



FAQ Page

USER MANUAL · Version 1.0.2 · PrestaShop 1.7.8 – 9.x

1. What this module does

The module adds a "Frequently asked questions" page to your shop: questions grouped by topic (delivery, payment, returns...), each answer opening under its question when the customer clicks it. The same answers can also appear under the product list of chosen categories and in a "FAQ" tab of their products, where customers look for them. The page describes its questions to search engines with `FAQPage` structured data.

Works with **PrestaShop 1.7.8, 8.x and 9.x** (PHP 7.2.5 or newer), with the Classic and Hummingbird themes and with multistore.

2. Installation

1. Download the module from **My account** → **Order history** at addonspresta.com.
2. In your Back Office, open **Modules** → **Module Manager** and click **Upload a module**.
3. Drop the `ap_faq_v1.0.1.zip` file and wait for the confirmation.
4. Click **Configure** on the module card.

After installation the page exists at `/en/faq` (and `/pl/faq`, `/fr/faq` ... in your other languages) and stays empty until you add a category and questions. Add a link to it in your menu or footer, for example with the Main menu or the Link list module of PrestaShop.

3. How it works

The FAQ page shows, in the order you set, every enabled FAQ category that has enabled questions, with the category name as a heading and its questions below. A question opens and closes when the customer clicks it; this works without JavaScript and with the keyboard. Each question also has its own address (`.../faq#faq-12`), which opens it directly.

When a question or answer has no translation in the visitor's language, the text of the default language is shown.

For each question you may tick shop categories. The question then also appears:

- under the product list of each ticked category, below the heading "Frequently asked questions";

- in a "FAQ" tab of the product page of every product that belongs to any ticked category. Your theme draws the tab like its other product tabs: tabs in Classic, an accordion in Hummingbird.

The FAQ page carries `FAQPage` structured data (JSON-LD) with every question and answer shown, so that search engines and assistants understand the page. Since 2023 Google shows FAQ rich results only for a few well-known government and health websites, so do not expect them for a shop. If the Google sitemap module of PrestaShop is installed, the FAQ page is added to the sitemap in every language.

The module does not change PrestaShop tables and does not connect to addonspresta.com or any other server.

4. Features and settings

Open **Modules** → **Module Manager** → **FAQ Page** → **Configure**. The Help box at the top links to this manual and to the module page at addonspresta.com, in the language of your Back Office.

FAQ page

The panel shows the address of your page.

- **Page title** — the heading of the page, for example "Frequently asked questions" (required in the default language).
- **Introduction** — optional text above the questions, written in the editor.
- **Meta title** and **Meta description** — what search engines show; an empty meta title uses the page title.
- **Page address** — the last part of the address: lowercase letters, digits and hyphens, for example `faq` or `help`. The change works at once; update the links to the page in your menu.
- **Show on category pages** and **Show on product pages** — switch the questions ticked for categories on or off in those places.
- **Product tab title** — the name of the product page tab, "FAQ" by default.

FAQ categories

The list shows the categories in their order with the number of questions. Use the arrows to change the order, the status icon to switch a category on or off, **Edit** to rename it, **Add a question** to write a question in it and **Delete** to remove it with all its questions. Click **Add a category** (the + button of the list) to create one: a name in every language and the status.

Questions

The list shows the questions with their category; choose a category above the list to see only its questions. Use the arrows to change the order of questions within their category, the status icon to switch a question on or off, **Edit** to change it and **Delete** to remove it. A question has:

- **FAQ category** — where it appears on the FAQ page;
- **Question** — plain text in every language (required in the default language);

- **Answer** — text from the editor in every language, with links, lists, pictures or videos (required in the default language). Scripts and unsafe links are removed when you save; if the text still contains elements your shop does not allow, an error tells you so;
- **Also show in categories** — shop categories where the question also appears (subcategories are not included automatically);
- **Enabled** — a disabled question is kept but not shown.

5. Multistore

Select a shop in the Back Office header to see and change its own FAQ categories (and the categories shown in all shops); new categories are then shown in that shop only. With **All shops** selected, the list shows every shop with a **Shop** column and new categories are shown in all shops. An employee who does not manage every shop sees only the categories of their shops and changes the page settings with a single shop selected. Settings follow the shop or shop group of the header. One licence covers every shop of the installation.

6. Uninstall

Module Manager → **FAQ Page** → **Uninstall** deletes all categories, questions and settings. To keep them, use **Disable** instead.

7. FAQ and troubleshooting

The FAQ page shows "This page has moved" or a 404 error. Check the **Page address** setting and that no other page of the shop uses the same address. With friendly URLs off, use the address shown at the top of the FAQ page panel.

A question does not appear. Check that the question and its category are enabled and that the category belongs to the shop you are looking at.

The FAQ tab does not appear on a product. Check **Show on product pages**, then that the question has a category of this product ticked in **Also show in categories**. Clear the cache in **Advanced Parameters** → **Performance**.

Can I change how the questions look? Yes. Add CSS for the `.ap-faq` classes to your theme, or copy the module templates to `themes/<your-theme>/modules/ap_faq/views/templates/` and edit the copies.

Will Google show my questions in its results? The page tells search engines what the questions and answers are, but Google decides what to show and currently shows FAQ results only for a few authoritative sites.

8. Updates and support

Updates are free for life: download new versions from **My account** → **Order history** at addonspresta.com and upload them like a new module. Your questions and settings are kept.

Support is included for 12 months from your order: write to **mail@addonspresta.com** or use the contact form at addonspresta.com (Monday to Friday, 10:00–16:00 CET; we usually answer within 2 business days). Please include your PrestaShop version, the module version and the steps that lead to the problem.