ÉTOILE WEB DESIGN

ULTIMATE FAQ

GETTING STARTED GUIDE

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This manual will guide you on how to perform the basic tasks to get going with the Ultimate FAQs plugin.

Once you have installed the plugin, go to the plugin *Dashboard*. Dashboard gives you option to upgrade to premium (full) version to enjoy all plugin features. It also displays a comprehensive FAQ summary, like: the number of FAQs, number of views, most viewed FAQ, and a list of all FAQs that you have added.

If you have any trouble using our plugin, our ultimate support is there to assist you with your queries.
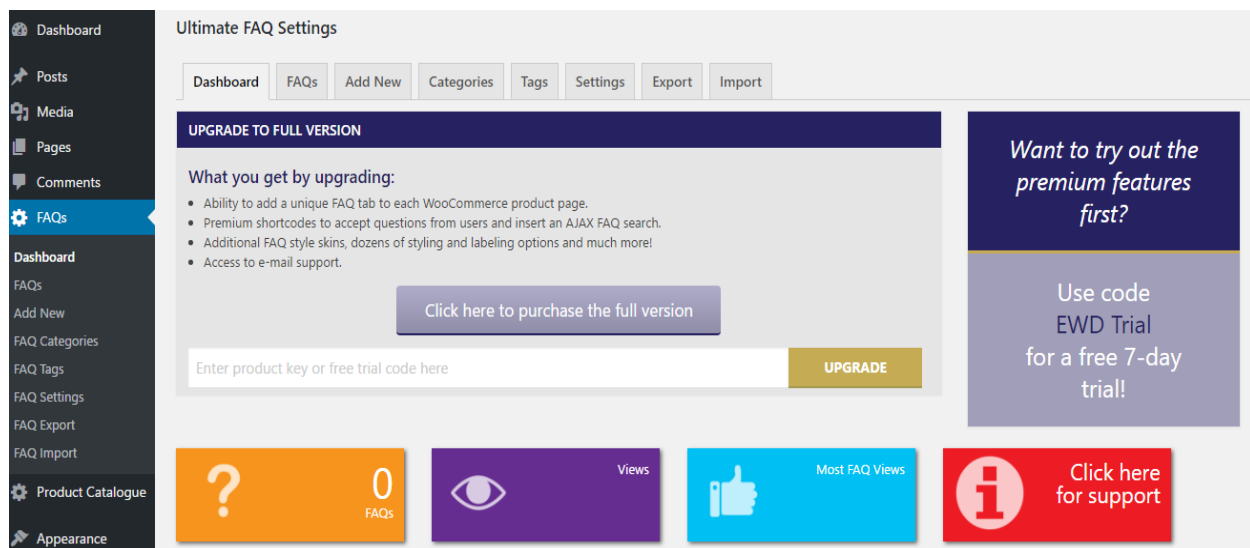
Creating Your First FAQ

Creating your first FAQ is an easy task. Go to the *FAQs* tab, and click on *Add New*.
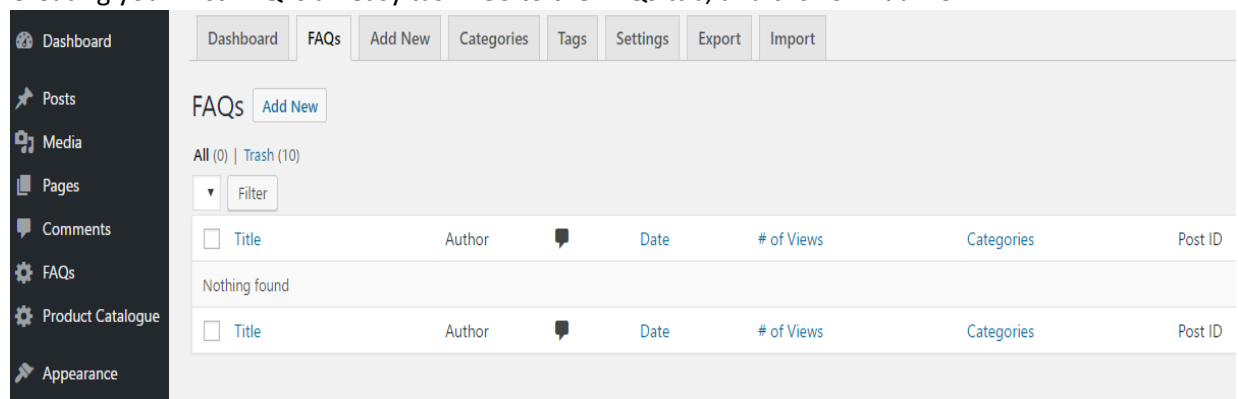
Use the fields here to enter all the required FAQs details (explained in detail below) and then click on *Publish*:

1. **Add New FAQ-** Enter the title of the FAQ here.
2. **Visual or Text box-** Here you can add the content that an FAQ would display on expansion.
3. **Author Display Name-** Displays the author name to be displayed for the FAQ.

