# **MYSALE Integration for Magento 2 User Guide**

by CedCommerce Products Documentation

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# 1. Overview

MYSALE is Australia and New Zealand's one of the fastest growing fashion marketplaces launched in 2006. The 15 years of experience makes it an expertise marketplace that always aims in putting customers first. It works in 4 different countries with different names:

- OZSALE in Australia
- MYSALE in Malaysia
- NZSALE in NewZealand
- SINGSALE in Singapore

MYSALE Integration for Magento 2 by CedCommerce is an integration extension that connects your MYSALE marketplace with the Magento store. The integration provides a hassle free selling experience for all the MYSALE sellers be it products uploading, deleting, adding new products, managing accounts, etc. All this can be managed through a single centralised dashboard.

### **Key Features:**

- Bulk Product Upload- Upload products on the MYSALE marketplace in bulk using this extension, hence saving your time and effort.
- Real Time Synchronisation- Enables a real-time synchronisation of Prices, Products, Orders at regular intervals of time to keep you updated of the figures.
- Enable/Disable products on MYSALE Disable your listed products on MYSALE marketplace and retire them. When needed, enable them once again.
- Product Category Mapping- Enables you to map the products to multiple categories.

# 2. MYSALE Extension Installation



You can do it manually (if you wish). Here's how to do so-

### To install the extension:

- 1. Log in the FTP, and then go to Magento 2 root folder (generally present under the *public\_html* folder).
- 2. Create a new folder named *code* under the *app* folder; under the *code* folder, create a folder named *Ced*.
  - Upload or Drag and Drop *app/code/Ced/mysale* directory.
  - After successfully uploading the directory, the extension will be installed/upgraded.
  - $\circ\,$  Now run the following upgrade command in  $\emph{cmd}$

php bin/magento setup:upgrade php bin/magento setup:di:compile php bin/magento setup:static-content:deploy -f php bin/magento indexer:reindex php bin/magento cache:flush

• Once the extension is installed it appears in the main menu of the Magento panel.

# 3. Configuration Settings

### To set up configuration settings in the Magento panel

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

3. Click on **Configuration**.

The **Configuration** settings page appears as shown below:

Configuration			۹ 🍋
Scope: Default Config 👻 🕜			Save Config
CEDCOMMERCE	^	Mysale Seller/Developer Settings	$\odot$
		Mysale Product Settings	©
		Mysale Order Settings	$\odot$
		Mysale Cron Settings	$\odot$

4. In the right panel click on Mysale Seller/Developer Settings, the section is expanded as shown below:

Mysale Seller/Developer Settings		$\odot$
Enabled [global]	Yes 🔹	]
Debug [global]	Yes 🔹	]
Api Token [global]		]
Select Store [global]	Default Store View	

5. Under Mysale Seller/Developer Settings, do the following steps:

- In the **Enabled** list, select **Yes** to enable the extension features. In order to use the extension enabling it is a must.
- In the **Debug Log** list, select **Yes** to start MySale Integration in the debug mode.

It captures the log for the debugging process.

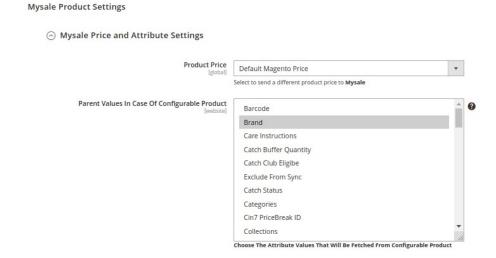
• In the Api Token, paste the API you have fetched from the MYSALE seller panel.

• Select the view of the store you wish to, from the next option of **Select Store**.

