



support@padoosoft.com

sales@padoosoft.com

Phone: 084.986.589.961

FAQ USER GUIDE

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1 INTRODUCTION

Customer will always have many questions in mind before purchasing the products. Our **FAQ extension** allows admin to add questions and answers and list them on front end. The listing is simple and support more effect and take much space on front end.

2 INSTALLATION

1. After purchasing the extension, you will receive an email that includes the link download and License Key. If you don't receive the email, you can directly login to your account dashboard at Mage-Addons website then go to My Downloadable Products to get link download and License Key. Download zip package of extension.
2. Use FTP client (such as Filezilla, WinSCP, cuteFtp) to upload or copy all folders in the zip package to your Magento site root folder. This will not overwrite any existing file, just add new files to the folder structure.
3. That's all.

3 HOW TO USE

3.1 Manage FAQ Groups

On the backend, go to **FAQ => Manage FAQ Group**

Add/Manage FAQ Group ➕ Add FAQ Group

Page 1 of 1 pages | View 20 per page | Total 4 records found Export to: CSV Export Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	Group name	Status	Action
Any			
<input type="checkbox"/>	1	How to setup ?	Enabled Edit
<input type="checkbox"/>	2	How to install ?	Enabled Edit
<input type="checkbox"/>	3	How to buy extension ?	Enabled Edit
<input type="checkbox"/>	4	What is it?	Enabled Edit

To create a new group, click on the **Add FAQ Group** button:

You can input the name, order and select the displaying store view, then enable the category.

FAQ Group Information Add Item Back Reset Save Item Save And Continue Edit

FAQ Group

Item information

FAQ Group Name *

Store View *

All Store Views
Demo Ajax Cart
 Demo Ajax Cart
Demo FAQ
 Demo FAQ
Demo Gallery
 Demo Gallery
Demo One Checkout
 Demo One Checkout

Status Enabled

3.2 Manage FAQ Items

On the backend, go to **FAQ => Manage FAQ**

FAQ Manager ➕ Add FAQ

Page 1 of 1 pages | View 20 per page | Total 4 records found Export to: CSV Export Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	FAQ	Content	Sort Order	Status	Action
1	What is Lorem Ipsum?	<p>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 1500s, 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. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.</p>	0	Enabled	Edit
2	Why do we use it?	<p>It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).</p>	1	Enabled	Edit
3	Where does it come from?	<p>Contrary to popular belief, Lorem Ipsum is not simply random text. It has roots in a piece of classical Latin literature from 45 BC, making it over 2000 years old. Richard McClintock, a Latin professor at Hampden-Sydney College in Virginia, looked up one of the more obscure Latin words, consectetur, from a Lorem Ipsum passage, and going through the cites of the word in classical literature, discovered the undoubtable source. Lorem Ipsum comes from sections 1.10.32 and 1.10.33 of "de Finibus Bonorum et Malorum" (The Extremes of Good and Evil) by Cicero, written in 45 BC. This book is a treatise on the theory of ethics, very popular during the Renaissance. The first line of Lorem Ipsum, "Lorem Ipsum dolor sit amet.", comes from a line in section 1.10.32.</p>	2	Enabled	Edit
4	Where can I get some?	<p>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. 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, or non-characteristic words etc.</p>	3	Enabled	Edit

To create a new item, click on the **Add FAQ** button:

You can input the order, question, answer and select the parent group, the displaying store view, then enable the FAQ items.

FAQ Information ➕ Add Question Back Reset Save Item Save And Continue Edit

Add FAQ

Item Information

Groups *

- Select an Group
- How to setup ?
- How to install ?
- How to buy extension ?
- What is it?

Store View *

- All Store Views
- Demo Ajax Cart
- Demo Ajax Cart
- Demo Ajax Cart
- Demo FAQ
- Demo FAQ
- Demo FAQ
- Demo Gallery
- Demo Gallery
- Demo Gallery
- Demo One Checkout
- Demo One Checkout
- Demo One Checkout

