

FAQ EXTENSION FOR MAGENTO 2

MAGENTO
EXTENSION



INSTALLATION
GUIDE



Magento[™]
Open Source eCommerce

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1.About

➤ About Product:

Author	Netbase Team
Visit us	FAQ Extension For Magento 2
Change log	Click to view
Video	
Support	@Support Service ; @CMSMart Forum
License	OSL-3.0

Now many customers often wonder many problems before & after purchasing. They want all answers will be responded quickly, and FAQ Extension For Magento 2 is the solution for the problem. It brings to your customers a list of the questions and answers about products in the fastest way.

➤ System Requirements:

* **Operating System:**

- Linux as RedHat Enterprise Linux (RHEL), CentOS, Ubuntu, Debian, v..v
- Composer (the last version)
- Apache 2.2 or > Apache 2.2
- PHP 5.6.x; 5.5.x - where x is 22 or greater; 7.0.2, 7.0.6 up to but not including 7.1, except for 7.0.5

* **PHP extensions requirement:**

- PDO/MySQL
- Mbstring
- Mcrypt
- Mhash
- Simplexml
- Curl - gd2, ImageMagick 6.3.7 (or later) or both
- Soap


* **My SQL:**

- MySQL 5.6.x
- Mail Transfer Agent (MTA) or SMTP server


2.How to use this extension?

➤ Configuration in back-end


- In admin panel, click on **NETBASETEAM -> FAQ EXTENSION-> Settings**




Netbase




DASHBOARD




NETBASE




SALES




PRODUCTS




CUSTOMERS




MARKETING




CONTENT




REPORTS




STORES



NWDTHEMES



SYSTEM



FIND PARTNERS & EXTENSIONS

Netbase Theme 2.0.0

Settings Panel

Design Panel

Navigation

Settings

Homepage Setting

Manage Section

Manage Content

Homepage Config

Brands

Manage Brands

Configurations

Categoryicon

Manage Categoryicon

Megamenu

Manage Menu

Configurations

Quick View

Quick View

Ajaxsearch

Settings

Blog

Manage Post

Manage Comment

Manage Category

Settings

FAQ Extension

Manage FAQ

Manage FAQ Category

Settings

Store Locator

Manage Store Locations

Manage Schedules

Settings


Orderupload

Orderupload


Shop By Brand

Manage Brands

Settings



DASHBOARD
NETBASE
SALES
PRODUCTS
CUSTOMERS
MARKETING
CONTENT
REPORTS
STORES
NWDTHEMES
SYSTEM
FIND PARTNERS & EXTENSIONS

System Messages:  1

Configuration

Store View: Default Config

Save Config

NETBASE 2.0.0

HOME PRODUCTS TAB

GENERAL

CATALOG

CUSTOMERS

SALES

NETBASE CMS-MART

Netbase Info

Quick View

Marketplace

One Step Checkout

General Settings

FAQ Page Settings

Setting Related FAQ in Product Page

✓ General Settings

Save Config

General Settings

Enable FAQ On Frontend

Yes

Show FAQ in Category Page

Yes

Show Related FAQ in Product View Page

Yes

- **Enable FAQ On Frontend:** Turn on/ Turn off module.
- **Show FAQ in Category Page:** display FAQ on sidebar of Category page.

[Back On Top](#)

- **Show Related FAQ in Product View Page:** display FAQ tab in product detail page of each product.
- **Remembering** Save Config **after each change.**

✓ FAQ Page Settings

Save Config

General Settings ⌵

FAQ Page Settings ⌵

Show FAQ in Sidebar
[store view]

Maximum Number FAQ in Sidebar
[store view]

Enable Listing FAQ By Tag Name
[store view]

Maximum Number Of Tag Listing
[store view]

Show Most FAQ Listing in FAQ Page
[store view]

Maximum Number Of Most FAQ
[store view]

Show FAQ Author
[store view]

Show FAQ Created Date
[store view]


Default Maximum Number is 8

Default Maximum Number is 5


Default Maximum Number is 8

Setting Related FAQ in Product Page ⌵

- **Show FAQ in sidebar:** display FAQ in sidebar of FAQ page.
- **Maximum Number FAQ in Sidebar:** allow to configure maximum number FAQ in sidebar of FAQ page.
- **Enable Listing FAQ By Tag Name:** allow showing listing FAQ by tag name when you click on each tag name on front-end.

