

We're excited to welcome you on board the ProtectBox family. This document helps you finalize your Partner app installation and provide some pointers towards customizing it to better suit your brand.

Required steps to start selling

- ☐ Configure [payment methods](#) in WooCommerce
- ☐ Set up and validate [emailing](#)
- ☐ [Switch](#) to a pretty domain name (i.e., vanity URL)

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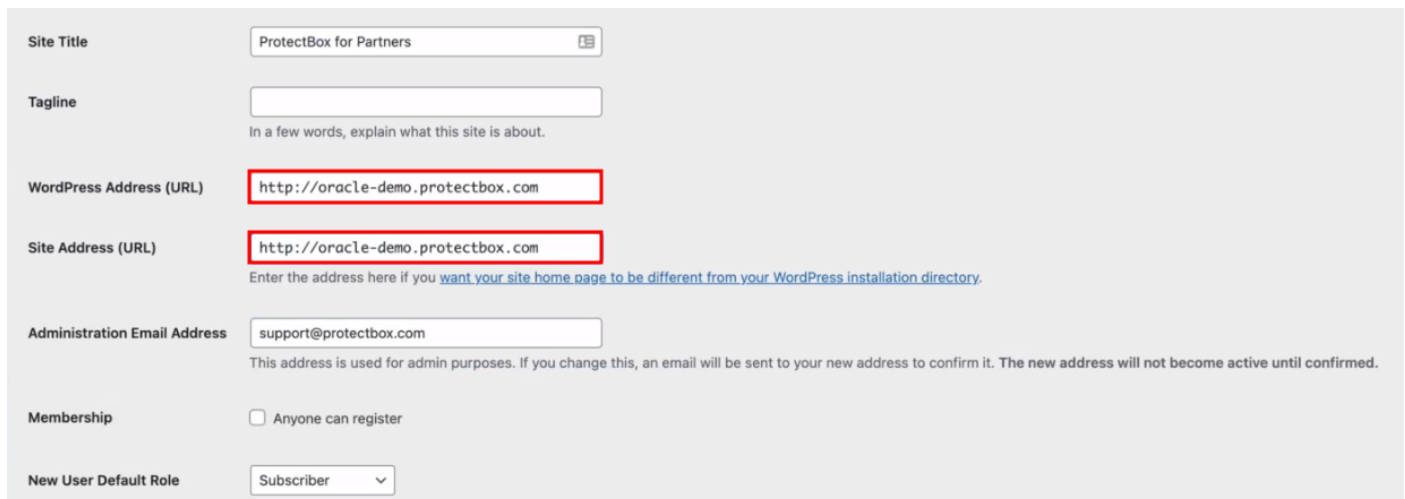
Certificate and Domain

SSL Certificate

A SSL certificate is essential to add an extra security layer to your site and keep all the users' information encrypted during the data transmission.

To activate your SSL certificate, you must first change your site's URL to a valid domain:

1. Inside the admin dashboard, go to "Settings" -> "General", change both highlighted fields with your own domain, and hit the "Save Changes" button at the end of the page:



The screenshot shows the WordPress 'General' settings page. The 'WordPress Address (URL)' and 'Site Address (URL)' fields are highlighted with red boxes, both containing 'http://oracle-demo.protectbox.com'. Other fields include 'Site Title' (ProtectBox for Partners), 'Tagline' (empty), 'Administration Email Address' (support@protectbox.com), 'Membership' (Anyone can register), and 'New User Default Role' (Subscriber).

2. After updating the domain, you will be required to log in again:

Already Registered ?

Username/Email*

admin

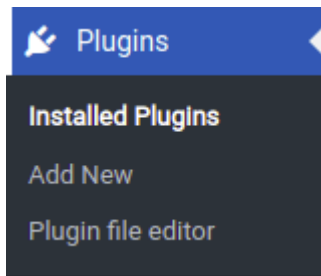
Password*

.....

☒ Remember Me

Login

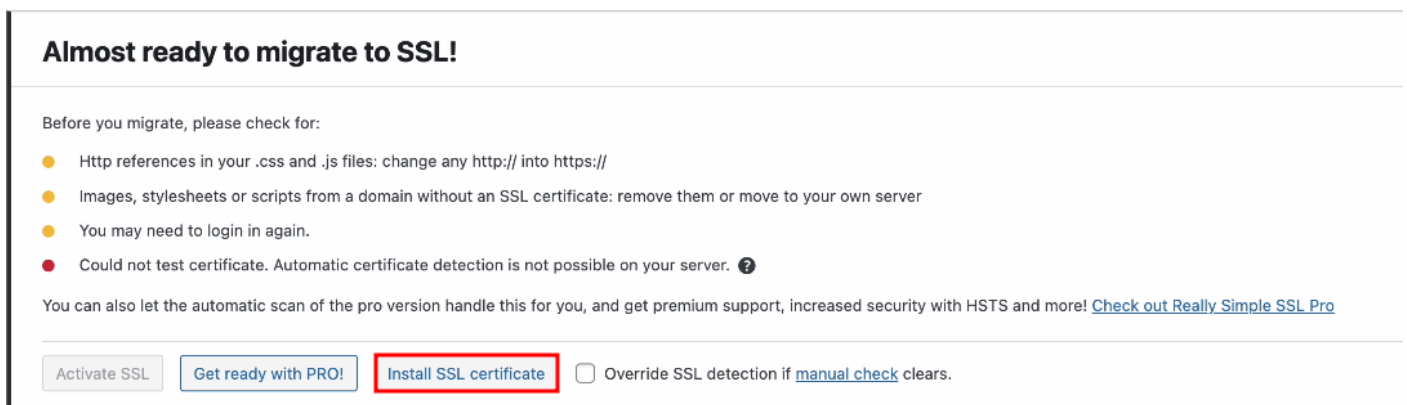
3. You need to enable the Really Simple SSL plugin if you haven't done it yet. Go to the Installed plugins page:



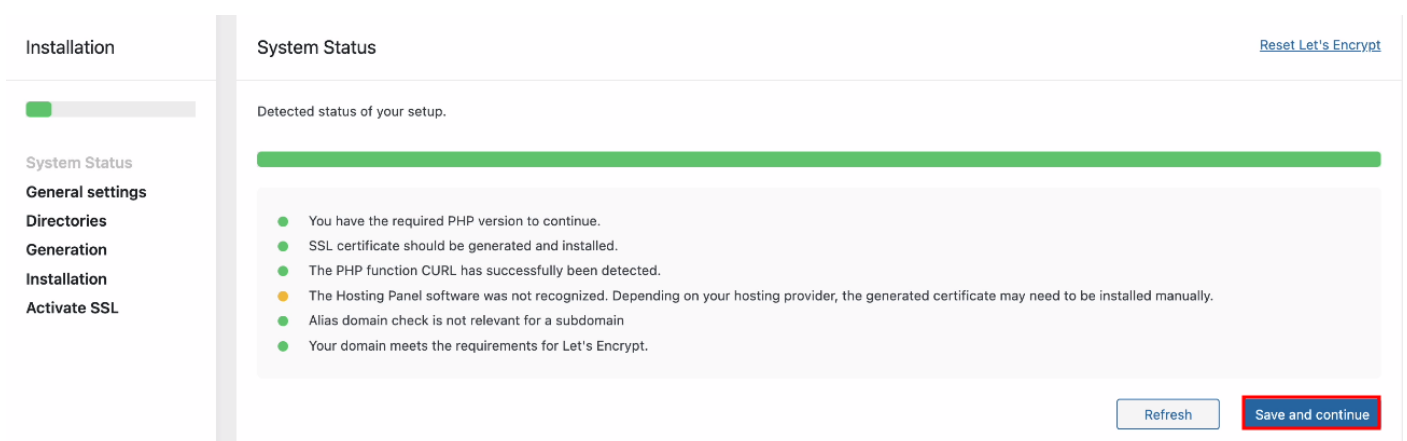
4. Activate the Really Simple SSL plugin:



5. A new message will appear. You need to click on the “Install SSL certificate” button:



6. Wait for the steps to be completed, and click the “Save and Continue” button when ready:



7. On the next page, fill the text field with a valid email address and hit the “Save and Continue” button:

The screenshot shows the 'Domain' configuration page. On the left, a sidebar lists 'Installation' as the current step. The main content area has a header 'Domain' with a 'Reset Let's Encrypt' link. Below this is a paragraph about Let's Encrypt. The 'Email address' section shows a prefilled email 'email+redacted@test.protectbox.com' with a green checkmark and a red border. The 'Terms & Conditions' section has a toggle switch turned on. The 'OCSP Stapling' section has a toggle switch turned off. The 'Domain' section shows a prefilled domain 'oracle-demo.protectbox.com' with a green checkmark. The 'Hosting provider' section has a dropdown menu with the option 'I don't know, or not listed, proceed with installation'. At the bottom right, there are three buttons: 'Previous', 'Save', and 'Save and continue' (highlighted with a red border).

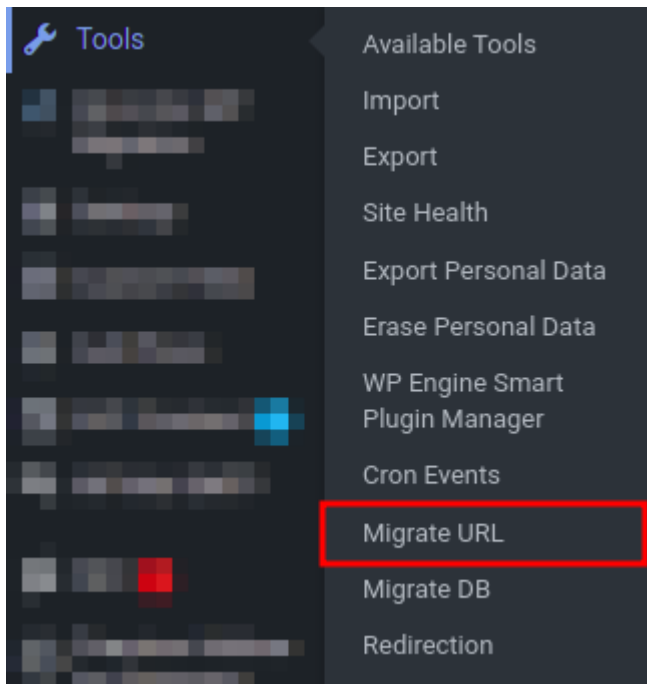
8. Follow all the next steps by clicking on the “Save and Continue” button until you get on the page below, where you need to hit the “Go ahead, activate SSL!” button:

The screenshot shows the 'Activate SSL' page. On the left, a sidebar lists 'Installation' as the current step. The main content area has a header 'Activate SSL' with a 'Reset Let's Encrypt' link. Below this is a section titled 'Almost ready to activate SSL!' with a question mark icon. It lists several checks: 'Http references in your .css and .js files: change any http:// into https://', 'Images, stylesheets or scripts from a domain without an SSL certificate: remove them or move to your own server.', 'We strongly recommend to create a backup of your site before activating SSL', 'You may need to login in again.', and 'An SSL certificate has been detected'. Below this list is a paragraph about automatic scans and premium support. At the bottom right, there are three buttons: 'Previous', 'Go ahead, activate SSL!' (highlighted with a red border), and 'Get ready with PRO!'.

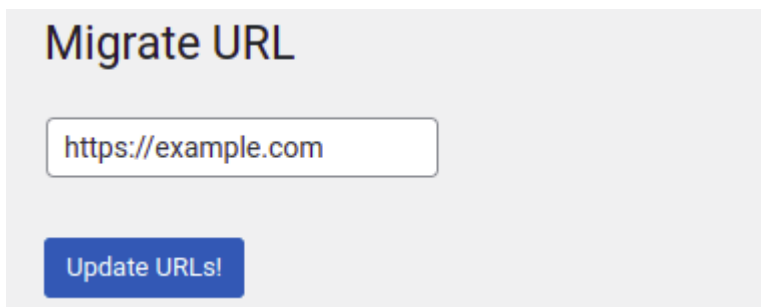
With all the steps followed correctly, you should now have your site configured with a valid and working SSL certificate.

URL Migration Tool

Changing your site's domain is easy, you just need to access the Admin Dashboard and then "Tools" -> "Migrate URL":



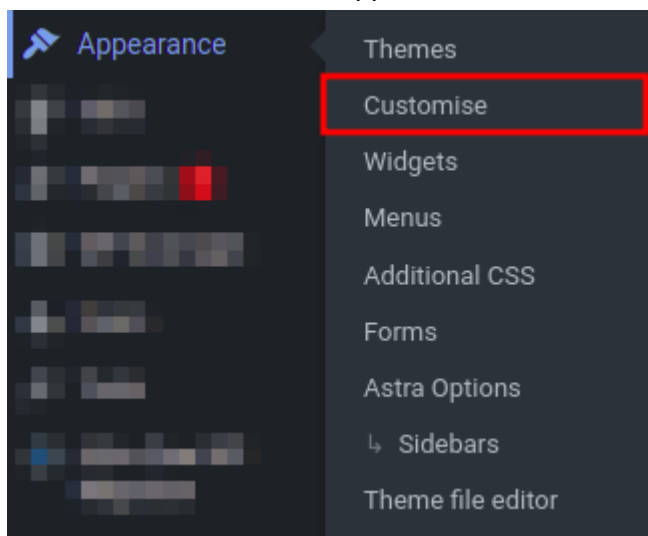
Then, enter your new URL and click on the button:

A screenshot of the 'Migrate URL' form in the WordPress Admin Dashboard. The form has a title 'Migrate URL' at the top. Below the title is a text input field containing the URL 'https://example.com'. At the bottom of the form is a blue button labeled 'Update URLs!'.

It will update your database with the provided URL and flush the WordPress cache and some update some common cache plugins.

Visual Identity

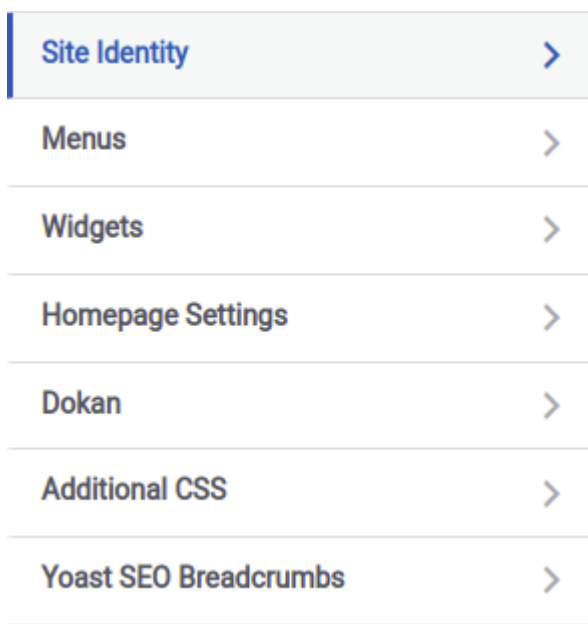
You can easily update common visual items with your own identity through Admin Dashboard, using the “Customise” item, inside “Appearance”:



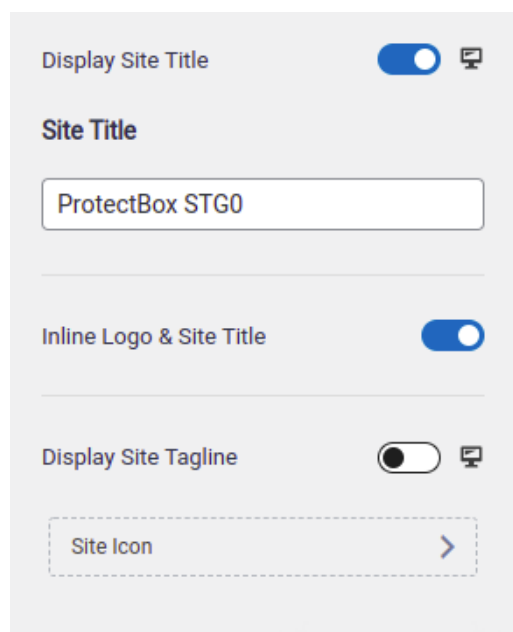
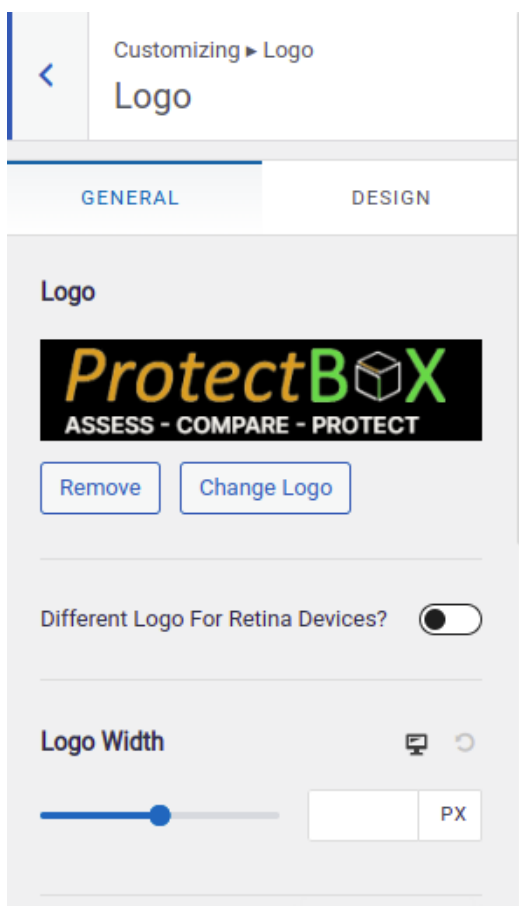
Global	>
Header Builder	>
Breadcrumb	>
Blog	>
Sidebar	>
Footer Builder	>
Performance	>

Site Logo and Title

To change the site's Logo and Title, scroll down to the "Site Identity" Item:

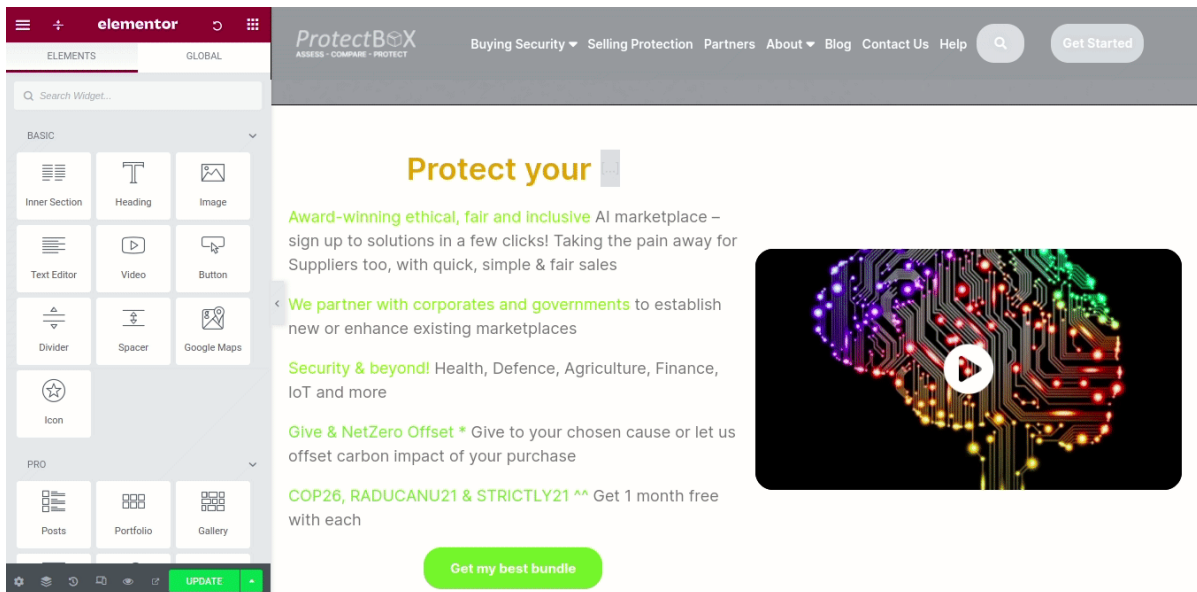


Inside "Site Title & Logo Settings" you can access change whatever you want:



Elementor

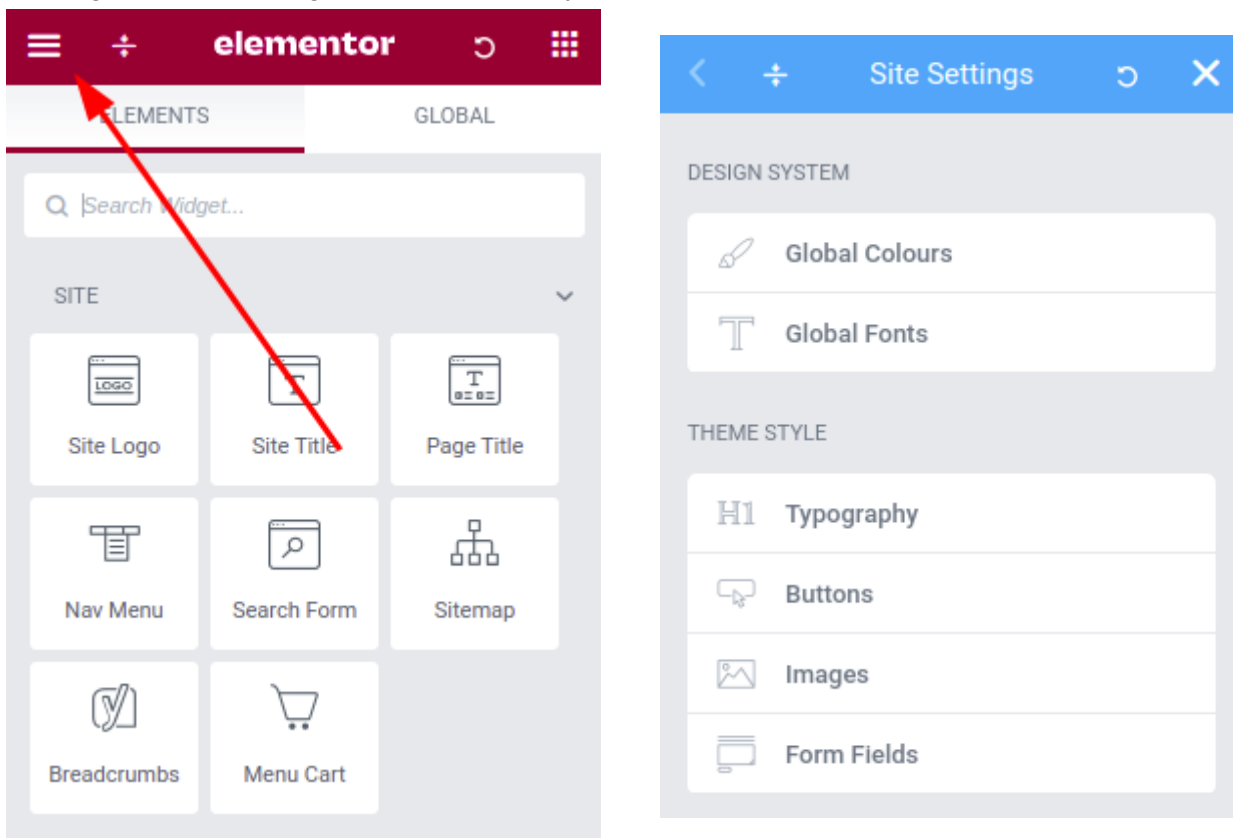
To provide an easy way to customize your site, the [Elementor PRO](#) plugin is installed and can be used to edit and create pages, headers, and many other elements.



You can access the Elementor Knowledge base [here](#).

Colors and Fonts

Clicking on the Hamburger menu will show you some Elementor options to edit the site's colors and fonts:



On the Admin Dashboard, you can also add your own fonts by going to “Elementor” -> “Custom Fonts”:

The screenshot shows the 'Manage Your Font Files' interface. At the top, there is a search bar labeled 'Enter Font Family'. Below it, a header bar contains 'Manage Your Font Files' and a 'Publish' button. The main area is a table with the following rows:

Font File Type	Description	Action
WOFF File	The Web Open Font Format, Used by Modern Browsers	UPLOAD
WOFF2 File	The Web Open Font Format 2, Used by Super Modern Browsers	UPLOAD
TTF File	TrueType Fonts, Used for better supporting Safari, Android, iOS	UPLOAD
SVG File	SVG fonts allow SVG to be used as glyphs when displaying text, Used by Legacy iOS	UPLOAD
EOT File	Embedded OpenType, Used by IE6-IE9 Browsers	UPLOAD

Menus

Menus can be accessed on the “Appearance” -> “Menus” item, and you are able to edit each one individually by using the dropdown menu to choose the corresponding item:

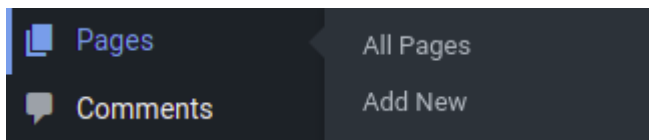
The screenshot shows the 'Menus' interface. At the top, there is a 'Manage with Live Preview' button. Below it, there are two tabs: 'Edit Menus' and 'Manage Locations'. The main area is a dropdown menu for selecting a menu to edit. The dropdown menu is open, showing the following options:

- Primary Menu (Primary Menu) ✓
- FooterMenu (Footer Menu)
- mobile menu
- Primary Menu (Primary Menu)

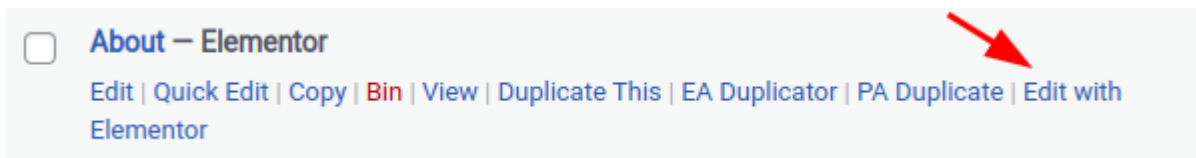
A 'Select' button is visible next to the dropdown menu. Below the dropdown menu, there is a section labeled 'Add menu items' and a 'Menu structure' link.