4. **FAQ Categories-** Allows you to categorize your FAQs. You can add an FAQ to a new FAQ category or add it to a parent FAQ category (sub-category).
5. **FAQ Tags-** Helps to describe the attributes of this FAQ.
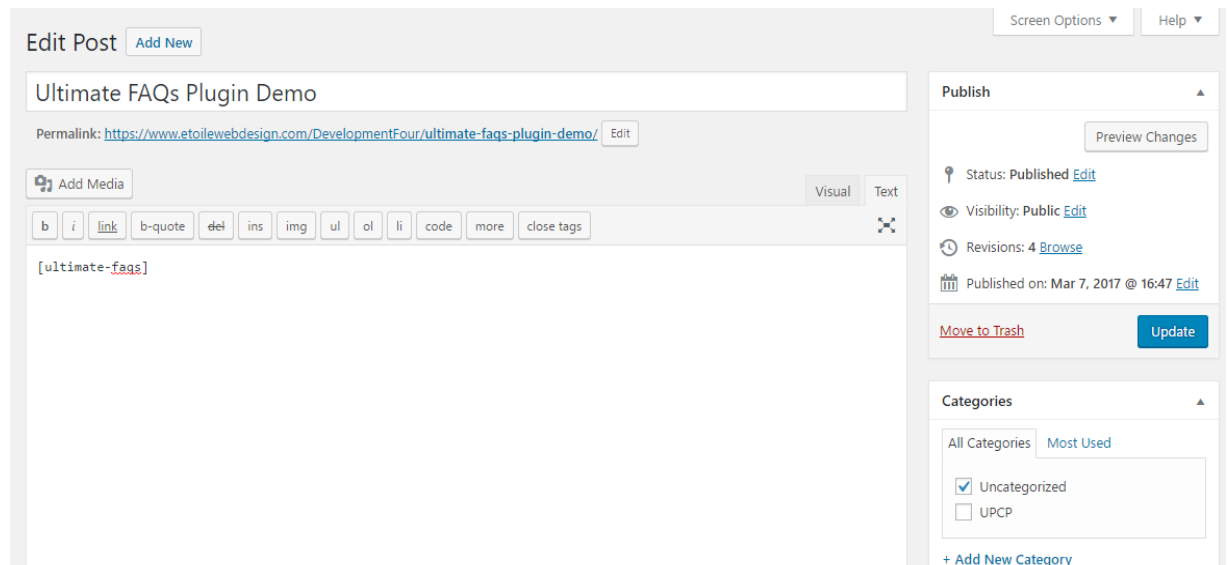
Note: *Categories* are used to group FAQs on one page, whereas, *Tags* are used to help find FAQS that share a tag. We will learn more about categories and tags later in this manual.
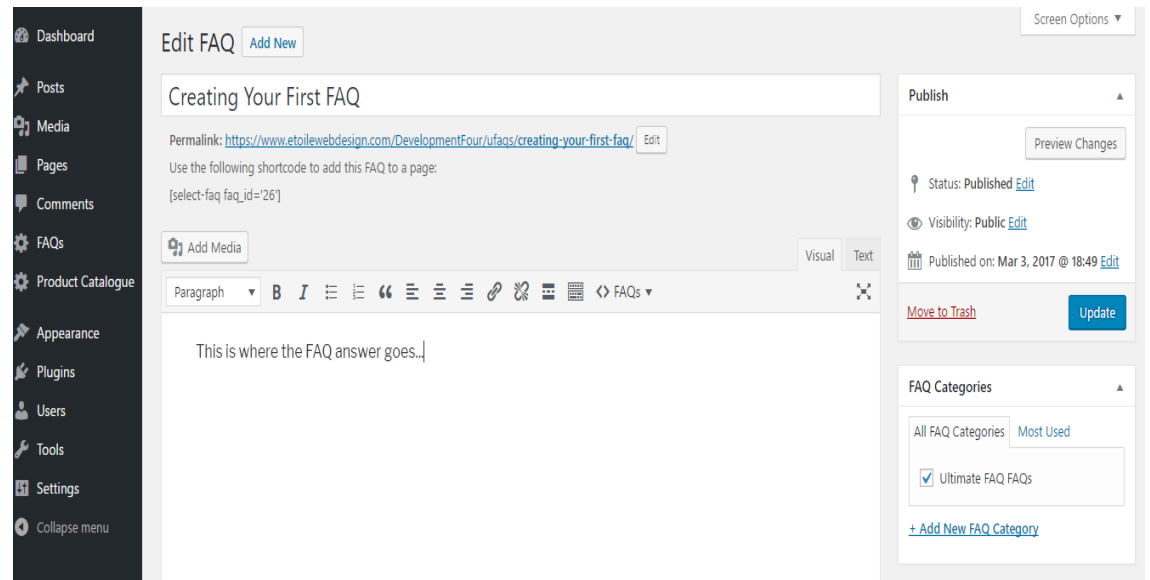
Note: FAQ shortcode (below the Permalink) is generated automatically once you Publish the FAQ.

