



Magento 2.x Installation Guide

This article will help you install TrustSpot on your Magento 2.x based store.

If you get stuck at any point, feel free to jump on Live Chat and one of our team members will provide guidance in getting the code installed. You can also email us at: support@trustspot.io

This install guide is broken down into several areas:

- Installing the TrustSpot extension
- Connecting your extension to TrustSpot
- Disable built-in reviews system

Note: Due to the complexity of the Magento 2 system (compared to Magento 1), we highly recommend our plugin be installed by an experienced Magento developer.

Installing the TrustSpot extension to your store

Step 1: Visit the Integrations Tab on the menu within your TrustSpot Account and select Magento 2.x.

Step 2: Click the download button. This will download the latest Magento 2.x extension to your computer. Extract the contents of the zip file into a folder (example: trustspot-magento2).

Step 3: Using your favorite FTP program (such as Filezilla, cuteFtp, etc), upload the zip file contents into the Magento/app folder. Be sure you have proper permissions when uploading the files to ensure everything is copied over correctly.

Step 4: SSH onto your server. Navigate to your /magento folder and run the following command to run the update:

php bin/magento setup:upgrade

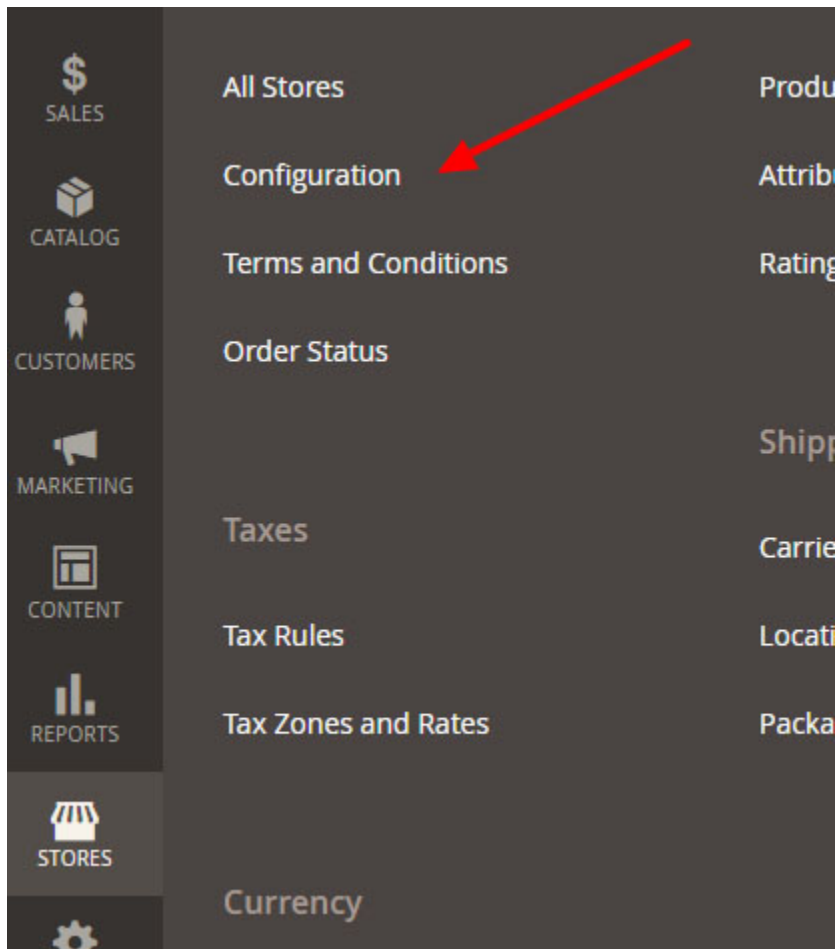
(OPTIONAL) If the upgrade process tells you to recompile, you can do so by running this command: **php bin/magento setup:di:compile**

Once this step is done, the installation is complete.

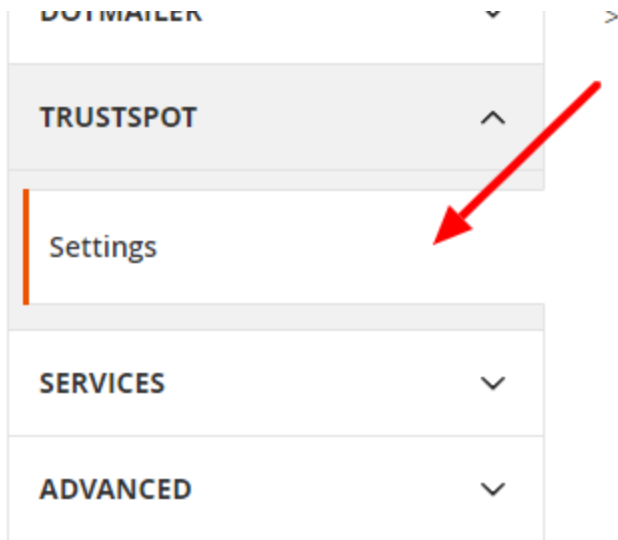
Connecting your extension to TrustSpot

Step 1: Access the TrustSpot extension settings from:

- Click Stores
- Click Configure
- Select Default Store View from the drop-down list
- Click on Configuration



Next click on "Settings" underneath TrustSpot on the left side menu.



Step 2: Enter in your TrustSpot credentials. You can find all 3 of the required items from the Account Settings > General Tab within TrustSpot.

- Enter in your Account Email (the one you login to TrustSpot)
- Enter in your API Key
- Enter in your API Secret

Once all 3 items are entered, click "Verify Settings" to confirm everything is connected. If everything is correct, it should say "Account Connected" at the top.

Be sure to click "Save Config" at the top to ensure nothing is lost if you leave this screen.

Step 3: Set your order status that best works for your business. You have a few options, with Shipped and Completed being the more common ones to use:

- Processing
- Invoiced
- Shipped
- Completed

Order Status [store view]

-- Please Select --



When an order status is updated to this, the information will be sent to TrustSpot and a review request will be sent to your customer. Note that if you have configured a delay in your TrustSpot email settings, the delay will begin after this selected status occurs. For example, if your email delay is set to 72 hours, the countdown to 72 hours will begin after the status occurs.

Options:

Processing - when an order is processing

Invoiced - when an order is invoiced

Shipped - when an order is shipped

Complete - when an order is completed

Once an order is marked as this order status, the order information is sent to TrustSpot to begin the process of counting down in order to send the review request to the customer.

Example: Let's say the customer placed an order on June 1, and you mark the order as shipped on June 5. On June 5, the order information is sent to TrustSpot, than in X days (based on your email settings - send delay) than the review request will be sent to the customer.

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Disable Built-in reviews system

Since you're using TrustSpot, there is no longer a need to use the built-in system. Follow the steps below to disable this in your Magento backend:

- Click Stores
- Click Configuration
- Click Advanced (under the Advanced left side menu)
- Locate Magento_Review
- Deselect the Use default checkbox
- Select Disabled in the dropdown list
- Click Save Config