

Installing the Kiyoh plugin for WooCommerce

Step by step, for Kiyoh and Klantenvertellen customers. For plugin version 1.4.0.

This guide helps you connect your WooCommerce shop to Kiyoh. Once you are done, your customers automatically get an email after their order asking them to write a review.

It takes about 15 minutes. You don't need any technical knowledge. Just follow the steps in order.

What you need

- Your WordPress login, for an account with administrator rights.
- Your Kiyoh or Klantenvertellen login: the email address and password you use for your Kiyoh dashboard.
- A shop whose web address starts with **https://**. You then see a padlock in your browser's address bar.
- WooCommerce, already installed and switched on.

How to read this guide

- Every picture has a **red frame** around the place to click. The number in the red box is the step number.
- Button and menu names are in **bold**, exactly as they appear on your screen.

At a glance

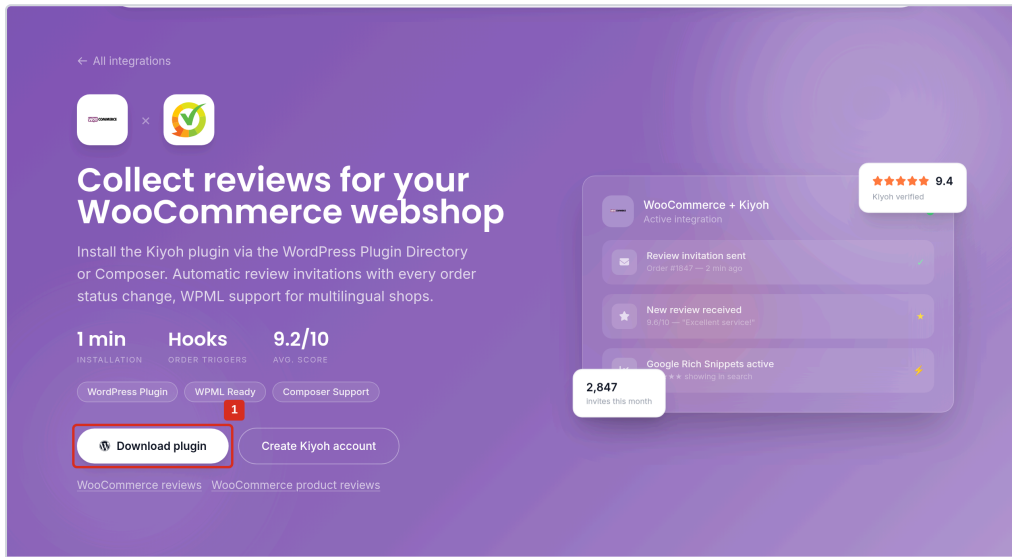
- Part 1. Install the plugin (steps 1 to 7)
- Part 2. Connect your shop to Kiyoh (steps 8 to 16)
- Part 3. Choose when the invitation is sent (steps 17 to 21)
- Part 4. Send your products to Kiyoh (step 22, only if you want product reviews)
- Then: check that it worked, and what to do if something doesn't work

Part 1. Install the plugin

STEP 1 Download the plugin

Go to www.kiyoh.com/en/woocommerce-integration and click **Download plugin**. Your computer saves a file called **kiyoh-woocommerce.zip**, usually in your Downloads folder.

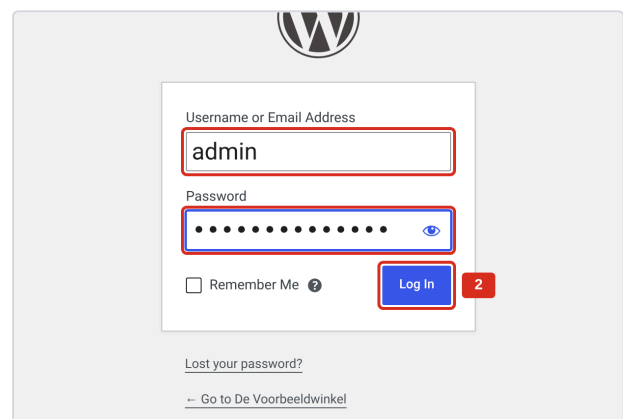
Tip: There is no need to open or unzip the file. WordPress needs the .zip file exactly as it is.



