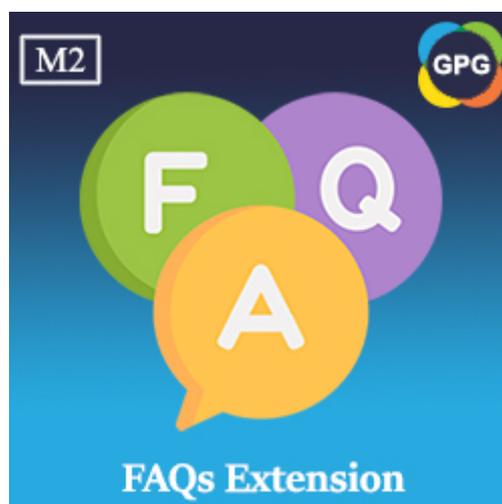


Frequently Asked Questions

for Magento CE 2.1.x, 2.2.x, 2.3.x, 2.4.x



User Guide

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Chapter 1: Introduction

I. Overview

Why is this extension for Magento CE 2.1.x, 2.2.x, 2.3.x, 2.4.x: When you open an online sales website, allow customers to perform product viewing, ordering, and payment operations. The first time customers visit your website, they will have many different questions such as how to register an account, how to order, how to pay for the item they will buy, and there will be many different questions related to the features that your website is offering to users. So quickly you create a page that shows all the most frequently asked questions related to the features your website is supporting, so users will easily find them and get answers, Instead of contacting the customer service department to ask old questions again. The Frequently Asked Questions (FAQ) section is a part of your website where you address common concerns, questions, or objections that customers have. The Professional FAQs are designed to help you easily manage the content of frequently asked questions and publish it to your readers in the most professional way possible.

II. Why do you choose the Professional FAQs?

1. This is a version using the Entity-Attribute-Value model (EAV)

The Professional FAQs extension uses the EAV model to save data related to FAQs. The benefits the EAV model brings are very big:

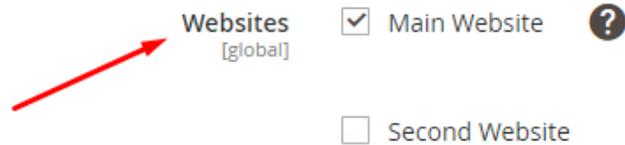
- Flexible versatile data structure (it's possible to change the number of properties without having to change the database schema).
- When adding a new attribute for a given entity, we have a possibility to use it in other entities.
- Quick to implement.

2. Support for multiple websites and multiple languages

You can add the new frequently asked questions, translate it into multiple languages and display it on multiple websites. If you are running more than

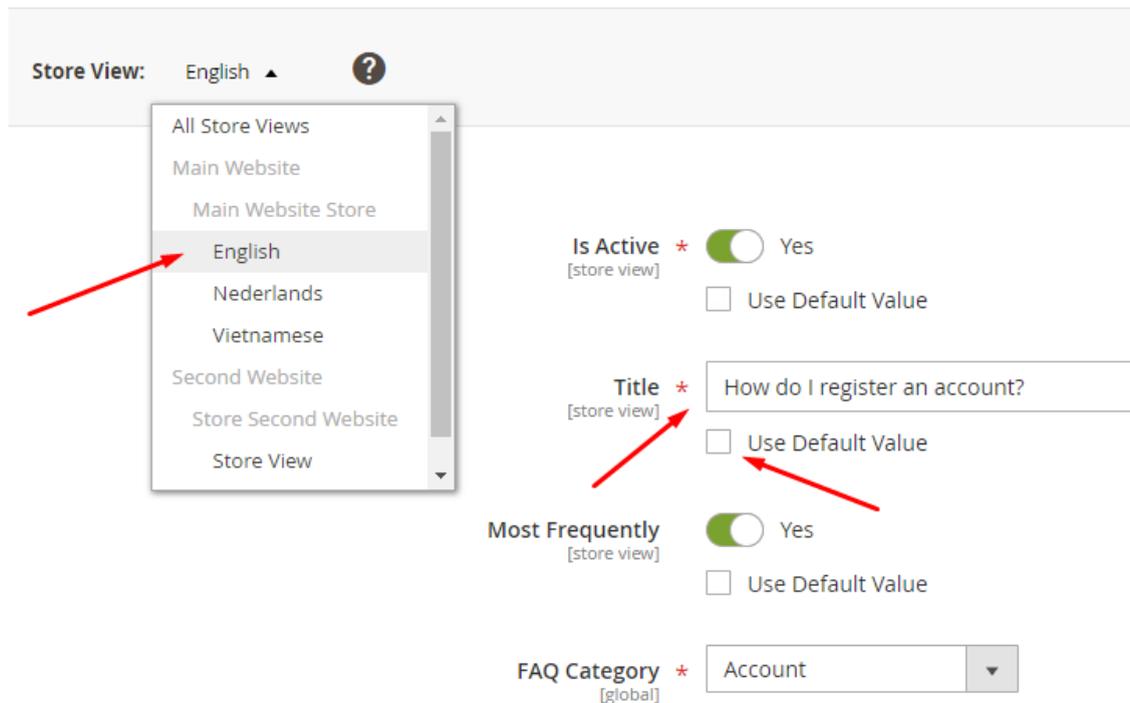
one website or more than one store view from your system, this extension will display FAQs compatible with your system.

FAQ in Websites



The FAQ can be applied to multiple websites

Edit: How do I register an account? (1)



The FAQ can be translated into multiple languages

3. The FAQs is friendly with Search Engine Optimization (SEO)

The Professional FAQs extension allows you to translate the contents and URLs into multiple languages and it will be friendly with SEO. See an example below:

- **The FAQ main page Url:**

English: <http://yourdomain.com/en/faq/>

Vietnamese: <http://yourdomain.com/vi/cau-hoi-thuong-gap/>

Nederlands: <http://yourdomain.com/nl/veelgestelde-vragen/>

- **The FAQ Category page Url:**

English: <http://yourdomain.com/en/faq/account/>

Vietnamese: <http://yourdomain.com/vi/cau-hoi-thuong-gap/tai-khoan/>

Nederlands: <http://yourdomain.com/nl/veelgestelde-vragen/rekeningen/>

- **The FAQ page Url:**

English: <http://yourdomain.com/en/faq/account/how-do-i-register-an-account/>

Vietnamese: <http://yourdomain.com/vi/cau-hoi-thuong-gap/tai-khoan/dang-ky-mot-tai-khoan-moi/>

Nederlands: <http://yourdomain.com/nl/veelgestelde-vragen/rekeningen/hoe-registreer-ik-een-account/>

You can enter the meta title, meta keywords, meta description for a FAQ, it will be displayed in the <head> section of an HTML document, that provides information about a webpage for search engines and website visitors.

Search Engine Optimisation 

URL Key <small>[store view]</small>	<input type="text" value="how-do-i-register-an-account"/>
	Leave a blank, it will be generated by Title <input type="checkbox"/> Use Default Value
Meta Title <small>[store view]</small>	<input type="text" value="How do I register an account?"/>
	Maximum 255 chars. Meta Title should optimally be between 50-60 characters <input type="checkbox"/> Use Default Value
Meta Keywords <small>[store view]</small>	<input type="text" value="register an account, create an account"/>
	<input type="checkbox"/> Use Default Value
Meta Description <small>[store view]</small>	<input type="text" value="How do I register an account?"/>
	Maximum 255 chars. Meta Description should optimally be between 150-160 characters <input type="checkbox"/> Use Default Value

Meta Tags

4. Easy to Use

The Professional FAQs are friendly with users, at this moment we provide three types of layouts for users on the frontend.

Home > FAQs

Frequently Asked Questions

Do you have a question? Someone else might have had the exact same one. Let's find out.

