



LogMeIn Referral Program FAQ

Below you'll find a list of FAQs about the LogMeIn Referral Partner Program! If your question isn't on this list, please feel free to email us at partnerhelpdesk@logmein.com or for international inquiries partnerops-international@logmein.com. We'll do our best to answer your questions and update this page.

General Questions

How do I know if I qualify for your referral program?

Our LogMeIn Referral Program is targeted towards B2B-focused partners with active sales reps that are personally engaged in talking to prospects and submitting referral leads. When submitting your application, please provide a business email and you must have an active website related to your business. For more information about our target partner demographic, please review [our website](#)

What happens once I submit my application to become a LogMeIn Referral Partner?

Our team will review your application within 24-48 hours. Once approved, you will receive a welcome email with steps to get you started. If we have additional questions, we will reach out to learn more about what type of referrals you anticipate leveraging with our referral program.

How much does it cost to join the referral program?

There is no cost to join the LogMeIn Referral Program, and we bear the cost of selling, closing and managing the customer relationship! You make money by simply referring our market-leading products to your clients! Submit your application and we will review it within 24-48 hours.

What are the different tiers within the referral program?

To learn more about our referral program and our program tiers, [click here](#)

What products qualify for the referral partner program?

Most of our products qualify for the referral program. View our product portfolio [here](#)

How do I know if I am a good fit for the referral program?

Our LogMeIn Referral Program is targeted towards B2B-focused partners with active sales reps that are personally engaged in talking to prospects and submitting referral leads.



Am I able to put your logos on my website?

Reach out to partnerhelpdesk@logmein.com or for international partnerops-international@logmein.com with any logo inquiries you might have and someone from our team will connect with you.

Lead Registration

How do I submit a lead to LogMeIn?

You will submit your lead using your unique referral link that was provided to you in your welcome email. The partner section of the form is where you tell us about the client you are working with. The partner section is your information which, will allow us to tie the lead back to you for credit. You will tell us as much about the opportunity including product, current solutions and employee size which, will help us to pair you with the right specialist. If you do not have your referral link, please reach out to partnerhelpdesk@logmein.com or for international partnerops-international@logmein.com

What happens once I submit a lead?

After you submit your lead we will pair you with a product specialist that will reach out to you within 24-48 hours to learn more about the opportunity. They will do all of the heavy lifting including discovery calls, product demos and recommendations. You can choose to be as involved in the sales process as you would like! The product specialist will then qualify the lead and create an opportunity.

How long is my registered lead valid?

Once you register your lead it is valid for up to 90 days.

Can I register leads for opportunities outside the U.S.?

Yes, you can register leads for clients located in any country.

Why would LogMeIn decline my lead?

A lead registration may be declined if the client is already engaging with one of our reps and there is an open opportunity or if the client is already engaged with another partner.

How do I track the leads I have submitted?

You can track your leads from within your partner portal by logging in [here](#)



Partner Commissions

How much can I make?

Referral commissions will vary depending on the deal size and partnership level. Sales team-assisted leads that convert to customers will pay out a percentage of the sale. In addition, qualified partners will earn renewal commission on these sales if you qualify within the Gold or Platinum partnership level.

How do I set up payment to receive my commissions?

To ensure you receive commission payments after a deal has closed you will need to submit your bank and tax information from within your portal [here](#). Once logged in, there is a section, "Make sure you get paid," which, includes sections for submitting your bank and tax information.

How am I paid commissions?

Commissions are calculated for the prior month at the beginning of the new month. Based on the partnership level you qualify within you will get paid a percentage of the annual value of the deal after it has closed. Referral commission will vary depending on the deal size and partnership level.

When do I get paid?

We pay commissions each month for any sales closed within the prior month. Renewal commissions are paid on a quarterly basis for the previous quarter.

Who do I contact regarding commission questions?

Any commission related questions can be directed to partnerhelpdesk@logmein.com or for international partnerops-international@logmein.com

Partner Resources

Where do I find resources on your products that I can share with clients?

You can find additional resources on each of our products from the Enablement Center within your partner portal. To login, [click here](#) You can also check out our product page, [here](#)

What product training is available to me?

Each month, you will receive our LogMeIn Referral Program Newsletter that will focus on one product and include an invite to a webinar session. The webinar will provide a high-level overview of that solution, the value and how to identify opportunities for this product within your client base. You can also download additional resources from the Enablement Center within your partner portal. To login, [click here](#)



Where do I find more information about the LogMeIn Referral Partner Program?

Check out our [LogMeIn Referral Program Fact Sheet](#) or email partnerhelpdesk@logmein.com or for international partnerops-international@logmein.com

How do I get listed in LogMeIn's Marketplace?

TBD

[Partner Portal](#)

I am not able to login, how do I reset my password?

You can reset your password by visiting the [login page](#) and clicking the Forgot Password link. If you experience additional issues with logging in, please reach out to partnerhelpdesk@logmein.com or for international partnerops-international@logmein.com and a team member will connect with you.

How do I update the contact information within my account?

You can update your profile information within your portal or by emailing partnerhelpdesk@logmein.com or for international partnerops-international@logmein.com and a team member will connect with you to assist.

[Partner Marketing and Events](#)

How do I get more information about having LogMeIn attend one of my marketing events?

Our LogMeIn Channel Team invests in partner events on a quarterly basis depending on the nature of the event and the value of the investment. If you have a partner event you would like us to invest in or attend, please email us with details and we will connect with you to discuss the opportunity. For additional information please reach out to partnerhelpdesk@logmein.com or for international partnerops-international@logmein.com