KENESIS

How To Use FAQ

KENESIS

Looking for something specific? | **🔍 Search** | **Add Post**

Post Discussion

ANSWER ON THIS POST | COMMENT ON THIS POST | ...

Emails on Kenesis
How do emails work on Kenesis

1 | 👍 Like Post | 0 | 👎 Dislike Post | ◁ Share

POSTED: Feb 17, 2023
COMMENTS: 0

Kenesis | WebApp

Answer

COMMENT ON THIS ANSWER | ...

Support Kenesis

Quotes - These get sent directly to the Client and the owner of the Website to the email you supplied on the website and the owner of the Website is able to click on the email and respond back to the client or can click on reply and change the noreply email to the email of where they got the quote from.

Feedback - These are forms generated from the contact us pages and forms added onto the website. These are sent directly to the owner of the Website and a duplicate is sent to the backend of the website as a Feedback response that the owner of the Website can review later

ANSWERED: Feb 22, 2023
COMMENTS: 0

0 | 👍 Like Post | 0 | 👎 Dislike Post

⭐ Top Questions Discussion

1. Emails on Kenesis
2. Adding in Products
3. Loading in New Images
4. My text is taking a different format?
5. Kenesis Layouts
6. Struggling with PopUps
7. My images are cutting off
8. Form Builder Tracking
9. Understanding Couriers
10. Error when loading a Product

🕙 Recently Added

1. Emails on Kenesis
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The program of tomorrow, available today!

What is **FAQ**

Frequently Asked Questions (FAQ)

This is often used in Articles, Websites, and online forums where common questions tend to recur.

Example through posts or queries by new users related to common knowledge gaps. The purpose of a FAQ is generally to provide information on frequent questions or concerns related to any topic, however ours is Kenesis.

FAQ will be a central point for all Kenesis Developer New and Experienced to be able to share knowledge and get advice on any topic related to Kenesis.

If you are not sure how something works or have a challenging question that a client asked you but you not sure what the answer is, FAQ is there to help.

"What access will I have"
You will have to Ask Questions and Answer Question, apart from this you will be able to discuss a topic by commenting on Questions someone else has asked within faq.kenesispro.com.

Let's gets started working our way around FAQ.

FAQ
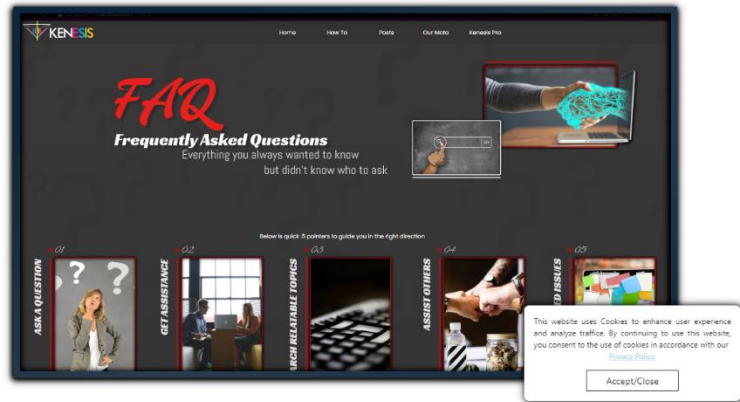## Frequently Asked Questions
Everything you always wanted to know
but didn't know who to ask

How to **Create** an Account

Lets Begin

First thing we will need to do is access the site (faq.kenesispro.com)

Once here we will first need to accept the cookies on the site in the bottom right hand corner

Lets Create your Account

Once you have accepted the Cookies on the site you will notice a **'Person Icon'** appear in the Menu. You will need to click on this to be able to **'Create an Account'** or if you have an account already you will be able to **'Log In'**.

Once you have clicked on 'Create an Account' you will see the following options below you will need to complete before you can begin.