- **Maximum Number of Tag Listing:** allow to configure maximum number of Tag listing in FAQ page.
- **Show Most FAQ Listing:** allow displaying Most FAQ Listing in FAQ page.
- **Maximum Number of Most FAQ:** allow to configure maximum number of Most FAQ in FAQ page.
- **Show FAQ Author:** allow to show FAQ author in each FAQ.
- **Show FAQ Created Date:** allow to show FAQ created date in each FAQ.
- Remembering  after each change.

✓ Setting Related FAQ in Product Page



General Settings

FAQ Page Settings

Setting Related FAQ in Product Page

Maximum Number Of Related FAQ
[store view]

Default Maximum Number is 8

Enable validate Captcha in Contact Form
[store view]

- **Maximum Number of Related FAQ:** allow to configure maximum number of Related FAQ in product detail page.
- **Enable validate Captcha in Contact Form:** allow to show validate Captcha in Contact Form. Moreover, to show this field, you need:
 1. Select **Yes** for **Enable validate Captcha in Contact Form**

2. Go to STORE -> Configuration -> CUSTOMERS -> Customer Configuration -> click on “CAPTCHA” tab -> select “Yes” in Enable CAPTCHA on Storefront and select FAQ Contact Form in Forms -> Save Config.

The screenshot shows the 'Configuration' page in the Netbase admin panel. The left sidebar contains a menu with options: DASHBOARD, NETBASE, SALES, PRODUCTS, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, NWDTHEMES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area is titled 'Configuration' and has a 'Save Config' button in the top right corner. The 'Customer Configuration' tab is selected, and the 'CAPTCHA' sub-tab is active. The 'CAPTCHA' section includes the following settings:

- Enable CAPTCHA on Storefront** [website]: A dropdown menu set to 'Yes'. A checkbox for 'Use system value' is present and unchecked.
- Font** [website]: A dropdown menu set to 'LinLibertine'. A checkbox for 'Use system value' is present and checked.
- Forms** [website]: A list of forms with checkboxes for enabling CAPTCHA:
 - Create user
 - Login
 - Forgot password
 - Check Out as Guest
 - Register during Checkout
 - Contact Us
 - Change password
 - Blog Post Comment Form
 - FAQ Contact Form** (highlighted with a red box)

At the bottom of the CAPTCHA section, a note states: 'CAPTCHA for "Create user" and "Forgot password" forms is always enabled if chosen.'

➤ Add New FAQ

- **Step 1:** In admin panel, go to **NETBASE -> FAQ EXTENSION -> Manage FAQ-> Add New FAQ**

