

---

# ClickInc.com Support Center

General FAQ's Category  
*A list of common questions*

---

---

# Contents

<b>General FAQ's</b> .....	1
<i>My affiliate's sale did not go through, what could be the problem?</i> .....	1
<b>TruLink</b> .....	1
<i>If a domain is registered as TruLink, does that included all pages on that domain?</i> .....	1
<i>If a domain is registered as TruLink do banner ads need to have the affiliate ID?</i> .....	1
<b>Linking</b> .....	1
<i>How can I create an affiliate link directly to a product?</i> .....	1
<i>My affiliate's links or clicks are not working, what could be the problem?</i> .....	2
<i>Can I have multiple ID's?</i> .....	2
<b>Integration</b> .....	3
<i>Getting Started with Basic Integration</i> .....	3
<b>Banners and Text Links</b> .....	4
<i>How Do I Setup Flash Banners?</i> .....	4
<b>Clicks / Sales</b> .....	5
<i>What is "Sales Comm/Click" in my control panel?</i> .....	5
<i>My affiliate's links or clicks are not working, what could be the problem?</i> .....	5
<b>Administration</b> .....	5
<i>Where can I edit the emails that are sent out from the ClickInc system?</i> .....	5
<i>How can I reset or change the password of an affiliate?</i> .....	6
<i>What are Alerts?</i> .....	6

---

---

## General FAQ's

A list of common questions

### **My affiliate's sale did not go through, what could be the problem?**

This could be due to a number of reasons, the most likely cause is that they had visited your website before, without any affiliate link. By having done this, they may have an old "cookie" on their computer. To enable successful sales posting from their own browser, you need to advise them to clear or delete their cookies for your domain (where the link is going to).

After that, they should be clear and ready to go back to your website, with their Id in the URL. This will create a fresh new cookie, and the click / sale will register in the control panel.

If that does not work, it could be that the cookie which they need to delete is located somewhere else. Each browser is different. They need to check their specific browser specifications and properly delete the cookies (and possibly their CACHE files).

## TruLink

### **If a domain is registered as TruLink, does that included all pages on that domain?**

Yes, it will include any referral from any page that is on the domain, for example:

www.domain.com  
www.domain.com/whatever.html  
www.domain.com/whatever/page.html

### **If a domain is registered as TruLink do banner ads need to have the affiliate ID?**

Banner code that comes from the clicking system (to track impressions etc) cannot use TruLink &ndash; they need the ID in them. If you just want to link a banner or image to the URL, that will work fine, but it will not track impressions, and clicks on that banner will be registered as TruLink clicks, not banner clicks.

## Linking

### **How can I create an affiliate link directly to a product?**

If your merchant has a shopping cart, and you want to link directly to one of their product pages, you simply need to add your Affiliate ID at the end of the exact URL to their product page.

---

For example:

<http://www.domain.com/product?no=123&affid=XXXX>  
<http://www.domain.com/product/product-name.html?affid=XXXX>

Make sure to replace "XXXX" with your particular Affiliate ID

Also, depending if the link it to a direct HTML page, or to a page within a shopping cart system which is PHP or ASP, you will either use one of the following:

?affid=XXXX  
&affid=XXXX

If the link has a ? anywhere towards the end of the URL, then you will want to use &affid=XXXX

If the link has no ? or & in the URL structure, then you would use ?affid=XXXX

If you need more help on this, please consult your web programmer for more information, or contact your Merchant directly for more assistance with their particular system.

### SKU List

You may also be able to get the URL's of your Merchant's product pages, if they uploaded their SKU list in their control panel. Once you login to your Affiliate account, navigate to Marketing > SKUs

If there is a list of URL's there, you should be able to find the product you want to link to, and the associated URL (either with ID, or TruLink if available) to use on your website.

If you need more help on this, please contact your Merchant directly, as they will be able to help with SKU list.

## **My affiliate's links or clicks are not working, what could be the problem?**

This could be due to a number of reasons, the most likely cause is that they had visited your website before, without any affiliate link. By having done this, they may have an old "cookie" on their computer. To enable successful testing from their own browser, you need to advise them to clear or delete their cookies for your domain (where the link is going to).

After that, they should be clear and ready to go back to your website, with their Id in the URL. This will create a fresh new cookie, and the click / sale will register in the control panel.

If that does not work, it could be that the cookie which they need to delete is located somewhere else. Each browser is different. They need to check their specific browser specifications and properly delete the cookies (and possibly their CACHE files).

## **Can I have multiple ID's?**

Yes, you can create multiple Campaigns in your control panel. Simply log in, and navigate to Marketing > Campaigns

In there, you can click at the top right-hand corner to Add Campaign.

By doing this, you will be assigned a new Affiliate ID, with which you can use on other websites, or in email advertising, so you can track clicks and sales with that, as apposed to your original ID, which you may want to use for one specific website or advertising method.

