

## Frequently Asked Questions & Answers

Last updated: April 17, 2023

### **What is happening with LastPass and GoTo?**

In early 2023, LastPass will officially separate from GoTo and will operate as a standalone company. Existing partners will still be able to transact with GoTo but will need to agree to and sign new LastPass agreements and resell addenda to continue transacting LastPass business. To make this transition as seamless and simple as possible, and to continue rewarding partners who invest in their LastPass practice, LastPass has created the LastPass Allegiance Partner Program.

### **What is the LastPass Allegiance Partner Program?**

The LastPass Allegiance Partner Program is the formal program that defines the partnership between LastPass and a partner. It is designed to provide Solution Providers, Managed Service Providers and Technology Partners with specific value-based benefits, resources and tools in support of integrating LastPass solutions into partner offerings. Partners must accept the LastPass Allegiance Partner Agreement to participate.

### **When can I join the LastPass Allegiance Partner Program?**

The LastPass Allegiance Partner Program will be available in early 2023. At that time, the LastPass Allegiance Partner Portal will be accessible, where you will find the LastPass Allegiance Partner Agreement and all pertinent program resources.

### **Will existing GoTo Partner Network partners be automatically migrated to the new LastPass Allegiance Partner Program?**

Partners with active agreements and who have transacted LastPass in the past three (3) years will be migrated to the new LastPass Allegiance Partner system. At the time of initial LastPass Allegiance Partner Portal log-in, you will be presented with the LastPass Allegiance Partner Agreement. Your acceptance of this agreement is required to continue our partnership.

### **Does the LastPass Allegiance Partner Program cover Referral Partners?**

LastPass views the referral process as a partner motion, not a partner type. Any partner who has accepted the LastPass Allegiance Partner Agreement is eligible to submit referrals via the LastPass Allegiance Partner Portal deal registration function.

### **Where can I find an overview of the program?**

Your Partner Manager should be your first point of contact. If you have accepted the LastPass Allegiance Partner Agreement, you have access to the extensive resources on the LastPass Allegiance Partner Portal, including the sales, marketing, technical and training assets provided by LastPass University – Partner Allegiance.

### **How can I learn more about the details of the program?**

The LastPass Allegiance Partner Program Guide provides all the details and is available on the interim LastPass Allegiance Partner resource page. You are also welcome to talk to your Partner Manager about the program.

### **How will existing partners join the new program?**

Existing partners must review and accept the LastPass Allegiance Partner Agreement and relevant addendum(a) to join the LastPass Allegiance Partner Program and to continue to transact LastPass business. Specific requirements and benefits, as well as program level progression criteria, can be found in the LastPass Allegiance Partner Program Guide. Please note that you must be authorized to represent your company to accept the LastPass Allegiance Partner Agreement and any related addenda.

### **How will new partners join the LastPass Allegiance Partner Program?**

New partners are welcome to join the program through the LastPass Allegiance Partner Program enrollment process on LastPass.com. You need to review and agree to the LastPass Allegiance Partner Agreement and relevant addendum(a) to join the LastPass Allegiance Partner Program. Again, you must be authorized to represent your company to accept the LastPass Allegiance Partner Agreement and addenda.

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### **Is LastPass Allegiance a global program?**

The LastPass Allegiance Partner Program is currently available to partners in the Americas, Europe, Australia, New Zealand and parts of the Middle East, Africa and Asia. As we expand into additional countries, partners in those countries will be able to enroll in the LastPass Allegiance Partner Program.

### **My company sells in more than one country. Do I need to sign multiple agreements?**

No. The agreement covers all sales activity for your company. However, if you are a reseller and are selling LastPass to customers in other countries, you may be required to make any purchase for those customers through a different LastPass legal entity. The applicable LastPass entity for each geographic region is available at <https://www.lastpass.com/legal-center/contracting-entities>. Additionally, our agreement can be applied to your affiliate entities; if you would like any such affiliate entities to be treated separately, you should have them sign their own agreement with LastPass.

