



FAQ For Magento 2

User Guide

Version 1.1.0

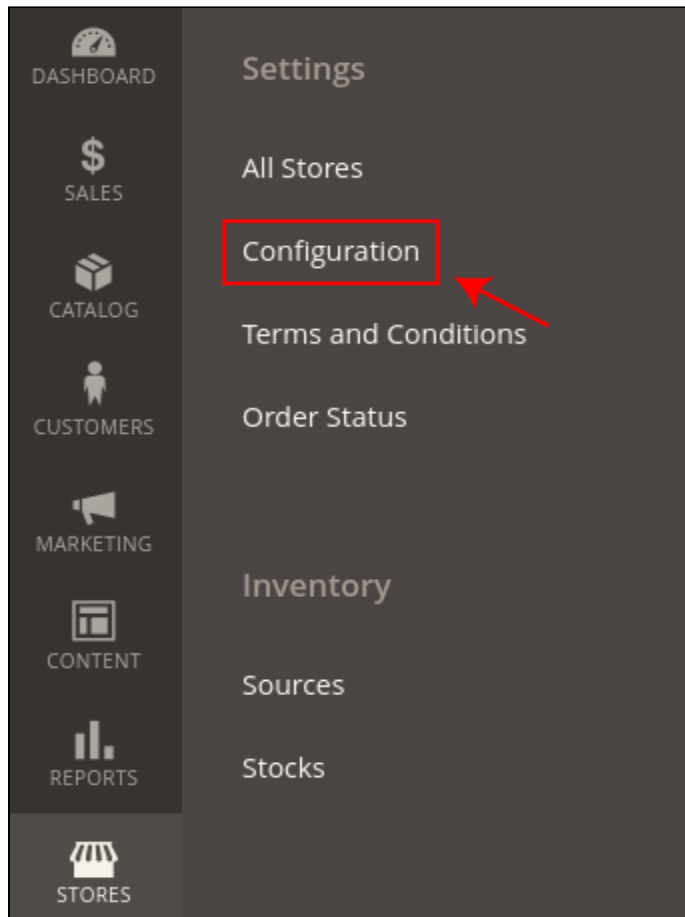
FAQ

Allows to establish a separate tab and page where you can gather all customers' questions and concerns at one place with the collapse/expand feature.

Configuration

How to Configure?

- In the admin panel, go to **STORES > Configuration**.



- Click on **THEONLINEHELPER > FAQ**.
- In the **General Configuration**, click on the **Enable** dropdown and select Yes to enable the extension.

GENERAL	▼	General Configuration <div> <div>Enable</div> <div>[store view]</div> <div>No</div> <div>▼</div> </div>
CATALOG	▼	
SECURITY	▼	
CUSTOMERS	▼	
SALES	▼	
THEONLINEHELPER	▲	
FAQ Extension		

In the Product Tab

- Click on the **Enable** dropdown and Select **Yes** if you want to show FAQ in the tab on the product page.
- In the field of **Product Tab Name**, enter the name of the tab.

Product Tab



Enable

[store view]

Yes

▼

Product Tab Name

[store view]

FAQ

In the Menu Configuration

- From the **Display Menu** dropdown select the display to show the menu. By select **No**, menu will not show anywhere. If you select **Show in Top Menu**, the menu will only show in the top header and if you select **Show In Navigation Menu**, the menu will only show in header navigation. If you want to show the FAQ menu in both top header and in header navigation then select **Show in Both**.
- In the field of **Menu Name**, enter the name of the menu.

