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## **User's Manual**

**Project name: TrueLoaded**

**Module: FAQ Management**

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version 1.2

o s C o m m e r c e m o d u l e s  
I n t e g r a t i o n w i t h E R P s y s t e m s  
S e r v i c e s  
S k i n s

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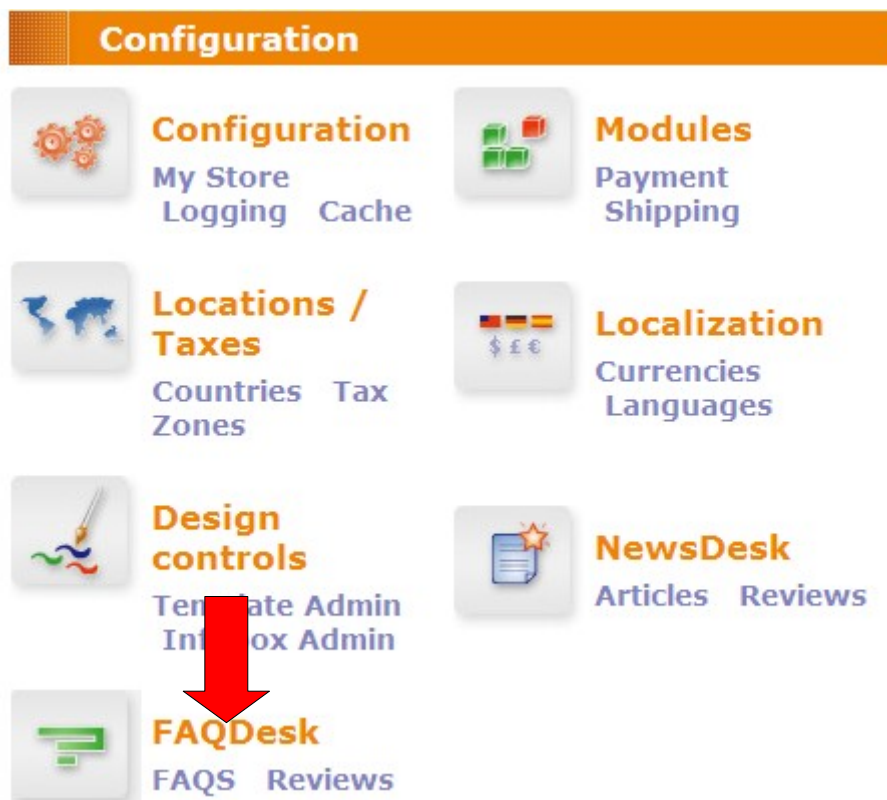
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## Introduction

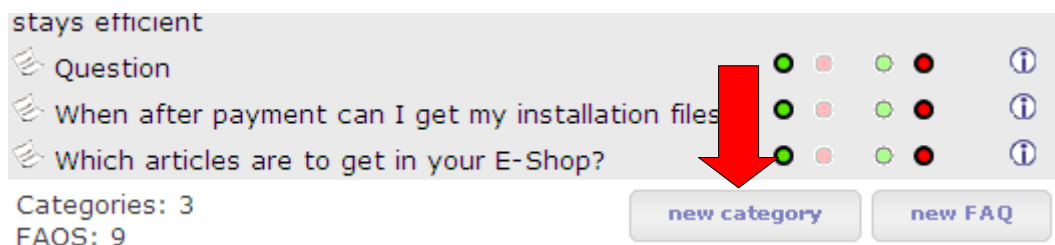
The FAQDesk section allows administrating of the FAQ Categories box. In the Admin Panel > Category and FAQ Management page you can create new categories and frequently asked questions.

### Creating A New Category

1. From Admin Panel of the web-store click the **FAQDesk** link.



2. Click the **New Category** button.



- In the right column, fill all the fields in: **Category Name** and **Category Description** (in all the languages installed on your website), **Category Image** (use the **Browse...** button to upload an image), **Sort Order**, and **Status**.



