



FAQ - Installation/Set-up Guide for Magento 2

1. **Upload Package:** Upload the content of the module to your root folder. This will not overwrite the existing Magento folder or files, only the new contents will be added.

2. **Install extension:** After the successful upload of the package you have to run the commands on Magento2 root directory via SSH

“php bin/magento setup:upgrade”

“php bin/magento setup:static-content:deploy”

3. **Clear Caches:** This can be done from the admin console by navigating to the cache management page (System->Cache Management), selecting all caches, clicking 'refresh' from the drop-down menu, and submitting the change. Logout and login back in Admin.

4. **Configuration settings for FAQ:**

Go to **Admin -> Stores -> Configuration -> Scommerce Configuration-> FAQ-> General**

- a. **Enable:** Set yes to enable the module.
- b. **License Key:** Enter the License key provided by Scommerce Mage.
- c. **Enable FAQ Site wide:** Set yes to enable FAQ page.
- d. **Site wide FAQ Title:** Title of FAQ page if FAQ for site enabled.
- e. **Enable FAQ for products:** If this is set to yes then FAQ Tab will appear on product page
- f. **Product FAQ title:** Tab title on product page if FAQ for product enabled

- g. **Admin Email:** Email to send notification about new questions created from product front page
- h. **FAQ Email template:** Email template for sending to admin with the details when someone asks a question

4. **FAQ -> Manage FAQ's: FAQ Manager is to add/update FAQ's**

Add new FAQ: Add new FAQ -> General Tab

- a. **Status:** Status of FAQ Active/Inactive
- b. **Title:** Title for FAQ
- c. **Most frequently:** Set yes if the question is asked frequently.
- d. **Category:** Category for FAQ
- e. **Sort order:** To define sort order for FAQ

Add new FAQ: Add new FAQ -> Answer

- a. **Answer:** Add answer to the FAQ

Add new FAQ: Add new FAQ -> Search Engine Optimization

- a. **URL Key:** URL for FAQ
- b. **Meta Keywords:** Keywords for FAQ
- c. **Meta Description:** Description for FAQ

Add new FAQ: Add new FAQ -> Websites

- a. **Stores View:** Select stores where FAQ will be visible.

Add new FAQ: Add new FAQ -> Select Products

- a. **Select Product:** Select products to associate FAQ's.

5. **FAQ -> Manage FAQ Category: Category Manager is to add/update FAQ Category**

Add new FAQ Category: Add new Category -> General Tab

- a. **Status:** Status of FAQ Category Active/Inactive
- b. **Title:** Title for FAQ Category
- c. **Category Icon:** Icon for Category
- d. **Sort order:** To define sort order for FAQ

Add new FAQ Category: Add new FAQ Category-> Search Engine Optimization

- a. **URL Key:** URL for FAQ Category
- b. **Meta Keywords:** Keywords for FAQ Category
- c. **Meta Description:** Description for FAQ Category

Add new FAQ Category: Add new FAQ -> Websites

- a. **Stores View:** Select stores where FAQ will be visible.

Please contact core@scommerce-mage.co.uk for any queries.