Pages

All pages can be accessed by using the “Pages” menu item:

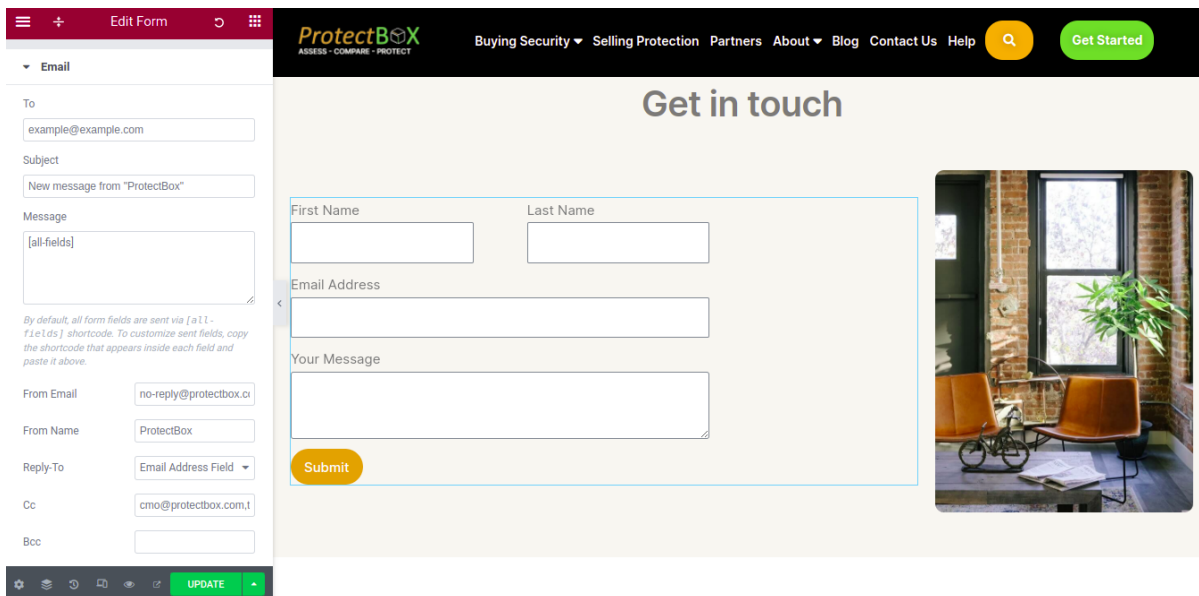


To get a visual edit, you need to keep the mouse above the desired page and click the “Edit with Elementor” link:



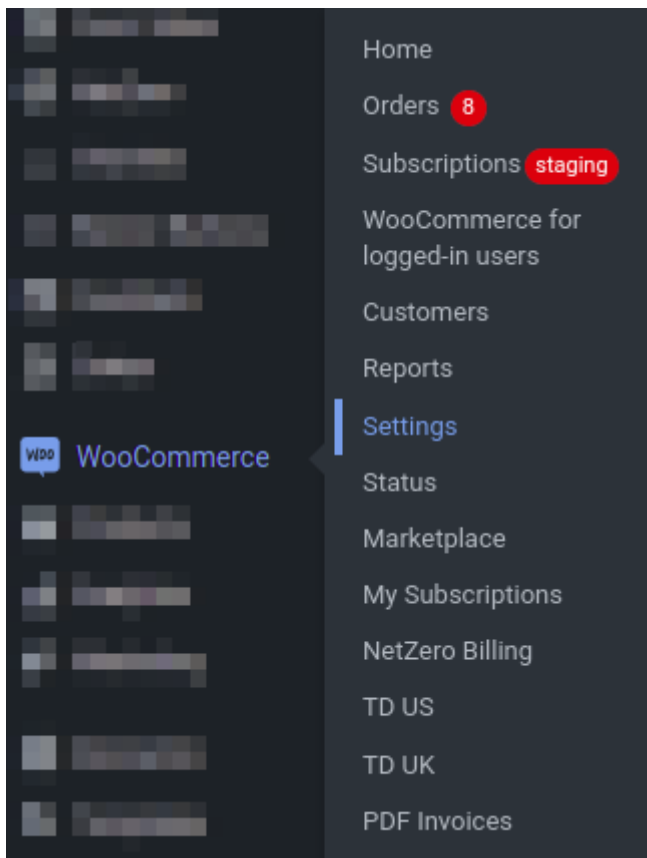
Contact Us

The “Contact Us” page consists in a form that sends an email to a selected address with the user’s provided information. You can edit it using Elementor by clicking on the form:



WooCommerce

ProtectBox store integrates the plugin WooCommerce to create orders and synchronize products. You can access useful Settings through “WooCommerce” -> “Settings”:



You can refer to the official [WooCommerce Documentation](#) to find many useful resources.