**New Category**

Please fill out the following information for the new category

Category Name:





Category Description:





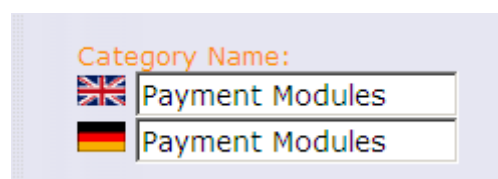
Category Image:

Sort Order:


Status  1=Enabled 0=Disabled


- ◆ **Category Name** will show up in the **FAQs Categories** box in the front end.

In the “back end”:

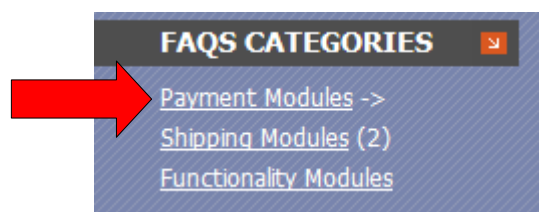


Category Name:

 Payment Modules

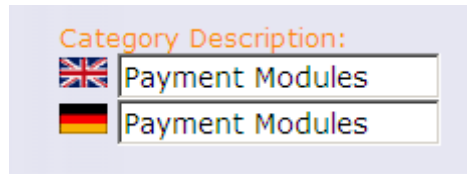
 Payment Modules

In the “front end”:

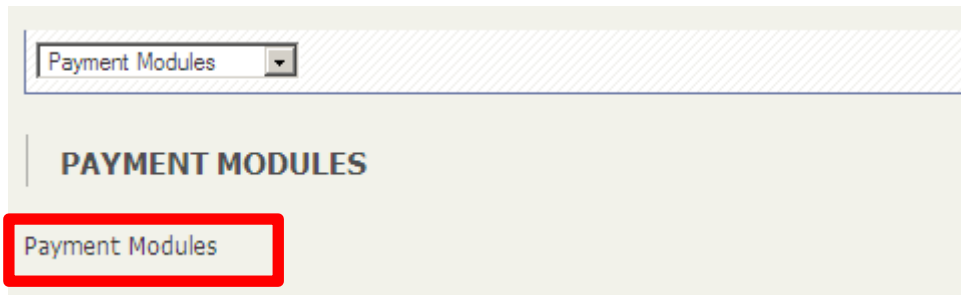


- ◆ **Category Description** will show up on the FAQ Category info page.

In the “back end”:



In the “front end”:

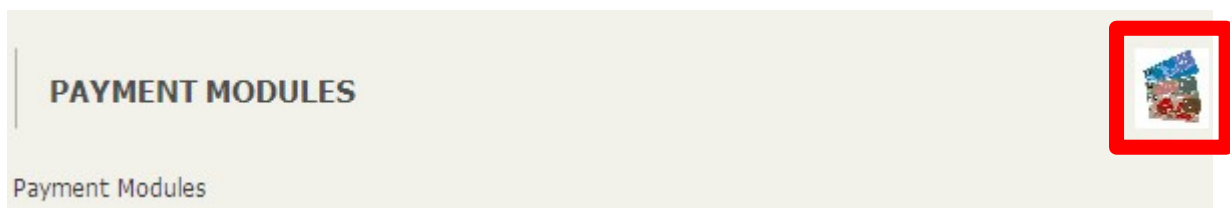


- ◆ **Category Image** will show up on the FAQ Category info page. Click the **Browse...** button and select the image file located on your PC. *Note: Use GIF or JPEG images please, and do not use BMP.*

In the “back end”:



In the “front end”:



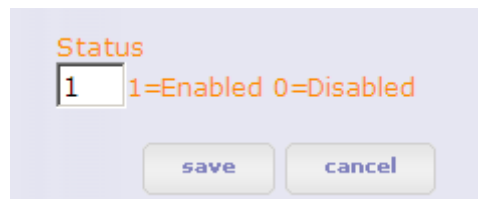
- ◆ Category **Sort Order** is set by a number defining position of the FAQ category link in the **FAQs Categories** box.



Sort Order:

- ◆ Category **Status** is set by 1 or 0 numbers:

1 – enables FAQ Category on the website, 0 – disables FAQ Category on the website.