STEP 2 Log in to WordPress

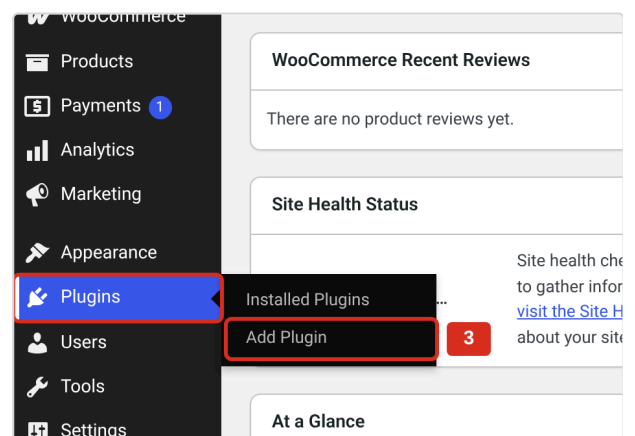
Go to your shop's admin page. This is usually **yourshop.com/wp-admin**. Enter your username and password and click **Log In**.

Tip: Use an account with administrator rights. Other accounts cannot add plugins.



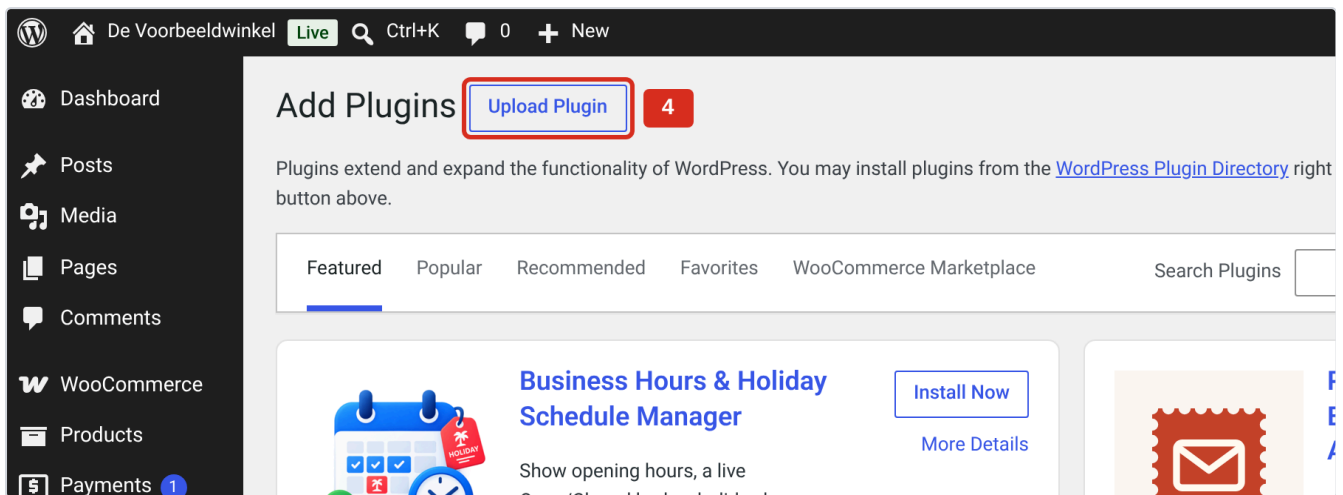
STEP 3 Open Add Plugin

In the black menu on the left, move your mouse to **Plugins** and click **Add Plugin**.