FAQ Categories

- Account (6)
- Shipping and Tracking (6)
- Membership (6)
- Returns (6)
- Gift Voucher (6)
- Payment (6)
- Purchase (0)
- Partner (3)

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

Q how do I
01. How do I make a payment on the website?
02. How do I become a partner of GiaPhuGroup?
03. How do I register an account?
04. How do I log into my account?
05. How do I edit my account information?
06. How do I track my orders?
07. How do I manage my address book?

WELCOME TO OUR SUPPORT PORTAL

			
ACCOUNT	SHIPPING AND TRACKING	MEMBERSHIP	RETURNS
			
GIFT VOUCHER	PAYMENT	PURCHASE	PARTNER

THE LATEST FREQUENTLY ASKED QUESTIONS

<p>– How do I register an account?</p>
<p>Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.</p> <p style="text-align: right;">Read more ></p>
<p>– How do I log into my account?</p>
<p>Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.</p> <p style="text-align: right;">Read more ></p>

THE LATEST FREQUENTLY ASKED QUESTIONS

<p>– How do I register an account?</p>
<p>Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.</p> <p style="text-align: right;">Read more ></p>
<p>– How do I log into my account?</p>
<p>Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.</p> <p style="text-align: right;">Read more ></p>

Page Layout Type #1

Home > FAQs

Frequently Asked Questions

Do you have a question? Someone else might have had the exact same one. Let's find out.

🔍 how I do ✕

01. How do I make a payment on the website?

02. How do I register an account?

03. How does the GiaPhuGroup Partner Program work?

04. How do I log into my account?

05. How do I become a partner of GiaPhuGroup?

06. How do I edit my account information?

07. How do I track my orders?

FAQ Categories

- Account (6)
- Shipping and Tracking (6)
- Membership (6)
- Returns (6)
- Gift Voucher (6)
- Payment (6)
- Purchase (0)
- Partner (3)

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

WELCOME TO OUR SUPPORT PORTAL



Account



Shipping and Tracking



Membership



Returns



Gift Voucher



Payment



Purchase



Partner

THE MOST FREQUENTLY ASKED QUESTIONS

Q How do I register an account? ^

A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.

[Read more >](#)

Q How do I log into my account? ^

A Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.

[Read more >](#)

Q I don't know my password ^

A On the login page, click "Forgot your password?" and enter your email address. We will email you a link to reset your password. If you have changed email addresses and no longer have access to the email address we have on file for you please call us or email us

[Read more >](#)

THE LATEST FREQUENTLY ASKED QUESTIONS

Q How do I register an account? ^

A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.

[Read more >](#)

Q How do I log into my account? ^

A Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.

[Read more >](#)

Page Layout Type #2

Frequently Asked Questions

Do you have a question? Someone else might have had the exact same one. Let's find out.

[Home](#) > [FAQs](#)

 <p>Account</p> <p>How do I track my orders? How do I manage my address book? How do I register an account? How do I log into my account? I don't know my password</p> <p>More +</p>	 <p>Shipping and Tracking</p> <p>How is the personalized delivery date calculated? I live outside the United States. Can I use FedEx to ship my packages? Can I request free carrier pickup? Can I print shipping labels for buyers outside the U.S.? I printed a label but am not going to use it? Can I void the label and get a refund?</p> <p>More +</p>	 <p>Membership</p> <p>Will I lose my certification if my membership lapses? I paid my membership fee with a credit card. Are renewal fees automatically charged to that card? Is there an annual membership fee? What's the best membership for me? Where can I find my Member Number?</p> <p>More +</p>	 <p>Returns</p> <p>Do I have to pay for return shipping when I offer returns? If I decide to automate my returns process, can I still choose my own label? Is offering returns optional for sellers? Can buyers request a return even if I don't offer returns? Do I need to approve a return request or is it automatically approved?</p> <p>More +</p>
 <p>Gift Voucher</p> <p>Where can I buy a Penny Gift Voucher? Does a Penny Gift Voucher expire? Why should I choose a Gift Voucher? How can I make my Penny Gift Voucher exciting? Where do I find my Gift Voucher Number?</p> <p>More +</p>	 <p>Payment</p> <p>How long does it take before my payment has been processed? How do I make a payment on the website? What methods of payment do you accept? When is my credit card charged for my order? Do you offer deferred billing?</p> <p>More +</p>	 <p>Purchase</p> <p>There is no FAQs was found.</p>	 <p>Partner</p> <p>How does the GiaPhuGroup Partner Program work? How do I become a partner of GiaPhuGroup? How will I get paid?</p> <p>More +</p>

Page Layout Type #3

5. Compatible with Magento Community Edition 2.1.x and 2.2.x

The Professional FAQs extension compatible with Magento CE 2.1.x and 2.2.x

6. There are no license keys

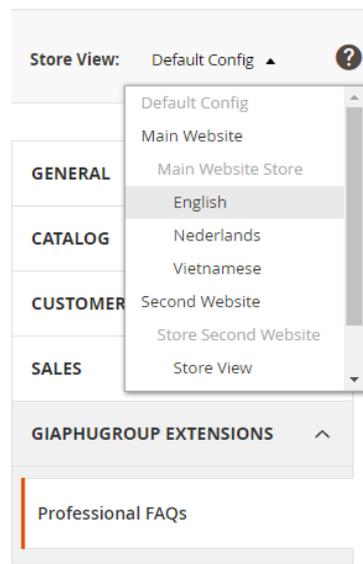
At this moment, there is no license keys. GiaPhuGroup does not use license checking method to check the license validity. Our extensions are 100% open editable source. You can make any change to suit your needs but we won't take any responsibility for any occurred incident due to your customization.

Chapter 2: User Manuals

I. Configurations

Go to the Admin Panel of the Magento Store and navigate to the **GiaPhuGroup → FAQ → Configurations → GiaPhuGroup Extension → Frequently Asked Questions**

We allow you to configure the Professional FAQs extension for multiple websites and multiple store views. You should choose a store view before starting setup everything.



Configure for the English Store View

1. General Settings

At the Frequently Asked Questions tab, expand General Settings section, you will get the results as the picture below:

General Settings



FAQ Route <small>[store view]</small>	faqspro	<input checked="" type="checkbox"/> Use system value
<small>E.g.: "faqspro" will make the FAQ accessible from http://yourdomain.com/faqspro/ It may only contain letters (a-z) or hyphen (-), and the first character and the last character must be a letter.</small>		
FAQ Page Url Suffix <small>[store view]</small>	/	<input checked="" type="checkbox"/> Use system value
<small>This is the url suffix of FAQ page url. E.g.: http://yourdomain.com/faqspro/ or http://yourdomain.com/faqspro.html</small>		
FAQ Link Title <small>[store view]</small>	FAQs	<input checked="" type="checkbox"/> Use system value
<small>This is the title of the link displayed the storefront.</small>		
FAQ Page Title <small>[store view]</small>	Frequently Asked Questions	<input checked="" type="checkbox"/> Use system value
<small>This is the title of the FAQ page.</small>		
FAQ Page Description <small>[store view]</small>	Do you have a question? Someone else might have had the exact same one. Let's find out.	<input checked="" type="checkbox"/> Use system value
<small>This is the description of the FAQ page.</small>		
Most Frequently FAQ <small>[store view]</small>	10	<input checked="" type="checkbox"/> Use system value
<small>The maximum list of most FAQs will be displayed on THE MOST FREQUENTLY ASKED QUESTIONS section.</small>		
Latest FAQs <small>[store view]</small>	10	<input checked="" type="checkbox"/> Use system value
<small>The maximum list of latest FAQs will be displayed on THE LATEST FREQUENTLY ASKED QUESTIONS section.</small>		
Enable Read More <small>[store view]</small>	Yes	<input checked="" type="checkbox"/> Use system value
<small>Show the 'Read more' text on the FAQs list</small>		
Expand All <small>[store view]</small>	No	<input checked="" type="checkbox"/> Use system value
<small>Automatically expand all FAQs when starting the page.</small>		
Page Layout <small>[store view]</small>	Type 2	<input checked="" type="checkbox"/> Use system value
<small>The page layout type will be applied to the FAQs page. You need to flush the cache when changing this option.</small>		

FAQ Route: if you don't want to use the default value, remove checkbox, then enter your FAQ route. Default is faqspro.