Name: This is your Name (e.g - Adrian)
Surname: This is your Surname (e.g - Esterhuizen)

Email: This is your Company Email 'The Company you work for' Jasper, Cyber, EcoWeb, Heyonline, DigiKlix or Unico (e.g - adriane@kenesipro.com)

Contact: This is your Company Contact Number 'Not compulsory' (e.g - 011 841 4777)

Password: This is your CRM Password (e.g - jas01pas, eco01pas, uni01pas)
Confirm Password: Confirming your Password you just inserted
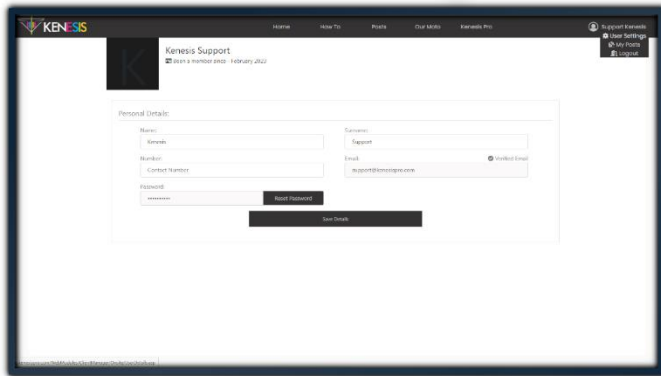
Sign Up: Clicking this button will save your changes and allow you access to FAQ

To finalize your setup you will recieve an email to verify your account.

Once your email is verified you are all clear and ready to begin adding in your Questions
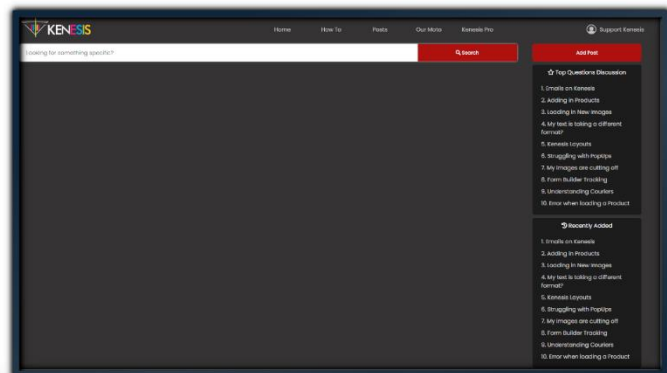
02

How to Add a new Question

Where to Add a Question

Once your account is Set-Up you will be directed to this screen, from here or anywhere on the site you will notice on the 'Top Right' corner will be your name.

From here you can hover over your name and direct yourself to 'User Settings' or to 'My Post'

Different Options

User Settings: This will allow you to go back into your details to update them if needed.

My Post: Going here you will be able to see all your posts you have added or even add in a new one

Adding a New Post / Question

Title: You will need to give you Question a Quick 'Headin' to indicate what you need ass. (e.g - Adding in Products)

Description: This is where you will now explain your question in detail so the next person can assist you in resolving your issue.

Tags: Tags are predefined 'Template' keywords used to add to your question to allow filtering between Questions easier.
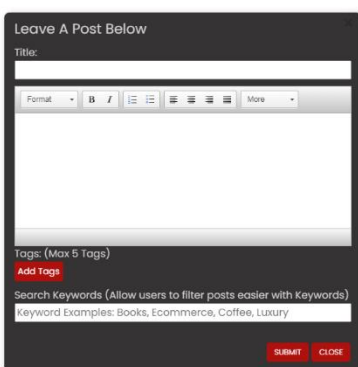
Keywords: Keywords are set by you as the user and can be anything related to the Question.
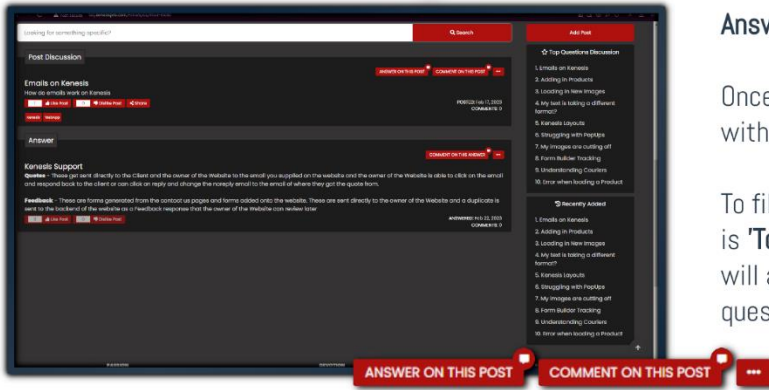e.g - Question - 'How do i add Products'
e.g - Keywords - 'Adding, Products, Retail, Ecommerce, Shop, Store, New and etc.

Submit: This will save your Post to the Site for all to see

Cancel: This will cancel your Post and will close the window so you can continue looking for answers.

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How to **Answer** on a **Question**

Answering a Question

Once landed on the Site you will be greeted with the latest Question added.