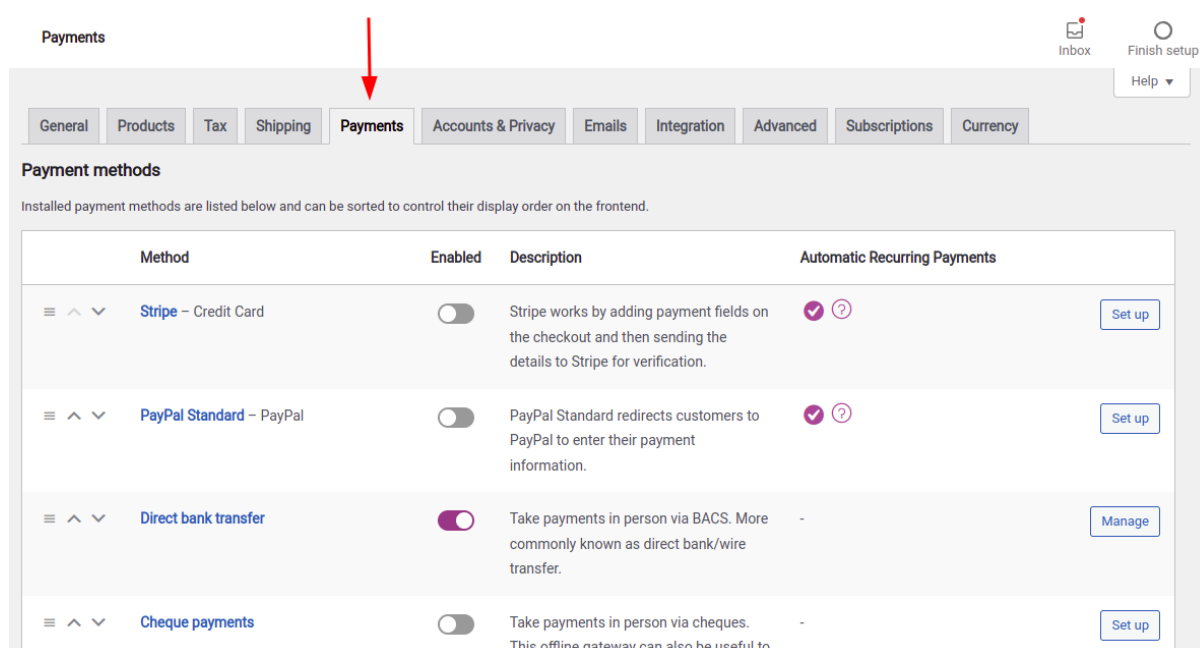
Store Details

Inside the WooCommerce General tab you need to add your own information:

A screenshot of the 'General' tab in the WooCommerce settings. The page has a header with tabs: General, Products, Tax, Shipping, Payments, Accounts & Privacy, Emails, and Integration. The 'General' tab is active. Below the tabs, the 'Store Address' section is shown with a note: 'This is where your business is located. Tax rates and shipping rates will use this address.' The form contains the following fields: 'Address line 1' with the value 'ProtectBox', 'Address line 2' (empty), 'City' with the value 'NORWICH', 'Country / State' with a dropdown menu showing 'United Kingdom (UK)', 'Postcode / ZIP' with the value 'NR14 7PZ', and 'General options' with a dropdown menu showing 'Sell to all countries'.

Payment Gateways

You can access the Payment Gateways options through the “Payments” tab:











Payments

General Products Tax Shipping **Payments** Accounts & Privacy Emails Integration Advanced Subscriptions Currency

Payment methods

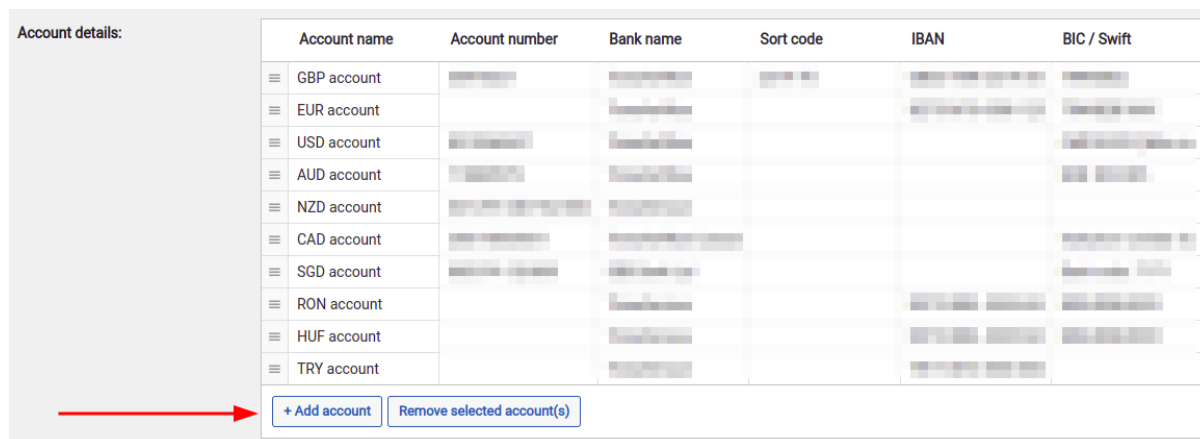
Installed payment methods are listed below and can be sorted to control their display order on the frontend.

