Getting Started with Easy Replies to WooCommerce Reviews

Getting Started · https://wpfactory.com/docs/review-replies-getting-started/

To get started with Easy Replies to WooCommerce Reviews, upload and activate the plugin, then check its settings at **WooCommerce > Settings > Review replies**. The defaults already let administrators and product authors reply to reviews directly on the product page, so you can post your first reply right away.

Before you start

- WooCommerce must be installed and active. Easy Replies does nothing without it.
- Product reviews must be enabled in WooCommerce and open on the product, because replies use the standard review form.

Install the plugin

1. Download the plugin zip from your WPFactory account.
2. In your WordPress dashboard, go to **Plugins > Add New > Upload Plugin**.
3. Choose the zip, click **Install Now**, then **Activate**.

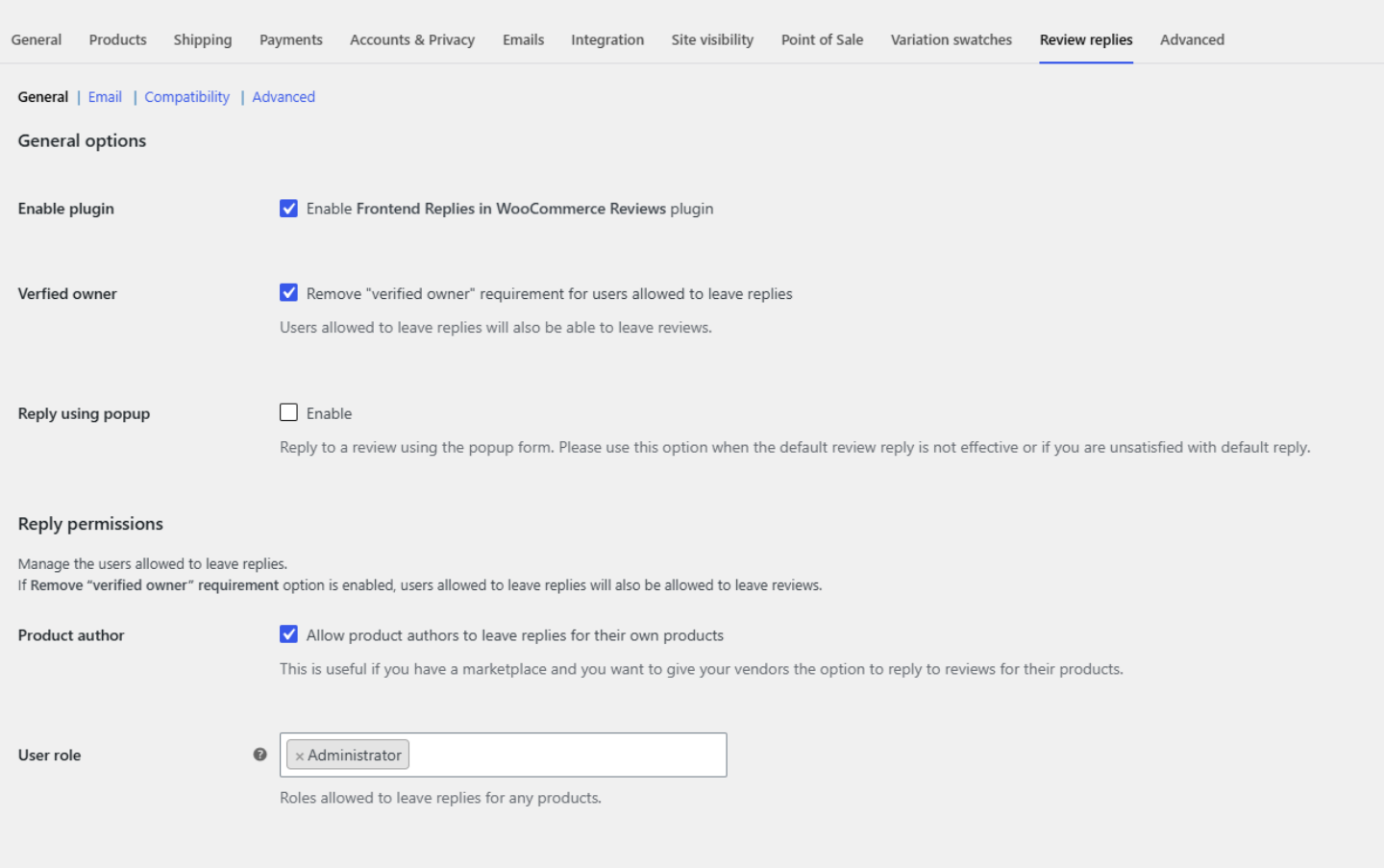
On the Plugins screen the plugin is listed as **Frontend Replies in WooCommerce Reviews Pro**. That is the same product.