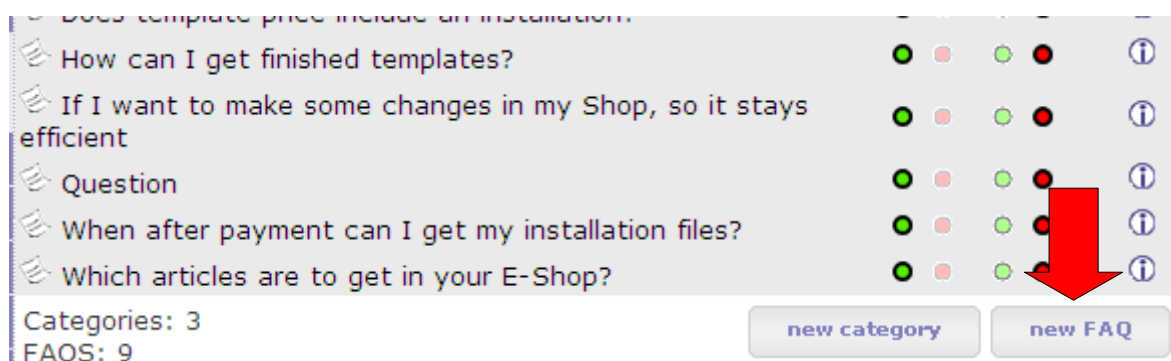
Status  
 1=Enabled 0=Disabled

5. Click the **Save** button to save the FAQ Category.

## Creating A New FAQ

### General Settings

1. From the Admin Panel click the **FAQDesk** link.
2. Select a category first, if you wish to assign a FAQ to a certain category, and then click the **New FAQ** button. Or, click the **New FAQ** button without selecting a certain category, if you wish the FAQ to be in the “Top” category.



Does complete price include an installation?

How can I get finished templates?	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="button" value="i"/>
If I want to make some changes in my Shop, so it stays efficient	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="button" value="i"/>
Question	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="button" value="i"/>
When after payment can I get my installation files?	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="button" value="i"/>
Which articles are to get in your E-Shop?	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="button" value="i"/>

Categories: 3  
 FAQs: 9

3. In the **General** screen, set up a FAQ Status: either **In Print** (available on the website) or **Out of Print** (disabled on the website).



**FAQS in the category "Top"**

General Images

FAQ Status:  In Print  Out of Print

Sticky Status  ON  OFF

4. If you wish the FAQ to be sticky (top), set up the **Sticky Status ON**. If you select the **OFF** button, the FAQ will not be sticky.



**FAQS in the category "Top"**


General Images

FAQ Status:  In Print  Out of Print

Sticky Status  ON  OFF

5. Set up a date when the FAQ will appear on the website. A default date is a current one. In the **Date formatted as: (YYYY-MM-DD)** field, specify the date in the mentioned format (Year-Month-Day).

*Note: You can use the "arrow" icon adjacent to the field to select the date from Calendar.*