6. Scroll down and click on Mysale Product Settings, the section is expanded as shown below:

⊙ Mysale Price and Attribute Settings		
⊖ Mysale Inventory Settings		
Ø Mysale Product Upload Settings		

• Under **Mysale Product Settings**, click on **Mysale Price and Attribute Settings**. The menu is expanded as shown below:



- Under Mysale Price and Attribute Settings, do the following steps:
  - In Product Price select one of the following options:

```
Note: These settings make the admin independent of keeping the price of their products dynamic on Mysale without making any alteration to the product price in Magento.
```

- Default Magento Price: As the name suggests, when selected makes no change in price.
- Increase by Fixed Price: If selected, then the Modify by Fix Price field appears. Enter the exact price and the change will get reflected on the Mysale product. For Example,

Magento Price = 100 Select Increase By Fixed Price option Enter Price = 20 100 + 20 = 120Thus, Mysale Product Price = 120

 Increase by Fixed Percentage: If selected, then the Modify by Percentage Price field appears. Enter the numeric value to increase the price of the Mysale product price by the entered value % of Magento price For Example,

Magento price + 5% of Magento price. Magento Price = 100 Select Increase By Fixed Percentage option Enter Percentage = 5 100 + 5% of 100 = 100 + 5 = 105Thus, Mysale Product Price = 105

• Decrease by Fixed Price: If selected, then the Modify by Fix Price field appears the same as in the increase section.

Enter the value and the change is done. For Example, Magento Price = 100Select Decrease By Fixed Price option Enter Price = 20100 - 20 = 80Thus, Mysale Product Price = 80

• **Decrease by Fixed Percentage:** If selected, then the Modify by Percentage Price field appears.

Enter the numeric value to decrease the price of the Mysale product price by the entered value % of Magento price. For Example, Magento price – 5% of Magento price. Magento Price = 100 Select Decrease By Fixed Percentage option Enter Percentage = 5 100 - 5% of 100 = 100 - 5 = 95Thus, Mysale Product Price = 95

- In the Parent Values In Case Of Configurable Product, choose the Attribute values from the list that will be fetched from the configurable product.
- Now click on the Mysale Inventory Settings, the section is expanded as shown below:

⊘ Mysale Inventory Settings

Set Inventory on Basis of Threshold [global]	Enable 👻
	Choose yes to send inventory on Mysale by condition
Inventory Threshold Value [global]	20
	Set inventory quantity on which lesser and greater condition can control.
Send Inventory for Lesser Than Threshold Case [global]	
	Send Quantity to Mysale for those products, whose inventory is LESSER than the inventory threshold.
Send Inventory for Greater Than Threshold Case	20
	Send Quantity to Mysale for those products, whose inventory is GREATER than the inventory threshold.
Buffer Qty [global]	-1
	This setting will override if buffer attribute set at product level. It will apply on final qty of the product after apply above setting.
Buffer Percentage [global]	
	Buffer qty will override this if it exists. This will be used on actual qty of Magento then after all other settings will be used.
Mysale Product buffer Attribute	Mysale Buffer Quantity
-D1	Products level buffer which will override the general buffer.



• Under Mysale Inventory Settings do the following steps:

- In the Set Inventory on Basis of Threshold list, select Enable to send the inventory based on the threshold.
   Note: Only when the admin selects Enable, the other fields appear.
- In the Inventory Threshold Value box, enter the value which you consider to be the
- In the inventory inreshold value box, enter the value which you consider to be minimum for your inventory.
- In the Send Inventory for Lesser Than Threshold Case box, enter the value that needs

to be visible on Mysale in case your inventory is lesser than the threshold value that you have set in the earlier parameter.

In the Send Inventory for Greater Than Threshold Case box, enter the value that needs to be visible on Mysale in case your inventory is more than the threshold value that you have set.

For Example:

Suppose you have set the threshold value of a product to be 500. You have set the greater than the threshold value to say 600 and the lesser than the threshold value to be 300. Now you have 530 of that product in the inventory, then the number visible on Mysale would be 600. Suppose you sold 33 products and now the value is decreased to be 497 which is below the threshold. The value that will now appear on Mysale will be 300.

