magmodules



# Quick Start Guide

FAQ Manager for Magento 2

This is the quick start guide for the FAQ Manager for Magento 2. We'll get your first FAQ page live in about 5 minutes. This covers the essentials: enabling the module, creating a topic, adding questions, building a FAQ page, and verifying everything works on the storefront. If you're new to this module or just want to get started quickly, you're in the right place.

## Prerequisites

- Module installed and cache cleared
- Admin access to your Magento store

## Step 1: Enable the Module

Navigate to: **Stores > Configuration > Magmodules > FAQ**

Set **Enabled** to **Yes** and save the configuration.

If you want FAQs to show on product and category pages, also set **Enable FAQs on Product Pages** and **Enable FAQs on Category Pages** to **Yes**.

## Step 2: Create a Topic

Navigate to: **Content > FAQ > FAQ Topics > Add New Topic**

Fill in:

- **Name:** e.g. "Shipping & Delivery"
- **URL Key:** e.g. "shipping-delivery"
- **Is Active:** Yes
- **Position:** 10

Optionally upload a **Topic Icon** (JPG, PNG, GIF, or SVG) if you plan to use an "icons" design variant.

Save the topic.

**Tip:** For multi-store setups, switch to the specific store view to add translations for the topic name.

## Step 3: Create FAQ Questions

Navigate to: **Content > FAQ > FAQ Questions > Add New FAQ**

Fill in:

- **Is Active:** Yes
- **Question:** e.g. "How long does delivery take?"
- **Short Answer:** A brief one-liner (shown as intro text on pages and widgets)
- **Full Answer:** The complete answer with formatting via the WYSIWYG editor
- **Topic:** Select the topic you just created

To link the FAQ to products, open the **Products** tab, click **Select Products**, and pick the relevant products from the grid.

Save and repeat for additional questions. Aim for at least 3-5 questions per topic.

**Tip:** Use the answer field to provide clear, concise responses. HTML formatting is supported for links, lists, and emphasis.

## Step 4: Create a FAQ Page

Navigate to: **Content > FAQ > FAQ Pages > Add New Page**

Fill in:

- **Is Active:** Yes
- **Title:** e.g. "Frequently Asked Questions"
- **URL Key:** e.g. "faq"
- **Design Theme:** Pick the template matching your theme:
  - **luma-simple** - Clean accordion for Luma theme
  - **luma-icons** - Accordion with topic icons for Luma theme
  - **hyva-simple** - Clean accordion for Hyva theme
  - **hyva-icons** - Accordion with topic icons for Hyva theme

In the **Assigned Topics** tab, click **Add Topic** and select the topic(s) you want to display on this page.

Save the page.

## Step 5: Verify on the Frontend

Visit your FAQ page URL on the storefront (e.g., `https://yourstore.com/faq`).

You should see:

- Your page title and any intro text
- Topics with their FAQ questions as expandable accordions
- Search input for filtering questions in real-time

- Schema.org FAQPage markup in the page source (verify with browser dev tools or Google's Rich Results Test)

If you linked FAQs to products, navigate to a linked product page - the FAQs should appear below the product details.

## What's Next

The basic setup is done. For optimal results:

- Configure the **Accordion Style** (collapsed, first item open, all items open) in the module settings
- Enable **View Tracking** to see which FAQs get the most clicks
- Use the FAQ widget to embed FAQs in CMS blocks and pages
- Use CLI commands ( `faq:export` / `faq:import` ) for bulk content management
- Integrate with the REST API for headless or external FAQ management

## Need More Help?

**Documentation:**

- All Help Articles - Complete documentation overview

**Support:**

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the FAQ Manager extension on magmodules.eu

# All articles for FAQ Manager

## Installation

| | |
|---|---|
| 1 | Installation using Composer (recommended) |
| 2 | Installation using the Adobe Marketplace |
| 3 | Install through FTP and SSH |

## Configuration

| | |
|---|---|
| 1 | Configuration Guide |
| **2** | **Quick Start Guide (current)** |
| 3 | FAQ Manager for Magento 2 |

## Troubleshooting

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|---|---|
| 1 | Troubleshooting |

## Other

| | |
|---|---|
| 1 | Import & Export |
| 2 | REST API |

## Usage Guide

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|---|---|
| 1 | Managing FAQs |
| 2 | Managing Pages |
| 3 | Managing Topics |

## Background

| | |
|---|---|
| 1 | Best Practices |
| 2 | CLI Commands |