**FAQS in the category "Top"**

General Images

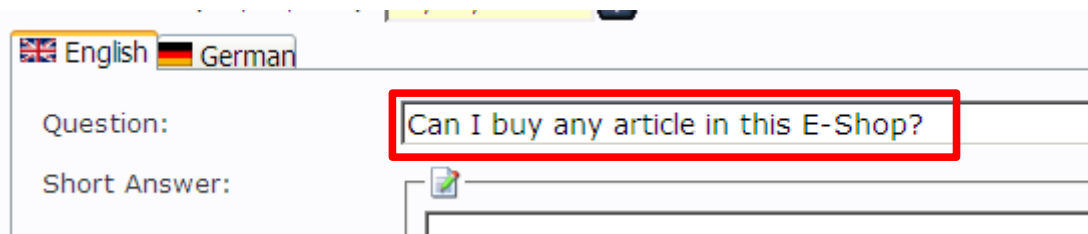
FAQ Status:  In Print  Out of Print

Sticky Status  ON  OFF

Start Date: (MM/DD/YYYY) 07/07/2009 ▼

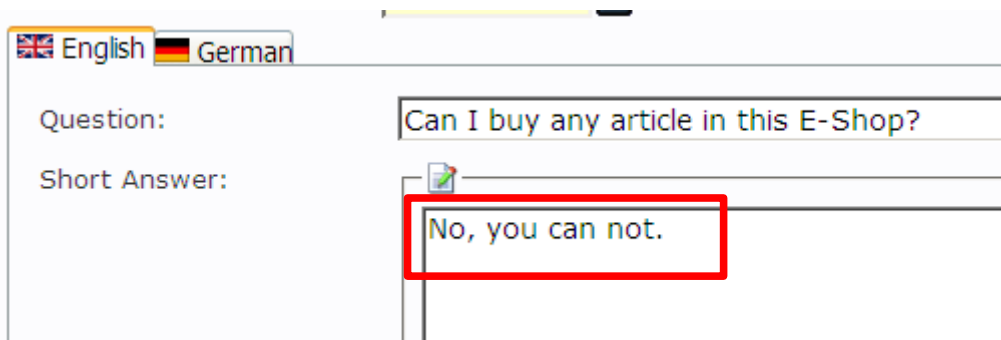
English German

6. In the **Question** field specify the FAQ's text. For example, "Can I buy any article in this E-Shop?"



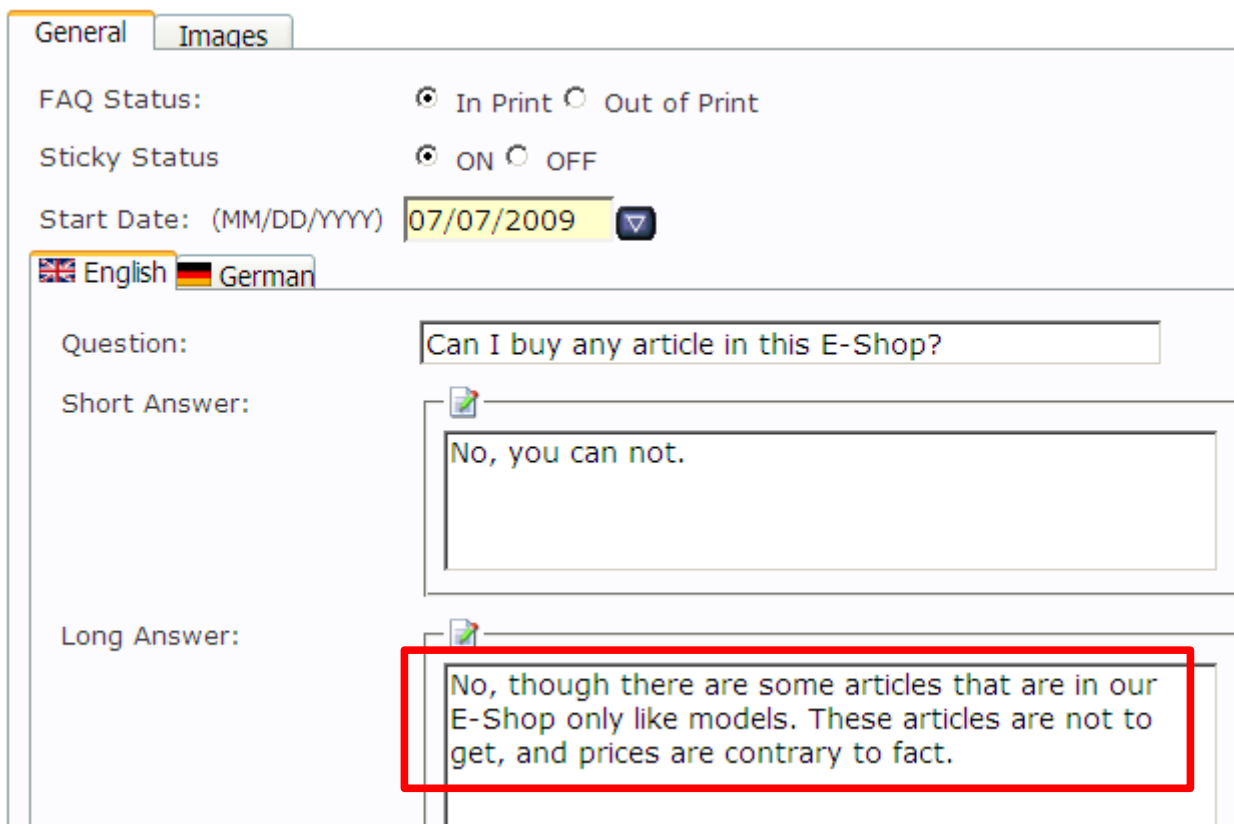
The screenshot shows a form with two tabs: 'English' and 'German'. Below the tabs, there are two input fields. The first field is labeled 'Question:' and contains the text 'Can I buy any article in this E-Shop?'. This field is highlighted with a red rectangular box. The second field is labeled 'Short Answer:' and is currently empty.