Menu Configuration



Display Menu

[store view]

Show In Navigation Menu

▼

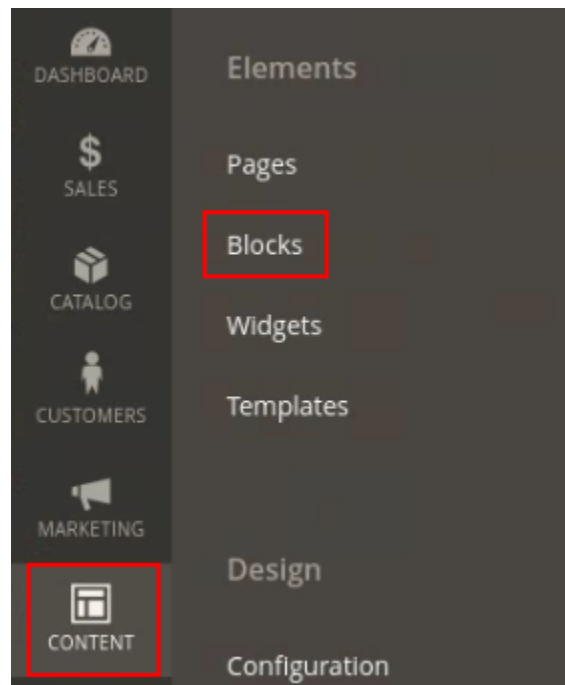
Menu Name

[store view]

FAQ

In the Page Configuration

- In the field of **FAQ Page Name**, enter the name of the page. (the page will show by enabling the menu configuration).
- From the **CMS Static Blocks** dropdown, you can select the cms static block to show a custom block at the top/bottom of the page.
 - If you want to show any custom things at the top of the FAQ page, select **Show CMS Block At Top Of The Page**. The block is default set with the identifier of **faq-top-block** in the block section. To open the block section, in the admin panel click on the **CONTENT > Blocks**.

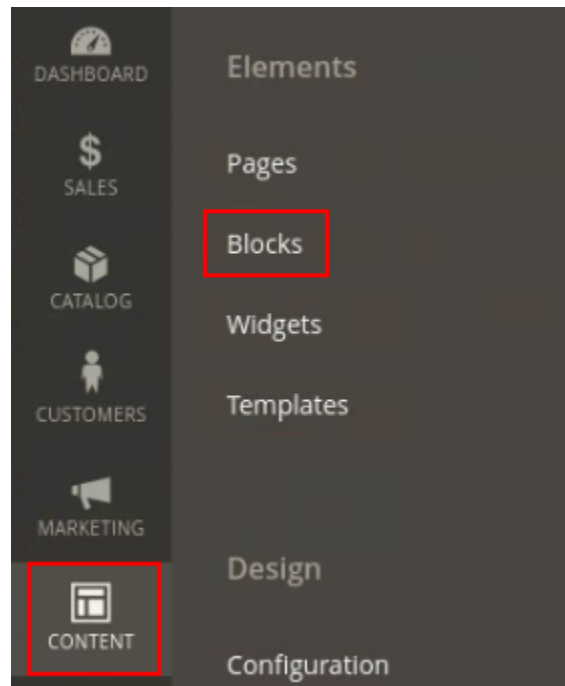


Here you will see your default block with the name of **FAQ Top Block**. Click on the **Edit** button from the select dropdown. Now you can add any custom design through code.

Search by keyword		Q		Filters		Default View		Columns	
Actions		22 records found		20 per page		< 2 of 2 >			
<input type="checkbox"/>	ID	Title	Identifier	Store View	Status	Created	Modified	Action	
<input type="checkbox"/>	25	FAQ Bottom Block	faq-bottom-block	All Store Views	Enabled	Apr 12, 2022 6:29:38 AM	Apr 12, 2022 6:46:32 AM	Select	
<input type="checkbox"/>	26	FAQ Top Block	faq-top-block	All Store Views	Enabled	Apr 12, 2022 6:29:38 AM	Apr 12, 2022 6:45:35 AM	Select	

- If you want to show any custom things at the bottom of the FAQ page, select **Show CMS Block At Bottom Of The Page**. The block is default set with the

identifier of **faq-bottom-block** in the block section. To open the block section, in the admin panel click on the **CONTENT > Blocks**.



Here you will see your default block with the name of **FAQ Bottom Block**. Click on the Edit button from the select dropdown. Now you can add any custom design through code.