FAQ Route <small>[store view]</small>	faq	<input type="checkbox"/> Use Website
<small>E.g.: "faqspro" will make the FAQ accessible from http://yourdomain.com/faqspro/ It may only contain letters (a-z) or hyphen (-), and the first character and the last character must be a letter.</small>		

FAQ Page Url Suffix: This is the url suffix of FAQ page URL. There are two types of suffixes, that is the .html and '/'. You will get the URLs such as http://yourdomain.com/faq/ or http://yourdomain.com/faq.html it depends on your choose.

FAQ Link Title: The value of this field will be shown on the breadcrumb on the storefront.



FAQ Page Title: This is the title of the FAQ main page.



Home > FAQs

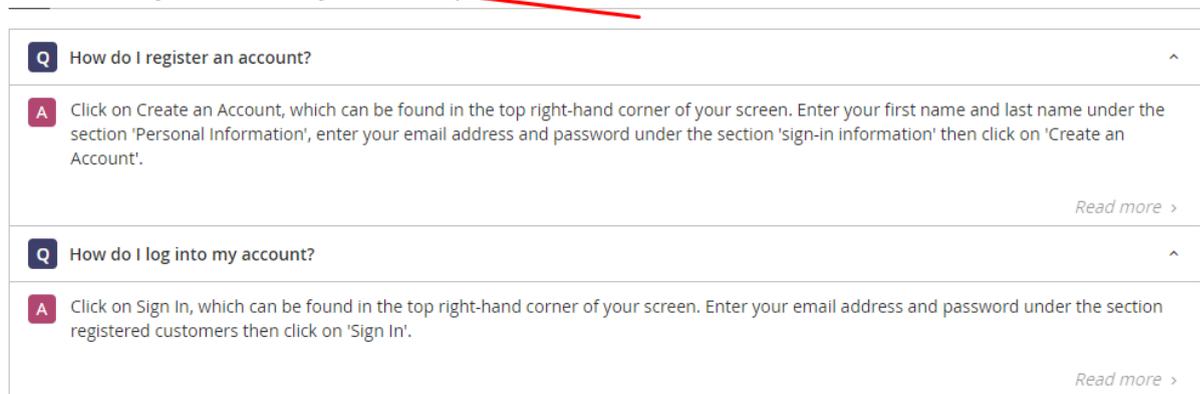
FAQ Page Description: This is the description of the FAQ main page.



Home > FAQs

Most Frequently FAQ: The maximum list of most FAQs will be displayed on **THE MOST FREQUENTLY ASKED QUESTIONS** section.

THE MOST FREQUENTLY ASKED QUESTIONS



Q How do I register an account?

A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.

Read more >

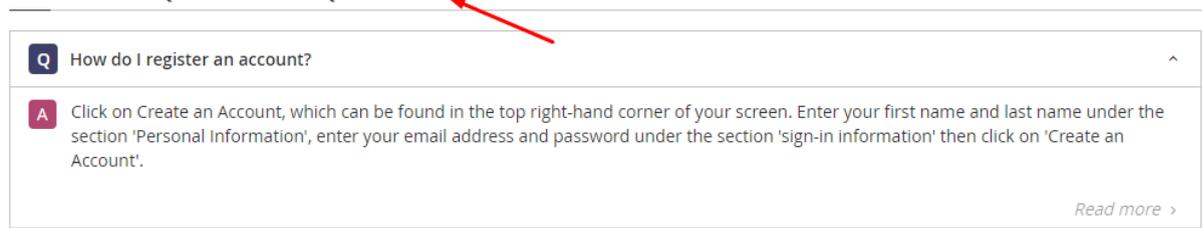
Q How do I log into my account?

A Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.

Read more >

Latest FAQs: The maximum list of latest FAQs will be displayed on **THE LATEST FREQUENTLY ASKED QUESTIONS** section.

THE LATEST FREQUENTLY ASKED QUESTIONS

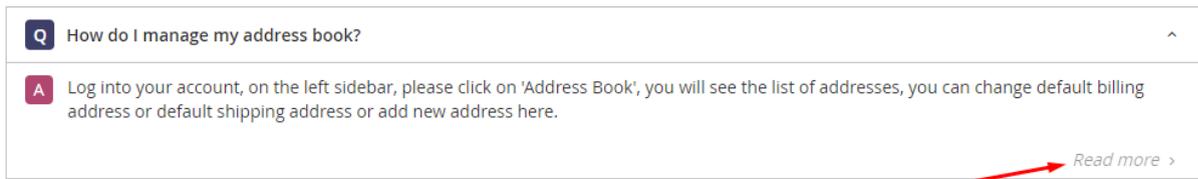


Q How do I register an account?

A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.

Read more >

Enable Read More: Show the 'Read more' text on the FAQs list

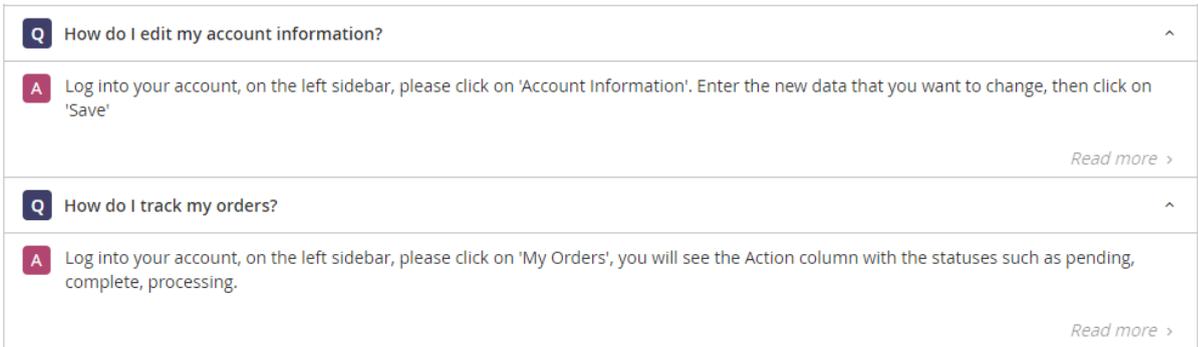


Q How do I manage my address book?

A Log into your account, on the left sidebar, please click on 'Address Book', you will see the list of addresses, you can change default billing address or default shipping address or add new address here.

[Read more >](#)

Expand All: Automatically expand all FAQs when starting the page.



Q How do I edit my account information?

A Log into your account, on the left sidebar, please click on 'Account Information'. Enter the new data that you want to change, then click on 'Save'

[Read more >](#)

Q How do I track my orders?

A Log into your account, on the left sidebar, please click on 'My Orders', you will see the Action column with the statuses such as pending, complete, processing.