Question *

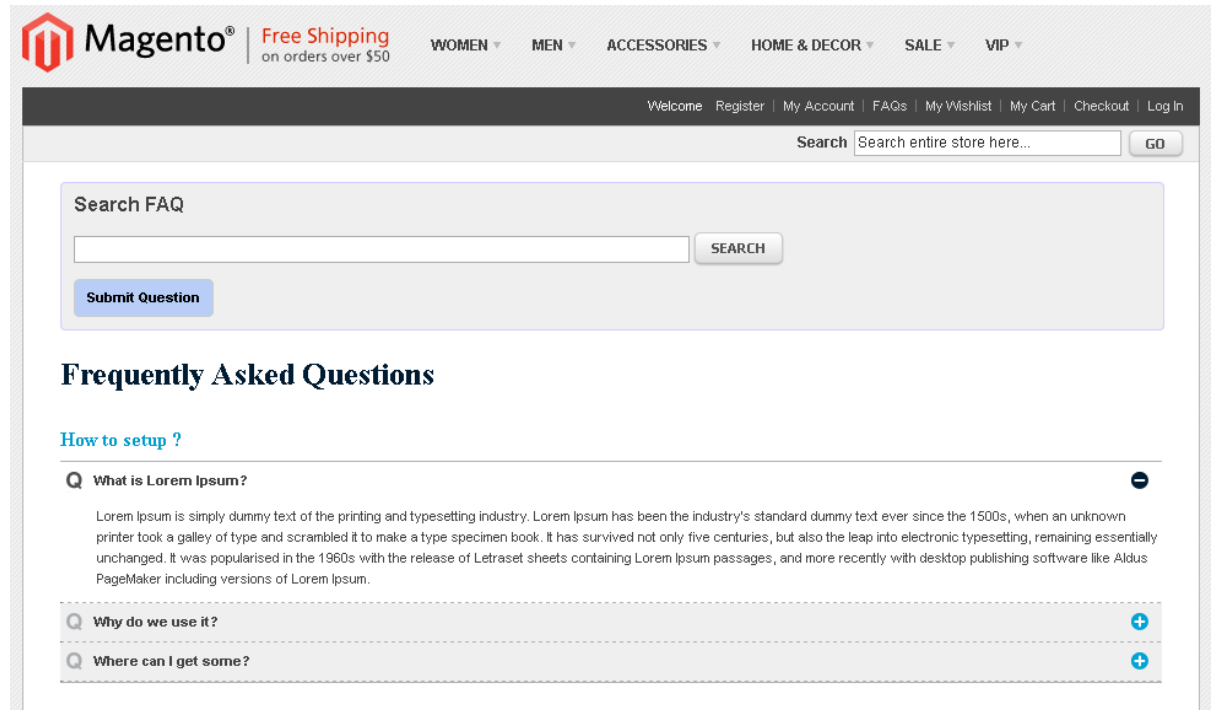
Show / Hide Editor Insert Image...

3.3 Display FAQs list on a page

By default, you can find the link to FAQs page from the homepage or any page of the system.

If you want display FAQs list on a static page, from the backend, go to **CMS => Static Pages** and create a new static page, then insert the syntax code below into the Content section:

```
{{block type="faq/faq" name="faq.list" template="padoofaq/faq.phtml" }}
```



The screenshot displays the Magento FAQ page. At the top, the Magento logo is followed by a 'Free Shipping on orders over \$50' banner. Navigation links for 'WOMEN', 'MEN', 'ACCESSORIES', 'HOME & DECOR', 'SALE', and 'VIP' are visible. A secondary navigation bar includes 'Welcome', 'Register', 'My Account', 'FAQs', 'My Wishlist', 'My Cart', 'Checkout', and 'Log In'. A search bar is located at the top right with the text 'Search Search entire store here...' and a 'GO' button. Below this is a 'Search FAQ' section with a text input field, a 'SEARCH' button, and a 'Submit Question' button. The main content area is titled 'Frequently Asked Questions' and includes a 'How to setup?' link. A list of questions is shown, with the first question expanded: 'Q What is Lorem Ipsum?' followed by a detailed paragraph of text. Two other questions are listed below: 'Q Why do we use it?' and 'Q Where can I get some?', both with expand/collapse icons.

3.4 Customers can submit their own question at the frontend.

Customers can submit their own question at the frontend. After finishing, their question will be listed at Manage FAQ page from the backend to wait for the store owner's answer.

To navigate to the submit form, customer can click on the Submit Question link at top of FAQs list page.

Welcome | Register | My Account | FAQs | My Wishlist | My Cart | Checkout | Log In

Search Search entire store here... GO


Search FAQ

Write your Faq:

Category *
---Select one---

Question: *

Please type the letters below *



FAQ

What is Lorem Ipsum?
Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the ...

Why do we use it?
It is a long established fact that a reader will be distracted by the readable content of a page whe ...

Where can I get some?
There are many variations of passages of Lorem Ipsum available, but the majority have suffered alter ...

[All Faqs](#)

4 CONFIGURATION

Configuration FAQ options are available in administration panel: **System --> Configuration --> Padoosoft extension --> FAQ.**

General Configs		
Enabled	Yes	[STORE VIEW]
Show Top Links	Yes	[STORE VIEW]
Enabled Search	Yes	[STORE VIEW]
Enable Captcha	Yes	[STORE VIEW]

Email Notifications		
Enable Email Notification	Yes	[STORE VIEW]
Email to Store Template	Notification Faq (Default Template from Locale)	[STORE VIEW]
Recipient's Email	ducdc@padoosoft.com	[STORE VIEW]

4.1 General settings

- Enable: Enable/Disable output on front-end
- Show Top Links: Select Yes will show FAQ list page link in top link.
- Enable Search: Enable/Disable search form in FAQ list page.
- Enable Captcha: Enable/Disable captcha in submit question form.


4.2 Email Notifications

- Enable Email Notification: Select Yes to allow sending notification automatically when having a new FAQ.
- Email to Store Template: Select a template. It is assumed that you had created the template at **Systems => Transaction Emails** before.
- Recipient's Email: The email address that the notifications will be sent to

5 UNINSTALLATION

If you require to disable the extension without removing it completely, go to System -> Configuration -> Advanced -> Advanced -> Disable Modules Output and disable the module Padoo_Faq. Also, the extension can be switched off following steps without deleting the files of the extension.

- Login to your FTP, navigate to app/etc/modules/
- Open the file Padoo_Faq.xml and change the following line:
Form <active>True</active>
To <active>False</active>
- Clear the cache under var/cache

 **But if installation requires some customization based on theme/layout then we will charge you for extra work. Hope you can understand this.**