Search by keyword

Filters

Default View

Columns

Actions

22 records found

20

per page

<

2

of 2

>

<div><div></div></div>	ID	Title	Identifier	Store View	Status	Created	Modified	Action
<div><div></div></div>	25	FAQ Bottom Block	faq-bottom-block	All Store Views	Enabled	Apr 12, 2022 6:29:38 AM	Apr 12, 2022 6:46:32 AM	Select
<div><div></div></div>	26	FAQ Top Block	faq-top-block	All Store Views	Enabled	Apr 12, 2022 6:29:38 AM	Apr 12, 2022 6:45:35 AM	Select

- If you want to show both top and bottom blocks on the FAQ page, select **Show In Both** from the dropdown.
- In the field of **Upload Page Banner**, you can upload banners from your computer directory.

Page Configuration



FAQ Page Name [store view]

CMS Static Blocks [store view] ▼

Upload Page Banner [store view] No file chosen
Allowed file types: jpg, jpeg, gif, png, svg

In the Search Box Configuration

- Click on the **Enable** dropdown and Select **Yes** if you want to show the Search bar at top of the FAQ page.
- In the field of the **Title**, enter the search bar title.
- In the field of **SubTitle**, enter the subtitle for the search bar.
- In the field of **Search Field Placeholder**, enter the placeholder.
- In the field of **Title and Subtitle color**, select the color for the title and subtitle text.
- In the field of **SearchBox Background color**, select the color for the search box according to your theme and requirements.
- In the field of **Search Field Border Color**, select the color for the search field border.
- In the field of **Search Field Border Hover Color**, select the color for the search field border hover.

SearchBox Configuration



Enable [store view] ▼

Title [store view]

Sub Title [store view]

Search Field Placeholder [store view]

Title And SubTitle Color [store view]

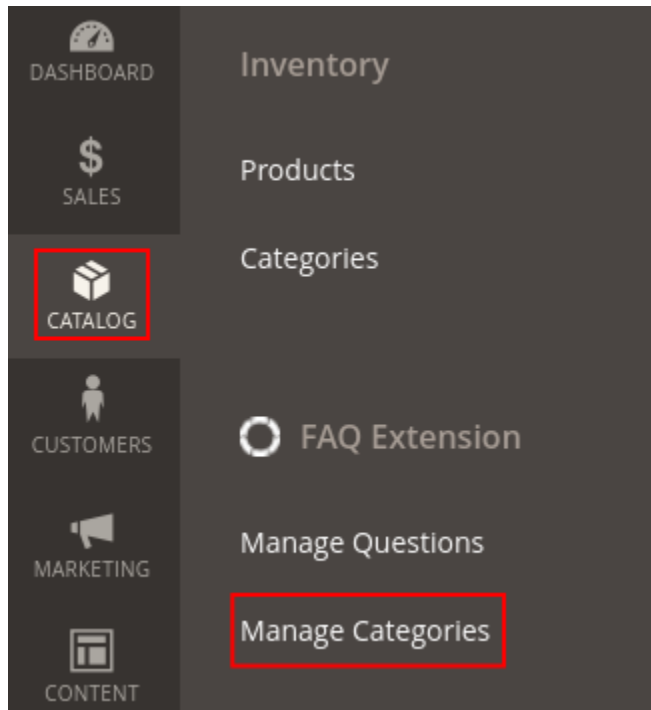
Search Box Background Color [store view]

Search Field Border Color [store view]

Search Field Border Hover Color [store view]

How to Manage Categories

- In the admin panel, go to **CATALOG > FAQ Extension > Manage Categories**.



- To add a new FAQ category click on the **Add New Category** button.

The image shows the 'Manage Categories' page. At the top right is a button labeled 'Add New Category', which is highlighted with a red box. Below this is a search bar with the placeholder text 'Search by keyword'. Below the search bar is a table with 6 records found. The table has columns: Id, Category Icon, Category Name, Status, and Action. The table contains 4 rows of data, all with 'ACTIVE' status.

Id	Category Icon	Category Name	Status	Action
1		Installation	ACTIVE	Select
4		Development	ACTIVE	Select
5		Service	ACTIVE	Select
6		Delivery	ACTIVE	Select

- In the field of **Status**, set the enable/disable status for category.
- In the field of **Category Name**, enter the category name.
- In the field of **Category Icon**, upload category icon from your computer directory.
- Click on the **Save Category** button to save your category.