- In Buffer Qty, enter the buffer quantity in or +. This setting will override if the buffer attribute is set at the product level. It will apply to the final qty of the product after applying the above setting.
- In Buffer Percentage, it is applied with Magento Quantity. The quantity entered here will only be sent on ebay from the Magento store.



- In Mysale Product buffer Attribute, select the products level buffer which will override the general buffer.
- Now click on the Mysale Product Upload Settings, the menu is expanded as shown below:

⊘ Mysale Product Upload Settings

Mysale Attribute Id	1	•
	Products which have this Attribute and its value is 1 those products will be displa Mysale Product grid.	ayed in

- Under Mysale Product Upload Settings, do the following steps:
  - In Mysale Attribute Id, products that have this Attribute and its value are 1 those products will be displayed in the Mysale Product grid.
- 7. Now scroll down and click on the Mysale Order Settings, the section is expanded as shown below:

0

ysale Order Settings			
Mysale Order Id Prefix [global]			
(Jacon)	Prefix for Mysale Increment ID		
Auto Invoice Creation [global]	Disable		*
	Auto Invoice Order Imported fro	om Mysale in any case of successfull imp	iort.
Import order on Status [global]	New		
	Import orders if status is above	mentioned.	
Auto Acknowelge [global]	Yes		•
Failed Order Notification Email [global]			
	Enter mulitiple email addresses	with coma(,)	
Carrier Mapping [global]	Magento Carrier	Mysale Carrier	Action
	Australia Post	AustPost	<b>*</b>
	Add Carrier		
	Map Shipping Carrier for Shipm	nent	
Max Shipment Expected Days [global]	1 Day		•
	Shipment expected Days.		
Cancellation Text [global]			
	This is to send in cacnellation re	quest along with order id	

8. Under Mysale Order Settings, do the following steps:

- In the Mysale Order Id Prefix box, enter the text as a prefix for Mysale Increment ID.
   Note: Mysale Order Id Prefix can be a combination of numbers, alphabets, or special characters. This is for your own recognition since the orders from the Mysale marketplace will have the same prefix & will be easy to analyze. So make sure to mark them as per your ease.
- In **Auto Invoice Creation**, select **Enable** if you want to create the invoice for the orders automatically.
- In Import Order on Status, select the status for which the orders will be imported.
- In Auto Acknowledge, select Yes if you want to automatically import the orders.
- In Failed Order Notification Email, enter the email id on which you want to receive the notifications for the failed orders.
- The **Carrier Mapping** setting is related to the shipment of orders. The Magento carriers are different from the Mysale carriers hence here you map the Magento carriers with the Mysale carriers for the Shipment.
- In **Max Shipment Expected Days**, select the maximum days from the menu in which the shipment of the order will be done.
- In **Cancellation Text**, enter the text that will be sent in the cancellation request along with the order id.
- 9. Scroll down and click on Mysale Cron Settings, the section is expanded as shown below:

0

ysale Cron Settings			
Order Cron (global)	Enable	*	
tai	L Order Fetch Cron		
Order cron Expression	Every 1 Minute	*	
	Order Feed Update Expression		
Order Import Per request	1 Per request	Ŧ	
	Order Importing per request		
Inventory Cron [global]	Enable	٠	
	Inventory Sync Cron		
Inventory Price Updating Expression	Every 10 Minute	*	
	Inventory updating Expression		
Product Update Cron	Enable	٠	
	Changes to product will update in Mysale		
Product Update Expression [giobal]	Every 10 Minute	٠	
	Product Update Expression		
Orders Shipment Cron [global]	Enable	٠	
	All Orders Status Sync Cron		
All Orders Shipment Cron Expression	Every 1 Minute	٠	0
	All Orders Shipment Cron Expression		
Checking of Buffer attribute [global]	Enable	Ψ.	
	The cron will check if any changes made to the selected product attribute from inventory section		
Checking of Buffer attribute [global]	Every 5 Minutes	٠	
	Checking of Buffer attribute Expression		

