Adding a Help Centre Topic

Last Modified on 29/09/2016 4:25 pm AEST

Quick Steps: Shop > Shop Settings > Help Centre Topics

The Help Centre allows organisations to create a Customer Service area within their Shop that answers frequently asked questions in relation to their online store. Help Centre Topics are the questions that then sit underneath the Topic Groups.

1. Within the Management Console, select **Shop** from the top menu, then **Shop Settings** from the left menu.

2. Select **Help Centre Topics** from the expanded left menu.

3. Click **Add** at the top of the page.

4. Assign the topic to a **Topic Group**, then give the topic a **Title** and an **Order**.

5. Select the **Details** tab and insert the relevant information for the topic.

6. Click **Save** to add the new Help Centre Topic.

7. Go back to the **Listing** and set the **Status** to Online.

Note: Always ensure that the numbers in Order in your topics, run numerically from 1 in the order that you wish the different groups to display on your Shop page.

Related Articles

[template("related")]