

User Guide: How to install Trustpilot's Magento 2 Extension

Updated: March 7th, 2018

Get loads of service and product reviews with ease. Set up Trustpilot's Magento 2 Extension to completely automate the way you invite customers to write reviews.

Key facts about the Trustpilot extension

- A new order automatically triggers an email to your customer, requesting that they review your company on Trustpilot.
- The Trustpilot extension is compatible with Magento CE and EE in versions: 2.0, 2.1, and 2.2.

How to set up the Trustpilot extension

Connect your Magento platform with Trustpilot in 4 easy steps:

1. Install the Trustpilot extension
2. Create an account on Trustpilot
3. Specify your email settings
4. Enter the installation key

Install the Trustpilot extension

The Trustpilot extension can be installed two ways: 1) through Magento Marketplace or 2) using Composer (requires technical knowledge).

Install the extension through Magento Marketplace

1. Go to [Magento Marketplace](#), find the Trustpilot extension, and click **Add to Cart**.
2. Click on the shopping cart icon in the top-right corner and click on the **Go to Checkout** button.
3. If required, sign in to your Magento Marketplace account and complete the checkout by clicking **Place Order**. Please note that the Trustpilot extension is free of charge.
4. After being redirected to the order confirmation page, click **Install**.
5. You'll be redirected to the **My Access Keys** page, in case you don't have any keys created, click on **Create a New Access Key**, then copy the newly generated private and public keys.

6. Log in to your web store admin panel.
7. Click **System > Web Setup Wizard > Extension Manager**.
8. If you haven't connected your store to Magento Marketplace yet, connect now using the private and public keys you copied earlier.
9. Click **Refresh** to update the list of available extensions.
10. Click **Review and Install**.
11. Find the Trustpilot extension in the list and click **Install**.
12. Follow the standard procedure, perform the readiness check, create a backup, and install the extension.

Install the extension using Composer

Installing the Trustpilot extension using [Composer](#) requires technical knowledge and access to the command line interface (terminal) of your webshop server.

Important: Your webshop will be inaccessible during the 5-15 minute installation process. We strongly recommend installing the extension when your webshop is least busy and make sure to make a backup beforehand.

The screenshot shows the Trustpilot Business installation wizard. At the top, there is a progress bar with six steps: Start, Select version, Set up, Email Template, Confirm, and Install plugin. The 'Install plugin' step is highlighted in blue. Below the progress bar, the text reads 'Almost there!' and 'Now install Trustpilot's plugin in your Magento 2 platform'. An important note states: 'Important: Your webshop will be inaccessible during the 5-15 minute installation process. We strongly recommend installing the plugin when your webshop is least busy and make sure to make a backup beforehand.' The first step is 'Log in to your Magento server using SSH (Secure Shell) and run the following commands:'. The second step is 'Create a backup', which includes the instruction: 'Navigate to the root directory of your Magento installation and execute the following command:'. A code block contains the command:

```
> php bin/magento setup:backup --code --db --media
```

 Below the code block is a 'Copy to clipboard' button. The third step is 'Enable maintenance mode'.

1. Log in to your Magento server using SSH (Secure Shell) and run the following commands:

2. Create a backup by navigating to the root directory of your Magento installation and executing the command below. Please note that your website will be inaccessible during the backup process.

```
php bin/magento setup:backup --code --db --media
```

3. Next, enable maintenance mode:

```
php bin/magento maintenance:enable
```

4. Download and install the Trustpilot extension using Composer

```
composer require "trustpilot/module-reviews"
```

5. If this is the first time you install an extension using **Composer**, Magento will ask you to provide your Magento Marketplace account credentials. To find your account information go to <https://marketplace.magento.com> > *My Profile* > *Access Keys* > *Create A New Access Key*. (Note: Your **public key** is your username, while your **private key** is your password).