#### 10. Under Mysale Cron Settings do the following steps:

- In the Order Cron, select Enable if you want to fetch the orders. Order Crons are used to fetch waiting for shipment orders. Based on the combination of three order settings- Order Status, Fetch Shipped Order, and Fetch Orders No. Of. Days the orders are automatically fetched if this cron is enabled.
- In **Order Cron Expression**, select the duration at which you want the orders cron to run and fetch the orders.
- In Order Import Per Request, select the importing request for the orders from the list.
- In **Inventory Cron**, the recent changes in the inventory/price attributes are updated on Mysale if you **Enable** this cron.
- In **Inventory Price Updating Expression**, select the duration at which you want the inventory and price to update.
- In **Product Update Cron**, select **Enable** if you want the products to be updated automatically through crons.
- In **Product Update Expression**, select the duration which you wat the product update cron to run.
- In **Order Shipment Cron**, select **Enable** to sync the status of the order automatically through the crons.
- In All Orders Shipment Cron Expression, select the duration at which you want the order shipment status to be synced.
- In **Checking of Buffer Attribute**, if you select **Enable** the cron will check if any changes are made to the selected product attribute from the inventory section.
- In the **Checking of Buffer attribute**, select the duration at which the buffer attributes will be checked automatically.
- 11. Click on the **Save Config** button to save the settings

# 4. Manage Categories

### To manage categories,

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

### 3. Click on Categories.

The Categories page appears as shown below:

Cate	gory List			Q 💋
				Fetch Category
1020 re	cords found			▼ Filters
	ID	Mysale Category Id	Level	Name
	337		3	Accent
	918		4	Accent Tables
	55		2	Accessories
	66		2	Accessories
	73		2	Accessories

4. To fetch new Categories, click on the **Fetch Category** button.

The new categories will be fetched and displayed in the list.

# 5. Manage Profile

Product Profiling is a process of arranging similar types of products from a catalog and bundling them to perform multiple bulk actions.



Let's say you are selling Clothing – you create a profile labeled as Men's T-shirts and add all the t-shirts in the same profile. Now with product profiling, you have the feasibility to take actions such as bulk upload, alter the prices, edit details and even remove them in bulk with just a few clicks.

#### Admin can complete the following tasks:

- Add a new profile
- Edit the existing profile
- Submit Actions on the Manage Profile page

### 5.1. Add New Profile

### To add a new profile

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

### 3. Click on Manage Profiles.

The Manage Profile page appears as shown below:

Mysale Profile	e List				Q 😰 . Add New Profile
Actions	• 3 records found				♥ ritters     ● Default View ・     ✿ Columns ・       20     • per page      1     of 1     >
ID ID	I Profile Code	Profile Name	Status	Action	Product Count
1			Enabled	Edit	1
2			Enabled	Edit	1
3			Enabled	Edit	0

4. Click on the **Add New Profile** button. The **New Profile** page appears as shown in the following figure:

New Profile			Q ø	
			Back	Save
General Information				
	Enable Profile	Ves		
	Profile Code *			
	Profile Name *			
Profile Mappings				$\odot$
Profile Products				9

- 5. Under General Information, do the following steps:
  - In Enable Profile toggle the button to Yes for enabling the profile.
  - In Profile Code, enter a profile code.
     Note: It is only for internal use. Use the unique profile code with no spaces. Start with small letters.
  - In the **Profile Name** box, enter the name of the profile. Note: Use the unique name to identify the profile.
- 6. Now click on **Profile Mappings**, the menu is expanded as shown below:

Profile Mappings /				$\odot$
	Profile Category *	Clothing		
Mysale Attribute		Magento Attribute	Default Value	Actions
Add Row				
	Weight Unit	Gram •		
	Volumne Unit	Centimeter 💌		