STEP 4 Click Upload Plugin

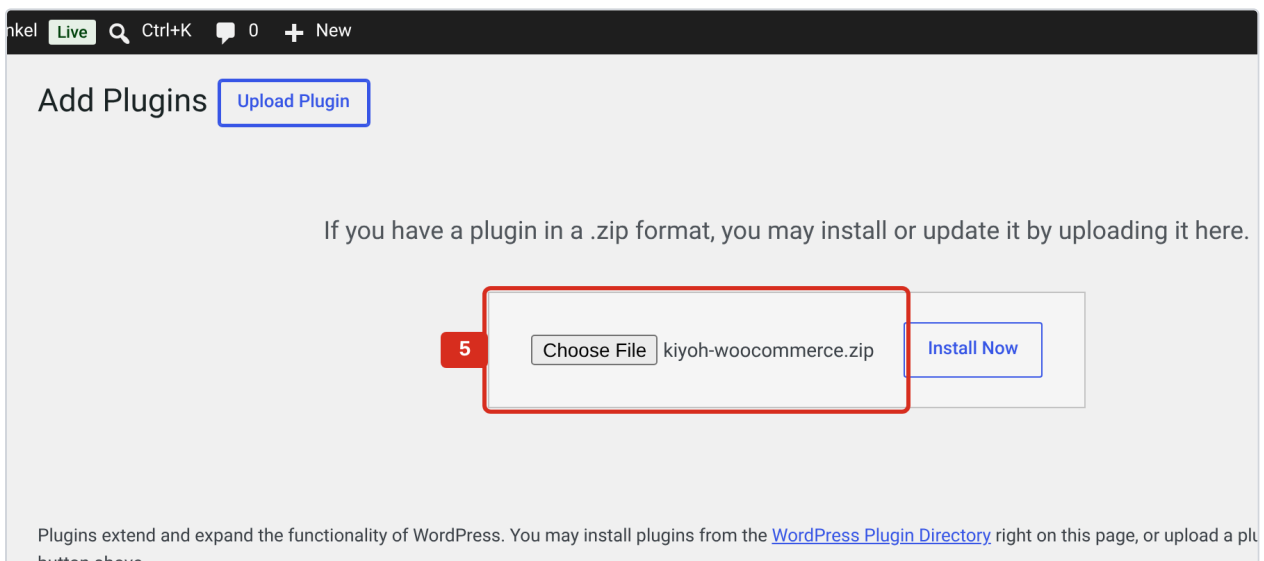
At the top of the page, click the **Upload Plugin** button.



STEP 5 Choose the file

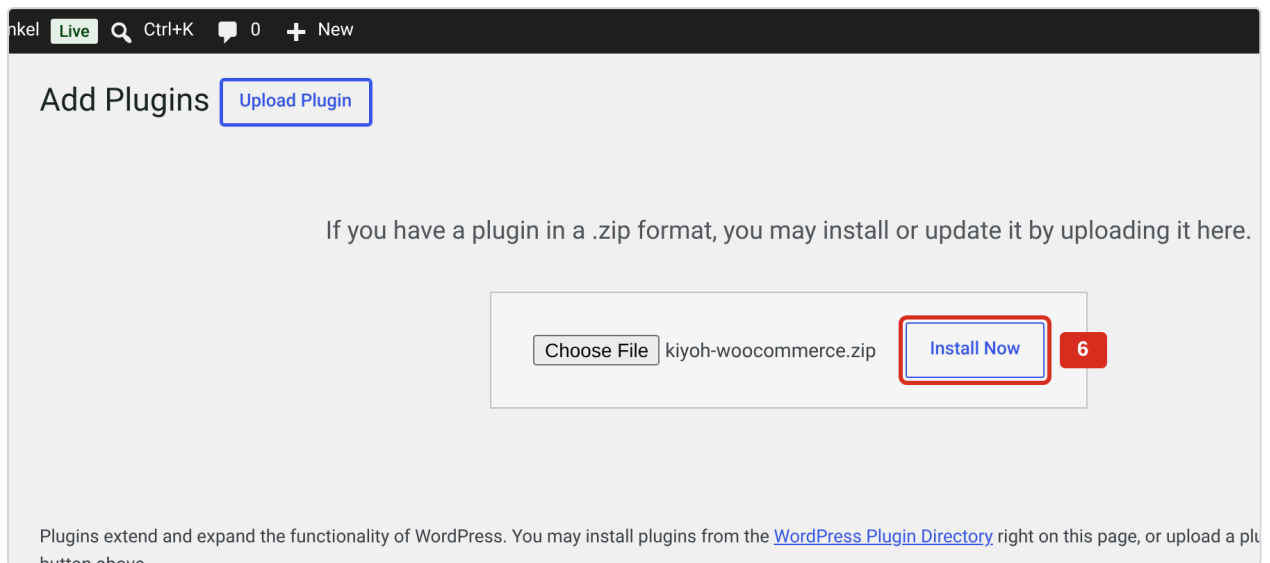
Click **Choose File** and select **kiyoh-woocommerce.zip** from your Downloads folder.

