

Magento User Guide



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>

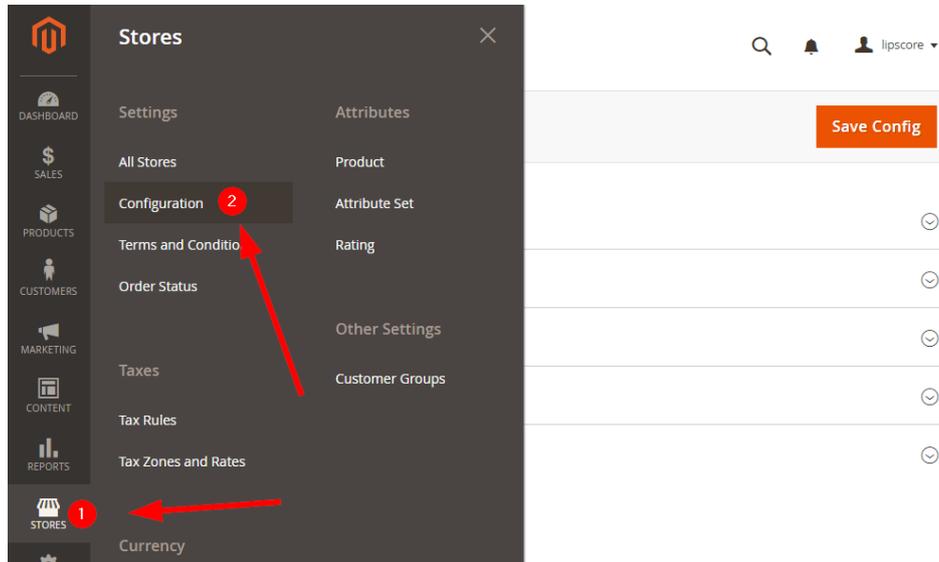
Prerequisites

Some requirements to use LipScore's Magento 2 app:

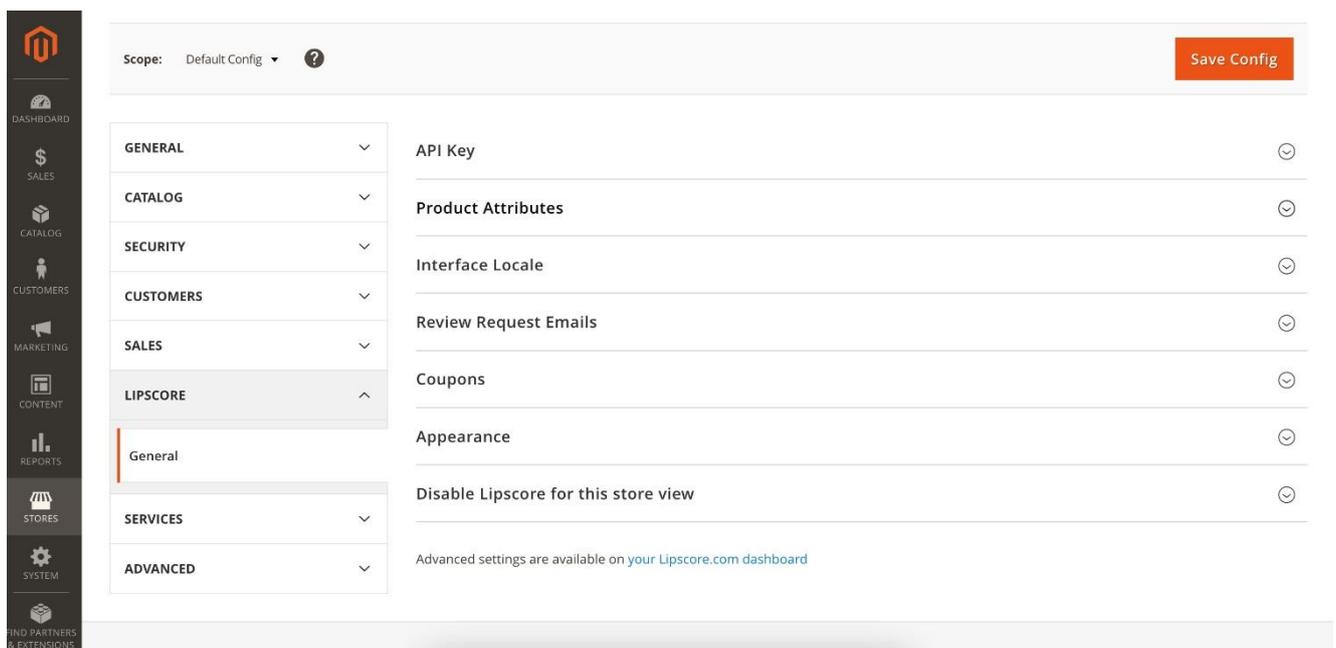
- You need to have a valid user account with us and log in at <https://members.lipscore.com>
- You need to have installed our Magento 2 app from one of these sources:
 - [Composer](#)
 - [Magento Marketplace](#)

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. Here is what you should see after expanding the Lipscore menu and clicking *General*:

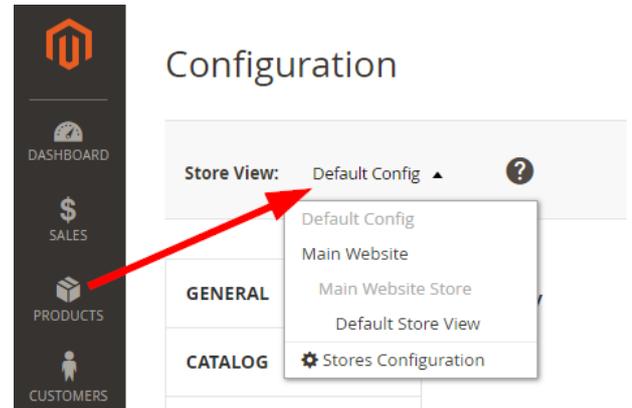


Configuration

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

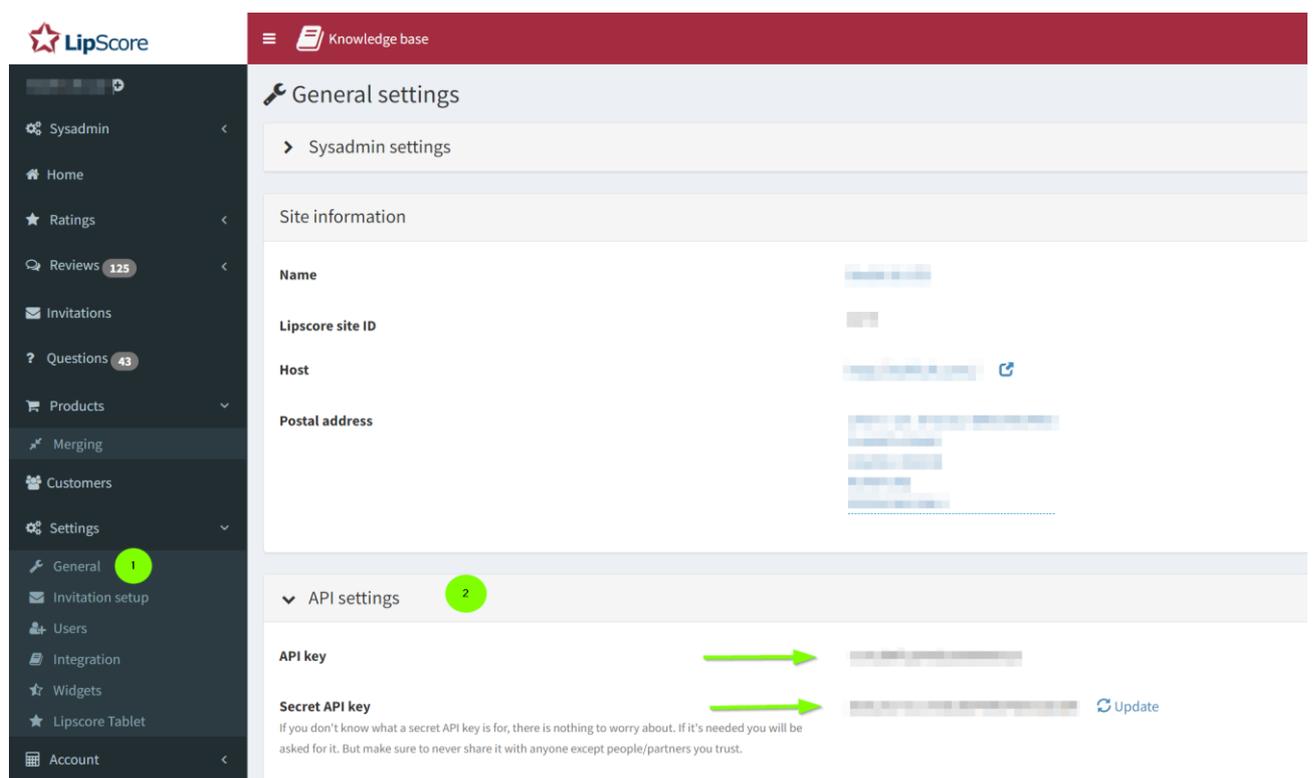
Choose the right Store View

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. Log in to your Lipscore account on <https://members.lipscore.com> and go to Settings > General > API settings.



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 <small>[store view]</small>	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 changing this setting to *Complete*, which means that we will schedule invitations only for those customers whose orders 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 <small>[store view]</small>	Complete 
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Send emails for orders in this status

Appearance

If Q&A feature is activated in your Lipscore account, you can also activate it on your website by setting Display Q&A to Yes.

Appearance

Display Q&A [store view]

Please make sure that Q&A is also enabled in your Lipscore Dashboard on <https://members.lipscore.com>

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

App configuration completed!

You have completed the configuration of your Lipscore app in Magento. Make sure to make a test purchase and set it to the status you selected when configuring the app (e.g., Complete). Then go to your Lipscore account – Invitations and check if an invitation was scheduled for your test purchase. If so, the backend connection was successfully established. You can send the invitation to yourself by clicking the *Send now* button.

Widgets

You can now proceed to adding widgets according to your / customer's preferences. Some widgets may be automatically injected onto the product page or category pages by the plugin – it depends on your theme, but as a rule, some widgets need to be added manually. You can find widgets previews and codes in our Widgets library:

<https://members.lipscore.com/widgets>

When widgets are installed, leave a test review via the invitation you scheduled and sent to yourself earlier and check if your review is displayed in the widget.

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

support@lipscore.com

Great to have you on board!! 😊