DASHBOARD

NETBASE

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

NWDTHEMES

SYSTEM

FIND PARTNERS & EXTENSIONS

FAQ

Add New FAQ

Filters

Default View

Columns

Actions

24 records found

20 per page

1 of 2

<input type="checkbox"/>	ID ↑	Question	Status	Most Frequently	Tag Name	Sort Order	Action
<input type="checkbox"/>	24	Is there a fee to list a product on your marketplace?	Enable	Yes	marketplace	24	Edit
<input type="checkbox"/>	23	How can I create my seller account on your marketplace?	Enable	No	marketplace	23	Edit
<input type="checkbox"/>	22	When your marketplace was established?	Enable	No	marketplace	22	Edit
<input type="checkbox"/>	21	What if I forget my password?	Enable	No	account	21	Edit
<input type="checkbox"/>	20	How do I change my email address?	Enable	No	account	20	Edit
<input type="checkbox"/>	19	Can I login using my Facebook or Twitter account?	Enable	Yes	account	19	Edit
<input type="checkbox"/>	18	Do I have to redeem my bonus points earned from this promotion for a gift card?	Enable	No	promotion	18	Edit
<input type="checkbox"/>	17	Can multiple promotions use the same promo code?	Enable	No	promotion	17	Edit
<input type="checkbox"/>	16	My promotion isn't working, why?	Enable	Yes	promotion	16	Edit
<input type="checkbox"/>	15	Have another question?	Enable	No	product	15	Edit
<input type="checkbox"/>	14	How to offer custom product in your marketplace?	Enable	Yes	product	14	Edit
<input type="checkbox"/>	13	Why are good item images so important?	Enable	No	product	13	Edit
<input type="checkbox"/>	12	Why was my credit card declined?	Enable	No	payment	12	Edit

- **Step 2: Add New FAQ**
- In Tab **General**:

← Back

Reset

Save and Continue Edit

Save FAQ

Question *

Show / Hide Editor

Rich Text Editor toolbar with icons for bold, italic, underline, link, unlink, list, indent, outdent, font color, background color, undo, redo, etc.

Path: p

Status: Disable

Store Views *

All Store Views

Main Website

Main Website Store

Default Store View

Tag Name

Comma-separated.

Most FAQ

No

Sidebar Question

No

Sort Order

Created Date *

- + **Question:** fill your question.
- + **Status:** enable if you want to display this FAQ in frontend, disable if you don't want to display this FAQ in frontend. Or pending if you are considering.
- + **Store View:** select store view of your website.
- + **Tag Name:** fill in tag name for this FAQ.
- + **Most FAQ:** select **Yes/ No**.
- + **Sidebar Question:** display question in sidebar.
- + **Created Date:** date to create this FAQ.
- **In Tab Answer:**

New FAQ



tuanhm ▾

← Back

Reset

Save and Continue Edit

Save FAQ

FAQ INFORMATION

General

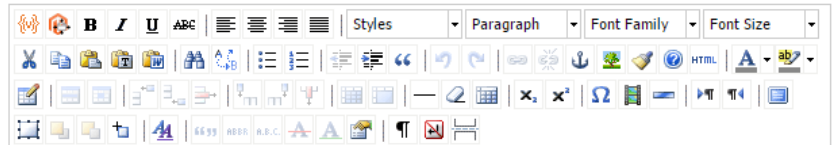
Answer

Author

Select Product

Answer

Show / Hide Editor



Path: p

- + Fill in answer for this question.
- In tab **Author**:

New FAQ



tuanhm ▾

← Back

Reset

Save and Continue Edit

Save FAQ

FAQ INFORMATION

General

Answer

Author

Select Product

Author Information

Name

Email

+ Fill Name and Email of author.

-In tab **Select:**

- DASHBOARD
- NETBASE
- SALES
- PRODUCTS
- CUSTOMERS
- MARKETING
- CONTENT
- REPORTS
- STORES
- THEMES
- SYSTEM
- FIND PARTNERS & EXTENSIONS

New FAQ

FAQ INFORMATION

- General
- Answer
- Author
- Select Product

Search [Reset Filter](#) 321 records found

20 per page 1 of 17

	Product ID ↑	Name	Type	Skus	Price
Any	From To				From To
<input type="checkbox"/>	2449	The magic	Simple Product	The magic	\$432.00
<input type="checkbox"/>	2448	How we know what's reality	Simple Product	How we know what's reality	\$213.00
<input type="checkbox"/>	2447	The greatest show on	Simple Product	The greatest show on	\$342.00
<input type="checkbox"/>	2446	The greatest show on earth	Simple Product	The greatest show on earth	\$123.00
<input type="checkbox"/>	2445	How we know what's reality true	Simple Product	How we know what's reality true	\$1,231.00
<input type="checkbox"/>	2444	The magic of reality	Simple Product	The magic of reality	\$432.00
<input type="checkbox"/>	2443	Modern science writing	Simple Product	Modern science writing	\$435.00
<input type="checkbox"/>	2442	Life's a gampaign	Simple Product	Life's a	\$1,234.00

+ You select products that match with this FAQ.