6. Enable the Trustpilot extension

```
php bin/magento module:enable Trustpilot_Reviews
```

```
--clear-static-content
```

7. Update the database schema. Please note that this command is global and will enable all the Magento extensions that you have installed, so please proceed cautiously.

```
php bin/magento setup:upgrade
```

8. Compile (Note: This command is only required in production mode)

```
php bin/magento setup:di:compile
```

9. Deploy static content (Note: This command is only required in production mode)

```
php bin/magento setup:static-content:deploy
```

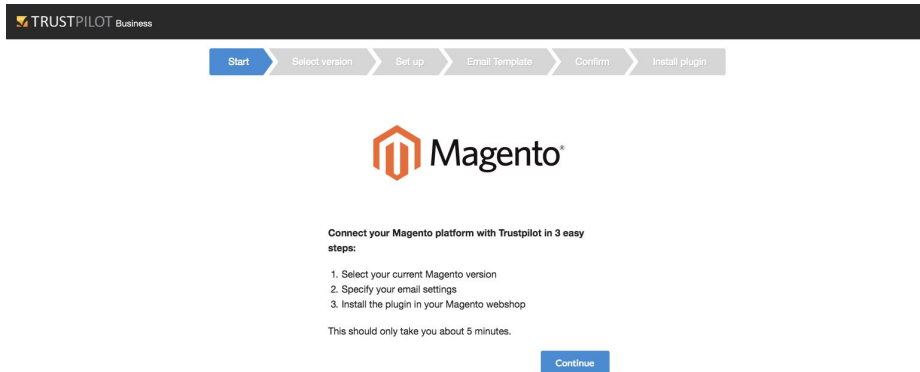
10. Disable maintenance mode

```
php bin/magento maintenance:disable
```

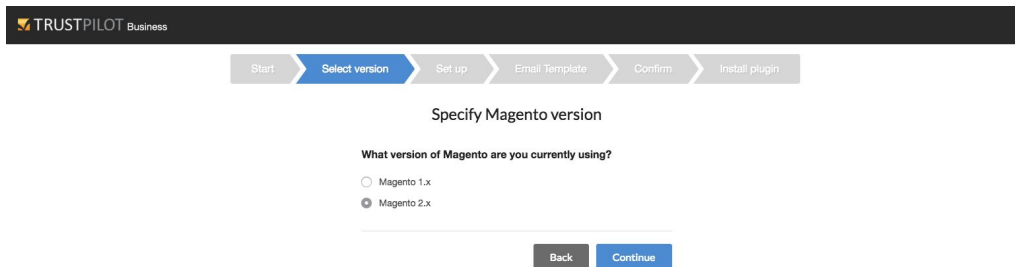
Create an account on Trustpilot

1. To create an account on Trustpilot, go to <https://business.trustpilot.com/signup> and fill in the registration form.
2. If you already have an account, log in to Trustpilot Business, click on **Integrations > Go to Apps page**, choose Magento, and click **Connect now**.