Tip: The button is not called the same in every browser. It may also say **Browse**.



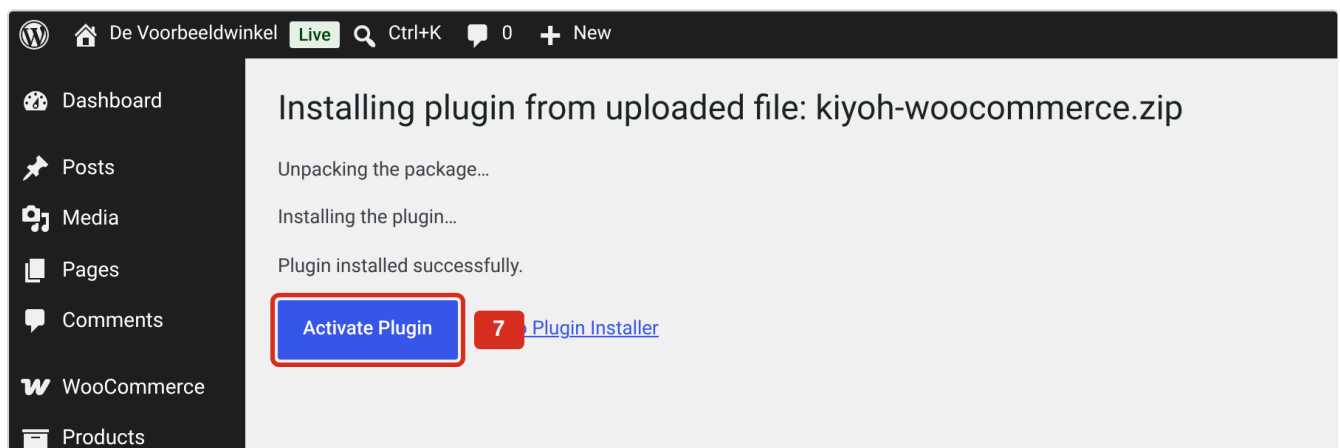
STEP 6 Install the plugin

Click **Install Now**. Wait a few seconds until WordPress says the plugin was installed.