7. In the **Short Answer** field you can specify a short answer to the FAQ. For example, "No, you can't".



The screenshot shows the same form as above. The 'Question:' field now contains 'Can I buy any article in this E-Shop?'. The 'Short Answer:' field contains the text 'No, you can not.' and is highlighted with a red rectangular box.

8. In the **Long Answer** box you can specify a detailed answer to the FAQ.



The screenshot shows a more complete form with two tabs: 'General' and 'Images'. Under the 'General' tab, there are several settings: 'FAQ Status' with radio buttons for 'In Print' (selected) and 'Out of Print'; 'Sticky Status' with radio buttons for 'ON' (selected) and 'OFF'; and 'Start Date' with a text input '07/07/2009' and a dropdown arrow. Below these settings are the 'English' and 'German' tabs. The 'Question:' field contains 'Can I buy any article in this E-Shop?'. The 'Short Answer:' field contains 'No, you can not.'. The 'Long Answer:' field contains a detailed response: 'No, though there are some articles that are in our E-Shop only like models. These articles are not to get, and prices are contrary to fact.' This field is highlighted with a red rectangular box.

You can also use the *WYSIWYG* Editor icon located at the top of the **Short Answer** and **Long Answer** boxes to design the answer's text in a popup window.

The Short and Long answers will show up in the FAQ categories page. (Note: FAQs display can be set up in the Configuration > FAQDesk Listing Settings section).

Displaying 1 to 9 (of 9 articles) Result Pages: 1

Question+	Short Answer	Long Answer	Date
<a href="#">Can I buy any article in this E-Shop?</a>	No, you can not.	No, though there are some articles that are in our E-Shop only like models. These articles are not to get, and prices are contrary to fact.	2005-02-18 15:18:12
<a href="#">Can I modify or change my Shop at my discretion?</a>		Of course, you can change and modify all at your discretion, but you are responsible for all these overpatchings/changes and efficiency.	2005-02-18 14:57:46
<a href="#">Can I return the Shop?</a>		Unfortunately you can not do it. We don't render done payments.	2005-02-18 15:01:42

9. In the **Extra URL** field, specify the website address without *http://*.

Extra URL: (without http://)

A website containing additional information will open after clicking on the “webpage” link at the end of the following statement (on the FAQ info page): *For more information, please visit this related [webpage](#).*

10. Click the **German** tab to fill all appropriate fields in German language.

## Uploading Images

1. From the Admin Panel > FAQDesk section select an existent FAQ record and click the **Edit** button on the right.
2. From the FAQ editing page click the **Images** tab.

### FAQS in the category "Top"

The screenshot shows the 'FAQS in the category "Top"' editing interface. The 'Images' tab is highlighted with a red box. Under 'Image one:', there is a text input field containing '/images/faqdesk/s\_blue.gif' and an orange 'Preview' button. Below this is the 'Upload New Image' section, which includes an empty text input field for 'Image one:' and a 'Browse...' button.

Here you can upload up to 3 images which will show up in the FAQ info page on the website. (Note: Images display can be set up in the *Configuration > FAQDesk Frontpage Settings* section).