- **Step 3:** Remembering after creating FAQ.

➤ Add new FAQ Category

- **Step 1:** In admin panel, go to **NETBASE -> FAQ EXTENSION -> Manage FAQ Category-> Add New FAQ Category**

DASHBOARD

NETBASE

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

NWDTHEMES

SYSTEM

FIND PARTNERS & EXTENSIONS

System Messages: 1

FAQ Category 🔍 22 admin

Add New FAQ Category

Filters 👁️ Default View ⚙️ Columns

Actions

7 records found

20 per page

1 of 1

<input type="checkbox"/>	ID	Name	Description	Status	Sort Order	Action
<input type="checkbox"/>	7	Marketplace	Commonly asked questions about marketplace	Enable	7	Edit
<input type="checkbox"/>	6	Your Account	Commonly asked questions about account	Enable	6	Edit
<input type="checkbox"/>	5	Promotion	Commonly asked questions about promotion/coupon	Enable	5	Edit
<input type="checkbox"/>	4	Product	Commonly asked questions about product	Enable	4	Edit
<input type="checkbox"/>	3	Payment	Commonly asked questions about payment	Enable	3	Edit
<input type="checkbox"/>	2	Return	Commonly asked questions about refund	Enable	2	Edit
<input type="checkbox"/>	1	Shipping	Commonly asked question about shipping	Enable	1	Edit

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Magento ver. 2.1.1

[Report Bugs](#)

- **Step 2: Add New FAQ Category**
- In Tab **General**:

General Information

Category Name ★

Category Icon

For ex: fa-plus-square-o. Find more class at [here](#)

Status

Disable

Store Views ✱

[All Store Views](#)


[Main Website](#)

[Main Website Store](#)

Default Store View

Description

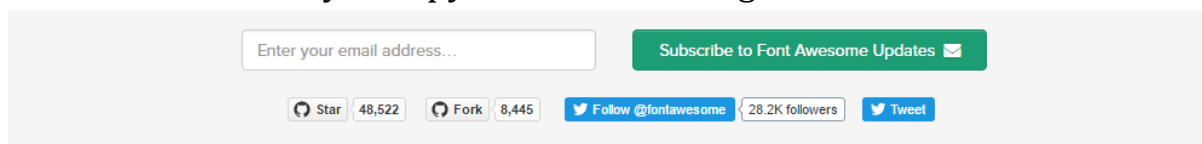
Show / Hide Editor



Sort Order

+ Category Name: fill in the name of FAQ category.

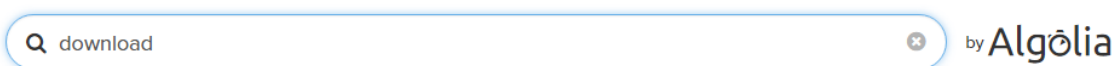
+ **Category icon:** enter icon class. To get icon class, you go to link: <http://fontawesome.io/icons/>, then you search icon you want and click on this icon -> you copy icon class as image below:



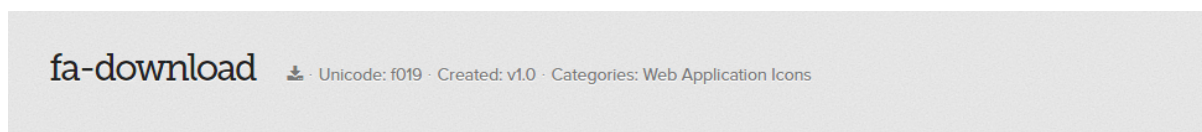
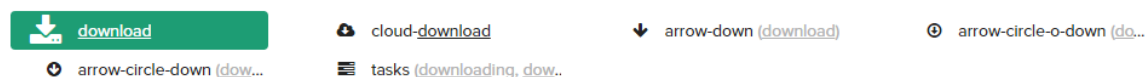
You asked, Font Awesome delivers with 41 shiny new icons in version 4.7. Want to request new icons? [Here's how](#). Need vectors or want to use on the desktop? Check the [cheatsheet](#).