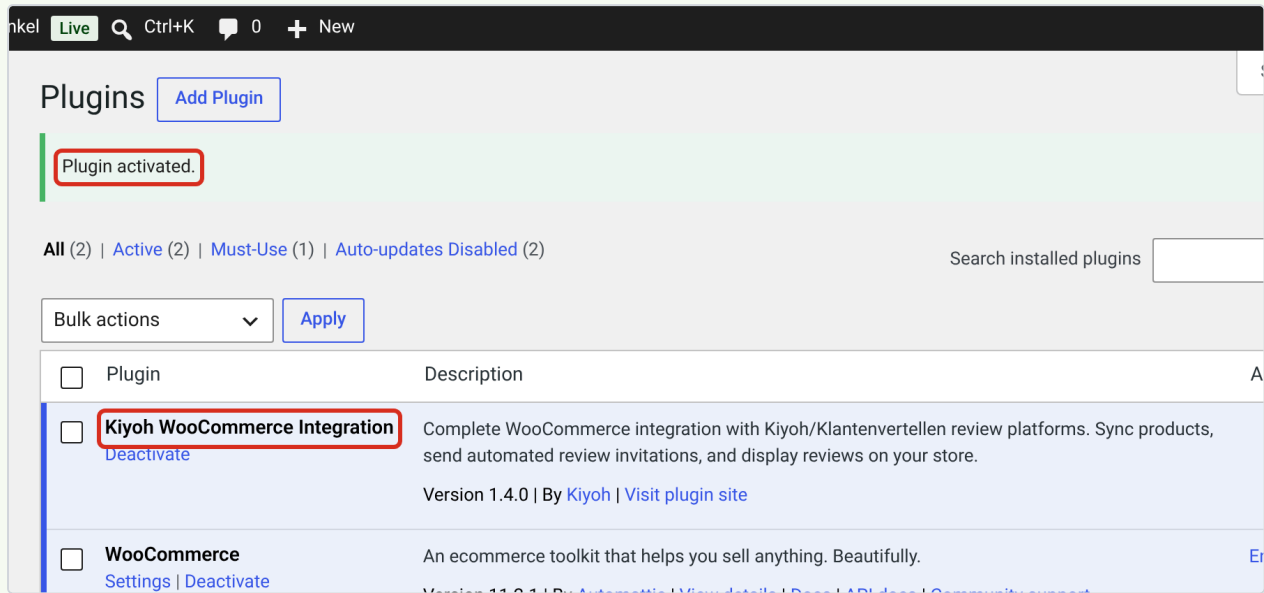
STEP 7 Switch the plugin on

Click **Activate Plugin**.



It worked if you see this

At the top it says **Plugin activated.** and the list shows **Kiyoh WooCommerce Integration with Version 1.4.0** (or higher).

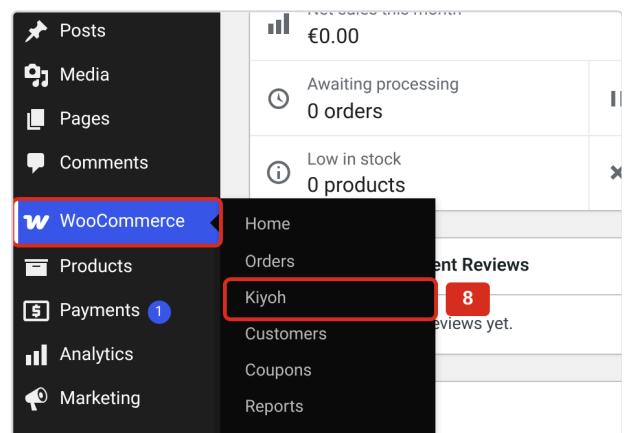


Part 2. Connect your shop to Kiyoh

STEP 8 Open the Kiyoh settings

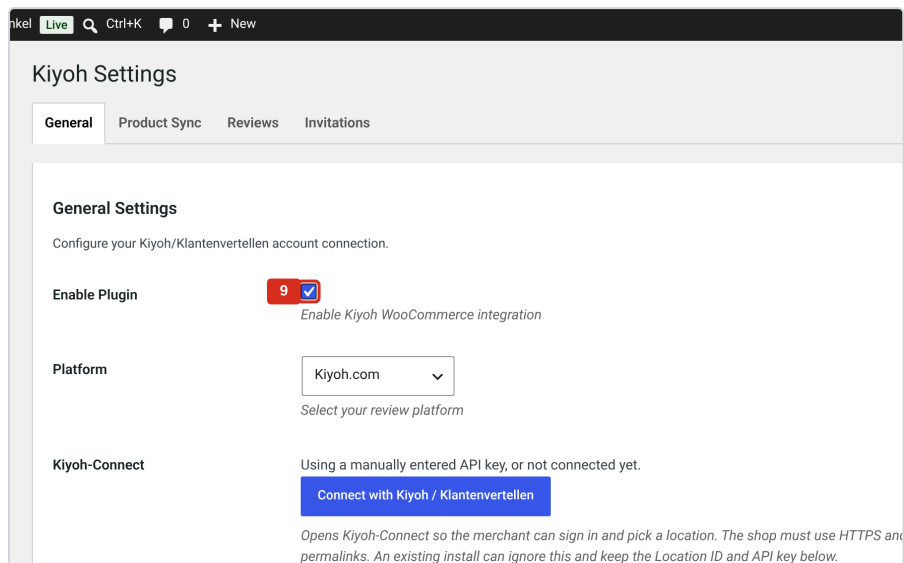
In the menu on the left, move your mouse to **WooCommerce** and click **Kiyoh**.