Displaying Your FAQs

To display FAQs, simply place the *[ultimate-faqs]* shortcode on a post or a page.

Publish the post or page and click on Preview to see all your FAQs:
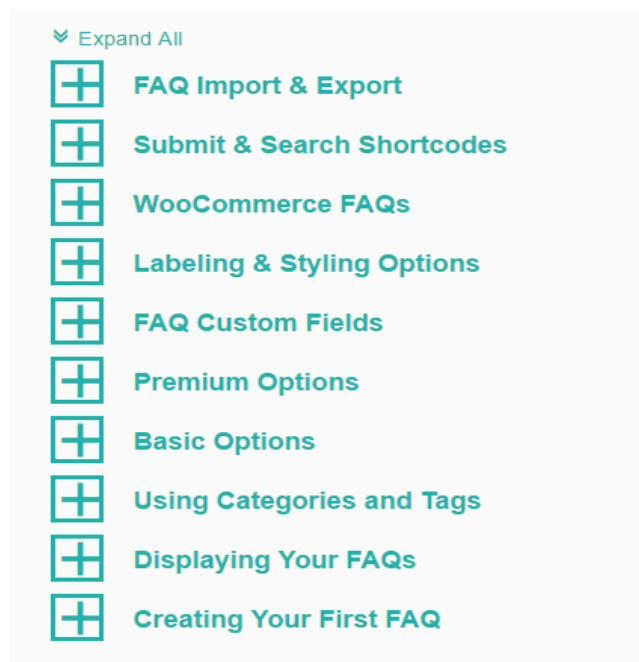
Categories

Categories act as a way to organize your FAQs. They also act as titles for your categories that will group your individual FAQS.

To add a new category, go to *Categories* tab:
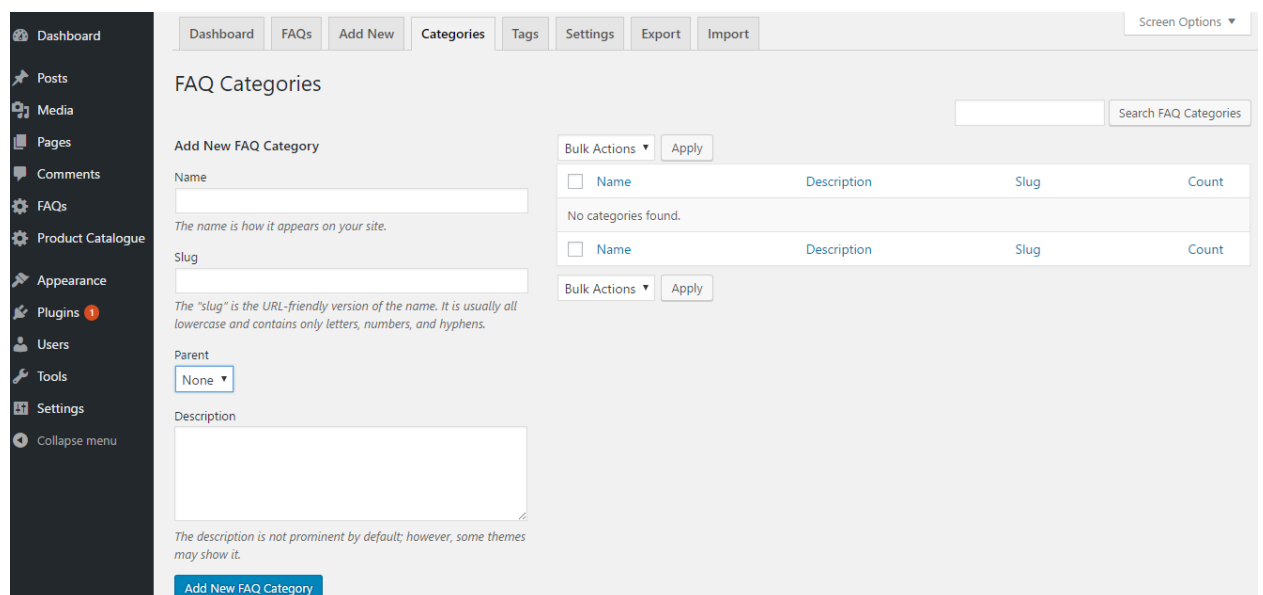
The left panel shows the fields to add a new category and the right panel show the list of the categories already added. To Add a new FAQ Category fill-in the following:

1. **Name:** The name of the category. This is how it appears on your site.
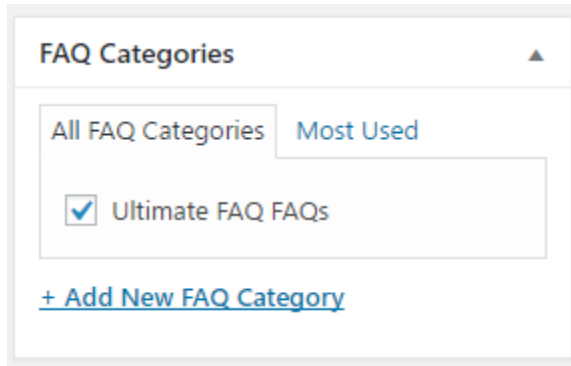2. **Slug:** The *slug* is the URL-friendly version of the name. It is usually all lowercase and contains only letters, numbers, and hyphens.
3. **Parent:** Set a parent category If you are adding a sub-category.
4. **Description:** The description is not prominent by default; however, some themes may show it.

Note: To find the shortcode for a category, go to that category on the categories list.

Once you have added *FAQs* & *Categories*, the next step is to add the FAQ to a category. Go to *FAQs* tab, click on the FAQ you want to add to this category & select the desired *FAQ Categories*.

Tags

Tags are used to provide quick links to the type of FAQ you have. An FAQ with a tag shared by another FAQ can be more easily found by clicking on the shared tag, thus bringing you to a page with all shared tags.
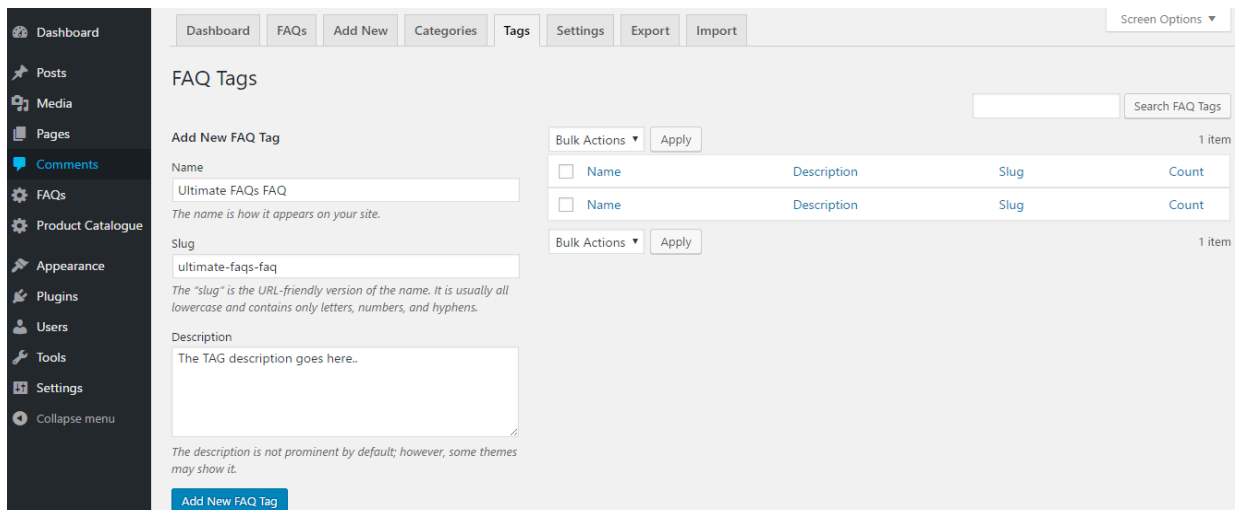
To add a new Tag, go to *Tags* tab:

1. **Name:** The name of the Tag. This is how it appears on your site.

