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Help Center Module Installation Guide for Sngine

Welcome to the installation guide for the **Help Center Module** developed by **Jane dos Santos** from ScriptsTribe.com. This module adds a powerful FAQ and Knowledge Base system to your Sngine website, allowing you to organize help articles into categories and subcategories with ease.

This step-by-step tutorial will walk you through the process of installing and configuring the Help Center on your platform. By the end of this guide, your website will have a fully functional Help Center where users can browse through categories, find answers, and improve their overall experience.

⚠ Important:

This module is licensed for **single-site use only**. Redistribution or resale is strictly prohibited. **Ensure you have proper backups of your website and database before proceeding.**

What You'll Need:

- Access to your server (FTP/SFTP or File Manager)
- Admin access to your Sngine site

If your site is highly customized and you need to install manually Stop here and start from step 6

Fast Install by uploading all files

Step 1: Edit .htaccess and Upload files

Open your .htaccess located at the root directory on your engine add and save

```
RewriteRule ^helpcenter/?$ modules/helpcenter.php [L,QSA]
```

Download the zip and extract to you computer, open helpcenter folder, it should look like this

[files.PNG](#)
Image not found or type unknown

Upload all the content of the folder in your site root following the folder structure.

Step 2: Install the database tables

In this step, 3 tables will be added to your engine database

1. `helpcenter_categories`
2. `helpcenter_subcategories`
3. `helpcenter_questions`

To do this just follow the installation url at yoursite.com/installhelp.php

you should see something like this , just click the install button.

[Helpcenter_install.png](#)
Image not found or type unknown

Step 3: Clear you cache, Visit your admincp

That is all, you are done if you choose the full file upload setup.

now just go to your yoursite.com/admincp

you should see the menu like this

[admin.png](#)
Image not found or type unknown

Step 4: Adding Content

The FAQ system is designed with a nested accordion structure, meaning that **questions must be added to a subcategory** for proper organization and display.

To ensure the accordion looks clean and professional, follow these steps:

1. **Add Categories** – These serve as the main sections of your Help Center.

2. **Add Subcategories** – These are nested under categories and help organize your content further.
3. **Add Questions** – When adding a question, you'll need to select the appropriate subcategory it belongs to.

By following this structure, your FAQ will be well-organized and visually appealing for users.

Step 5: Translation?

Currently, the Help Center is **translation-ready** for **Categories**, **Subcategories**, and even the **Question titles**. However, the translation of **Answers** is not yet supported.

I'm actively working on a solution to make the **Answers** fully translatable. Stay tuned for future updates as I continue to improve this feature!

Manual Installation

Step 1: Edit .htaccess and Upload Files

Open your .htaccess located at the root directory on your engine add and save

```
# Help Center Main Page
RewriteRule ^helpcenter/?$ modules/helpcenter.php [L,QSA]
```

Download the zip and extract to you computer, open helpcenter folder, it should look like this

[files.PNG](#)
Image not found or type unknown

Upload only the file the is not default to sngine, These are:

/content/themes/default/templates/admin.helpcenter.tpl

/content/themes/default/templates/helpcenter.tpl

/content/themes/default/templates/helpcenter_categories_recursive_rows.tpl

/content/themes/default/templates/latestfaq.tpl

/includes/ajax/admin/helpcenter.php

/modules/helpcenter.php

/installhelp.php

Step 2: Install the database tables

In this step, 3 tables will be added to your engine database

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2. `helpcenter_subcategories`
3. `helpcenter_questions`

To do this just follow the installation url at yoursite.com/installhelp.php

you should see something like this , just click the install button.

[Helpcenter_install.png](#)
Image not found or type unknown

Step 3: Lets Edit the files

Permission to visit admin area: Open /admin.php (The one in the root folder)

Look for

```
case 'blogs':
```

and **before** that add and save:

```
//HELPCENTER START
❏ case 'helpcenter':
    // Check admin or moderator
    if (!$user->_is_admin && !$user->_is_moderator) {
        _error(403);
    }
    page_header($control_panel['title'] . " &rsquo; " . __("Help Center"));
    $sub_view = $_GET['sub_view'] ?? 'categories';

    switch ($sub_view) {
        // 1) categories
        case 'categories':
            // fetch all categories (with or without recursion)
            $rows = [];
```

```

        $get = $db->query("SELECT * FROM helpcenter_categories ORDER BY category_order ASC") or
        _error("SQL_ERROR");
        while ($row = $get->fetch_assoc()) {
            $rows[] = $row;
        }
        $smarty->assign('rows', $rows);
        break;

case 'add_category':
case 'edit_category':
    if ($sub_view == 'edit_category' && isset($_GET['id'])) {
        $id = (int)$_GET['id'];
        $get_data = $db->query("SELECT * FROM helpcenter_categories WHERE id=$id") or
        _error("SQL_ERROR");
        if ($get_data->num_rows) {
            $cat = $get_data->fetch_assoc();
            $smarty->assign('data', [
                'id' => $cat['id'],
                'category_name' => $cat['name'],
                'category_description' => $cat['description'],
                'category_order' => $cat['category_order']
            ]);
        }
    }
    // optionally fetch $all_categories if you want a parent dropdown
    break;