3. You'll be redirected to the Magento integration guide. Click **Continue**.



4. Select the current Magento version that you're using.

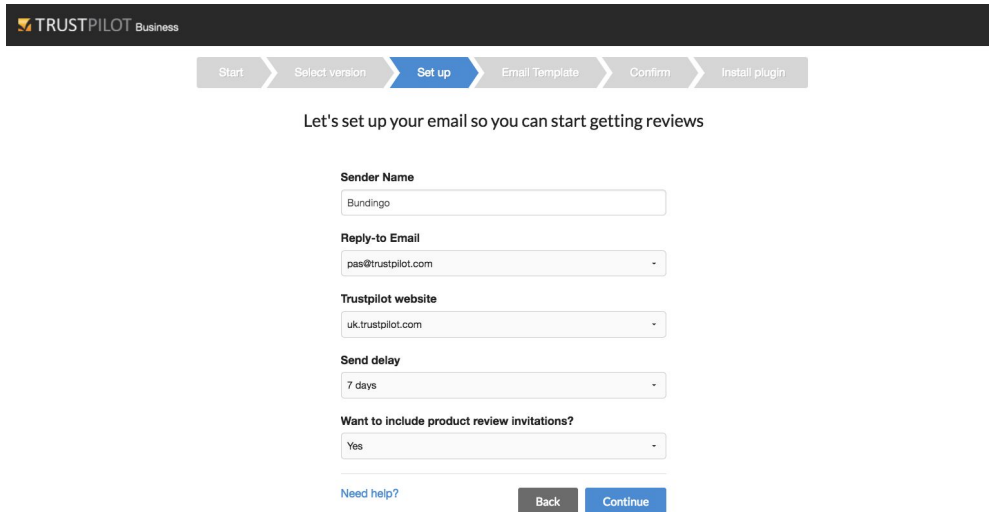


Specify your email settings

Set up your email information:

1. **Sender Name:** The sender information that appears in your customer's inbox when they receive your review request. Note: Currently, the Sender Email is by default the **noreply.invitations** Trustpilot email address.
2. **Reply-to Email:** The email address you want your customers to use if they respond to your email.
3. **Trustpilot Website:** The Trustpilot landing page your customers will be sent to when writing their review. Trustpilot has separate websites locales, e.g., de.trustpilot.com is the Trustpilot website for Germany.

4. **Send Delay:** An order from your Magento platform automatically triggers an email to your customer - set the number of days you'd like us to wait before the email is actually sent. The maximum delay is 90 days.
5. **Want to include product review invitations?** If you are using our Product Reviews feature, you can select **Yes** to include a product review request.

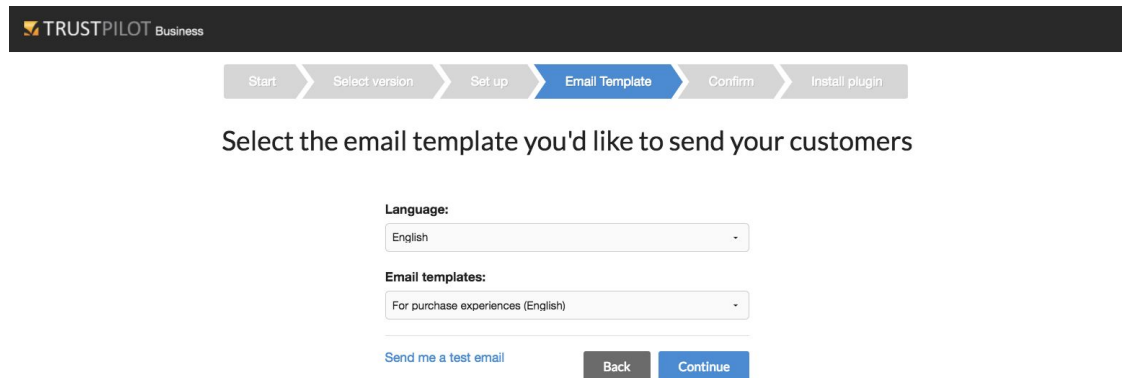


The screenshot shows the 'Set up' step of the Trustpilot Business installation process. At the top, a progress bar indicates the current step is 'Set up', with other steps being 'Start', 'Select version', 'Email Template', 'Confirm', and 'Install plugin'. Below the progress bar, the text reads 'Let's set up your email so you can start getting reviews'. The form contains the following fields:

- Sender Name:** A text input field containing 'Bundingo'.
- Reply-to Email:** A dropdown menu showing 'pas@trustpilot.com'.
- Trustpilot website:** A dropdown menu showing 'uk.trustpilot.com'.
- Send delay:** A dropdown menu showing '7 days'.
- Want to include product review invitations?:** A dropdown menu showing 'Yes'.

At the bottom left, there is a link 'Need help?'. At the bottom right, there are two buttons: 'Back' and 'Continue'.