[Read more >](#)

Page Layout: At this moment we provide three types of layouts for users on the frontend. See it in the chapter 1.II.4

2. FAQs in Product

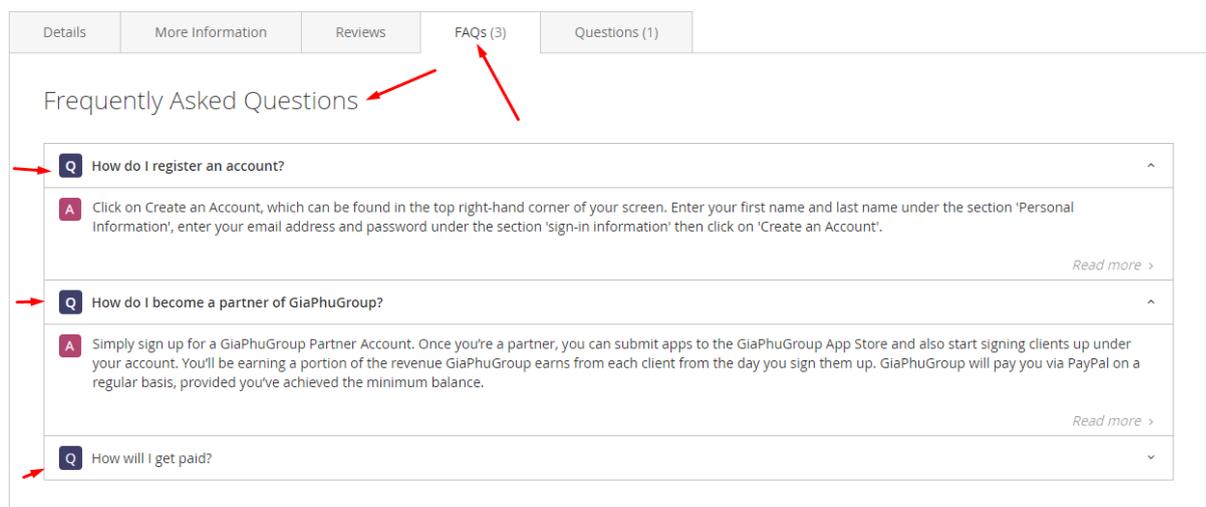
Expand the **FAQs in Product** section, you will get the results as the picture below:



FAQs in Product ⌵

Enable [store view] Use system value

This option allow to display the FAQs in a tab on the product detail page.



Details More Information Reviews **FAQs (3)** Questions (1)

Frequently Asked Questions

Q How do I register an account?

A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.

[Read more >](#)

Q How do I become a partner of GiaPhuGroup?

A Simply sign up for a GiaPhuGroup Partner Account. Once you're a partner, you can submit apps to the GiaPhuGroup App Store and also start signing clients up under your account. You'll be earning a portion of the revenue GiaPhuGroup earns from each client from the day you sign them up. GiaPhuGroup will pay you via PayPal on a regular basis, provided you've achieved the minimum balance.

[Read more >](#)

Q How will I get paid?

3. Design Updates

Expand the **Design Updates** section, you will get the results as the picture below:

Design Updates ⌵

The default image of FAQ category [store view] No file chosen Use system value
Allowed file types: jpg, jpeg, gif, png.

Text Color [store view] #333333 Use system value
This is a color of Text

Title Color [store view] #ffffff Use system value
This is a color of Title

Border Color [store view] #c2c2c2 Use system value
This is a border color of box

Hover Color [store view] #b14671 Use system value
This is a box color and text color on hover

Background Color [store view] #3e3f69 Use system value
This is a background color

This section allows you to change the color of the texts, titles, borders and background of the FAQ page. Try to change it and you will get it on the storefront.

The default image of FAQ category: This is the default image of FAQ category, it will be displayed when there is no the category image. This will be mentioned in the **Manage FAQ Categories** section.

4. Extension Installation

Expand the **Extension Installation** section, you will get the results as the picture below:

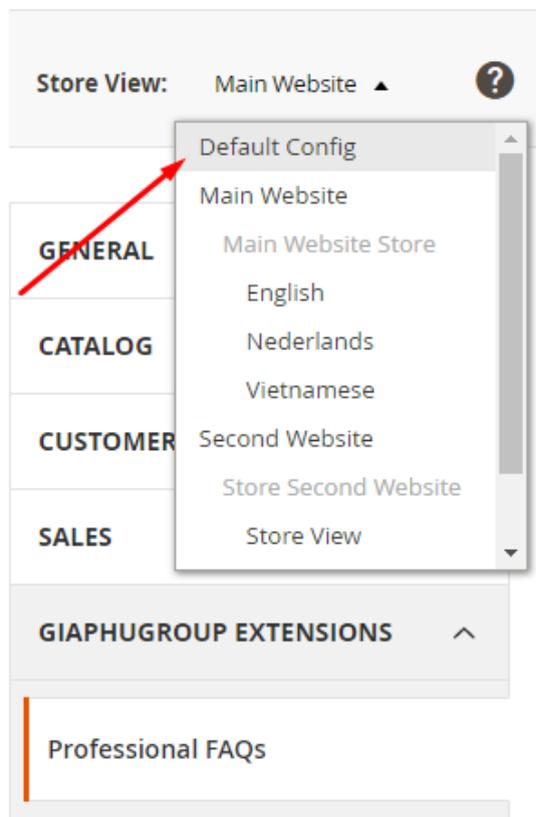
Extension Installation ⌵

Sample Data

Click this button to create the sample FAQ Categories and FAQs provided with this extension. This operation overwrites existing FAQ Categories and FAQs with the same title.

This section allows you to import the sample data for this extension. You click the Import button to import.

Attention: You need to switch to the **Default Config** to get this section is displayed.



5. Product Information

This section shows the information of the extension such as Author, Version, Support, Copyright, etc,...

Product Information



Author: GiaPhuGroup Co., Ltd.

Version: 2.2.0

User Guide: [User Guide](#)

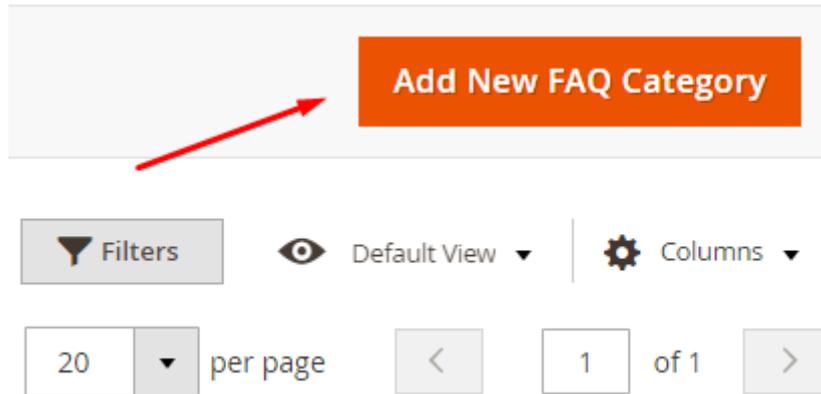
Support: [Call me on Skype](#) or [Send me an email](#)

Copyright: Copyright © 2017-2019 [GiaPhuGroup Co., Ltd.](#) All rights reserved.

II. Manage FAQ Categories

1. Add an new FAQ Category

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQ Categories → Add New FAQ Category, you will get the results as the picture below:



The Add New FAQ Category button.

New FAQ Category 🔍 🔔 1 👤 cuongnq ▾

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

Enable Category [store view] Yes

Category Name [store view] *

Sort Order [global]

Enable Category: The status of an FAQ Category, Yes → Enabled and No → Disabled

Category Name: The name of an FAQ Category

Sort Order: The position of an FAQ Category in the list FAQ Categories

Expand the **Content** section, you will get the results as the picture below:

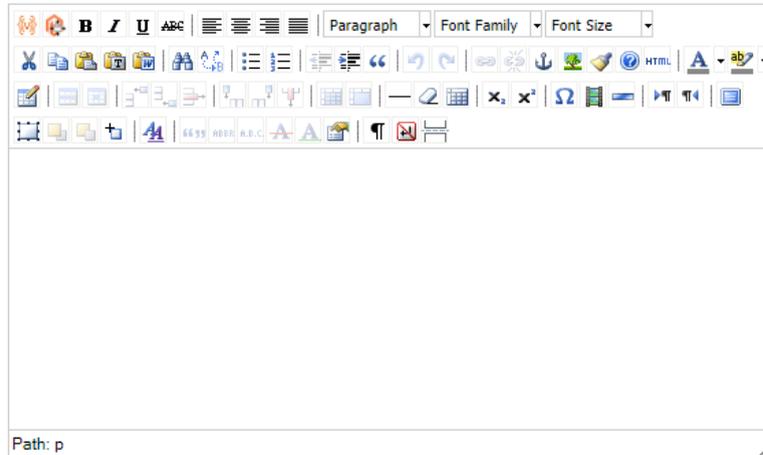
Content

Category Image
[store view]

Upload

Description
[store view]

Show / Hide Editor



Category Image: The image of an FAQ Category, if you don't upload an image, the URL of category image will be get from **The default image of FAQ category** which is set in the **Design Updates** section in the configuration.