3. Click the **Browse...** button next to the **Image one** field and upload the image file.

This close-up shows the 'Upload New Image' section. The 'Image one:' field is empty, and a red arrow points to the 'Browse...' button. The 'Destination:' dropdown menu is set to 'images/faqdesk'.

4. In the **Destination** field specify a directory located on your server where the image will be stored (select a folder in the dropdown list). Default directory is images/.

This is another close-up of the 'Upload New Image' section, showing the 'Image one:' field, the 'Browse...' button, and the 'Destination:' dropdown menu set to 'images/faqdesk'. A red arrow points to the 'Browse...' button.

*Note: The Destination directory must be created on your server before.*

5. Click the **Preview** button at the bottom of the page to display an image on the right.  
*Note: When you return back from the Preview page, your image will be displayed in the Preview box (see below).*

6. In the **Enter image title for image one** you can specify a title for an image (in all the languages installed in your web-store).

7. Click the **Preview** button at the bottom of the page to preview what you will have on the website, and then click the **Update** button to save your settings.

## Editing Categories and FAQs

- ◆ To edit a category, go to the “Category and FAQ Management” page and select a category in the list. Then, click the **Edit** button on the right.

Question	Status	Sticky	Action	Payment Module
Payment Modules	● ●		▶	edit
Shipping Modules	● ●		ⓘ	delete
Functionality Modules	● ●		ⓘ	move

After making changes in the category, click the **Preview** button, and then - the **Update** button.

- ◆ To edit a FAQ, go to the “Category and FAQ Management” page and select a FAQ in the list. If the FAQ is not in the “Top” category, first open a category in the list by clicking on the “folder” icon and open a sub-category if any, and then select the FAQ within the category. Click the **Edit** button on the right.

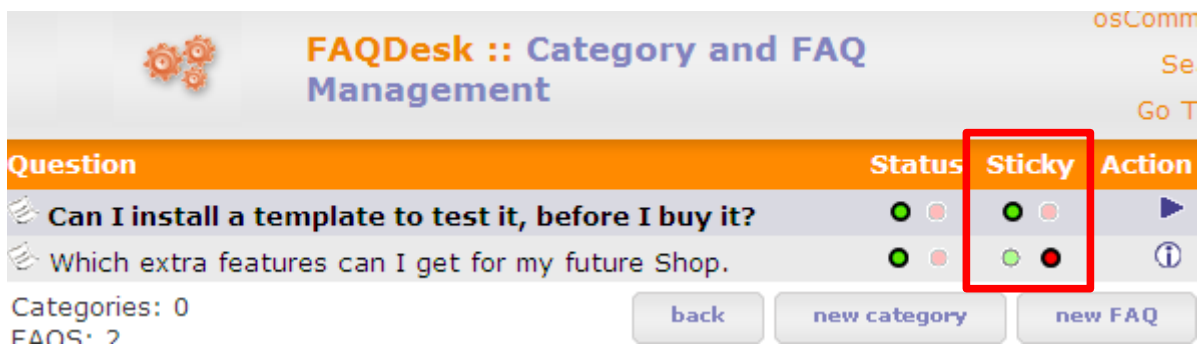


After making changes in the FAQ, click the **Preview** button, and then - the **Update** button.

- ◆ You can also change the Category's and/or FAQ's status directly in the list. In the **Status** column, click the “green traffic light” icon to set the Active status; click the “pink traffic light” icon to set the Inactive status .



- ◆ You can also change the FAQ's Sticky status directly in the list. In the **Sticky** column, click the “green traffic light” icon to make the FAQ “sticky”; click the “pink traffic light” icon to disable “sticky” status of the FAQ.



## Deleting Categories and FAQs

- To delete a category, go to the “Category and FAQ Management” page and select a category in the list. Then, click the **Delete** button on the right.



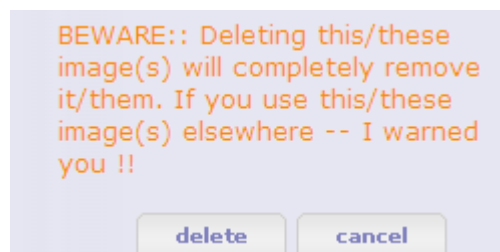
Click the **Delete** button again to confirm deletion.



