



## Welcome to ShareASale!

### Points of contact

Merchant Development: [merchantdevelopment@shareasale.com](mailto:merchantdevelopment@shareasale.com)

Client Services: [shareasale@shareasale.com](mailto:shareasale@shareasale.com)

Agency Development: [agencydevelopment@shareasale.com](mailto:agencydevelopment@shareasale.com)

### What can the Merchant Development team help with?

- Account optimization recommendations
- General guidance on how to use the tools and features in the UI
- Interface training requests
- Setting up custom attribution models for your affiliates
- Interface placement (Program Boost) availability and insights
- Activating any of our third party tools or strategic partnerships

### Key Resources

#### [Publisher Opportunities Survey](#)

- Complete the Publisher Opportunities Survey to receive custom affiliate recommendations on a quarterly basis. The Publisher Opportunities survey helps the Awin Publisher Management team better understand who our merchants are interested in working with, and how to continue recruiting new and innovative affiliates based on this information.
  - *Please note you will receive the Publisher Catalogs quarterly, not upon completing the form.*

#### [Ticketing System & Help Center](#)

- While ShareASale is a self-service platform, our help center hosts tons of helpful support articles, walkthroughs, and guides to help you set up and manage your program on the network.
- ShareASale's support center is an all-in-one support hub designed to drive partner success. You can access the Help Center and submit a ticket within the ShareASale UI by selecting 'Help' in the upper-right corner of the page. Alternatively, you can visit <https://help.shareasale.com> and navigate to 'Submit a request' in the upper-right corner of the page.

#### [Diagnostics Report](#)

- Our team is happy to complete a Diagnostics Check for your account after you've been live on the network for at least three months. We'll provide an audit with tips and recommendations to further optimize your account. There's a \$50 fee associated with this report, and you can submit a request by going to TOOLS > [Program Boost](#).

#### [Merchant Resources & Guides](#)

- Hosts helpful information and step-by-step guides including:
  - [Merchant Account Overview](#)
  - [New Merchant Welcome Kit](#)
  - [ShareASale Merchant Video Tutorials](#)
  - [Merchant FAQ](#)
  - [Quarterly Merchant Newsletters](#)

#### [ShareASale YouTube Channel](#)

- Includes step-by-step verbal tutorials on how to use the available tools and features in the ShareASale UI.

#### [Popular Merchant Support Articles](#)

- [How to assign a custom commission rate for an affiliate](#)
- [How to set up banners and text links](#)
- [How to use the Recruitment Tool](#)
- [Program Bio best practices](#)

#### [Official ShareASale Merchants Facebook Group](#)

- Join the official ShareASale Merchants Facebook Group to get the information you need to grow your affiliate program on the ShareASale platform.

### Network Insights & Updates

#### Merchant Welcome Email Series

Expect to receive our welcome email series to help you set up and manage your account

#### Recruitment Tool Updates

Leveraging crowd-sourced intelligence, we've updated our Recruitment Tool with over 40,000 newly categorized and tagged affiliates to simplify partner discovery

#### ShareASale Network Newsletter

Opt-in [here](#) to receive our latest network news - including industry insights, upcoming events, and more