26,000 users can't be wrong. Join them and download Jupiter today. ads via Carbon



Search for 'download'



After you get up and running, you can place Font Awesome icons just about anywhere with the `<i>` tag:



Note: to improve web accessibility, we recommend using `aria-hidden="true"` to hide icons used purely for decoration.

Looking for more? Check out the [examples](#).



26,000 users can't be wrong. Join them and download Jupiter today. ads via Carbon

+ **Status:** enable if you want to display this FAQ Category in frontend, disable if you don't want to display this FAQ Category in frontend. Or pending if you are considering.

+ **Store View:** select store view of your website.

+ **Description:** fill text to describe for this FAQ Category.

- In Tab **Design**:

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

FAQ CATEGORY INFORMATION

General

Design

Select FAQ

Category Title Option

Category Font Size

Unit: px

Category Title Color

Question Options

Font Size

Unit: px

Text Color

Background Color

Border Color

Border Width

Unit: px

Question Active Option

Text Color(Active)

Background Color (Active)

- + You fill font-size of text and color for each category as you want.
- In Tab **Select FAQ**:

New FAQ Category

  22  admin ▾

← Back

Reset

Save and Continue Edit

Save FAQ Category

FAQ CATEGORY INFORMATION

General

Design

Select FAQ

Search

Reset Filter

24 records found

20

per page

<

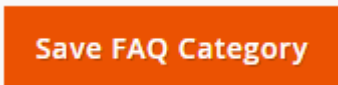
1

of 2

>

<input type="checkbox"/>	FAQ ID	Question	Tag Name	Status
Any ▾	From <input type="text"/> To <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	1	Do you ship internationally? Do you ship to Canada? Do you ship to the UK? Do you ship to Australia?	shipping	Enable
<input type="checkbox"/>	2	Can I change the shipping address for one of my orders?	shipping	Enable
<input type="checkbox"/>	3	What is an undeliverable package?	shipping	Enable
<input type="checkbox"/>	4	How much does International Shipping cost?	shipping	Enable
<input type="checkbox"/>	5	Shipping tracking page shows that my package was delivered, but I don't have my order. What should I do?	shipping	Enable
<input type="checkbox"/>	6	Will you give me a tracking number?	shipping	Enable
<input type="checkbox"/>	7	What is the Return Policy?	return	Enable

+ You select FAQ that match with each category.

- **Step 3:** Remembering  after creating FAQ category.

➤ Overview extension in front-end

✓ **FAQ Page**

[Get the app](#)
[Sell on Marketplace](#)
[Customer Care](#)
[Track my order](#)

[English](#)
[USD](#)
[Sign in](#)
[Join Free](#)

[e store](#)

[0 ITEM \(\\$\)](#)

[HOME](#)
[COMPUTERS](#)
[SMARTPHONE](#)
[ELECTRONICS](#)
[JEWELRY](#)
[SPORTS](#)
[FASHION](#)
[BEAUTY, HEALTH](#)
[FOOD](#)
[FURNITURE](#)
[BOOKS](#)

[INFANT TOYS](#)
[ACCESSORIES](#)

FREQUENTLY ASKED QUESTIONS

Home / [FAQ](#)

FAQ

- Do you ship internationally? Do you ship to Canada? Do you ship to the UK? Do you ship to Australia?
- Does your marketplace pay for return shipping?
- Is it safe to use my credit card or debit card on your marketplace?
- How to offer custom product in your marketplace?
- My promotion isn't working, why?
- Can I login using my Facebook or Twitter account?
- Is there a fee to list a product on your marketplace?