To filter through them you can see on the right is **'Top Discussions'** & **'Recently Added'** and these will allow you to see the most popular and newest questions asked.

How to Answer a Question

Answering a question is really simple. When you browsing through posts and you come across a question no-one has answered all you need to do is click on the **'Answer On This Post'** button and you will be able to leave your answer.

Answering a Post / Question

Description: This is where you will be able to type out your answer in full for the person who asked the question. If you are not 100% sure rather leave a comment on the Question to give guidance.

Submit: This will save your Answer and it will add it to the Question for the person who posted the question to see, or the next person who needs assistance on the same instance.

Cancel: This will cancel your Answer and will close the window so you can continue looking for other Posts.
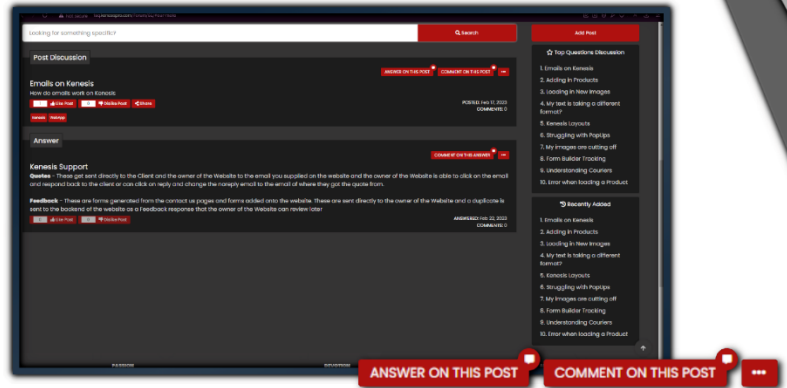
How to **Comment** on a **Question**

Commenting on a Question

Once landed on the Site you will be greeted with the latest Question added.

To filter through them you can see on the right is **'Top Discussions'** & **'Recently Added'** and these will allow you to see the most popular and newest questions asked.

How to Comment on a Question

Commenting on a question is really simple. When you browsing through posts and you come across a question and you not 100% sure what it is they need assistance with, you can leave a comment by clicking **'Comment On This Post'**.

Commenting on a Post / Question

Description: This is where you will be able to ask for additional information to ensure the answer your giving is the correct one. Most of the times the questions does not explain all steps, or all information so commenting is a sign of **'Asking for more information'**.

Submit: This will save your Comment and it will add it to the Question for the person who posted the question to see, or the next person who lands on Question who knows the answer can see your Comment ans assist you aswell.

Cancel: This will cancel your Comment and will close the window so you can continue looking for other Posts.
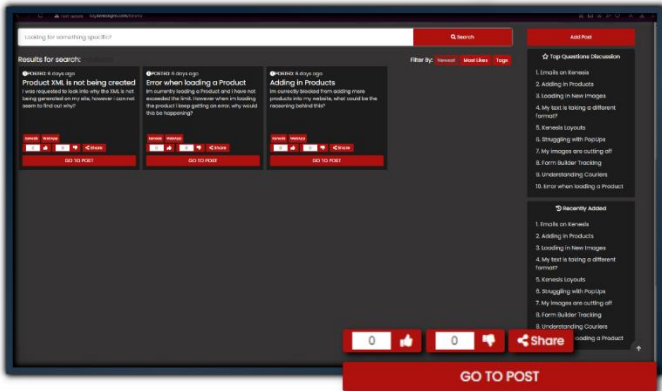
How to **Search** a **Question**

Searching a Question

When searching for a Question you are able to do so with the aid of Keywords or Titles.

e.g - Your looking for something product related your question or search phrase will look like
"I am unable to add in products with CSV"

The FAQ will give you Questions related to this search mainly focusing on Keywords inserted by the person who posted the question **e.g Product, CSV, Load, Add**

Search Results

Once you have clicked on Search. FAQ will give you a variety of Questions asked by numerous people **(Even including your own Questions)** that you are able to see a preview of what they asked, or if someone else has had the same issue you have had.

Once you have found a Question realting to the Question you are searching you are able to click on **'Go To Post'** to read full Post.

If you saw a question that you know someone else is struggling with, you will be able to share a link with them by clicking **'Share'** on the post you would like to share with them.

Additonally if you believe this Question is accurate and the Answer on this Question solved your issues give it a **'Thumbs Up'** rating so it makes it easier for the next person to find.