2. **Slug:** The *slug* is the URL-friendly version of the name. It is usually all lowercase and contains only letters, numbers, and hyphens.
3. **Description:** The description is not prominent by default; however, some themes may show it.
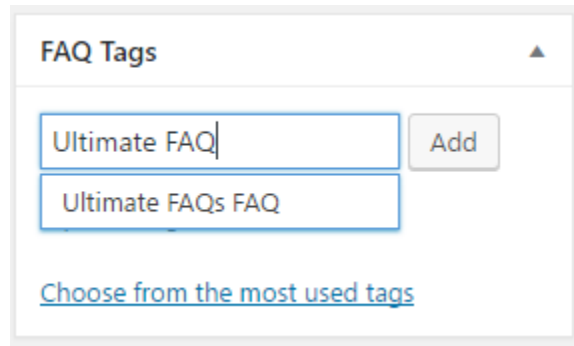4. Once you have added *FAQs* and *Tags*, you can now add tags to your FAQs on the *Edit FAQ* page.

Settings

This tab allows you to customize and set different options for your FAQ plugin.
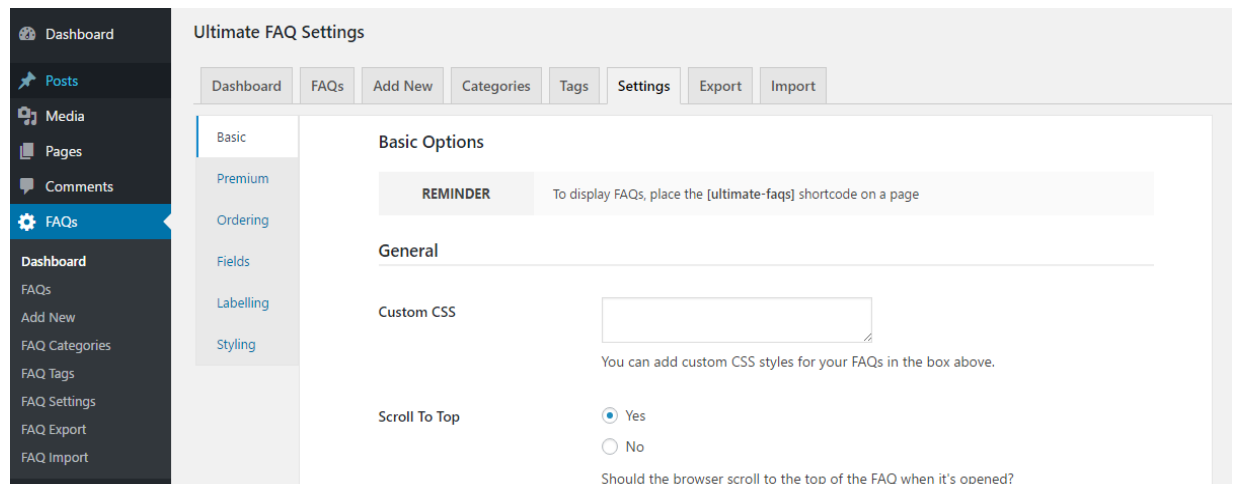
a. Basic
   i. General
      1. **Custom CSS-** You can add custom CSS styles for your FAQs in this box.
      2. **Scroll to Top-** *Yes or No?* Should the browser scroll to the top of the FAQ when it's opened?
      3. **Show Editor Helper-** *Yes or No?* Should the shortcode builder be shown above the WordPress page/post editor, in the toolbar buttons?

4. **Turn on Comment Support-** *Yes or No?* Should comment support be turned on, so that if the "Allow Comments" checkbox is selected for a given FAQ, comments are shown in the FAQ list?
5. **Include Permalink Icon-** *Yes or No?* Should an icon to link directly to each question be displayed?
6. **Permalink Type-** *Main FAQ Page or Individual FAQ Page?* Should the permalink icon link to the main FAQ page, or to the individual FAQ post?