CATEGORY

- Shipping
- Return
- Payment
- Product
- Promotion
- Your Account
- Marketplace

TAGS

- shipping
- return
- payment
- product
- promotion
- account
- marketplace

Compare Products

You have no items to compare.

MOST FAQ

How to manage your account and it's features

- Do you ship internationally? Do you ship to Canada? Do you ship to the UK? Do you ship to Australia?
- Does your marketplace pay for return shipping?
- Is it safe to use my credit card or debit card on your marketplace?
- How to offer custom product in your marketplace?
- My promotion isn't working, why?
- Can I login using my Facebook or Twitter account?
- Is there a fee to list a product on your marketplace?

SHIPPING

Commonly asked question about shipping

- Do you ship internationally? Do you ship to Canada? Do you ship to the UK? Do you ship to Australia?
- Can I change the shipping address for one of my orders?
- What is an undeliverable package?
- How much does International Shipping cost?
- Shipping tracking page shows that my package was delivered, but I don't have my order. What should I do?
- Will you give me a tracking number?

RETURN

Commonly asked questions about refund

- What is the Return Policy?
- Does your marketplace pay for return shipping?
- Does your marketplace pay for return shipping for international orders?

PAYMENT

Commonly asked questions about payment

- Can I use PayPal?
- Is it safe to use my credit card or debit card on your marketplace?
- Why was my credit card declined?

PRODUCT

Commonly asked questions about product

- Why are good item images so important?
- How to offer custom product in your marketplace?
- Have another question?

PROMOTION

Commonly asked questions about promotion/coupon

- My promotion isn't working, why?
- Can multiple promotions use the same promo code?
- Do I have to redeem my bonus points earned from this promotion for a gift card?

YOUR ACCOUNT

Commonly asked questions about account

- Can I login using my Facebook or Twitter account?
- How do I change my email address?
- What if I forget my password?

MARKETPLACE

Commonly asked questions about marketplace

- When your marketplace was established?
- How can I create my seller account on your marketplace?
- Is there a fee to list a product on your marketplace?

Contact us

PO Box C116122 Collins Street
 West, Victoria 8007, Australia
 +1 (2) 345 6789
 contact@yourdomain.com
 http://yourdomain.com

Information

New Product
 Best Seller
 Feature Product
 Deal off day
 Handcrafted, Artisan Jewelry
 Jewelry Boxes & Organizers

My account

My account
 Personal Information
 Addresses
 Discount
 Order History
 Other

Instagram

[Facebook](#)
[Twitter](#)
[LinkedIn](#)
[Pinterest](#)

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✓ FAQ in Product Detail Page

[DETAILS](#)
[REVIEWS](#)
[FAQ](#)

0 ITEM (\$)

[HOME](#)
[COMPUTERS](#)
[SMARTPHONE](#)
[ELECTRONICS](#)
[JEWELRY](#)
[SPORTS](#)
[FASHION](#)
[BEAUTY, HEALTH](#)
[FOOD](#)
[FURNITURE](#)
[BOOKS](#)

[INFANT TOYS](#)
[ACCESSORIES](#)

[Home](#)
[Philips Sonicare FlexCare](#)

Philips Sonicare FlexCare

Be the first to review this product

Price: **\$300.00**

In stock

SKU: Philips Sonicare FlexCare

Features:

- 1.6 GHz dual-core Intel Core i5 (Turbo Boost up to 2.7 GHz) with 3 MB shared L3 cachet
- 8 GB of 1600 MHz LPDDR3 RAM; 256 GB PCIe-based flash storage
- 13.3-inch (diagonal) LED-backlit Glossy Widescreen Display; 1440 x 900 resolution
- Intel HD Graphics 6000
- OS X El Capitan, Up to 12 Hours of Battery Life
- 1 Year Warranty

1

Share: [f](#) [t](#) [g+](#) [in](#) [p](#)