Tip: Don't see Kiyoh? Reload the page once.



STEP 9 Switch the connection on

You are now on the **General** tab. Tick the box next to **Enable Plugin**.

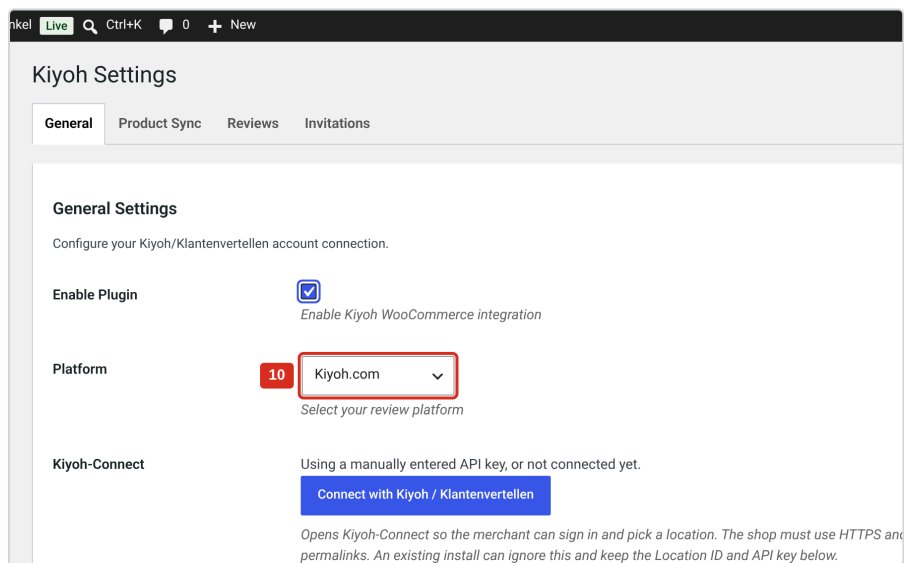


The screenshot shows the 'Kiyoh Settings' interface with the 'General' tab selected. Under 'General Settings', the 'Enable Plugin' checkbox is checked, indicated by a red box with the number '9' and a blue checkmark. Below it, the text 'Enable Kiyoh WooCommerce integration' is visible. The 'Platform' dropdown menu is set to 'Kiyoh.com'. The 'Kiyoh-Connect' section shows a status of 'Using a manually entered API key, or not connected yet.' with a 'Connect with Kiyoh / Klantenvertellen' button. A note at the bottom explains that this opens Kiyoh-Connect for merchant sign-in and location selection, requiring HTTPS and permalinks.

STEP 10 Choose your platform

Next to **Platform**, choose **Kiyoh.com** if you have a Kiyoh account, or **Klantenvertellen.nl** if you have a Klantenvertellen account.

Tip: Not sure? Think of the website where you normally log in to see your reviews.

