchant's website on theirs.

Merchants can control the percentage by which the ClickInc.com system will go by, to display those Alerts. This setting can be found directly on the Settings page within the control panel.

If the Merchant sets this to, lets say, 50%, anytime any of their affiliates have dropped traffic by 50% (as compared to either yesterday or the same day last week), they will be notified.

So if a Merchant has an affiliate who has been sending really good traffic, but all of a sudden it has dropped below that percentage, there may be some reason for this. The Merchant can then contact that affiliate to see why their traffic has decreased, and try to get him back in the game, by offering him assistance, increasing their commission rate, or some kind of other incentive.