FREE SHIPPING
On all orders \$199.00

90 DAY
Money Back Black

SAFE SHOPPING
Guarantee 100%

DETAILS

1.6 GHz Intel Core i5 (Broadwell) 4GB of 1600 MHz LPDDR3 RAM 256GB PCIe-Based Flash Storage Integrated Intel HD Graphics 6000 13.3" LED-Backlit Glossy Display

REVIEWS

Only registered users can write reviews. Please Sign in or create an account

FAQ

FAQ's Related

- + Do you ship internationally? Do you ship to Canada? Do you ship to the UK? Do you ship to Australia?
- + Can I change the shipping address for one of my orders?
- + What is an undeliverable package?
- + How much does International Shipping cost?
- + Shipping tracking page shows that my package was delivered, but I don't have my order. What should I do?
- + Will you give me a tracking number?

NEW PRODUCTS

94%

\$200.00 ~~\$249.00~~

SALE 22% OFF - Ac...

5%

\$222.00 ~~\$236.00~~

Clover Link 22 Inch...

92%

\$23.00 ~~\$238.00~~

Bella Luce (R) 1.70...

34%

\$22.00 ~~\$36.00~~

Sterling Silver Nec...

25%

\$177.00 ~~\$236.00~~

Bella Luce (R) .91c...

[JEWELRY](#)
[SPORTS](#)
[SMARTPHONE](#)
[COMPUTERS](#)
[TELEVISIONS](#)
[BEAUTY, HEALTH](#)
[FOOD](#)

Contact us

PO Box 6716122 Collins Street
West, Victoria 3007, Australia.
 +1 (2) 345 6789
 contact@yourdomain.com
 http://yourdomain.com

Information

New Product
 Best Seller
 Feature Product
 Deal off day
 Handcrafted, Artisan Jewelry
 Jewelry Boxes & Organizers

My account

My account
 Personal Information
 Addresses
 Discount
 Order History
 Other

Instagram

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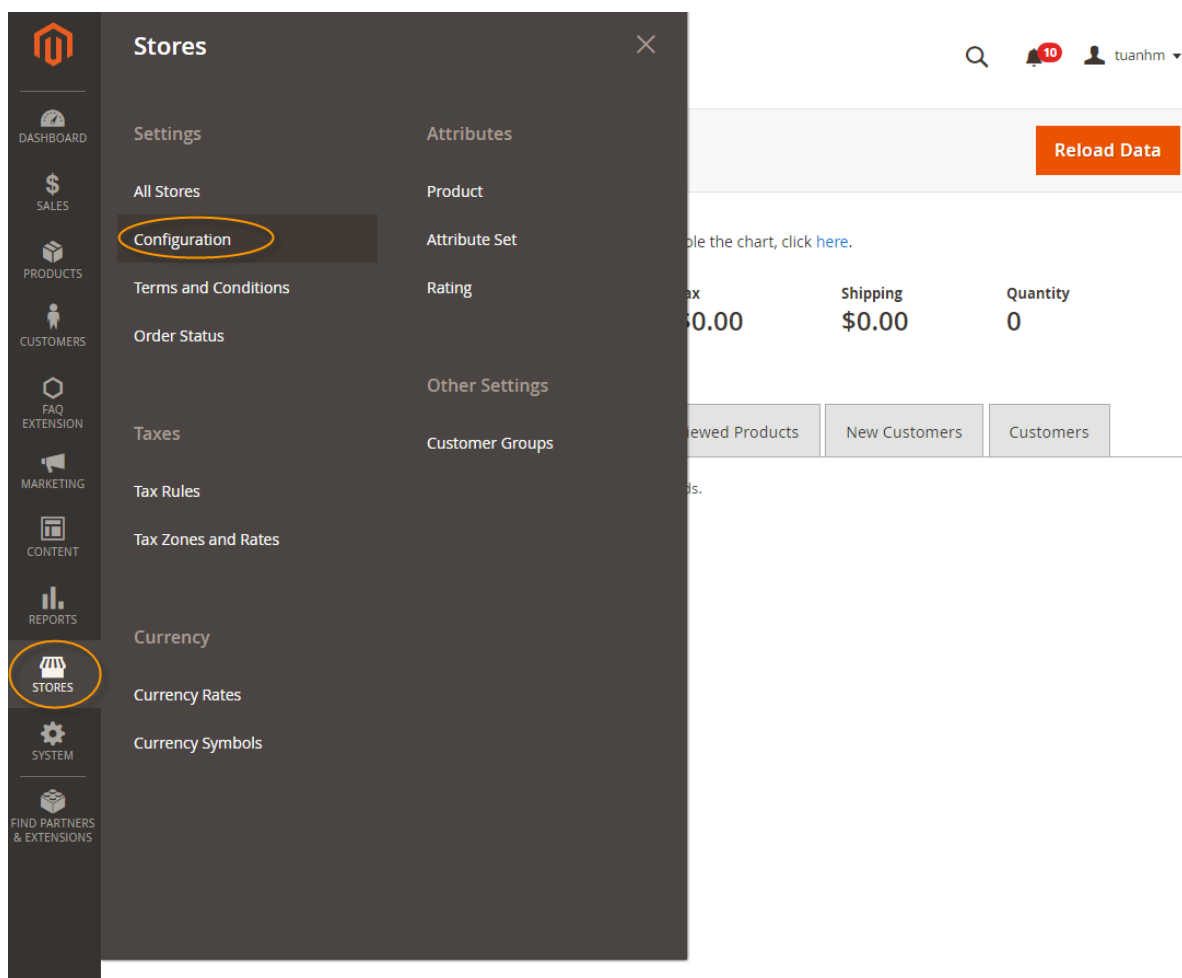
[Back On Top](#)