Description: The description of a FAQ Category. It will be displayed on the FAQ Category detail page.

Home > FAQs > Account

Frequently Asked Questions

Do you have a question? Someone else might have had the exact same one. Let's find out.

FAQ Categories

- Account (6)
- Shipping and Tracking (6)
- Membership (6)
- Returns (6)
- Gift Voucher (6)

Account - FAQs

Find the answers to all your account questions, whether it's getting started or using your account day-to-day

Q How do I register an account? ▼

Q How do I log into my account? ▼

Expand the **Search Engine Optimisation** section, you will get the results as the picture below:

Search Engine Optimisation



URL Key
[store view]

Leave a blank, it will be generated by Category Name

Meta Title
[store view]

Maximum 255 chars. Meta Title should optimally be between 50-60 characters

Meta Keywords
[store view]

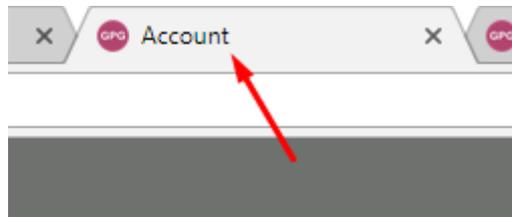
Meta Description
[store view]

Maximum 255 chars. Meta Description should optimally be between 150-160 characters

URL Key: The URL Key of an FAQ Category, this is unique, it helps to identify an FAQ Category. Leave a blank, it will be generated by Category Name field.



Meta Title: The title of an FAQ Category, the value of this field will be displayed in the <head> section of an HTML document.



Meta Keywords: The meta keywords of an FAQ Category, it will be displayed in the <head> section of an HTML document.

Meta Description: The meta description of an FAQ Category, it will be displayed in the <head> section of an HTML document. If you don't set the value for this field, it will be get from the Category Name.

Expand the **Category in Websites** section, you will get the results as the picture below:

Category in Websites ⌵

Websites Main Website ?
[global]

Second Website

Websites: Choose the websites which the FAQ Category will be displayed. Expand the **FAQs in Category** section, you will get the results as the picture below:

FAQs in Category ⌵

Filters

6 records found 20 per page < 1 of 1 >

ID	Title	Position	Status	Most Frequently	Action
6	How do I manage my address book?	0	Enabled	No	Edit
5	How do I track my orders?	0	Enabled	No	Edit
4	How do I edit my account information?	0	Enabled	No	Edit
3	I don't know my password	0	Enabled	Yes	Edit
2	How do I log into my account?	0	Enabled	Yes	Edit
1	How do I register an account?	0	Enabled	Yes	Edit

This section shows the FAQs in Category.

Expand the **Design** section, you will get the results as the picture below:

Design ⌵

Theme [store view] -- Please Select --

Page Layout [store view] No layout updates

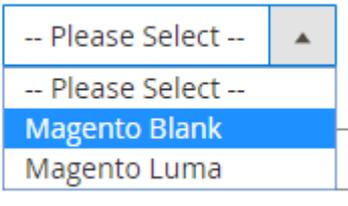
Layout Update XML [store view]

Apply Design to FAQs [store view] No

Theme: The theme which the FAQ Category will use. Default it will be the Magento Blank and Magento Luma theme.

Theme [store view]

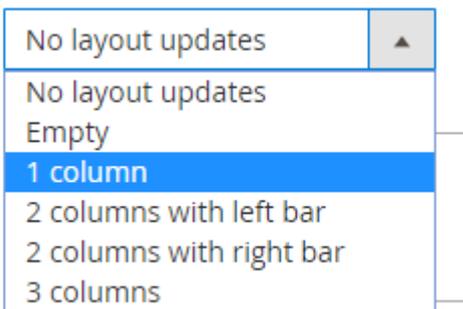
Page Layout [store view]



Page Layout: The layout which the FAQ Category will use. Default it will be the Empty, 1 column, 2 columns with left bar, 2 columns with right bar, 3 columns layout.

Page Layout [store view]

Layout Update XML [store view]



Layout Update XML: The layout XML which the FAQ Category will use. For an example, you want to remove the compare product sidebar on the FAQ Category detail page. You add this XML

```
<referenceBlock name="catalog.compare.sidebar" remove="true"/>
```

Apply Design to FAQs: If you want to apply these designs to the FAQs in this Category, you switch to Yes.

Expand the **Schedule Design Update** section, you will get the results as the picture below:

Schedule Design Update 

Active From
[store view]



Active To



This section helps you to set the date range applying the design you have set previous.

2. Update an FAQ Category

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQ Categories.

Look at the **Action** column, click on **select**, click on **Edit**.

<input type="checkbox"/>	1		Account	0	6	6	Enabled	Main Website	Mar 17, 2018 8:17:22 PM	Mar 20, 2018 9:08:48 PM	Select ▾ Edit Delete View
<input type="checkbox"/>	2		Shipping and Tracking	0	0	0	Enabled	Main Website	Mar 17, 2018 8:17:22 PM	Mar 18, 2018 9:03:08 PM	

3. Translate an FAQ Category into multiple languages

Loop the steps same as Update an FAQ Category. You will be redirected to the edit FAQ Category page. Click on All Store Views, choose the language you want to translate.

Edit: Account (1)

   cuongnq ▾

Store View: All Store Views ▾  [← Back](#) [Delete](#) [Reset](#) [Save and Continue Edit](#) [Save FAQ Category](#)

All Store Views
Main Website
Main Website Store
English Yes
Nederlands
Vietnamese
Second Website
Store Second Website
Store View

Remove the checkbox and enter the new text.

Edit: Account (1)

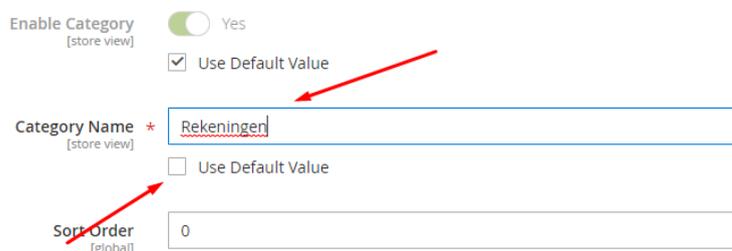
   cuongnq ▾

Store View: Nederlands ▾  ← Back Delete Reset Save and Continue Edit **Save FAQ Category**

Enable Category Yes
[store view] Use Default Value

Category Name *
[store view] Use Default Value

Sort Order
[global]



4. Delete an FAQ Category

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQ Categories.

Look at the **Action** column, click on **select**, click on **Delete**.

5. Go to the FAQ Category page on the storefront

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQ Categories.

Look at the **Action** column, click on **select**, click on **View**.

