

Magento 2 FAQ

Installation and User Guide for Magento 2 FAQ Extension

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Installation

- **Installation via app/code:** 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. After the successful upload of the package, run below commands on Magento 2 root directory.

```
php bin/magento setup:upgrade  
php bin/magento setup:di:compile  
php bin/magento setup:static-content:deploy
```

- **Installation via Composer:** Please follow the guide provided in the below link to complete the installation via composer.

Configuration Settings for FAQ

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

General Settings

- **Enabled** - Select "Yes" or "No" to enable or disable the module.
- **License Key** - Please add the license for the extension which is provided in the order confirmation email. Please note license keys are site URL specific. If you require license keys for dev/staging sites then please email us at support@sccommerce-mage.com.
- **Enable FAQ Site Wide** - Set "yes" to enable FAQ page.
- **Site Wide FAQ Title** - Title of FAQ page if FAQ for site enabled.
- **Enable FAQ for Products** - If this is set to yes then FAQ Tab will appear on product pages.
- **Product FAQ title** - Tab title on product page if FAQ for product enabled.
- **Admin Email** - Email to send notification about new questions created from product front page.
- **FAQ Email Template** - Email Template for sending to admin with the details when someone asks a question.

General Settings

Enable [store view]	Yes	Select "Yes" to enable the module
Enable FAQ extension		
License Key [store view]	fae8YTHwXW7UQ	Enter the License key for the module
Enable FAQ Site wide [store view]	Yes	Select "yes" to enable the FAQ Site wide
If this is set to no then /faq.html page will not be working		
Site wide FAQ Title [store view]	FAQ	Please add the Site wide FAQ Title
Title of FAQ page if FAQ for site enabled		
Enable FAQ for products [store view]	Yes	Select "yes" to enable the FAQ for products
If this is set to yes then FAQ Tab will appear with any product page		
Product FAQ title [store view]	Product Questions	Please add the Product FAQ Title
Tab title on product page if FAQ for product enabled		
Admin Email [store view]	test@gmail.com	Please add the Admin Email
Email to send notification about new questions created from product front page		
FAQ Email template [store view]	FAQ Email (Default)	Please select the FAQ Email Template
Email template for sending to admin with the details when someone asks a question		

Manage FAQ's - You can manage, update and add new FAQ's from **Admin > FAQ > Manage FAQ's**. To add new FAQ's follow the below settings:-

Add New FAQ: Add new FAQ > General Tab

- **Status** - Status of FAQ Active/Inactive
- **Title** - Title for FAQ
- **Most Frequently** - Set "Yes" if the question is asked frequently.
- **Category** - Category for FAQ
- **Sort Order** - To define sort order for FAQ

New FAQ

← Back

Reset

Save and Continue Edit

Save FAQ

General Information

Status * ▼

Title *

Most frequently ▼

Category * ▼

Sort Order

Add FAQ Answer: To add answer go to **Admin > FAQ > Manage FAQ's > Add new FAQ > Answer > Save FAQ.**

- **Answer** - Add answer to the FAQ

New FAQ

← Back

Reset

Save and Continue Edit

Save FAQ

Search Engine Optimisation

URL Key

Meta Keywords

Meta Description

Add Websites: To add websites go to, **Admin > FAQ > Manage FAQ's > Add new FAQ > Websites.**

- **Stores view** - Select stores where FAQ will be visible

New FAQ

← Back

Reset

Save and Continue Edit

Save FAQ

FAQ in Websites

Stores View *

All Store Views

Main Website

Main Website Store

Default Store View



Select Products for FAQ: You can select product from **Admin > FAQ > Manage FAQ's > Add new FAQ > Selected Products > Save FAQ.**

- **Select Product** - Select products to associated FAQ's.

New FAQ

← Back Reset Save and Continue Edit **Save**

Search [Reset Filter](#) 2046 records found 20 per page

<input type="checkbox"/>	Product ID ↑	Name	SKU
Any ▾	From <input type="text"/>	<input type="text"/>	<input type="text"/>
	To <input type="text"/>		
<input type="checkbox"/>	2046	Erika Running Short	WSH12
<input type="checkbox"/>	2045	Erika Running Short-32-Red	WSH12-32-Red
<input type="checkbox"/>	2044	Erika Running Short-32-Purple	WSH12-32-Purple
<input type="checkbox"/>	2043	Erika Running Short-32-Green	WSH12-32-Green
<input type="checkbox"/>	2042	Erika Running Short-31-Red	WSH12-31-Red
<input type="checkbox"/>	2041	Erika Running Short-31-Purple	WSH12-31-Purple
<input type="checkbox"/>	2040	Erika Running Short-31-Green	WSH12-31-Green
<input type="checkbox"/>	2039	Erika Running Short-30-Red	WSH12-30-Red
<input type="checkbox"/>	2038	Erika Running Short-30-Purple	WSH12-30-Purple
<input type="checkbox"/>	2037	Erika Running Short-30-Green	WSH12-30-Green