Where the settings live

Go to **WooCommerce > Settings > Review replies**, or click **Settings** under the plugin name on the Plugins screen. The tab has four sections:

- **General**: switch the plugin on or off, choose who can reply, and control the reply form, ratings and review tab title.

- **Email**: email review authors when someone replies, and clean up the notification text.
- **Compatibility**: fixes for WooCommerce 6.7+, Dokan, Porto and REHub.
- **Advanced**: CSS selectors and the comment reply script, for themes with custom review markup.



What works out of the box

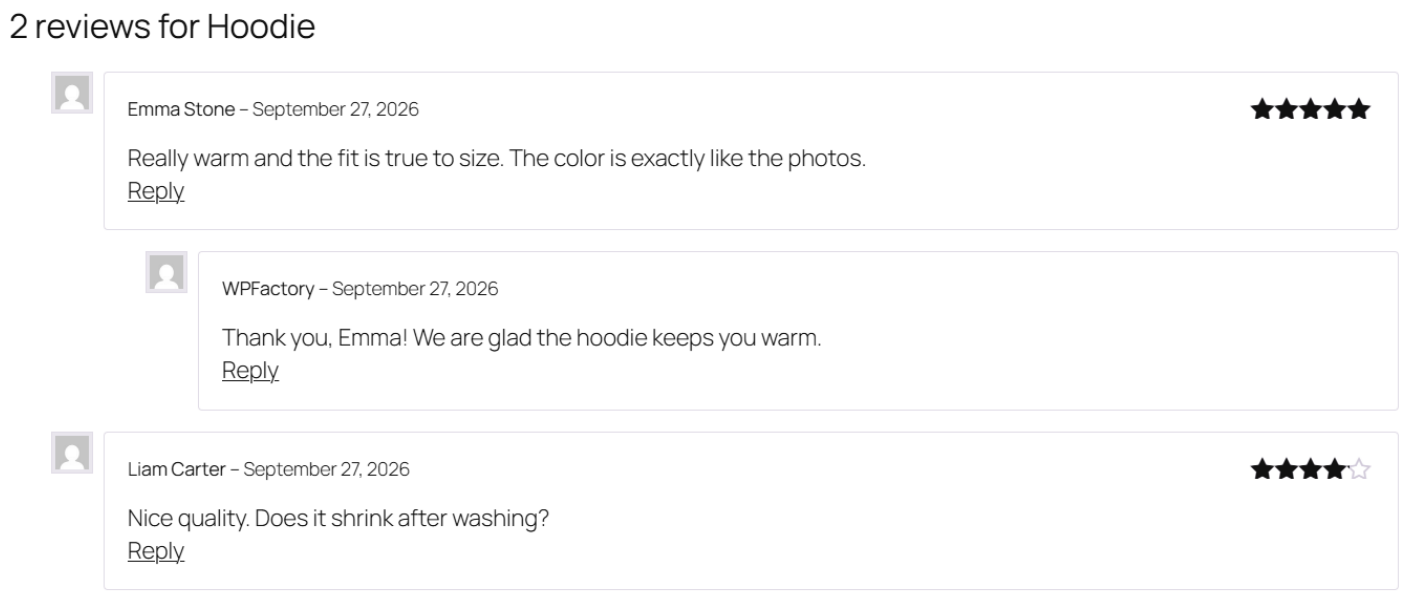
Setting	Default	Effect
Enable plugin	On	Reply links are added under reviews
Product author	On	The user set as a product's author can reply to its reviews
User role	Administrator	Administrators can reply to reviews on any product
Verfied owner	On	Repliers are not blocked by the "verified owners only" review rule
Rating requirement	On	Repliers do not have to pick a star rating

Setting	Default	Effect
Rating meta	On	Replies never store a rating, so they cannot change a product's average
Hide rating	On	The star rating field is hidden when replying

Post your first reply

1. Log in as an administrator.
2. Open a product that has at least one review and go to its **Reviews** tab.
3. Click **Reply** under the review.
4. The review form moves under that review. Type your reply and submit it.

The reply appears under the original review once it is approved. Replies sent through the standard form follow the moderation rules in **Settings > Discussion**. If you prefer a pop-up form, see how to reply to WooCommerce reviews from the product page.



Next steps

- How to let vendors or shop managers reply to reviews

- How to notify customers when you reply to their review
- Easy Replies settings reference



EASY REPLIES TO WOOCOMMERCE REVIEWS

See every feature and the pricing on the Easy Replies to WooCommerce Reviews plugin page.

View plugin →

Need a hand? Our team answers every ticket on the Easy Replies support forum.

Related articles

- Easy Replies Troubleshooting