6. Searching and Filtering FAQ Categories

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → Professional FAQs → Manage FAQ Categories → Filters

Managing FAQ Categories

Search, Notifications (1), User: cuongnq

[Add New FAQ Category](#)

Filters | Default View | Columns

ID from <input type="text"/> to <input type="text"/>	Created At from <input type="text"/> to <input type="text"/>	Updated At from <input type="text"/> to <input type="text"/>	Store View <input type="text" value="All Store Views"/>
Created by <input type="text" value="All Users"/>	Category Name <input type="text"/>	Status <input type="text"/>	

[Cancel](#) [Apply Filters](#)

ID: The Entity ID of an FAQ Category

Created At: The date the FAQ Category was created

Updated At: The date the FAQ Category was updated

Store View: The place the FAQ Category is displayed

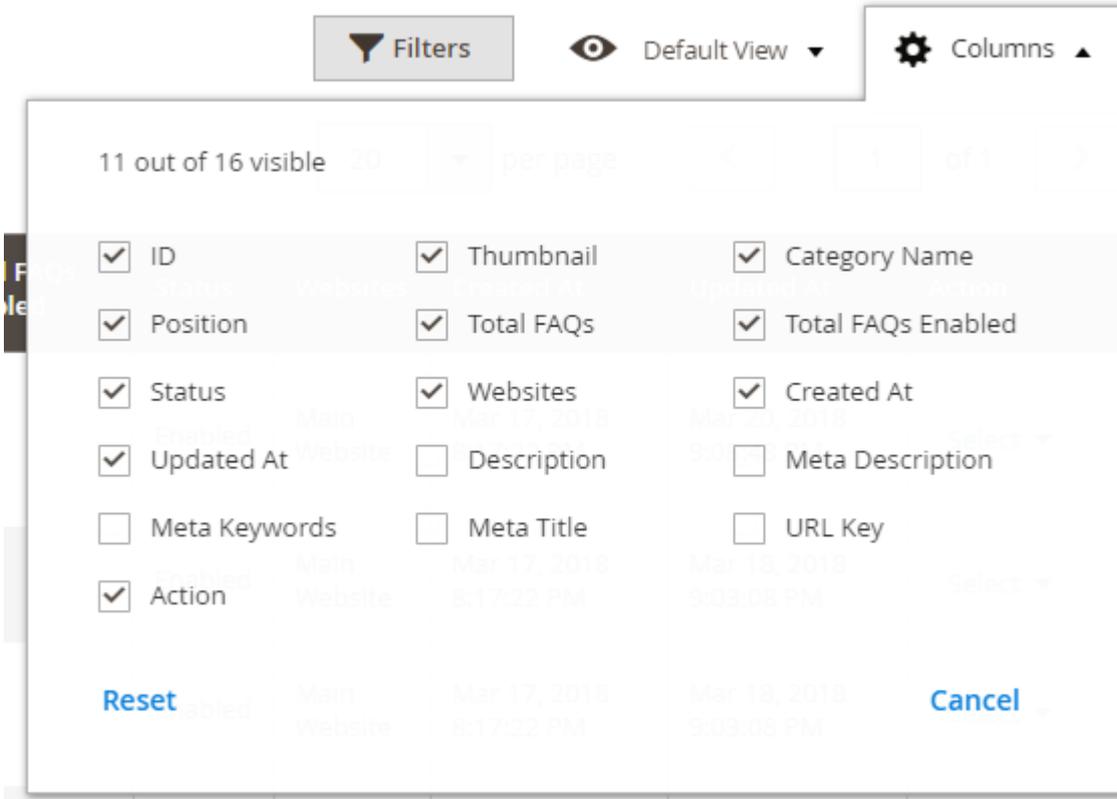
Created by: The FAQ Category was created by the administrator

Category Name: The name of FAQ Category

Status: The status of a FAQ Category, there is two types of statuses, Enabled and Disabled.

7. Add more than Columns to the Grid

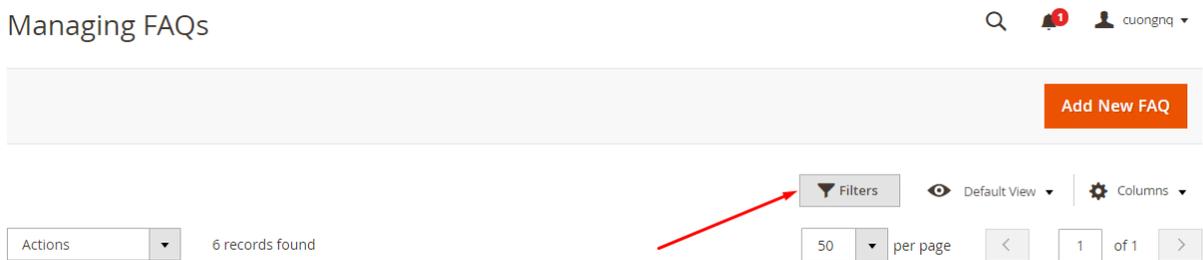
Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQ Categories → Columns



III. Manage FAQs

1. Searching and Filtering FAQs

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQs, you will get the results as the picture below:



Click the **Filters** button

Filters | Default View | Columns

ID from <input type="text"/> to <input type="text"/>	Created At from <input type="text"/> to <input type="text"/>	Updated At from <input type="text"/> to <input type="text"/>	Store View <input type="text" value="All Store Views"/>
FAQ Category <input type="text" value="All Categories"/>	Created by <input type="text" value="All Users"/>	Title <input type="text"/>	Status <input type="text"/>
Most Frequently <input type="text"/>			

Cancel Apply Filters

From here you can search and filter the FAQs by some options is shown on above.

ID: The Entity Id of an FAQ

Created At: The date the FAQ was created

Updated At: The date the FAQ was updated

Store View: The FAQ was translated into the others store views

FAQ Category: The category of FAQs

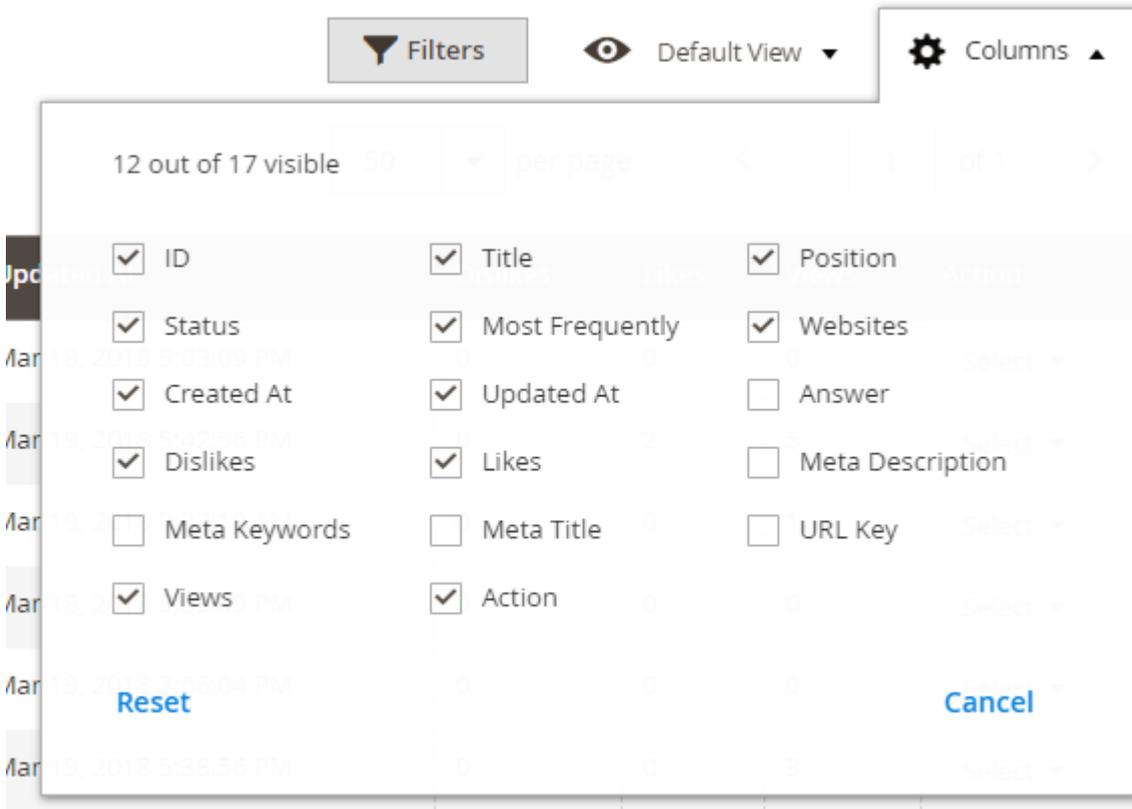
Created by: The FAQ was created by an administrator