6. Select an email template.
 - a. Choose the email template you want to send your customers. You can access and edit templates in Trustpilot Business' Template Editor. Find more information [here](#).
 - b. Get a preview by sending yourself a test email. Note: The test email is currently only available for service reviews. Complete your setup by clicking on the **Continue** button.

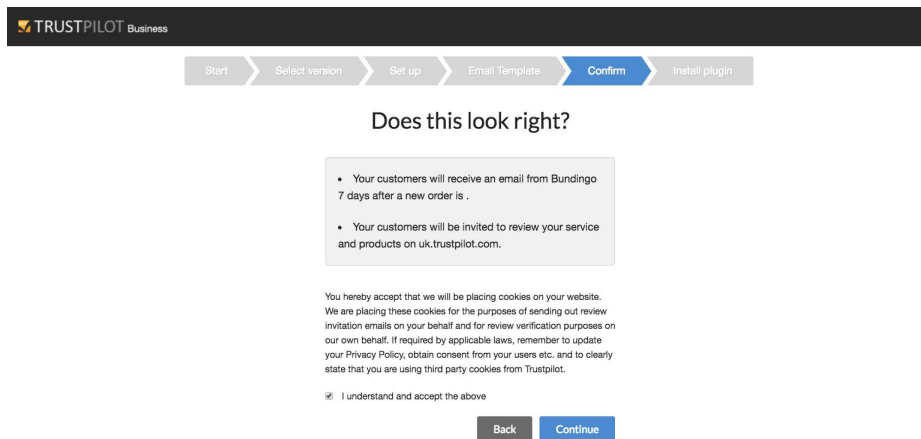


The screenshot shows the 'Email Template' step of the Trustpilot Business installation process. At the top, a progress bar indicates the current step is 'Email Template', with other steps being 'Start', 'Select version', 'Set up', 'Confirm', and 'Install plugin'. Below the progress bar, the text reads 'Select the email template you'd like to send your customers'. The form contains the following fields:

- Language:** A dropdown menu showing 'English'.
- Email templates:** A dropdown menu showing 'For purchase experiences (English)'.

At the bottom left, there is a link 'Send me a test email'. At the bottom right, there are two buttons: 'Back' and 'Continue'.

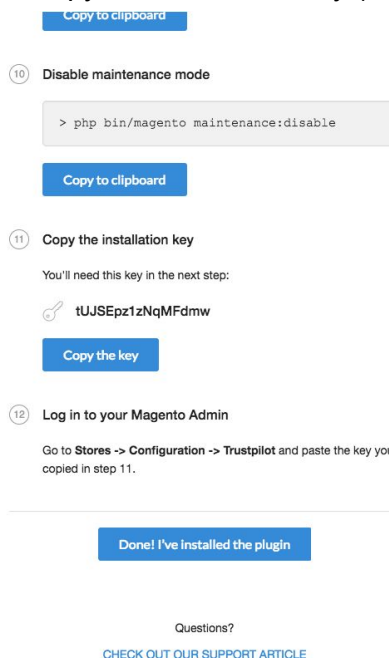
7. Confirm your email details, read and accept Trustpilot's Terms & Conditions, and click **Continue**.



Enter the installation key

Now that you've installed the Trustpilot extension and configured your email settings, you can log in to your web store Magento Admin and complete the integration by providing the installation key.

1. First, go to Trustpilot Business and copy the installation key (step 11).



2. Then, navigate back to your web store Magento Admin, click **Stores > Configuration**.

3. Change the configuration scope from **Default Config** to **Main Website** (or any of your other websites).
4. Scroll down to find Trustpilot, expand the panel and click **General**.
5. Scroll back to the top, expand **General Settings** and paste the installation key you copied from Trustpilot Business.
6. Click **Save Config**.
7. After you save the plugin configurations, go back to Trustpilot Business and finalize the integration by clicking on **Done! I've installed the plugin**. You're done!