ii. Functionality
1. **FAQ Toggle-** *Yes or No?* Should the FAQs toggle open when they are clicked instead of opening on a new page?
2. **FAQ Category Toggle-** *Yes or No?* Should the FAQ categories hide/open when they are clicked, if FAQs are being grouped by category ("Group FAQs by Category" in the "Ordering" area)?
3. **FAQ Expand/Collapse All-** *Yes or No?* When set to Yes you can toggle open and close all of the FAQs at once?
4. **FAQ Accordion-** *Yes or No?* Should the FAQs accordion? (Only one FAQ is open at a time, requires FAQ Toggle)

iii. Display
1. **Hide Categories-** *Yes or No?* Should the categories for each FAQ be hidden?
2. **Hide Tags-** *Yes or No?* Should the tags for each FAQ be hidden?
3. **Display All Answers-** *Yes or No?* Should all answers be displayed when the page loads? (Careful if FAQ Accordian is on)
4. **Display Post Author-** *Yes or No?* Should the display name of the post's author be show beneath the FAQ title?
5. **Display Post Date-** *Yes or No?* Should the date the post was created be show beneath the FAQ title?
6. **Display 'Back to Top'-** *Yes or No?* Should a link to return to the top of the page be added to each FAQ post?

b. Premium
i. Display
1. **FAQ Display Style-** *Default, Color Block, Block, Border Block, List or Minimalist?* Which theme should be used to display the FAQ's?
2. **Color Block Shape-** *Square or Circle?* If "Color Block" is selected for "FAQ Display Style", should the block be square or circle?
3. **Reveal Effect-** How should FAQ's be displayed when their titles are clicked?

ii. General
1. **FAQ Ratings-** *Yes or No?* Should visitors be able to up or down vote FAQs to let others know if they found them helpful?

2. **Pretty Permalinks-** *Yes or No?* Should an SEO friendly permalink structure be used for the link to this FAQ?
3. **FAQ Auto Complete Titles**- *Yes or No?* Should the FAQ Titles auto complete in the search form?
4. **FAQ Slug Base-** This option can be used to change the slug base for all FAQ posts. Be sure to go to "Settings" -> "Permalinks" in the WordPress sidebar and hit "Save Changes" to avoid 404 errors.
5. **Social Media Option-** *Facebook, Google, Twitter, LinkedIn, Pinterest, Email?* Which social media links should be displayed?

iii. WooCommerce

1. **WooCommerce FAQs-** *Yes or No?* Should FAQs for a given product be displayed as an extra tab on the WooCommerce product page? For this to work correctly, an FAQ category needs to be created with the same name as a given WooCommerce product.
2. **Use WooCommerce Product Object-** *Yes or No?* Should the FAQ tab be set up using the WooCommerce product object, as in the WC documentation, or just using the ID of the page?

iv. Submit FAQ

1. **Allow Proposed Answer-** *Yes or No?* When using the user-submitted question shortcode, should users be able to propose an answer to the question they're submitting?
2. **Admin Question Notification-** *Yes or No?* Should an email be sent to the site administrator when a question is submitted?

c. Ordering

The following settings allows you to order your FAQs:

i. Ordering Options

1. **Group FAQs by Category-** *Yes or No?* Should FAQs be grouped by category, or should all categories be mixed together?
2. **Sort Categories-** How should FAQ categories be ordered? (Only used if "Group FAQs by Category" above is set to "Yes"). Please note, this is a premium feature.
3. **Sort Categories Ordering-** *Ascending or Descending?* How should FAQ categories be ordered? (Only used if "Group FAQs by Category" above is set to "Yes")
4. **FAQ Ordering-** How should individual FAQs be ordered? Please note, this is a premium feature.
5. **FAQ Order Setting-** *Ascending or Descending?* Should FAQ be ascending or descending order, based on the ordering criteria above?

ii.   **Order Table-** Drag and drop the FAQs to reorder them, if you have 'Selected Order' set for the 'FAQ Ordering' option.

d. Fields [Premium]

i.   **FAQ Custom Fields-** Should any extra fields be added to the FAQs? The "Field Values" should be a comma-separated list of values for the select, radio or checkbox field types (no extra spaces after the comma)

ii.   **Hide Blank Fields-** *Yes or No?* Should field labels be hidden if a field hasn't been filled out for a particular FAQ?

e. Labelling [Premium]

Labelling allows you to replace the default text labels on the FAQ pages. Enter value in any of the label that you need to modify and click *Save Changes.*

f. Styling [Premium]

The styling feature allows you to customize the look and appearance of your FAQs to fit to your native WordPress theme. You can edit and change the following options based on the look that best fits your theme:

Toggle Symbol

(●) + −
( ) ⌄ ⌃
( ) ⌄⌄ ⌃⌃
( ) ▼ ▲
( ) ⌄ ⌃
( ) ○ ◉
( ) ○ ●
( ) ☐ ◼
( ) ☐ ◼
( ) ◇ ◈
( ) ◇ ◆
( ) ⬤ ⬤
( ) 〜 👁
( ) ☾ ☀
( ) 🔒 🔒

Toggle Symbol Styling

Icon Size (e.g. 16px)

[   ]

Icon Background Color

[   ]

[⊠ ▾]

Icon Font Color

[   ]

[⊠ ▾]

Icon Border size (e.g. 1px)

[   ]

Icon Border Color

[   ]

[⊠ ▾]

Icon Border Radius (e.g. 3px)

[   ]

Block Theme

Hover Background Color

[   ]

[⊠ ▾]

Hover Font Color

[   ]

[⊠ ▾]

List Theme Anchors

Font Family

[   ]

Font Size

[   ]

Font Color

[   ]

[⊠ ▾]

Margin

[   ]

Padding

[   ]

FAQ Question

Font Family

[   ]

Font Size

[   ]

Font Color

[   ]

[⊠ ▾]

Margin

[   ]

Padding

[   ]

Toggle Symbol Top Margin

[   ]

FAQ Answer

Font Family

[   ]

Font Size

[   ]

Font Color

[   ]

[⊠ ▾]

Margin

[   ]

Padding

[   ]

FAQ Post Date

Font Family

[   ]

Font Size

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Font Color

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Margin

[   ]

Padding

[   ]

FAQ Category, Tags

Font Family

[   ]

Font Size

[   ]

Font Color

[   ]

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Margin

[   ]

Padding

[   ]

FAQ Heading Types

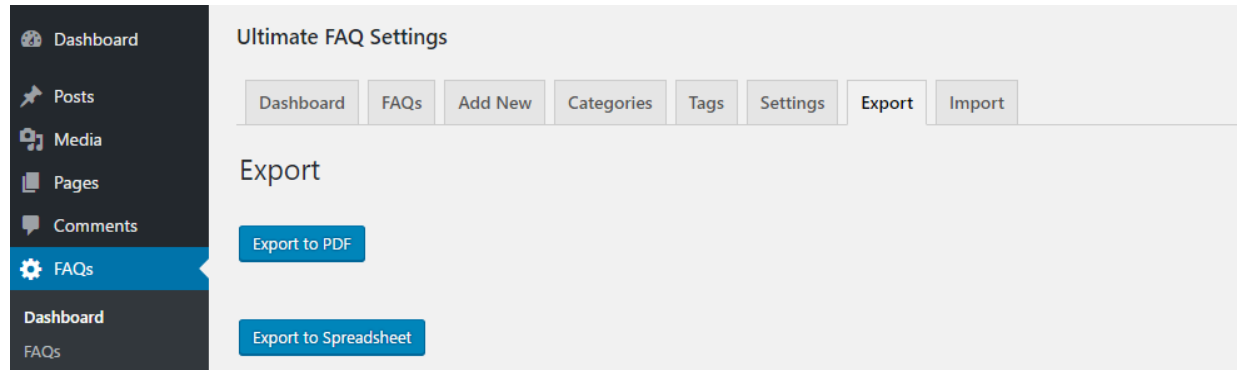Category Heading Type

[H4   ▾]

FAQ Heading Type

[H4   ▾]

Export [Premium]

Downloads all FAQs currently in the database to PDF or Spreadsheet format, a useful feature when you are moving your data from one to another site or if you want to update your FAQs in bulk.

Export allows you to export all your FAQs to PDF or spreadsheet format.

