

# WooCommerce FAQ Plugin - Product FAQ Tab + Store FAQ Page

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## 1 Installation Guide

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This is a quick guide on installation, and updating.

### 1.1 Plugin Installation

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To install WooCommerce Product plugin you must have a working and latest version of WordPress and WooCommerce plugin already installed. For information on installing the WordPress , please see the [WordPress Codex - Installing WordPress](#). For installing the WooCommerce and configure the shop please visit the following link [WooThemes - Installing WooCommerce](#).

- Now the next step is the **WooCommerce FAQ Plugin - Product FAQ Tab + Store FAQ Page**. In the full .ZIP archive you have downloaded from Codecanyon.net. This file is the installable .ZIP archive you can install via WordPress.

Now is time to install **WooCommerce FAQ Plugin - Product FAQ Tab + Store FAQ Page**, please read these steps carefully.

### Installing from WordPress

Follow the steps bellow to install from WordPress Admin Dashboard

- Navigate to Plugins
- Click Install Plugins and click Add New
- Click the Upload Plugin button
- Navigate the .ZIP on your computer and click Install Now
- When installation is done please click Activate to activate plugin

### Installing using FTP

Follow the steps bellow to install using FTP

- Unzip the provided .ZIP file to a desired location on your computer. These extracted files will be uploaded later via FTP
- Connect to your server via FTP (Use FileZilla or any other FTP client)
- Navigate to /wp-content/plugins/ server directory
- Locate the local directory where you have unzipped the archive
- Upload local folder to remote /wp-content/plugins/
- To activate the newly installed plugin navigate to Plugins and click the Activate button within the **WooCommerce FAQ Plugin - Product FAQ Tab + Store FAQ Page**

## 1.2 Plugin Updates

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### Update from WordPress Admin

Follow the steps bellow to update from WordPress Admin Dashboard

- Navigate to Plugins
- Find the currently installed **WooCommerce FAQ Plugin - Product FAQ Tab + Store FAQ Page** and click Deactivate
- After deactivation click Delete to remove the old version (your saved setting will not be lost)
- Click Install Plugins and click Add New
- Click the Upload Plugin button
- Navigate the new version archive .ZIP file on your computer and click Install Now
- When installation is done please click Activate to activate plugin

### Update using FTP

Follow the steps bellow to update using FTP

- Unzip the new version archive .ZIP file to a desired location on your computer. These extracted files will be uploaded later via FTP
- Connect to your server via FTP (Use FileZilla or any other FTP client)
- Navigate to /wp-content/plugins/ server directory and delete the current plugin folder
- Locate the local directory where you have unzipped the new version archive .ZIP file
- Upload local folder to remote /wp-content/plugins/

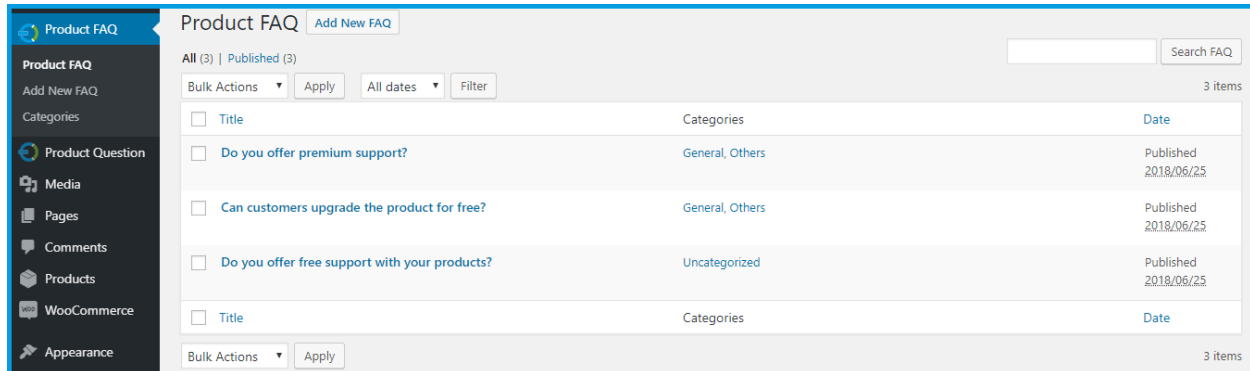
## 2 User Guide

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After installation of plugin, login to admin panel and flush your cache storage.

## 2.1 How to Add/Edit FAQs

At the backend go to **Products FAQs**. Here you will the list of the product FAQs on your store. You can add new FAQs by clicking the **Add New FAQ** button. We are editing a existing FAQ by clicking on **Edit** to continue.