You also have the option to add Sub-ID's to your existing campaigns. Go to Marketing > Sub Campaigns

---

By adding ID's here, your link will be something like this:

[www.domain.com/?affId=XXXX&sub=YYYY](http://www.domain.com/?affId=XXXX&sub=YYYY)

Where XXXX is your Campaign ID, and YYYY is the Sub ID.

Sub ID's are linked by using the "sub" variable, at the end of the URL's.

## Integration

### Getting Started with Basic Integration

Here is some information to help get Merchants started with our software integration. For integration instructions for specific shopping carts / system please check this section. If your shopping cart is not listed, please contact our Integrations Manager for compatibility information.

#### Phase 1

-----  
This involves getting our click/sales script and Affiliate Signup page uploaded to your website. Please download and save the latest Setup file by accessing the following link in your web browser:

<https://affiliates.clickinc.com/affiliate/setup.zip>

This package includes all the necessary documentation and files you need to upload and setup on your website. Please be sure to start out by reading the instructional PDF. If you have a website designer / programmer who can take care of all that, please forward this information to them. They can contact our Integrations Manager directly if they need any additional help.

#### Phase 2

-----  
This phase consists of integrating ClickInc.com with the sales/ordering portion of your website. Please check Step 2 in the PDF file for detailed info on that. If you are not familiar with web programming, or your shopping cart / payment system is hosted by a 3rd party (not installed locally on your server), or you are not tracking sales, then it might take more time and involve more custom work. Please contact our Integrations Manager and we will be happy to assist and work with you and your team, to get you up and running!

#### Phase 3

-----  
Now that you are almost ready to go, you need to setup your program settings in the ClickInc.com Merchant Control Panel:

<https://affiliates.clickinc.com/affiliate/> (see your Welcome email for your login information)

Once you are logged in, navigate to the Settings tab. In there, you can setup your commission rates

---

and other general settings. You might also want to add marketing material, such as Text Links and Banners; those can be added in the Marketing section. You also have the option to upload a list of your Product SKUs, if you want to offer that to your Affiliates as well.

Phase 4  
-----

Testing the system: Please check the PDF setup file for more details on how to test a general sales post to ClickInc.com (to see how it works), as well as to test your website, once it has been fully integrated.

## Banners and Text Links

### How Do I Setup Flash Banners?

In order to use Flash banners in your ClickInc.com account, you need to follow some instructions to modify the banner. Please follow these steps:

Flash Banners Instructions:

In the flash banners themselves, which you will upload to your clickinc.com merchant panel, you need to make the entire banner a "button";... and the button code (script) needs to have this:

```
on(release) { getURL(_level0.clickTAG,"_blank"); }
```

Please note that "\_level0" depends on where you put the actual button.

The flash banner should not have any direct link to your website.

With that, the URL of your website will be automatically input into the banner, for each affiliate, so when an affiliate logs into their account and grabs their flash banner code, your URL with their ID will be embedded in there.

What About TruLink Flash Banners?

If you only want to use TruLink, then you'd just put a standard button link directly to your website, and no need to add the above code, but then you risk affiliates whose websites are NOT registered as TruLink, from being able to use those banners on their site.

TruLink only works when an Affiliate registers their domain name in their account, and you approve that domain name — so they have to actually own it. It cannot be a free domain name that is shared with other users, for example, like www.geocities.com or any other free web host provider.

We highly recommend adding the code above in the flash banner, and let each flash banner dynamically receive the URL information WITH their affiliate's ID — so you cover all bases.

If you want to offer TruLink compatible flash banners to some specific affiliates, we would recommend sending them the banner code directly, and NOT offer it as a standard banner to all your affiliates — that banner would simply have a direct link to your website. But make sure the domain name where the banner will be applied, is registered and Accepted by you as a TruLink domain, in your merchant account, before they put up the banner.

---

As well, if the banner is not in the merchant panel, then banner impressions will not work, so only clicks will be registered in this scenerio.

Alternatively, you can add a banner category called Flash TruLink and allow affiliates to take the banner code from there.

If you need any help please let us know. If you need us to help edit the banner for you, please send us the FLA file and we will do it for you.

## Clicks / Sales

### **What is "Sales Comm/Click" in my control panel?**

This refers to the sales commission per click ratio. That number is calculated by the total commissions earned, divided by the number of clicks received. It's to give you (the affiliate) an idea of how much you make per average click.

### **My affiliate's links or clicks are not working, what could be the problem?**

This could be due to a number of reasons, the most likely cause is that they had visited your website before, without any affiliate link. By having done this, they may have an old "cookie" on their computer. To enable successful testing from their own browser, you need to advise them to clear or delete their cookies for your domain (where the link is going to).

After that, they should be clear and ready to go back to your website, with their Id in the URL. This will create a fresh new cookie, and the click / sale will register in the control panel.

If that does not work, it could be that the cookie which they need to delete is located somewhere else. Each browser is different. They need to check their specific browser specifications and properly delete the cookies (and possibly their CACHE files).

## 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.