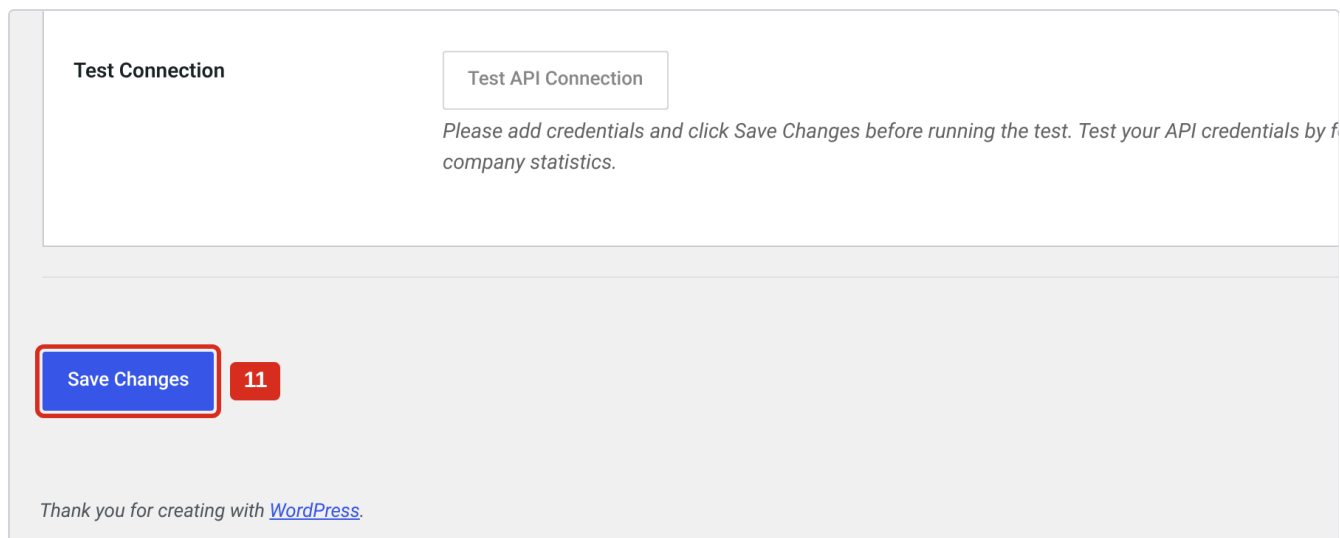


This screenshot is similar to the previous one, but the 'Platform' dropdown menu is highlighted with a red box and a red '10'. The 'Enable Plugin' checkbox remains checked. The 'Kiyoh-Connect' section and the bottom note are also visible.

STEP 11 Save

Scroll down and click **Save Changes**.

Tip: Always save before you connect. Otherwise the plugin may use the wrong platform.



Test Connection

Test API Connection

Please add credentials and click Save Changes before running the test. Test your API credentials by f
company statistics.