Title: The title of an FAQ

Status: The status of an FAQ, there are two type of statuses Enabled and Disabled

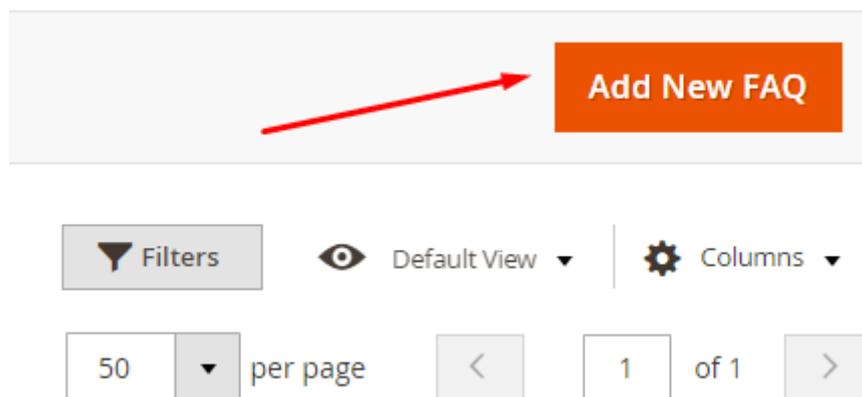
Most Frequently: The FAQ is an most frequently or no

You can add more than columns in the grid by clicking the **Columns**



2. Add an new FAQ

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQs → Add New FAQ, you will get the results as the picture below:



The Add New FAQ button

New FAQ



← Back

Reset

Save and Continue Edit

Save FAQ

Is Active * Yes
[store view]

Title *
[store view]

Most Frequently No
[store view]

FAQ Category * --Select a Category--
[global]

Sort Order
[global]

Is Active: The status of an FAQ, Yes → Enabled and No → Disabled

Title: The title of an FAQ

Most Frequently: Is the most frequently asked questions or no. If you switch to Yes, this FAQ will be displayed on **THE MOST FREQUENTLY ASKED QUESTIONS** section.

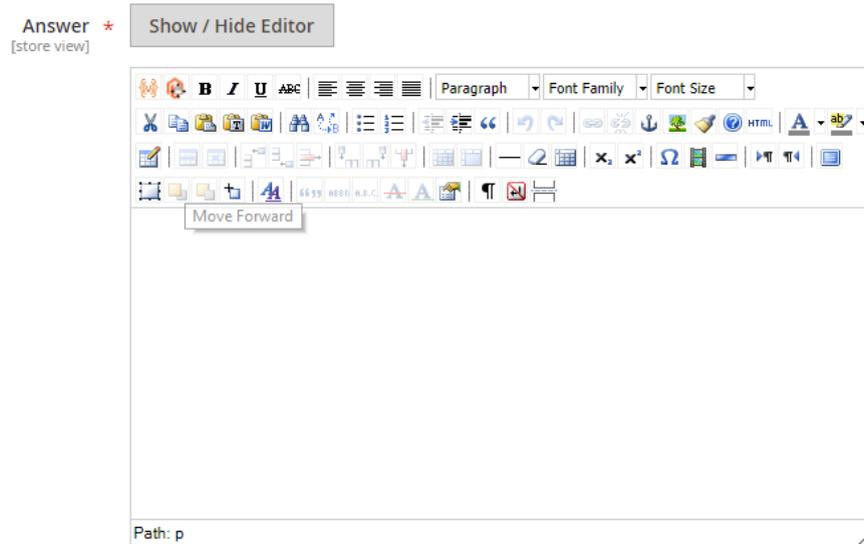
THE MOST FREQUENTLY ASKED QUESTIONS

FAQ Category: The FAQ Category

Sort Order: The position of an FAQ will be displayed in the list FAQ.

Expand the **Answer** section, you will get the results as the picture below:

Answer



Enter the answers for the FAQ. You can add an image or a widget by click the **Show/ Hide Editor** button.



Expand the **Search Engine Optimisation** section, you will get the results as the picture below:

Search Engine Optimisation

URL Key
[store view]

Leave a blank, it will be generated by Title

Meta Title
[store view]

Maximum 255 chars. Meta Title should optimally be between 50-60 characters

Meta Keywords
[store view]

Meta Description
[store view]

Maximum 255 chars. Meta Description should optimally be between 150-160 characters

Expand the **FAQ in Websites** section, you will get the results as the picture below:

FAQ in Websites

Websites
[global]

Main Website 

Second Website

Expand the **FAQ in Products** section, you will get the results as the picture below:

FAQ in Products



Search [Reset Filter](#) 187 records found (0 selected) 20 per page 1 of 10

<input type="checkbox"/>	ID	Name	SKU	Type	Attribute Set	Status	Visibility
<input type="checkbox"/>	2046	Set of Sprite Yoga Straps	24-WG085_Group	Grouped Product	Gear	Enabled	Catalog, Search
<input type="checkbox"/>	2045	Erika Running Short	WSH12	Configurable Product	Bottom	Enabled	Catalog, Search
<input type="checkbox"/>	2029	Ina Compression Short	WSH11	Configurable Product	Bottom	Enabled	Catalog, Search
<input type="checkbox"/>	2022	Ana Running Short	WSH10	Configurable Product	Bottom	Enabled	Catalog, Search

This section allows you to choose products that this FAQ will display in the FAQ tab on the product detail page.

Details More Information Reviews **FAQs (3)** Questions (1)

Frequently Asked Questions

Q How do I register an account?

A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'. [Read more >](#)

Q How do I become a partner of GiaPhuGroup?

A Simply sign up for a GiaPhuGroup Partner Account. Once you're a partner, you can submit apps to the GiaPhuGroup App Store and also start signing clients up under your account. You'll be earning a portion of the revenue GiaPhuGroup earns from each client from the day you sign them up. GiaPhuGroup will pay you via PayPal on a regular basis, provided you've achieved the minimum balance. [Read more >](#)

Q How will I get paid?

3. Update an FAQ

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQs.

Look at the **Action** column, click on **select**, click on **Edit**.

While editing an FAQ, you will see this section is displayed

Statistics



Views [store view]	6
Likes [store view]	1
Dislikes [store view]	1

Views: A total of views the FAQ

Likes: A total of likes the FAQ

Dislikes: A total of dislikes the FAQ

This information will be displayed on the FAQ detail page on the storefront.

✕ HOW DO I REGISTER AN ACCOUNT?

Created By: Cuong Ngo Sat, 17 Mar 2018 20:17:23 +0000 Published In: Account 23 View(s)

Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'Sign-In Information' then click on 'Create an Account'.

Was this article helpful? Yes No

Like Dislike

4. Translate an FAQ into multiple languages

Loop the steps same as Update a FAQ. You will be redirected to the edit FAQ page. Click on All Store Views, choose the language you want to translate.

Store View: All Store Views

- All Store Views
- Main Website
- Main Website Store
- English
- Nederlands
- Vietnamese
- Second Website
- Store Second Website
- Store View

Is Active * Yes [store view]

Title * How do I register an account? [store view]

Most Frequently Yes [store view]

FAQ Category * Account [global]

Remove the checkbox and enter the new text.

Store View: Nederlands ▼

Is Active * Yes
[store view] Use Default Value

Title *
[store view] Use Default Value

Most Frequently Yes
[store view] Use Default Value

FAQ Category *
[global]

5. Delete a FAQ

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQs.

Look at the **Action** column, click on **select**, click on **Delete**.

6. Go to the FAQ detail page on the storefront

Go to the Admin Panel of the Magento Store and navigate to the GiaPhuGroup → FAQ → Manage FAQs.

Look at the **Action** column, click on **select**, click on **View**.

Chapter 3: The Page Layouts Available

Home > FAQs

Frequently Asked Questions

Do you have a question? Someone else might have had the exact same one. Let's find out.