```

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□

// 2) subcategories

case 'subcategories':

// get all subcategories + parent category name

\$rows = [];

\$get_subs = \$db->query("

SELECT sc.*, c.name as parent_name

FROM helpcenter_subcategories sc

LEFT JOIN helpcenter_categories c ON sc.category_id = c.id

ORDER BY sc.id ASC

") or _error("SQL_ERROR");

```

while ($sub = $get_subs->fetch_assoc()) {
    $rows[] = $sub;
}
$smarty->assign('rows', $rows);
break;

case 'add_subcategory':
case 'edit_subcategory':
    // if editing
    if ($sub_view == 'edit_subcategory' && isset($_GET['id'])) {
        $id = (int)$_GET['id'];
        $res = $db->query("SELECT * FROM helpcenter_subcategories WHERE id=$id") or
_error("SQL_ERROR");
        if ($res->num_rows) {
            $subcat = $res->fetch_assoc();
            $smarty->assign('data', [
                'id' => $subcat['id'],
                'subcategory_name' => $subcat['name'],
                'subcategory_description' => $subcat['description'],
                'category_id' => $subcat['category_id']
            ]);
        }
    }
    // fetch all categories for the <select>
    $cats = [];
    $get_cats = $db->query("SELECT id, name FROM helpcenter_categories ORDER BY category_order ASC")
or _error("SQL_ERROR");
    while ($cat = $get_cats->fetch_assoc()) {
        $cats[] = $cat;
    }
    $smarty->assign('categories', $cats);
    break;

// 3) questions
case 'questions':
    $rows = [];
    $get_q = $db->query("
        SELECT q.*, sc.name as subcategory_name
        FROM helpcenter_questions q
        LEFT JOIN helpcenter_subcategories sc ON q.subcategory_id = sc.id
    ");

```

```

        ORDER BY q.id ASC
    ") or _error("SQL_ERROR");
    while ($row = $get_q->fetch_assoc()) {
        $rows[] = $row;
    }
    $smarty->assign('rows', $rows);
    break;

case 'add_question':
case 'edit_question':
    if ($sub_view == 'edit_question' && isset($_GET['id'])) {
        $id = (int)$_GET['id'];
        $resQ = $db->query("SELECT * FROM helpcenter_questions WHERE id=$id") or _error("SQL_ERROR");
        if ($resQ->num_rows) {
            $qrow = $resQ->fetch_assoc();
            $smarty->assign('question', [
                'id' => $qrow['id'],
                'question' => $qrow['question'],
                'answer' => $qrow['answer'],
                'category_id' => $qrow['category_id'],
                'subcategory_id' => $qrow['subcategory_id']
            ]);
        }
    }
    // fetch subcategories for the dropdown
    $subList = [];
    $get_sc = $db->query("SELECT id, name FROM helpcenter_subcategories ORDER BY id ASC") or
    _error("SQL_ERROR");
    while ($s = $get_sc->fetch_assoc()) {
        $subList[] = $s;
    }
    $smarty->assign('subcategories', $subList);
    break;

default:
    $sub_view = 'categories';
    // similar to case 'categories' above
    // ...
    break;
}

```




```
// final

$smarty->assign('sub_view', $sub_view);


break;

//HELPCENTER END
```

Adding the admin Menus: Open /content/themes/default/templates/admin.tpl

Look for

```
<!-- Modules -->

<div class="card mb15">
  <div class="card-header block-title">
    {__("Modules")}
  </div>
  <div class="card-body with-nav">
    <ul class="side-nav">
```

and after that add

```
<li {if $view == "helpcenter"}class="active" {/if}>
  <a href="#helpcenter" data-bs-toggle="collapse" {if $view == "helpcenter"}aria-expanded="true"
{/if}>
  <i class="fa fa-newspaper fa-lg fa-fw mr10" style="color: #F44336"></i>{__("Helpcenter")}
</a>
<div class='collapse {if $view == "helpcenter"}show{/if}' id="helpcenter">
  <ul>
    <li {if $view == "helpcenter" && $sub_view == ""}class="active" {/if}>
      <a href="{ $system['system_url']}/{ $control_panel['url']}/helpcenter/questions">
        {__("Add Questions")}
      </a>
    </li>
    <li {if $view == "helpcenter" && $sub_view == "pending"}class="active" {/if}>
      <a href="{ $system['system_url']}/{ $control_panel['url']}/helpcenter/categories">
        {__("Add Categories")}
      </a>
    </li>
    <li {if $view == "helpcenter" && $sub_view == "subcategories"}class="active" {/if}>
      <a href="{ $system['system_url']}/{ $control_panel['url']}/helpcenter/subcategories">
        {__("Add Subcategories ")}
```

```
        </a>
    </li>
</ul>
</div>
</li>
```

