

FREQUENTLY ASKED QUESTIONS

01. What is the Userback Affiliate Program and how does it work?

- The Userback Affiliate Program lets you refer customers to Userback using tracked affiliate links. It's a great opportunity to monetize your audience and earn commissions from each new Userback referral.

02. What is Userback and how to promote it?

- Userback is a leading user feedback platform for 20,000+ software teams worldwide. It helps understand customers' needs, enabling faster and better web application development.
- Founded in Australia in 2016, Userback simplifies real-time in-app collection, evaluation, and management of visual feedback and surveys. It can be used standalone or seamlessly integrated into existing workflows to validate ideas, optimize product-market fit, refine roadmaps, prioritize features, fix bugs, and deliver value with greater insight, impact, and efficiency.
- When you join the Userback affiliate program, you get access to unique affiliate links, and marketing assets to promote Userback.
- To effectively promote Userback, you can use various strategies: create a detailed Userback review, a compelling case study, or a comparison piece to showcase its unique features and benefits. Share these promotional materials on your blog post, consider leveraging videos to demonstrate Userback's capabilities, and promote it through popular social networks.
- If you work with clients, offering Userback demo can be extremely valuable.

03. How do I become an Affiliate for Userback?

- To begin, please fill out the application form with the necessary details and submit it for review.
- The Userback Affiliate Program is hosted on Rewardful. Once your affiliate application is approved, you'll gain access to a personalized affiliate dashboard on Rewardful.
- This dashboard offers comprehensive statistics, payment details, and a centralized location for all the vital marketing materials you may require.

04. Where can I find my Affiliate link?

- After joining the Userback Affiliate Program, log into your Affiliate Dashboard on Rewardful to find your tracking link. Your tracking text link should look like this: example: <https://www.example.com/?via=justin>
- It's essential to use the tracking link exactly as it's provided in Rewardful, including any parameters or variables. If you have any doubts or issues with your tracking link, please contact our support team.

05. How are my referrals tracked?

- To monitor your referrals, we utilize cookies that remain active for 28 days following the initial click on your link. Cookies play a crucial role in accurately tracking your referrals and ensuring proper commission attribution.

06. What payment methods are available?

- Commissions are paid via PayPal. To ensure you receive commissions, please make sure that you entered a valid PayPal email address in your affiliate profile.

07. How do I get help if I have questions about the Affiliate Program?

- Userback team is available to support you. You can reach out to us on chat or email us at affiliates@userback.io and we'll be more than happy to answer any questions you may have. We also provide comprehensive support information on our Affiliate Program page that you can refer to for additional information.