

**LipScore Supercharged Reviews**

User Guide  
for Magento2



# Introduction

LipScore is one of the most effective ratings and reviews platforms on the planet and you have made a good choice using our app for Magento 2! This guide will explain to you the features of the app, but please be aware that your day to day interaction with LipScore will be through your own LipScore Dashboard.

<https://members.lipscore.com>

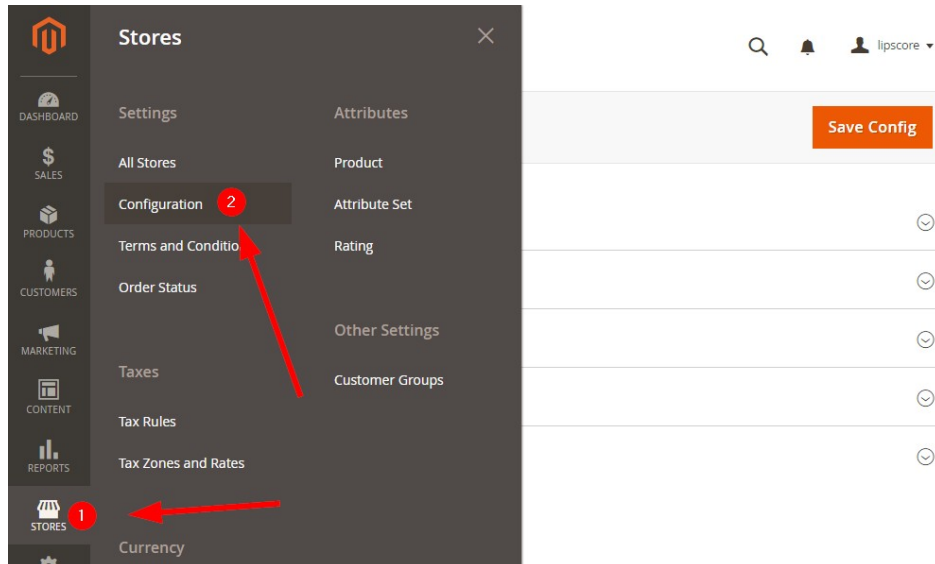
## Prerequisites

Some requirements to use Lipscores Magento 2 app:

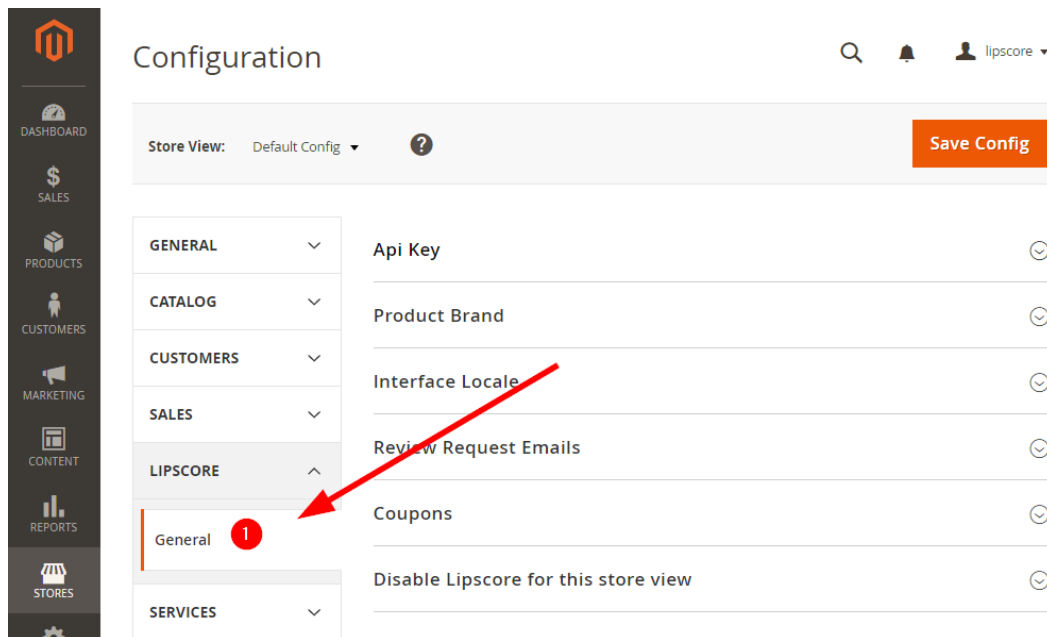
- You need to have a valid user account with us. If you haven't registered one already you can do so now by going to our homepage:  
<https://www.lipscore.com>
- You need to have installed our Magento 2 app from one of these locations:
  - <https://marketplace.magento.com/lipscore-ratingsreviews-magento2.html>
  - <https://github.com/lipscore/magento2-plugin>
  - <https://packagist.org/packages/lipscore/ratingsreviews-magento2>

# Accessing Lipscore Settings

After installing Lipscore to your Magento webshop you will find all the settings by going to Stores and clicking Configuration like in the picture below.