- 7. Under **Profile Mappings**, do the following steps:
  - In **Profile Category**, select the category you want for your profile.
  - Then map the Mysale attributes with the Magento store attributes.
  - Now select the Weight and Volume units to be used in the profile for the products.
- 8. Click on **Profile Products**, the section expands as shown below:

Profile Pro	oducts /													0
		Default	Store * ( v											
		Product Sel	ection * Filter Selection +											
		Product Ad	dition * Remove Old •											
		Store Ca	Select						•					
Search an	d Add Reset Filte	r and Remove 17269	records found							20 <b>•</b> pe	r page	<	1 of 864	1 >
Brand	Colour_description	Country_of_manufacture	Description	Fabrication	Mgs_brand	ID	† Profile	Product Status	Name	SKU	Mysale Enable	Price	Attribute Set Name	Actions
							•	•			·		•	
5552							-					AUS 1,000.00	Default	Edit
5553	Black Floral	AU		100% Cotton			•					AU\$ 999.99	Default	Edit

- 9. Under Profile Products do the following steps:
  - In **Default Store**, select the store view.
  - In Product Selection, select the option on the basis of which products will be selected.
  - In **Product Addition**, select **Remove Old** if you want to remove the old products and select Keep Old if you want to keep the old products in the list.
  - In the Store Category, select the category of the store products.
  - All the products assigned to the profile will be shown in the list.
- 10. Click on the Save button.

The new profile will be created and displayed on the profile grid.

# 5.2. Edit Existing Profile

#### To edit an existing profile,

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

3. Click on Manage Profiles.

The Manage Profile page appears as shown below:

Mysale Profile	e List				Q 💋 .
					Add New Profile
					Filters         O Default View         Image: Columns
Actions	✓ 3 records found				20 • per page < 1 of 1 >
ID ID	Profile Code	Profile Name	Status	Action	Product Count
1			Enabled	Edit	1
□ 2			Enabled	Edit	1
3			Enabled	Edit	0

4. Scroll down to the required profile.

### 5. In the Action column, click Edit.

The required profile page appears as shown in the following figure:

Edit Profile		Q 💋
		Back Delete Save
General Information		
	Enable Profile 💽 Yes	
	Profile Code *	
	Profile Name *	
Profile Mappings		0
Profile Products		Ø

- 6. Make the changes as per the requirement.
- 7. Click the **Save** button.

The profile is saved and listed on the Manage Profile page.

### 5.3. Submit Bulk Action on Profiles

#### To perform actions in bulk on profiles

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

### 3. Click on Manage Profiles.

The Manage Profile page appears as shown below:

Mysale Profil	e List				Q 📫
					Add New Profile
					Filters O Default View -
Actions	3 records found				20 • per page ( 1 of 1 )
	Profile Code	Profile Name	Status	Action	Product Count
			Enabled	Edit	1
			and the second		1
2 1			Enabled	Edit	

- 4. On this page, all the available profiles are listed.
- 5. Select the checkboxes associated with the required profiles.
- 6. Click the Arrow button next to the Actions field.
- 7. In the **Actions** list, click **Delete**.

Actions	•
Delete	1

8. All the selected profiles will be deleted.

# 6. MYSALE Products Management

### To manage the products

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

### 3. Click on Manage Products.

The **Product list** appears as shown below:

∕lys	ale P	roduct	List															a e	<b>9</b>
																			Refresh
Action	is		•	2 reco	ords found										Y Filters	• per page		t View 👻	Columns -
•	ID	Mysale Profile † Id	Thumbnail	Name	Туре	sкu		Price	Quantity	Visibility	Size	Size Barcode	Mysale Status	Size & Fit	Barcode	B	rand	Status	Validation
	47240		Ŵ	HONEY MINI DRESS	Configurable Product		ł		0.0000	Catalog, Search			ALL:NOT_UPLOADED					Enabled	NOT_VALIDATED
	48771		-	Test Black Dress	Configurable Product				0.0000	Catalog, Search			ALL:UPLOADED					Enabled	VALID