Category

Status

Yes

Category Name

Category Icon

Upload

Select from Gallery

Maximum file size: 2 MB.

Browse to find or drag image here

- From the **FAQ Categories** grid, you can manage all the categories.
- From the **Action** column, select **edit** or **delete** from the dropdown to proceed category.

<div></div>	Id	Category Icon	Category Name	Status	Action
<input type="checkbox"/>	1		Installation	<div>ACTIVE</div>	<div>Select</div> <div>Edit</div> <div>Delete</div>
<input type="checkbox"/>	4		Development	<div>ACTIVE</div>	
<input type="checkbox"/>	5		Service	<div>ACTIVE</div>	<div>Select</div>

- To **change status** or **delete** all the categories or single categories. Select the ids from the id column and tick the checkbox or select all.

<div></div>	Id	Category Icon	Category Name	Status	Action
<input type="checkbox"/>	1		Installation	<div>ACTIVE</div>	<div>Select</div>
<input type="checkbox"/>	4		Development	<div>ACTIVE</div>	<div>Select</div>
<input type="checkbox"/>	5		Service	<div>ACTIVE</div>	<div>Select</div>
<input type="checkbox"/>	6		Delivery	<div>ACTIVE</div>	<div>Select</div>

- Click on the **Actions** dropdown, select the **Delete** or **Change Status** process.

Search by keyword

Filters Default View Columns

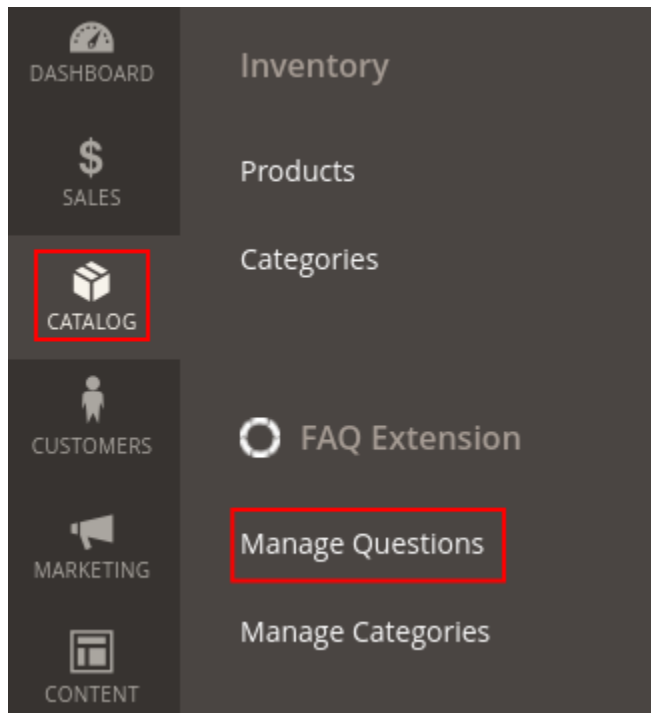
20 per page 1 of 1

6 records found

Actions		Category	Category Name	Status	Action
<input type="checkbox"/> 1 <div> Delete Change Status <div> Active Inactive </div> </div>			Installation	ACTIVE	Select
<input type="checkbox"/> 4 <div> </div>			Development	ACTIVE	Select

How To Manage Questions

- In the admin panel, go to **CATALOG > FAQ Extension > Manage Questions**.



- To add a new FAQ question, click on the **Add New Question** Button.