When the main configuration window opens Lipscore should appear in the menu on the left. By expanding the Lipscore menu and clicking General everything should look like this:



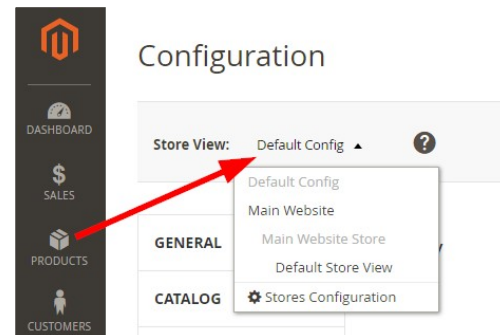
# Configuration

When you have accessed the configuration page, you should go through the settings one by one

## Choose the right Store View

First, you must choose which store view you want to configure with Lipscore. If you have multiple sites in your Magento installation choose the right one on the top of the settings page (if you only have one store view don't worry about this setting).

Lipscore has full support for multi-site and multi-language Magento installations.



## API key

The API key and the Secret key are what identifies you in the Lipscore network and the Lipscore app comes preconfigured with a demo API key. You should log in to your Lipscore account on <https://members.lipscore.com> and go to Settings > General. Your sites API key should be listed at the very top:

Magento Default Site

- Home
- Ratings
- Reviews
- Reviews pending 0
- Moderation 0
- Invitations
- Features
- Accounting
  - Invoices
  - Transactions
- Settings
  - General 1
  - Invitation setup
  - Users

## General settings

Site information

Name	<a href="#">Magento Default Site</a>
Host	<a href="http://www.magentoocommerce.com/">http://www.magentoocommerce.com/</a>
Invoice address	<a href="#">Empty</a>

API settings 2

API key	<span>3</span> <code>88c02f5e4b8ac07288281004</code>
Secret API key	<span>4</span> <code>88c02f5e4b8ac07288281004</code> <a href="#">Update</a>
API version	<a href="#">v1</a>
Web sites	<a href="#">Any</a>

Only allow Lipscore plugin use from these approved

Copy this key and enter it in to the Magento app settings, then click Save Config.

#### API Key

Api Key <small>[store view]</small>	<input type="text" value="40ACT288884713662444444"/>
Secret Api Key <small>[store view]</small>	<input type="text" value="M008F1427712328718444444444444444"/>

## Product Attributes

Setting the proper product attributes is very important to get proper identification:

- **Product ID:** This is the identifier of the product. If you have products that also has variants you need to choose the “parent product” identifier, NOT the variant of the product.
- **Brand:** This is the producer or the brand name of the product, for example in the case of an iPhone it would be the field having the value “Apple”.
- **GTIN:** The GTIN stands for Global Trade Item Number and is used for identifying your products in Google search results and Google Shopping.

API Key	<input type="text"/>	⊙
<hr/>		
Product Attributes		⊙
Product ID attribute <small>[store view]</small>	<input type="text" value="SKU"/>	▼
Brand attribute <small>[store view]</small>	<input type="text" value="--Please Select--"/>	▼
GTIN attribute <small>[store view]</small>	<input type="text" value="--Please Select--"/>	▼

## Interface locale

This is where you choose the language of the Lipscore widgets that is visible to the end customers. If you use one of the supported languages you could leave the setting on Auto, but the safest is to choose the desired language here:

Interface Locale



Locale  
[store view]

Auto	▲
Auto	
Czech	
Danish	
Dutch	

Review Request Emails




## Review Request Emails

The review request emails that we send on your behalf after purchase is the single most important feature to get customers to write reviews. You can configure how the email looks in your Lipscore account, but this setting decides when the review request email is triggered. We recommend to change this setting to Completed, which means that we will send the customer an email based on orders that are actually completed.

### Review Request Emails

The single most important feature to get ratings and reviews is to send existing customers Review Request Emails after the customer has received the product. Please choose which order status that triggers these emails (previews can be seen in your [Lipscore Dashboard](#))


**Order status** [store view]    
Send emails for orders in this status

## Coupons

Coupons are a great way to give the customer an incentive to write a review, and at the same time you can increase the probability of the customer returning to make another purchase by giving them a discount on their next purchase. Lipscore sends the coupon code automatically after a review is written if you enable the price rule here.

### Coupons

Coupons are a great way to give customers an incentive to write a review. Create a Cart Price Rule in the "Marketing" section and select it here. Its coupon code will be emailed to your customers after their review has been submitted.

**Cart Price Rule** [store view]  




## Disable for this store view

Lipscore can be enabled and disabled for different store views if you have them. By changing this setting to Inactive you will uninstall all Lipscore widgets for this store view and we will not send any review request emails from purchases made here.

### Disable Lipscore for this store view



Current status    
[store view]  
'Inactive' will completely disable the extension

## That's it!

You have completed the configuration of your Lipscore app in Magento and you can now continue to review the settings in your Lipscore dashboard. Great to have you on board!! :)

<https://members.lipscore.com>

If you have any question at all please contact us at:

[support@lipscore.com](mailto:support@lipscore.com)