4. If any of the products is missing from the list click on the Refresh button to add the product to the list.

# 7. Manage Orders

### To manage the orders

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

### 3. Click on Manage Orders.

The Manage Order page appears as shown below:

lysale Order List								Q #	99)
									Impo
							<b>Filters</b>	Default View 🗸	Column
ctions •	10 records found						20 -	per page <	1 of 1
rtions •	10 records found Magento Order Id	Increment Id	Status	Sale Name	Order Data	Shipment Data	20 -	per page < Order Date	1 of 1 Actions
nysale Order Id		Increment Id	Status	Sale Name	Order Data	Shipment Data			Actions
mysale Order Id	Magento Order Id	Increment Id		Sale Name	Data			Order Date	

- 4. To fetch new orders, click on the **Import** button. The new orders will be imported and displayed in the order grid.
- 5. To edit an order, under the **Actions** click on **Edit** and make the required changes.

ysale Order List									Q #	Impor
								<b>Y</b> Filters	💿 Default View 🗸	💠 Column
mysale Order Id	• 10 re	cords found	Increment Id	Status	Sale Namo	Order	Shipment	20		1 of 1
mysale Order Id	• 10 re	Magento Order Id	increment id	Status	Sale Name	Data	Data	20 •	Order Date	1 of 1 Actions
	• 10 re		Increment Id	Status	Sale Name	Order Data	Shipment Data			Actions Select
	• 10 re	Magento Order Id			Sale Name	Data	Data		Order Date	

6. To delete an order click on the **Delete Order** under **Actions**. The selected order will be deleted.

lysale Order Lis	st								Q 4	•
										Import
								<b>T</b> ilters	• Default View •	Columns
Actions	• 10 re-	cords found						20 -	per page <	1 of 1
mysale Order Id		Magento Order Id	Increment Id	Status	Sale Name	Order Data	Shipment Data	Customer Order Reference	Order Date	Actions
		1552	MS-200000003	completed		0	0		Nov 10, 2021 3:37:51 PM	Select 🔺
	1	1553		completed		ø	o		Nov 20, 2021 1:23:33 AM	Edit
	16			Not Imported		O	0		Dec 6, 2021 1:52:47 AM	Delete orde

### 8. View Failed Orders

### To view failed orders

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

3. Click on View Failed Orders.

The Failed Orders page appears as shown below:

Mysale Failed Order					Q 😰
				•	Filters 📀 Default View 🖌 🏠 Columns 🗸
Actions				20	per page     (     1     of 1     )
mysale Order Id	Reason	Order Data	Customer Order Id	Order Items	Order Date
		0		0	Dec 31, 2021 7:19:18 PM

4. All the failed orders along with the reason for failure will be displayed here.

# 9. Activity Logs

### To view activity logs,

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

3. Click on Activity Logs.

The Activity Log page appears as shown below:

Acti	vity Log				Q 💋	
						Truncate
Action	ns	128 records found		Filters	👁 Default View 🗸 🕏	Columns -
	Id ! Message		Channel	Level	Date	Context
	728057			ERROR	2022-01-13 07:14:07	ø
	728056			ERROR	2022-01-13 07:14:07	O
	728055			ERROR	2022-01-13 06:55:10	ø
	728054			ERROR	2022-01-13 06:55:10	ø

4. All the logs created with be displayed.

# 10. Help and Support

### To view help and support

- 1. Go to the Magento Admin panel.
- 2. On the left navigation bar, click the **MYSALE INTEGRATION** menu. The menu appears as shown in the following figure:

Mysale Integration		×
Products	Extras	
Categories	Help & Support	
Manage Profiles		
Manage Products		
Orders		
Manage Orders		
View Failed Orders		
Developer		
Activity Logs		
Settings		
Configurations		

### 3. Click on Help and Support.

The Help and Support Page appears as shown below:



4. You connect with us by Call, Email, or Skype.