	Id	Question Title	Answer Description	Author Name	Status	Action
<input type="checkbox"/>	1	How can i get your support?	Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.	John	ACTIVE	Select
<input type="checkbox"/>	2	Will i get free support and updates?	There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly believable. If you are going to use a passage of Lorem Ipsum, you need to be sure there isn't anything embarrassing hidden in the middle of text.	Tin Mark	ACTIVE	Select
<input type="checkbox"/>	3	Where i can find my license keys?	All the Lorem Ipsum generators on the Internet tend to repeat predefined chunks as necessary, making this the first true generator on the Internet. It uses a dictionary of over 200 Latin words, combined with a handful of model sentence structures, to generate Lorem Ipsum which looks reasonable. The generated Lorem Ipsum is therefore always free from repetition, injected humour	John	ACTIVE	Select

- In the field of **Status**, set the enable/disable status for question.
- In the field of **Question Title**, enter the question title.
- In the field of **Answer Description**, write the answer to your question.
- In the field of **Author Name**, enter the author name.

Status

Yes

Question Title

Answer Description

Author Name

- In the select box of **Categories**, select the categories to assign your question to the categories that you created.

Categories

Installation
Development
Service
Delivery
User Guides
Process

- In the field of **Select Products**, all the products of your store are loaded here. Select the products to assign questions to products. The questions for selected products will show in a proper FAQ Tab on the product page.

Select Products

Search

Reset Filter

16 records found

20 per page

1 of 1

	ID	Name	SKU	Price	Position
Any	From To			From To USD	From To
<input type="checkbox"/>	2046	Erika Running Short	WSH12	\$45.00	
<input type="checkbox"/>	2045	Erika Running Short-32-Red	WSH12-32-Red	\$45.00	
<input type="checkbox"/>	2044	Erika Running Short-32-Purple	WSH12-32-Purple	\$45.00	
<input type="checkbox"/>	2043	Erika Running Short-32-Green	WSH12-32-Green	\$45.00	
<input type="checkbox"/>	2042	Erika Running Short-31-Red	WSH12-31-Red	\$45.00	
<input type="checkbox"/>	2041	Erika Running Short-31-Purple	WSH12-31-Purple	\$45.00	
<input type="checkbox"/>	2040	Erika Running Short-31-Green	WSH12-31-Green	\$45.00	

- From the **FAQ Questions** grid, you can manage all the questions.
- From the **Action** column, select edit or delete from the dropdown to proceed with the question.

	Id	Question Title	Answer Description	Author Name	Status	Action
<input type="checkbox"/>	1	How can I get your support?	Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.	John	ACTIVE	Select Edit Delete
<input type="checkbox"/>	2	Will I get free support and updates?	There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly believable. If you are going to use a passage of Lorem Ipsum, you need to be sure there isn't anything embarrassing hidden in the middle of text.	Tin Mark	ACTIVE	
<input type="checkbox"/>	3	Where I can find my license keys?	All the Lorem Ipsum generators on the Internet tend to repeat predefined chunks as necessary, making this the first true generator on the Internet. It uses a dictionary of over 200 Latin words, combined with a handful of model sentence structures, to generate Lorem Ipsum which looks reasonable. The generated Lorem Ipsum is therefore always free from repetition, injected humour	John	ACTIVE	Select

- To **change status** or **delete** all the questions or single questions. Select the ids from the id column and tick the checkbox or select all.

<input type="checkbox"/>	Id	Question Title	Answer Description	Author Name	Status	Action
<input type="checkbox"/>	1	How can I get your support?	Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.	John	ACTIVE	Select ▾
<input type="checkbox"/>	2	Will I get free support and updates?	There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly believable. If you are going to use a passage of Lorem Ipsum, you need to be sure there isn't anything embarrassing hidden in the middle of text.	Tin Mark	ACTIVE	Select ▾
<input type="checkbox"/>	3	Where I can find my license keys?	All the Lorem Ipsum generators on the Internet tend to repeat predefined chunks as necessary, making this the first true generator on the Internet. It uses a dictionary of over 200 Latin words, combined with a handful of model sentence structures, to generate Lorem Ipsum which looks reasonable. The generated Lorem Ipsum is therefore always free from repetition, injected humour	John	ACTIVE	Select ▾

- Click on the **Actions** dropdown, select the **Delete** or **Change Status** process.