- To delete a FAQ, go to the “Category and FAQ Management” page and select a FAQ in the list. If the FAQ is not in the “Top” category, first open a category in the list by clicking on the “folder” icon, and open a sub-category if any, and then select a FAQ within the category. Click the **Delete** button on the right.

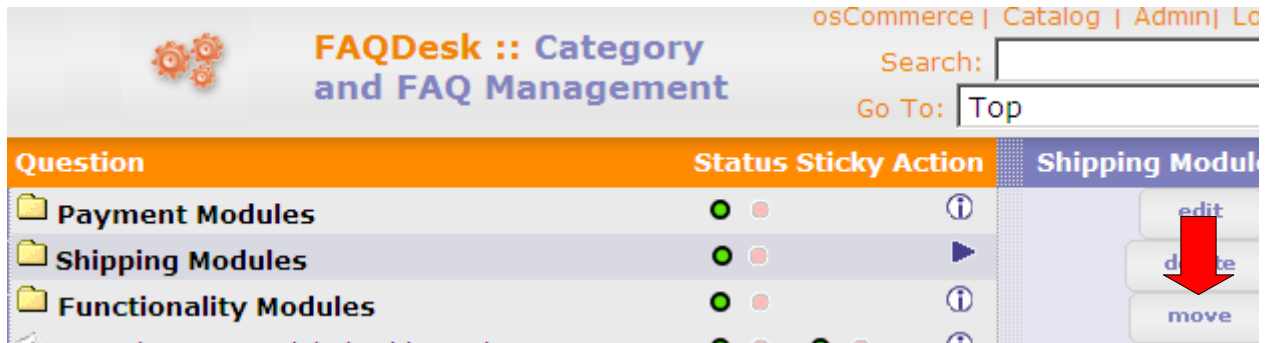


Click the **Delete** button again to confirm deletion.



## Moving Categories/FAQs

1. From the Admin Panel click the **FAQDesk** link.
2. In the list of Categories/FAQs, select a category you want to move to another category.
3. Click the **Move** button on the right.



4. In the dropdown list displayed on the right, select a “target” category.



5. Click the **Move** button again.

The **Move** button transfers one category to another one, that means a category is removed from one category and appears in another one.

You can move FAQs the same way as it is described for categories.



## Copying FAQs

1. From the Admin Panel click the **FAQDesk** link.
2. In the list of Categories/FAQs, select a FAQ you want to copy to another category.
3. Click the **Copy To** button to the right.

The screenshot shows the 'FAQDesk :: Category and FAQ Management' interface. At the top, there are navigation links for 'osCommerce | Catalog | Admin | Log'. A search bar and a 'Go To:' dropdown menu (set to 'Shipping Modules') are visible. Below is a table of FAQs with columns for 'Question', 'Status', 'Sticky', and 'Action'. The first FAQ is 'Can I install a template to test it, before I buy it?'. To the right of the table, a context menu is open, showing options: 'edit', 'delete', 'new', and 'copy to'. A red arrow points to the 'copy to' button.

4. In the dropdown list displayed on the right panel, select a “target” category.

The screenshot shows a 'Copy To' dialog box. It has a 'Categories:' dropdown menu with 'Shipping Modules' selected. Below it, there are radio buttons for 'Copy Method': 'Link FAQ' (selected) and 'Duplicate FAQ'. At the bottom are 'copy' and 'cancel' buttons. A red arrow points to the 'Shipping Modules' dropdown menu.

5. Choose either the **Link FAQ** or **Duplicate FAQ** copying method.

The screenshot shows the same 'Copy To' dialog box as above. A red arrow points to the 'Link FAQ' radio button, which is currently selected.

- ◆ The **Link FAQ** method links a FAQ to another category. When editing a FAQ that is in several folders, all of the placements will be edited at once.
- ◆ The **Duplicate FAQ** method creates the same but independent FAQ in another (or the same) category. This gives a possibility to make some changes in duplicated FAQ instead of creating a new one. The editing results of duplicated FAQ will not be applied to its “copies” belonged to other categories.