FAQ Categories

- Account (6)
- Shipping and Tracking (6)
- Membership (6)
- Returns (6)
- Gift Voucher (6)
- Payment (6)
- Purchase (0)
- Partner (3)

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

✕

01. How do I make a payment on the website?
02. How do I become a partner of GiaPhuGroup?
03. How do I register an account?
04. How do I log into my account?
05. How do I edit my account information?
06. How do I track my orders?
07. How do I manage my address book?

WELCOME TO OUR SUPPORT PORTAL

 ACCOUNT	 SHIPPING AND TRACKING	 MEMBERSHIP	 RETURNS
 GIFT VOUCHER	 PAYMENT	 PURCHASE	 PARTNER

THE LATEST FREQUENTLY ASKED QUESTIONS

- How do I register an account?
- Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.
[Read more >](#)
- How do I log into my account?
- Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.
[Read more >](#)

THE LATEST FREQUENTLY ASKED QUESTIONS

- How do I register an account?
- Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.
[Read more >](#)
- How do I log into my account?
- Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.
[Read more >](#)

Page Layout Type #1

Home > FAQs

Frequently Asked Questions

Do you have a question? Someone else might have had the exact same one. Let's find out.

🔍 how I do ✕

01. How do I make a payment on the website?

02. How do I register an account?

03. How does the GiaPhuGroup Partner Program work?

04. How do I log into my account?

05. How do I become a partner of GiaPhuGroup?

06. How do I edit my account information?

07. How do I track my orders?

FAQ Categories

- Account (6)
- Shipping and Tracking (6)
- Membership (6)
- Returns (6)
- Gift Voucher (6)
- Payment (6)
- Purchase (0)
- Partner (3)

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

WELCOME TO OUR SUPPORT PORTAL



Account



Shipping and Tracking



Membership



Returns



Gift Voucher



Payment



Purchase



Partner

THE MOST FREQUENTLY ASKED QUESTIONS

Q How do I register an account? ^

A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.

[Read more >](#)

Q How do I log into my account? ^

A Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.

[Read more >](#)

Q I don't know my password ^

A On the login page, click "Forgot your password?" and enter your email address. We will email you a link to reset your password. If you have changed email addresses and no longer have access to the email address we have on file for you please call us or email us

[Read more >](#)

THE LATEST FREQUENTLY ASKED QUESTIONS

Q How do I register an account? ^

A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.

[Read more >](#)

Q How do I log into my account? ^

A Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.

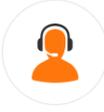
[Read more >](#)

Page Layout Type #2

Frequently Asked Questions

Do you have a question? Someone else might have had the exact same one. Let's find out.

Home > FAQs

 <p>Account</p> <p>How do I track my orders? How do I manage my address book? How do I register an account? How do I log into my account? I don't know my password</p> <p>More +</p>	 <p>Shipping and Tracking</p> <p>How is the personalized delivery date calculated? I live outside the United States. Can I use FedEx to ship my packages? Can I request free carrier pickup? Can I print shipping labels for buyers outside the U.S.? I printed a label but am not going to use it? Can I void the label and get a refund?</p> <p>More +</p>	 <p>Membership</p> <p>Will I lose my certification if my membership lapses? I paid my membership fee with a credit card. Are renewal fees automatically charged to that card? Is there an annual membership fee? What's the best membership for me? Where can I find my Member Number?</p> <p>More +</p>	 <p>Returns</p> <p>Do I have to pay for return shipping when I offer returns? If I decide to automate my returns process, can I still choose my own label? Is offering returns optional for sellers? Can buyers request a return even if I don't offer returns? Do I need to approve a return request or is it automatically approved?</p> <p>More +</p>
 <p>Gift Voucher</p> <p>Where can I buy a Penny Gift Voucher? Does a Penny Gift Voucher expire? Why should I choose a Gift Voucher? How can I make my Penny Gift Voucher exciting? Where do I find my Gift Voucher Number?</p> <p>More +</p>	 <p>Payment</p> <p>How long does it take before my payment has been processed? How do I make a payment on the website? What methods of payment do you accept? When is my credit card charged for my order? Do you offer deferred billing?</p> <p>More +</p>	 <p>Purchase</p> <p>There is no FAQs was found.</p>	 <p>Partner</p> <p>How does the GiaPhuGroup Partner Program work? How do I become a partner of GiaPhuGroup? How will I get paid?</p> <p>More +</p>

Page Layout Type #3



Search entire store here...

- [What's New](#)
- [Women](#)
- [Men](#)
- [Gear](#)
- [Training](#)
- [Sale](#)

[Home](#) > [FAQs](#) > [Account](#)

Frequently Asked Questions

Do you have a question? Someone else might have had the exact same one. Let's find out.

FAQ Categories

- [Account \(6\)](#)
- [Shipping and Tracking \(6\)](#)
- [Membership \(6\)](#)
- [Returns \(6\)](#)
- [Gift Voucher \(6\)](#)
- [Payment \(6\)](#)
- [Purchase \(0\)](#)
- [Partner \(3\)](#)

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

Account - FAQs

Find the answers to all your account questions, whether it's getting started or using your account day-to-day

Q How do I register an account?	A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'.	Read more >
Q How do I log into my account?	A Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'.	Read more >
Q I don't know my password	A On the login page, click "Forgot your password?" and enter your email address. We will email you a link to reset your password. If you have changed email addresses and no longer have access to the email address we have on file for you please call us or email us	Read more >
Q How do I edit my account information?	A Log into your account, on the left sidebar, please click on 'Account Information'. Enter the new data that you want to change, then click on 'Save'	Read more >
Q How do I track my orders?	A Log into your account, on the left sidebar, please click on 'My Orders', you will see the Action column with the statuses such as pending, complete, processing.	Read more >
Q How do I manage my address book?	A Log into your account, on the left sidebar, please click on 'Address Book', you will see the list of addresses, you can change default billing address or default shipping address or add new address here.	Read more >

The FAQ Category detail page type #2



Search entire store here...

- [What's New](#)
- [Women](#)
- [Men](#)
- [Gear](#)
- [Training](#)
- [Sale](#)

[Home](#) > [FAQs](#) > [Account](#) > How do I manage my address book?

Frequently Asked Questions

Do you have a question? Someone else might have had the exact same one. Let's find out.

FAQ Categories

- [Account \(6\)](#)
- [Shipping and Tracking \(6\)](#)
- [Membership \(6\)](#)
- [Returns \(6\)](#)
- [Gift Voucher \(6\)](#)
- [Payment \(6\)](#)
- [Purchase \(0\)](#)
- [Partner \(3\)](#)

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

✂ HOW DO I MANAGE MY ADDRESS BOOK?

Created By: [Cuong Ngo](#) Sat, 07 Apr 2018 06:32:37 +0000 Published In: [Account](#) 1 View(s)

Log into your account, on the left sidebar, please click on 'Address Book', you will see the list of addresses, you can change default billing address or default shipping address or add new address here.

Was this article helpful?

☰ THE RELATED FAQ(S)

- Q** How do I register an account? ^

A Click on Create an Account, which can be found in the top right-hand corner of your screen. Enter your first name and last name under the section 'Personal Information', enter your email address and password under the section 'sign-in information' then click on 'Create an Account'. [Read more >](#)
- Q** How do I log into my account? ^

A Click on Sign In, which can be found in the top right-hand corner of your screen. Enter your email address and password under the section registered customers then click on 'Sign In'. [Read more >](#)
- Q** I don't know my password ^

A On the login page, click "Forgot your password?" and enter your email address. We will email you a link to reset your password. If you have changed email addresses and no longer have access to the email address we have on file for you please call us or email us [Read more >](#)
- Q** How do I edit my account information? ^

A Log into your account, on the left sidebar, please click on 'Account Information'. Enter the new data that you want to change, then click on 'Save' [Read more >](#)
- Q** How do I track my orders? ^

A Log into your account, on the left sidebar, please click on 'My Orders', you will see the Action column with the statuses such as pending, complete, processing. [Read more >](#)

The FAQ detail page type #2