Actions ▾

Delete

Change Status ▾

Active

Inactive

6 records found

20 ▾

per page

<

1

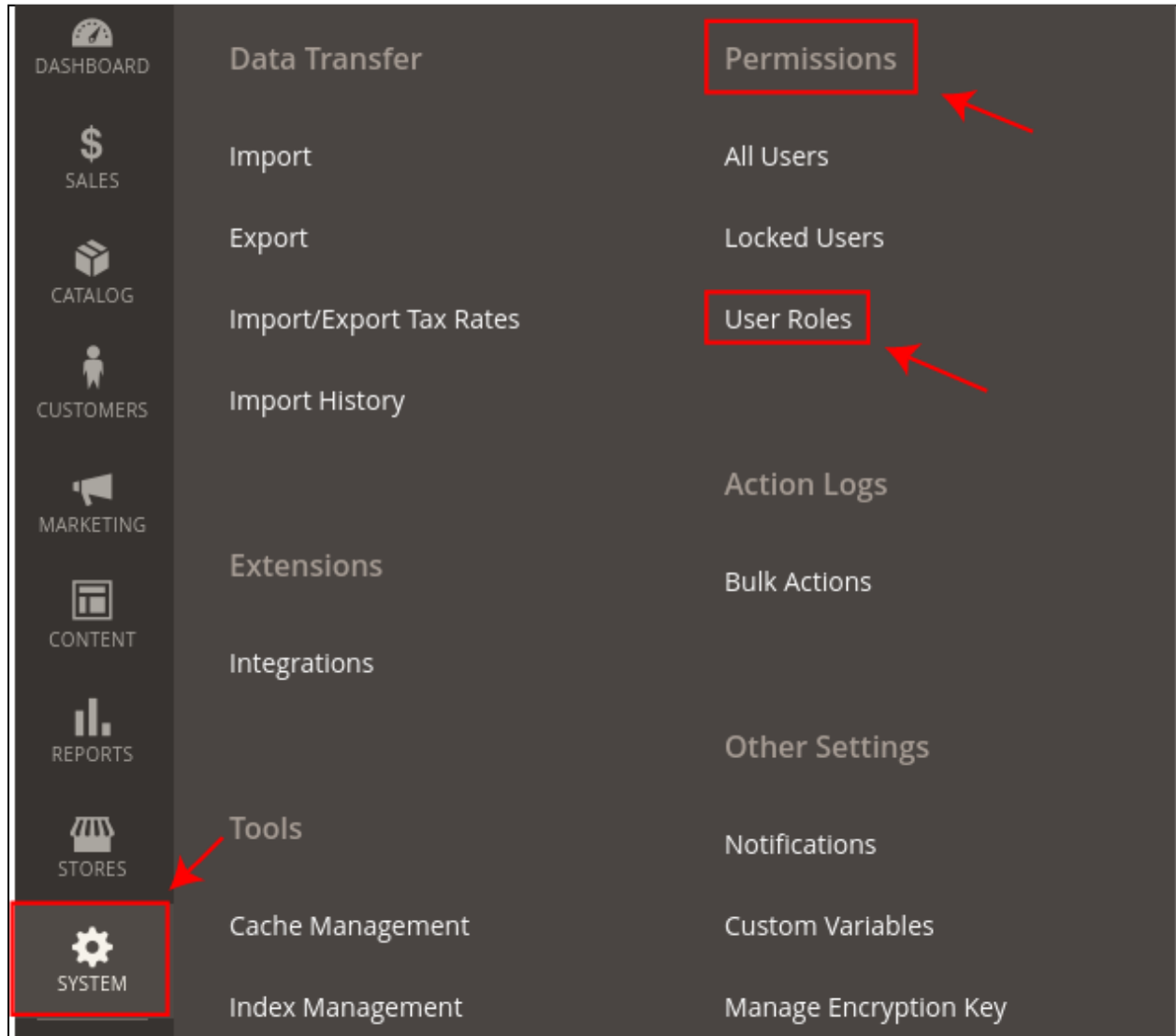
of 1

>

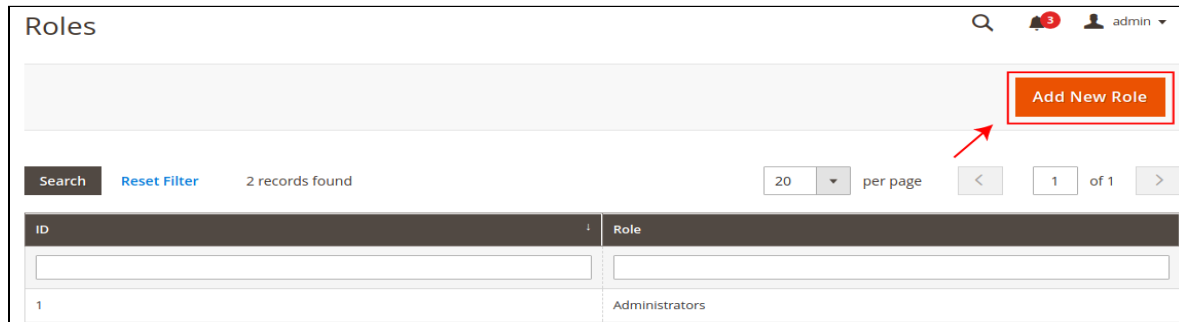
<input type="checkbox"/>	Id	Question Title	Answer Description	Author Name	Status	Action
<input type="checkbox"/>	1	How can I get your support?	...ly dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.	John	ACTIVE	Select ▾
<input type="checkbox"/>	2	Will I get free support and updates?	There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly believable. If you are going to use a passage of Lorem Ipsum, you need to be sure there isn't anything embarrassing hidden in the middle of text.	Tin Mark	ACTIVE	Select ▾

To set permissions

- Go to **SYSTEM > Permissions > User Roles**.



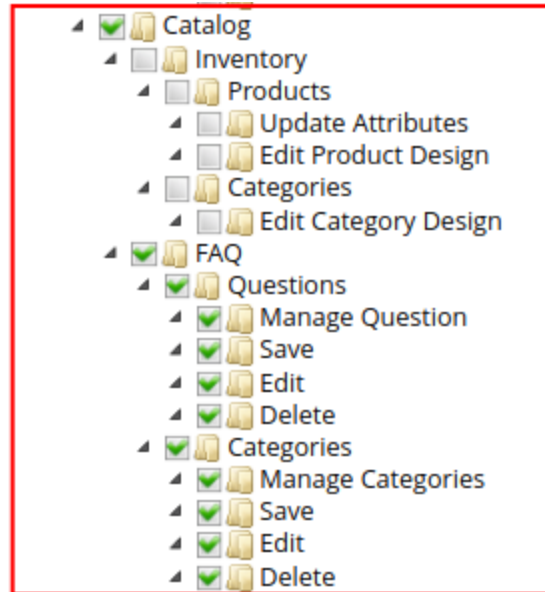
- Click on the **Add New Role** button.



- Under **Role Information**, in the field of **Role Name** enter the name of the role.
- In the field of **Your Password**, enter your current password for verification.

The screenshot shows the 'Role Information' form. On the left is a sidebar with 'ROLE INFORMATION' at the top. Below it are two tabs: 'Role Info' (highlighted with a red box and a red arrow) and 'Role Resources'. The main content area is titled 'Role Information' and contains two sections. The first section, 'Role Information', has a 'Role Name' field with a red asterisk. The second section, 'Current User Identity Verification', has a 'Your Password' field with a red asterisk.

- Under the **Role Resources**, select the role scope All/Custom.
- If you don't want to give complete admin access to other users then choose Custom scope.
- Tick on the permissions of FAQ, if you only want to give access to FAQ extension to the other users.
- FAQ acl permission, is divided in two parts: Questions and Categories. You can set permission for both.



- After completing your changes click on the **Save Role** button.
- In the admin grid, all roles are listed here.