a. Export to PDF

Creates a PDF file and downloads to your system that looks like the image shown below:
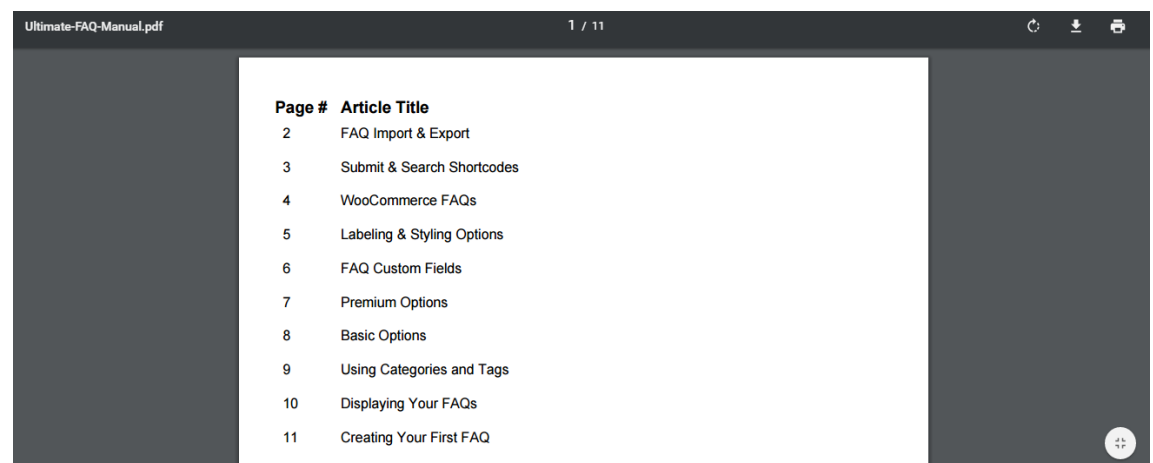
b. Export to Spreadsheet

Creates a spreadsheet and downloads to your system that looks like the image shown below:

Import [Premium]

Import allows you to import FAQs from the "Q and A FAQ and Knowledge Base for WordPress" or you can also use spreadsheet to import products all at once.

a. Import FAQs from Plugin

Import all of your FAQ posts and categories from the plugin "Q and A FAQ and Knowledge Base for WordPress".

b. Import FAQs from a spreadsheet

Use spreadsheet to import FAQs all at once. Make sure that the column title names are the same as the field names for FAQs(e.g: Question, Answer, Categories, etc.), and that any categories and tags are written exactly the same as they are online. Also, note that categories and tags are not automatically created on import and need to exist before the import.
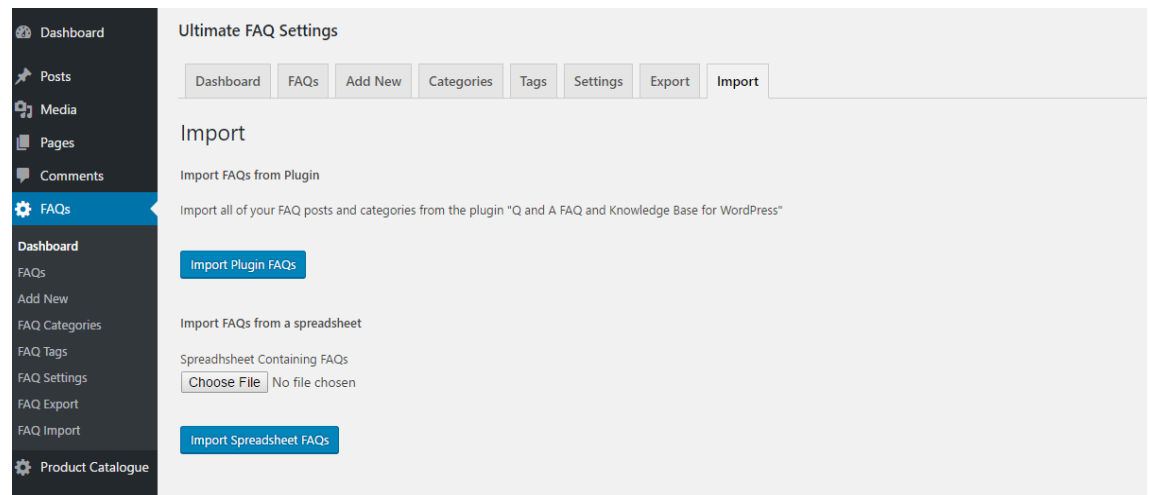
Shortcodes

a. [ultimate-faqs]

i. Function

To display FAQs on a post or a page.

ii. Description

This shortcode will list all your FAQs on a post or a page.

iii. Example

[ultimate-faqs]

b. [submit-question]

i. Function

To display a FAQ submission form.

ii. Description

The Ultimate FAQ submit question shortcode is a premium feature.

It displays a form that allows users to submit FAQs of their own, and if enabled, enter an entry to their submitted question as well. Simply write [submit-question] on a page or post, and you should see the form appear.

iii. Example

[submit-question]

c. [ultimate-faq-search]

i. Function

To display a search form.

ii. Description

The Ultimate FAQ search shortcode is a premium feature.

Evidently, users browsing through a full page of FAQs might become overwhelmed. The search shortcode will allow premium users to display a search bar that allows users to find FAQs with a specific string in the title or body of the post or page.

iii. Example

[ultimate-faq-search]