### **Are the training certifications and/or sales performance requirements different if a partner is operating in one or multiple countries?**

If you operate across multiple entities, the sales performance requirements will be aggregated across all operating entities. Each entity must successfully pass all training requirements in each country to qualify for higher program levels.

### **What is the LastPass Allegiance Partner Portal?**

The LastPass Allegiance Partner Portal is your source of information for everything related to your LastPass partnership. It provides you with the content and links you need to be a successful LastPass partner. For access to LastPass Allegiance Partner Program assets, training and collateral, and to request or receive any form of support from LastPass, you must be a registered user on the LastPass Allegiance Partner Portal. It is important to periodically review your partner and employee information on the portal to ensure you are receiving critical partner communications from LastPass, and you have continued access to the resources and support provided.

### **How can I add additional contacts to my company record to get them access to the LastPass Allegiance Partner Portal?**

Partners are able to add, edit and delete authorized Allegiance Partner Portal contacts directly in the portal itself. Additionally, partner managers have the ability to add, edit and delete authorized contacts on behalf of partners.

### **What is LastPass University – Partner Allegiance?**

LastPass University – Partner Allegiance is the LastPass Learning Management System platform that contains sales, marketing and technical collateral and tools, as well as the training courses you will need to complete to earn LastPass sales and technical certifications.

### **How do I access LastPass University – Partner Allegiance?**

Currently, LastPass Allegiance Partners need to contact their partner manager to get set up with a LastPass University – Partner Allegiance account. When the account is set up, the partner will receive an e-mail invitation to create their LastPass University – Partner Allegiance login. Once their account is set up, they will have access to any training courses and materials that correspond to their partner type.

### **Where will I be able to see my company's certification details in the portal?**

Individuals can see their LastPass certifications in LastPass University – Partner Allegiance. In the near term, the LastPass Partner Record Management (PRM) system will not be integrated into the LastPass University – Partner Allegiance training platform. This means individuals will not be able to view certifications held by an individual or by partner in the LastPass Allegiance Partner Portal. The integration is on the LastPass systems roadmap, and a full certification dashboard will be available at a later date.

### **Who do I contact if I have any issues with the LastPass University - Partner Allegiance platform and the associated courses and certifications?**

For any questions or Issues related to the LastPass University - Partner Allegiance platform, courses or certifications, please contact [contact@lastpass-allegiance.com](mailto:contact@lastpass-allegiance.com).

### **What are the benefits of the LastPass Allegiance Partner Program?**

As a LastPass Allegiance partner you have access to a broad set of benefits that reward you for your current performance and provide you with the tools and resources you need to continue growing your LastPass business. These benefits center around sales, marketing, enablement and support. LastPass

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Allegiance partners also receive competitive discounts off list price to ensure you can transact LastPass business profitably today and into the future. These benefits grow and become more generous as partners progress to higher levels within the program. Exact details on LastPass Allegiance Partner Program benefits can be found in the Program Guide.

### **What are the requirements of the LastPass Allegiance Partner Program?**

LastPass partner requirements are designed to promote partner skills development and commitment to successfully selling and deploying LastPass solutions. We measure and reward your investment in your LastPass practice via your skills development (by your certification progression) and revenue achievement. The more you invest, the more benefits you accrue.

*Specifically for MSPs:* MSPs are required to have at least one Post Sales Support Certification (ensuring your ability to support customers via the MSP model) within 90 days of enrollment, or your ability to transact with LastPass may be at risk. For the same reason, MSPs are required to maintain a minimum of one (1) employee with the Post Sales Support certification at all times, or, again, you may be restricted from transacting with LastPass. All LastPass MSPs are required to deliver Level 1 and Level 2 support to their customers.

Full details of LastPass Allegiance Partner Program requirements can be found in the program guide.

### **What are the LastPass Allegiance Partner Program levels?**

The program levels are Associate, Silver, Gold and Platinum. Partners progress to higher program levels by investing in their LastPass business practice, as determined by certification achievements and revenue attainment. You can find more details of the benefits and requirements of each level in the Program Guide.