Add Ajax functionality: Open `/includes/assets/js/core/admin.js`

Look for

```
api['admin/reset'] = ajax_path + "admin/reset.php";
```

After that add

```
// HELPCENTER START
api['admin/helpcenter'] = ajax_path + "admin/helpcenter.php";

$(document).on('change', '#category-select', function () {
    const categoryId = $(this).val();
    const subcategorySelect = $('#subcategory-select');
    // Clear existing options
    subcategorySelect.empty().append('<option value="" disabled selected>Select Subcategory</option>');

    // Fetch subcategories dynamically
    $.ajax({
        url: 'admin/helpcenter.php',
        type: 'POST',
        data: { do: 'get_subcategories', category_id: categoryId },
        dataType: 'json',
        success: function (response) {
            if (response.success) {
                response.subcategories.forEach(function (subcategory) {
                    subcategorySelect.append(
                        `<option value="${subcategory.id}">${subcategory.name}</option>`
                    );
                });
            } else {
                alert(response.message);
            }
        },
        error: function () {
```

```

        alert('Failed to load subcategories. Please try again.');
```

```

    },
  });
});

$(document).on('submit', '.js_ajax-forms', function (e) {
  e.preventDefault();
  let form = $(this);
  let action = form.find('input[name="do"]').val(); // Get the action from the hidden input
  let url = form.data('url');
  let submitButton = form.find('button[type="submit"]');

  submitButton.prop('disabled', true);
  form.find('.alert').addClass('x-hidden').text("");

  $.ajax({
    type: "POST",
    url: url,
    data: form.serialize(),
    dataType: "json",
    beforeSend: function () {
      submitButton.prop('disabled', true).text('Processing...');
    },
    success: function (response) {
      submitButton.prop('disabled', false).text('Save Changes');
      if (response.success) {
        form.find('.alert-success').removeClass('x-hidden').text(response.message);
        if (response.callback) {
          window.location.href = response.callback;
        }
      } else {
        form.find('.alert-danger').removeClass('x-hidden').text(response.message);
      }
    },
    error: function (xhr) {
      submitButton.prop('disabled', false).text('Save Changes');
      form.find('.alert-danger').removeClass('x-hidden').text("Something went wrong. Please try again.");
    }
  });
});

```

```

$('body').on('click', '.js_admin-deleter', function () {
    let handle = $(this).data('handle');
    let id = $(this).data('id');
    confirm(__['Delete'], __['Are you sure you want to delete this?'], function () {
        $.post(api['admin/helpcenter'], { do: 'delete', handle: handle, id: id }, function (response) {
            if (response.callback) {
                eval(response.callback);
            } else {
                window.location.reload();
            }
        }, 'json').fail(function () {
            modal('#modal-message', { title: __['Error'], message: __['Something went wrong!'] });
        });
    });
});
// HELPCENTER END

```

Adding deletion ability: Open /includes/ajax/admin/delete.php

look for

```

/* delete post */
$user->delete_post($_POST['id'], false);
break;

```

After that add

```

❏ case 'helpcenter_category':
    if (!$user->_is_admin && !$user->_is_moderator) {
        modal("MESSAGE", __("System Message"), __("You don't have the right permission to access this"));
    }

    // Delete all questions related to this category
    $db->query(sprintf(
        "DELETE FROM helpcenter_questions WHERE subcategory_id IN (SELECT id FROM helpcenter_subcategories
WHERE category_id = %s)",
        secure($_POST['id'], 'int')
    )) or _error("SQL_ERROR");

```

```

// Delete all subcategories under this category
$db->query(sprintf(
    "DELETE FROM helpcenter_subcategories WHERE category_id = %s",
    secure($_POST['id'], 'int')
)) or _error("SQL_ERROR");

// Delete the category
$db->query(sprintf(
    "DELETE FROM helpcenter_categories WHERE id = %s",
    secure($_POST['id'], 'int')
)) or _error("SQL_ERROR");

break;

case 'helpcenter_subcategory':
    if (!$user->_is_admin && !$user->_is_moderator) {
        modal("MESSAGE", __("System Message"), __("You don't have the right permission to access this"));
    }

// Delete all questions under this subcategory
$db->query(sprintf(
    "DELETE FROM helpcenter_questions WHERE subcategory_id = %s",
    secure($_POST['id'], 'int')
)) or _error("SQL_ERROR");

// Delete the subcategory
$db->query(sprintf(
    "DELETE FROM helpcenter_subcategories WHERE id = %s",
    secure($_POST['id'], 'int')
)) or _error("SQL_ERROR");

break;

case 'helpcenter_question':
    if (!$user->_is_admin && !$user->_is_moderator) {
        modal("MESSAGE", __("System Message"), __("You don't have the right permission to access this"));
    }

// Delete the question
$db->query(sprintf(

```

```
"DELETE FROM helpcenter_questions WHERE id = %s",
secure($_POST['id'], 'int')
)) or _error("SQL_ERROR");

break;
```

Step 4: Clear you cache, Visit your admincp

That is all, you are done if you choose the full file upload setup.

now just go to your yoursite.com/admincp

you should see the menu like this

 or type unknown

Step 5: Adding Content

The FAQ system is designed with a nested accordion structure, meaning that **questions must be added to a subcategory** for proper organization and display.

To ensure the accordion looks clean and professional, follow these steps:

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