magmodules



Snelstartgids

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	Installatie met Composer (aanbevolen)
2	Installatie via de Adobe Marketplace
3	Installatie via FTP en SSH

Configuration

1	Configuratiegids
2	**Snelstartgids (current)**

Troubleshooting

1	Probleemoplossing

Usage Guide

1	FAQ's beheren
2	Pagina's beheren
3	Topics beheren

Background

1	Best Practices

