

General FAQ

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How i can create Wise2Sync account?

You can easily register and create an account here: <https://app.wise2sync.com/register>. Demo products will be uploaded to your account so you can experiment and explore all the features Wise2Sync provides.

When you are ready to start with the integration you are interested in, you can press the "Upgrade" button and we will come back to you to arrange a brief online meeting to discuss your needs and how our product can help you to achieve them.

What do i need to start using Wise2Sync?

In general, the steps would be as follows:

- 1. Find and choose suppliers;
- 2. Make an agreement with suppliers and acquire access/login information;
- 3. Connect your website with Wise2Sync;
- 4. Configure Wise2Sync and start importing data.

How often products info will be updated?

We update product info from suppliers twice a day. Usually, an update is done in the morning and evening to minimize the risk of products still available in your shop but already sold out from the supplier. If you need to update products more often please contact us via

support@wise2sync.com.

What version of certain e-commerce Wise2Sync plugin supports?

- WooCommerce - plugin is tested and working with PHP **8.0** and versions from WooCommerce **6.3.1** to WooCommerce **8.1.1**.
- Prestashop - plugin is tested and working with PrestaShop versions from **1.7.6.9** to **8.1.7**.
- Shopify - all versions.
- Magento 1 - plugin is tested and working with PHP **7.0** and the latest version **4.5**. If you still using Magento 1 we suggest switching to another platform as Magento 1 is no longer supported by the creator from 2020.
- Magento 2 - plugin is tested and working with PHP **8.1** and minimum required version **2.4.4**.
- OpenCart - plugin is tested and working on **3.0.3** version.