Manage FAQ Category: You can manage, update and add new category for FAQ's from **Admin > FAQ > Add new FAQ Category**. Below is the configuration to add new FAQ category:-

Add New FAQ Category: **Add new FAQ Category > General Tab**

- **Status** - Status of FAQ Category Active/Inactive
- **Title** - Title for FAQ Category
- **Category Icon** - Icon for Category
- **Sort Order** - To define sort order for FAQ

New Category

[← Back](#)[Reset](#)[Save and Continue Edit](#)[Save Category](#)

General Information

Status *

Title *

Category icon No file chosen

Allow image type: jpg, jpeg, gif, png

Sort Order

Add Meta Description/Keywords for FAQ Category: You can add meta description/keywords from **Admin > FAQ > Manage FAQ's > Add new FAQ Category > Search Engine Optimization.**

- **URL Key** - URL for FAQ Category
- **Meta Keywords** - Keywords for FAQ Category
- **Meta Description** - Description for FAQ Category

New Category

[← Back](#)[Reset](#)[Save and Continue Edit](#)[Save Category](#)

Search Engine Optimisation

URL Key

Meta Keywords

Meta Description

FAQ Category in Websites: To add websites go to, **Admin > FAQ > Manage FAQ's > Add new Category > FAQ Category in Websites.**

- **Stores view** - Select stores where FAQ will be visible.

New Category

← Back

Reset

Save and Continue Edit

Save Category

FAQ Category in Websites

Stores View *

All Store Views

Main Website

Main Website Store

Default Store View



Front-end Site view

- **FAQ Categories** - When you enable the module and set "Yes" for " **Enable FAQ Site Wide**" from **Admin > Stores > Configuration > Scocommerce Configuration > FAQ** , then on the front-end, it shows FAQ page with categories.

FAQ

FAQ Categories

Delivery and Instructions (1)

Compare Products


You have no items to compare.

My Wish List

You have no items in your wish list.

Search Frequently Asked Question

WELCOME TO OUR SUPPORT PORTAL

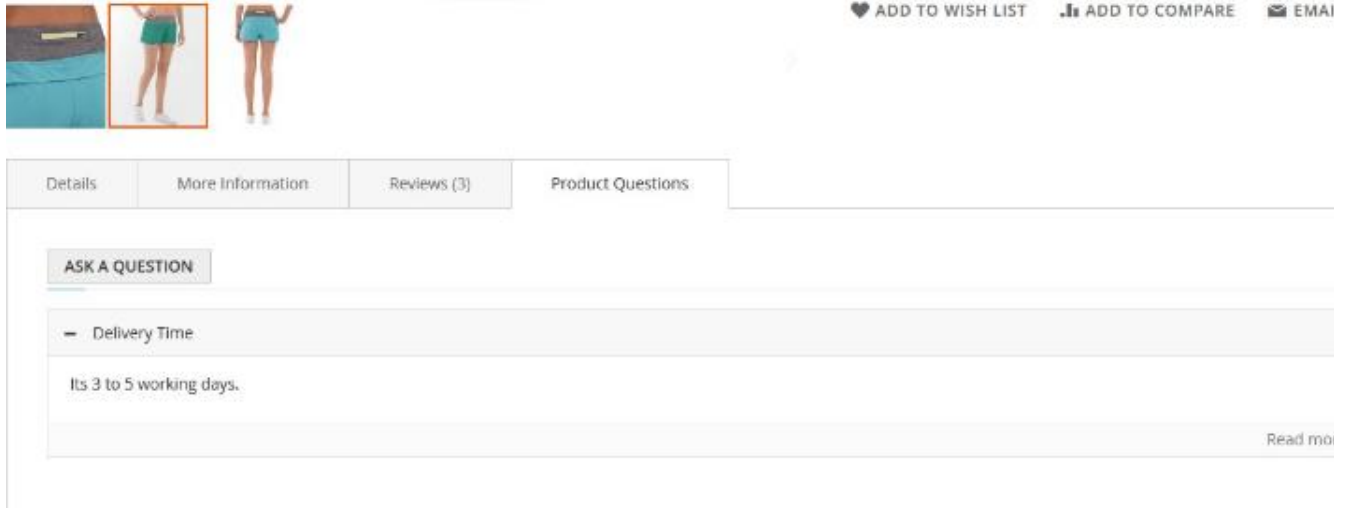


DELIVERY AND INSTRUCTIONS

FREQUENTLY ASKED QUESTIONS

— Delivery Time

- **FAQ Product** - Select "Yes" for " Enable FAQ for Products" from **Admin > Stores > Configuration > Scommerce Configuration > FAQ**



If you have a question related to this extension please check out our **FAQ Section** first. If you can't find the answer you are looking for then please contact **support@scommerce-mage.com**.

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