### **How are partners initially leveled in the LastPass Allegiance Partner Program?**

New partners will join the LastPass Allegiance Partner Program at the Associate level. When you meet the requirements to progress to a higher program level, you will automatically be leveled up. Existing partners will be leveled based on historical LastPass revenue performance. Existing partners will also automatically be promoted to higher program levels upon fulfilling the associated requirements.

### **When does program upleveling occur?**

LastPass reviews certification counts and revenue totals on the last fiscal day of each month. A partner who has met the requirements for a higher level will automatically be upleveled to the appropriate program level. This new level will be implemented for the next fiscal business day.

### **How long do I remain at a given program level?**

LastPass will review partner performance on an annual basis on the first business day in April to ensure that partners have the necessary certification levels and sales performance requirements to retain their current program level. If a partner's performance maps to a lower program tier during this annual cycle, re-leveling will occur then. The associated tier discounts and program benefits will go into effect on the first business of April. LastPass will honor any outstanding quotes in process with a higher tier discount applied, for 30 days from re-leveling. If the quote is updated, current tier discounts will be applied.

### **Why doesn't the Solution Provider Associate level have revenue or certification requirements?**

The Associate level of the LastPass Allegiance Partner Program is an onboarding level for new partners. It allows you to become a LastPass partner and get support and access to the resources you need to develop your LastPass business and progress to higher program levels.

### **What is the LastPass Allegiance Partner Program discount structure for Solution Providers?**

LastPass Allegiance Partner Program discounts for Solution Providers are based on investing in your LastPass capabilities (through earning technical and sales certifications, and through revenue attainment), and registering your deals on the LastPass Allegiance Partner Portal. For exact discounts by program level, please consult with your partner manager.

For partners transacting through a Distribution Partner, please consult your distributor for your discount.

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### How are MSPs rewarded for increased sales performance?

MSPs do not qualify for LastPass Allegiance Partner Program base or deal registration discounts. Instead, MSP price quotes are based on a partner's LastPass Allegiance Partner Program level and the number of licenses to which they commit at the start of their LastPass MSP agreement.

### Most of the LastPass Partner Program information I have seen refers to the "LastPass Allegiance Partner Program", but I have also seen materials labeled "Partner Allegiance". What is the difference?

The official name of the program is "LastPass Allegiance Partner Program". Logos for the LastPass Allegiance Partner Program use the phrase "Partner Allegiance" for simplicity and visual impact.

### How does deal registration work?

Deal registration is done via the LastPass Allegiance Partner Portal. After submitting a deal registration request you will receive a confirmation email and your partner manager will be notified to review the deal. If all details are complete and accurate, no other partner has already registered the deal, and you are actively selling into the customer, your partner manager will approve the deal and you will receive email notification. All your deals and their details are visible on the LastPass Allegiance Partner Portal to the individual in your company who submitted the deal registration. The partner primary contact will also have permission to see all deal registrations.

### I need a copy of the LastPass Partner Agreement I accepted. Where can I find this?

There are two options to receive a copy of the Agreement you accepted when joining the Allegiance Partner Program:

1. You can submit a request through the Partner Success case process, using these selections:
  - Case Reason: Contract
  - Case Type: Partner Agreement
  - Case Subtype: Request Copy
2. You can also find the agreement in the Allegiance Partner Portal, following these steps:
  - From "User Name", click the drop down menu
  - Click "my account" then click "related"
  - Under "Files" you will find the Agreement

### How do I ensure I have the most current LastPass Allegiance Partner Program information?

The LastPass Allegiance Partner Program Guide, available through the Partner Portal, will always have the current program terms and conditions, including the benefits, requirements, and program level details. A minimum of 30 days-notice will be given, through publication of a new program guide version on the portal, for any substantive program changes. Changes are tracked and described in the "version history" included at the end of the guide. It is highly recommended that you bookmark the link to the program guide and review it on a monthly basis.

### How can I get answers to questions not covered in this document or the resources on the LastPass Allegiance Partner Portal?

Your first point of contact should be your Partner Manager. You may also use the Partner Portal (which will be live on official program launch) to create service requests for specific subject areas like technical support, partner success, partner marketing, etc.