Method	Enabled	Description	Automatic Recurring Payments	
 Stripe – Credit Card	<input type="checkbox"/>	Stripe works by adding payment fields on the checkout and then sending the details to Stripe for verification.	 	Set up
 PayPal Standard – PayPal	<input type="checkbox"/>	PayPal Standard redirects customers to PayPal to enter their payment information.	 	Set up
 Direct bank transfer	<input checked="" type="checkbox"/>	Take payments in person via BACS. More commonly known as direct bank/wire transfer.	-	Manage
 Cheque payments	<input type="checkbox"/>	Take payments in person via cheques. This offline gateway can also be useful to	-	Set up











Direct Transfer

Take payments in person via BACS. More commonly known as direct bank/wire transfer.

Add your own account details using the “Add account” button:



Account details:

	Account name	Account number	Bank name	Sort code	IBAN	BIC / Swift
	GBP account					
	EUR account					
	USD account					
	AUD account					
	NZD account					
	CAD account					
	SGD account					
	RON account					
	HUF account					
	TRY account					

[+ Add account](#) [Remove selected account\(s\)](#)

PayPal Checkout

One of the ways to accept PayPal Payments is by using the preinstalled [PayPal Checkout](#) extension. You might also prefer getting the new [PayPal Payments](#) extension. Both require a valid [PayPal.com](#) account.

PayPal Checkout [↑](#)

Allow customers to conveniently checkout directly with PayPal.

Enable/Disable [?](#) ☐ Enable PayPal Checkout

Account Settings

Environment [?](#) [v](#)

API Credentials

[Setup or link an existing PayPal account](#) or [click here to toggle manual API credential input.](#)

To authenticate payments with WooCommerce Shipping & Tax, [click here.](#)

PayPal-hosted Checkout Settings

Customize the appearance of PayPal Checkout on the PayPal side.

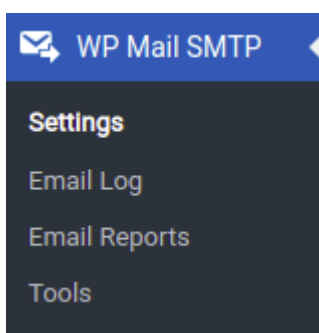
Brand Name [?](#)

Other Payment Options

If you want to provide a different way for your users to pay for products, you can choose one of the many WooCommerce payment options available [here](#).

Mailing

The WP Mail SMTP plugin is installed on the site to give you a straightforward way to configure the SMTP account to send emails:














You can use the Setup Wizard to integrate an email service or manually set your SMTP information:

Choose Your SMTP Mailer

Which mailer would you like to use to send emails? Not sure which mailer to choose? Check out our [complete mailer guide](#) for details on each option.

Recommended Mailers

<input type="radio"/>  SMTP.com	<input type="radio"/>  Sendinblue
<input type="radio"/>  Amazon SES	<input type="radio"/>  Google / Gmail
<input type="radio"/>  Mailgun	<input type="radio"/>  Microsoft 365 / Outlook
<input type="radio"/>  Postmark	<input type="radio"/>  SendGrid
<input type="radio"/>  SparkPost	<input type="radio"/>  Zoho Mail
<input checked="" type="radio"/>  Other SMTP	

Test Email

Once you have the configured SMTP information, it's recommended to test it through the “Email Test” tab:

Email Test Export Scheduled Actions Debug Events

Send a Test Email

Send To

example@example.com

Enter email address where test email will be sent.

HTML

☒ ON

Send this email in HTML or in plain text format.

Send Email

WooCommerce Notifications

On WooCommerce settings, “Emails” tab, you can edit the templates and choose what email address will receive each message:

GeneralProductsTaxShippingPaymentsAccounts & Privacy**Emails**IntegrationAdvancedSubscriptionsCurrency

Email notifications

Email notifications sent from WooCommerce are listed below. Click on an email to configure it.

To ensure your store's notifications arrive in yours and your customers' inboxes, we recommend connecting your email address to your domain and setting up a dedicated SMTP server. If something doesn't seem to be sending correctly, install the [WP Mail Logging Plugin](#) or check the [Email FAQ page](#).

Email	Content type	Recipient(s)	
✓ New order ⓘ	text/html	example@example.com	Manage
✓ Cancelled order ⓘ	text/html	example@example.com	Manage
✓ Failed order ⓘ	text/html	example@example.com	Manage

You can refer to [this page](#) to see a FAQ regarding WooCommerce emails.

Common Issues^[OBJ]

Not Found (404) pages

If you are seeing many 404 pages, go to the URL Migration Tool page and hit the “Migrate URL” plugin, without changing the URL input field.

Internal Server Error/White Screen

To get more details from a white empty screen or the generic “Internal Server Error”, enable [WordPress Debugging](#) and check if you see any new messages on the page.

Updating your Partner Key

If you need to update your Partner Key, you need to update the PBOX_AUTH_KEY constant inside the wp-config.php file:

```
define( 'PBOX_AUTH_KEY', 'YOUR_NEW_PARTNER_KEY' );
```

Access [this page](#) to check other common WordPress Errors.