20

3. Uninstall

✓ Step 1:

- In admin panel, go to **Store** → **Configuration**



✓ Step 2: Uninstall

- In Configuration window, click on **ADVANCED** -> select **Advanced**

- DASHBOARD
- SALES
- PRODUCTS
- CUSTOMERS
- FAQ EXTENSION
- MARKETING
- CONTENT
- REPORTS
- STORES
- SYSTEM
- FIND PARTNERS & EXTENSIONS

Store View: Default Config ? Save Config

GENERAL
CATALOG
CUSTOMERS
SALES
CMSMART
SERVICES
ADVANCED
Admin
System
Advanced
Developer

Country Options

State Options

State is Required for [global]

Afghanistan
Albania
Algeria
American Samoa
Andorra
Angola
Anguilla
Antarctica
Antigua & Barbuda
Argentina

Allow to Choose State if It is Optional for Country [global]
Yes


Locale Options

Timezone [website] Indochina Time (Asia/Bangkok)

Locale [store view] English (United States)

Weight Unit [store view] lbs
☒ Use system value

- Select **Disable** in **Netbaseteam_FAQ**



DASHBOARD

NETBASE

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

REPORTS

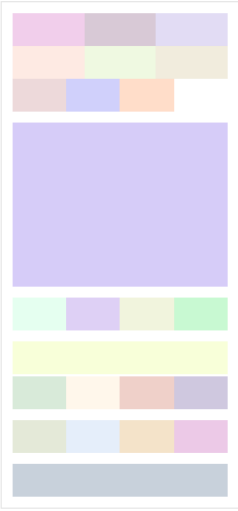
STORES

NWDTHMES

SYSTEM

FIND PARTNERS & EXTENSIONS

Configuration



[Save Config](#)

Magento_WishlistSampleData

Netbase_Product

Netbase_Sun

Netbaseteam_Ajaxsearch

Netbaseteam_Blog

Netbaseteam_Faq

Netbaseteam_Locator

Netbaseteam_Navigation

Netbaseteam_Opc

Netbaseteam_Orderupload

Netbaseteam_Shopbybrand

Nwdthemes_Base

Nwdthemes_Revslider

- Click on

[Save Config](#)