The screenshot shows the WordPress admin interface for managing Product FAQs. On the left is a sidebar with navigation options: Product FAQ, Add New FAQ, Categories, Product Question, Media, Pages, Comments, Products, WooCommerce, and Appearance. The main content area is titled 'Product FAQ' and includes an 'Add New FAQ' button. Below the title, it shows 'All (3) | Published (3)' and a search box labeled 'Search FAQ'. There are also 'Bulk Actions' and 'Apply' buttons, along with a date filter set to 'All dates' and a 'Filter' button. The table below lists three published FAQs:

<input type="checkbox"/>	Title	Categories	Date
<input type="checkbox"/>	Do you offer premium support?	General, Others	Published 2018/06/25
<input type="checkbox"/>	Can customers upgrade the product for free?	General, Others	Published 2018/06/25
<input type="checkbox"/>	Do you offer free support with your products?	Uncategorized	Published 2018/06/25

At the bottom of the table, there is another row with headers:  Title, Categories, and Date. Below this row are 'Bulk Actions' and 'Apply' buttons, and a count of '3 items'.


Now at the front end your FAQ will be displayed as shown below. You can also go back to edit this information.

# FAQ

- + General
- + Others

**Question:** Do you offer premium support? ★ ★ ★ ★ ★

**Answer:**  
Yes, we also offer premium support to help you.



## Premium Support

Response Time is Within One Business Day

**Question:** Can customers upgrade the product for free? ★ ★ ★ ★ ☆

## 2.2 How to Manage Product Questions

At the backend go to **Products Questions**. Here you will the list of the product questions on your store submitted by users. You can replay to all the questions from here amd you also have the option to add new questions by clicking the **Add New Question** button.

- Product FAQ
- Product Question
- Product Question
- Add New Question
- Settings
- Support
- Media
- Pages
- Comments
- Products
- WooCommerce
- Appearance
- Plugins 2

Product Question [Add New Question](#)

All (41) | Mine (15) | Published (41)

Bulk Actions Apply All dates Filter 41 items << < 1 of 3 > >>

<input type="checkbox"/>	Question	Against Product	Public/Private	Customer Name	Customer Email	Publish Date
<input type="checkbox"/>	Fahad	Woo Album #1	Public	a	b@gmail.com	Published 2019/05/14
<input type="checkbox"/>	dsdasdasdasdasdsadasda sdasdasdasd	Woo Album #1	Public	a	a@gmail.com	Published 2019/05/14
<input type="checkbox"/>	dasdasdasd	Woo Album #1	Private	dasdas	taimoorb968@gmail.com	Published 2019/05/14
<input type="checkbox"/>	johihuihiuhihihoihojoij	Happy Ninja	Public	Demo Demo	demo@extendons.com	Published 2019/05/13
<input type="checkbox"/>	uygufkfufyuttfuyf	Ninja Silhouette	Private	Demo Demo	demo@extendons.com	Published 2019/05/11

You can allow comments on this questions by users and reply to them from here as well.

The screenshot displays the 'Edit Question' interface for a Product Question in WordPress. The interface is divided into several sections:

- Left Sidebar:** A navigation menu with items including Product FAQ, Product Question (highlighted), Add New Question, Settings, Support, Media, Pages, Comments, Products, and WooCommerce. The 'Comments' section is expanded to show 'Comments' and 'Products' sub-items.
- Header:** 'Edit Question' with a sub-link 'Add New Question'.
- Main Content Area:**
  - Question title: 'This is First question of demo ...?'
  - Permalink: [http://woodemos.extendons.com/productquestions/?product\\_review\\_post=this-is-first-question-of-demo](http://woodemos.extendons.com/productquestions/?product_review_post=this-is-first-question-of-demo) with a 'Change Permalinks' button.
  - 'Add Media' button.
  - Visual/Text editor tabs.
  - Rich text editor with a 'Paragraph' dropdown and various formatting icons (bold, italic, list, quote, link, etc.).
  - Text area containing 'Answer!'.
  - Word count: 1. Last edited by admin on May 15, 2019 at 6:55 am.
- Discussion Section:**
  - Section title: 'Discussion'.
  - Options:  Allow comments,  Allow trackbacks and pingbacks on this page.
- Comments Section:**
  - Section title: 'Comments'.
  - 'Add comment' button.
  - Text: 'No comments yet.'
- Right Sidebar:**
  - 'Publish' section with a 'Preview Changes' button.
  - Status: Published [Edit](#).
  - Visibility: Public [Edit](#).
  - Published on: Nov 1, 2016 @ 10:41 [Edit](#).
  - 'Move to Trash' link and 'Update' button.
  - 'Select Product For Question' dropdown menu.
  - 'Customer Name' dropdown menu with 'admin' selected.
  - 'Customer Email' dropdown menu with 'kamran.malik@unitedso' selected.
  - 'Question Type' dropdown menu.