Add New Role

SearchReset Filter2 records found

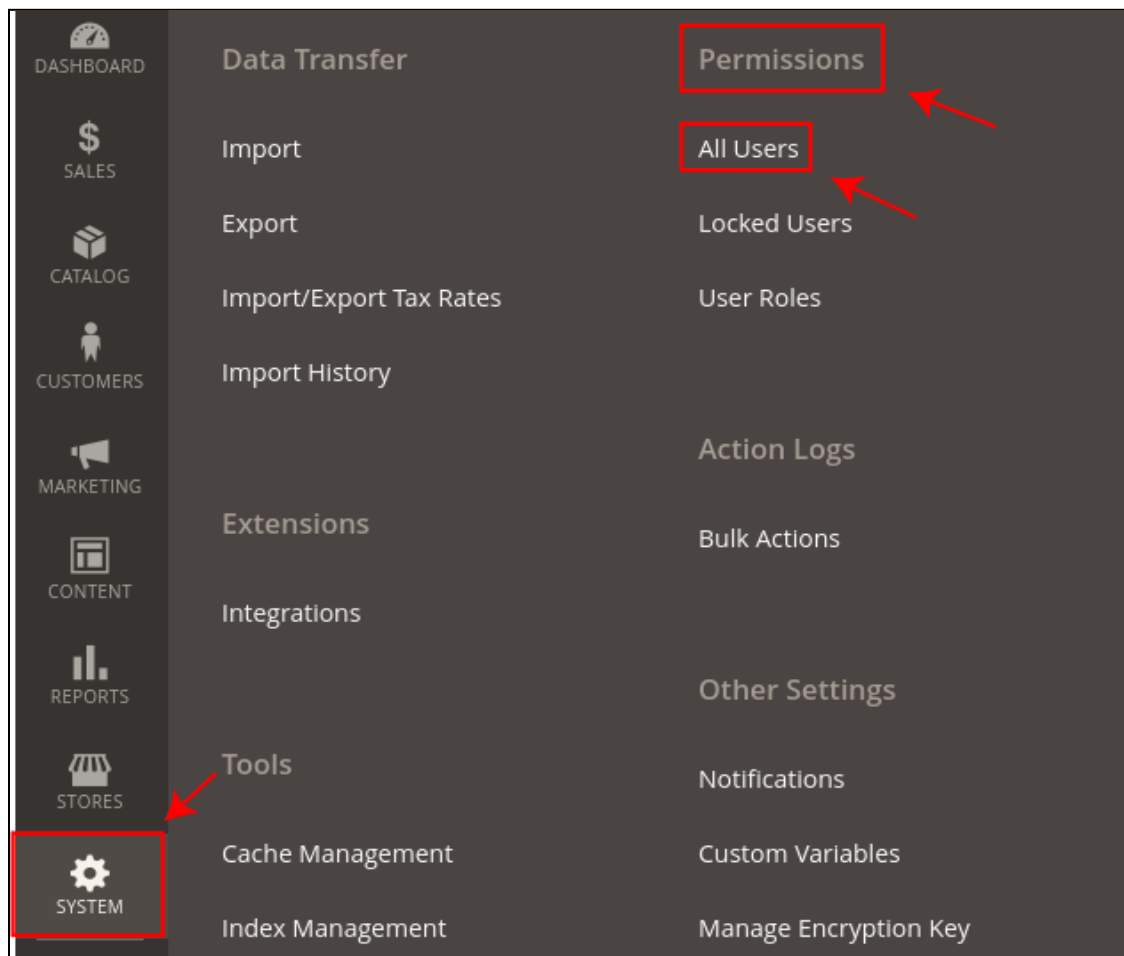
20 per page1 of 1

ID	Role
1	Administrators
64	FAQ

- If you want to edit any role click on it and edit changes.

To assign your created User Role to the users

- Go to **SYSTEM > Permissions > All Users**.



- Click on the specific user to assign the user role.
- In the tab of **User Role**, click on the role that you want to assign.

← Back Delete User Reset Force Sign-In **Save User**

USER INFORMATION

User Info

User Role

Search [Reset Filter](#) 2 records found

20 per page 1 of 1

Assigned	Role
<input type="radio"/>	Administrators
<input checked="" type="radio"/>	FAQ

- Click on the **Save User** button to apply changes.