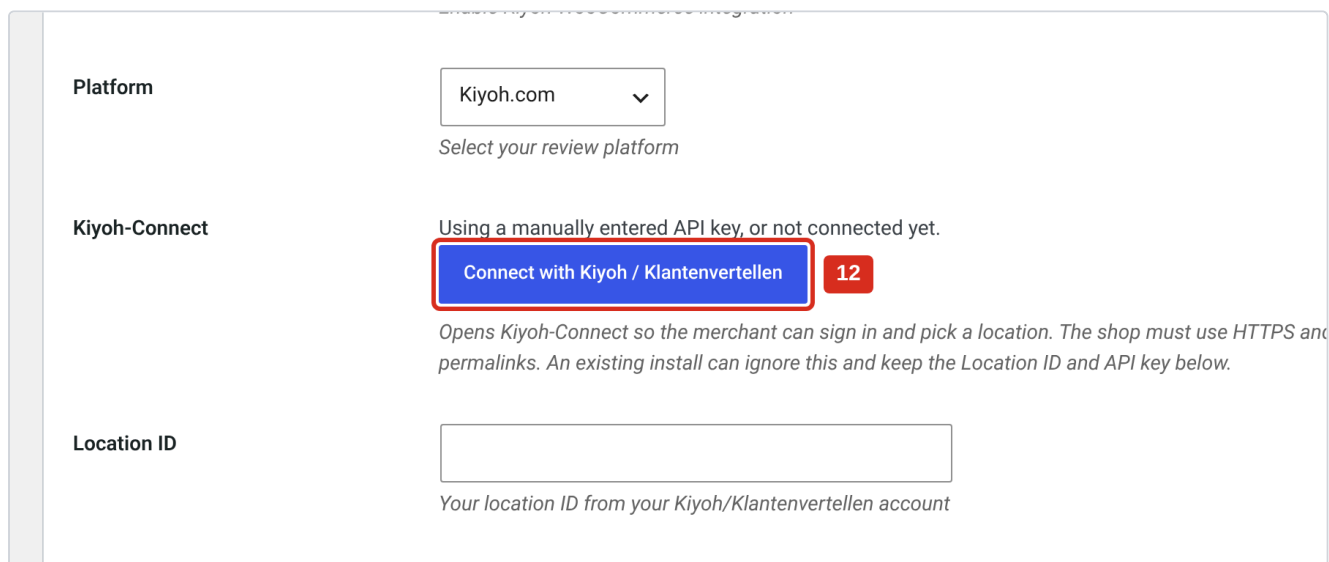
Save Changes 11

Thank you for creating with [WordPress](#).

STEP 12 Click the connect button

Scroll back up. Next to **Kiyoh-Connect**, click **Connect with Kiyoh / Klantenvertellen**. A small new window opens.

Tip: Nothing happens? Your browser may have blocked the window. Allow pop-ups for your shop and click again.



Platform

Kiyoh.com ▼

Select your review platform

Kiyoh-Connect

Using a manually entered API key, or not connected yet.

Connect with Kiyoh / Klantenvertellen 12

Opens Kiyoh-Connect so the merchant can sign in and pick a location. The shop must use HTTPS and
permalinks. An existing install can ignore this and keep the Location ID and API key below.

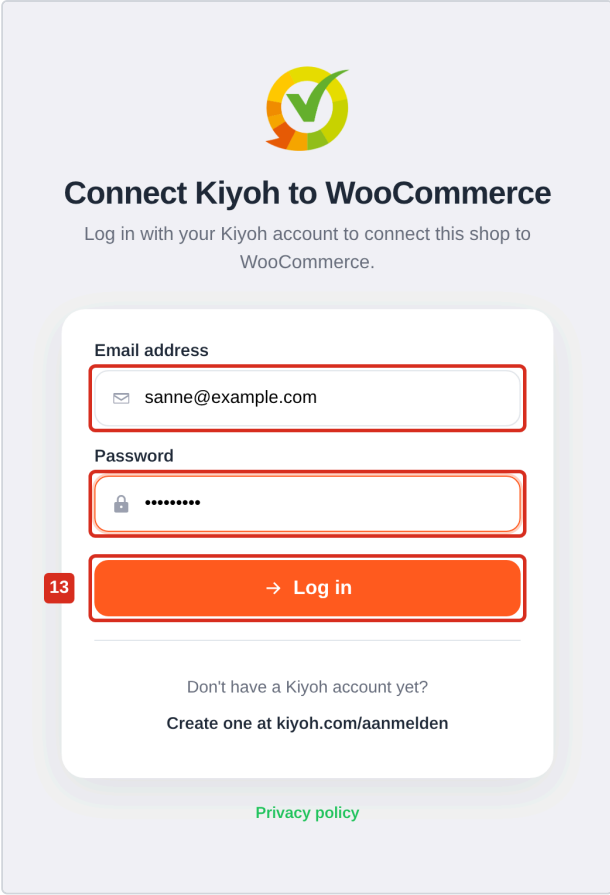
Location ID

Your location ID from your Kiyoh/Klantenvertellen account

STEP 13 Log in to Kiyoh

In the new window, enter the email address and password of your Kiyoh account. Then click **Log in**.

Tip: These are your Kiyoh (or Klantenvertellen) details, not your WordPress details. If you use two-step login, the window then asks for the 6-digit code from your authenticator app.



Connect Kiyoh to WooCommerce

Log in with your Kiyoh account to connect this shop to WooCommerce.

Email address
sanne@example.com

Password
.....

13 → Log in

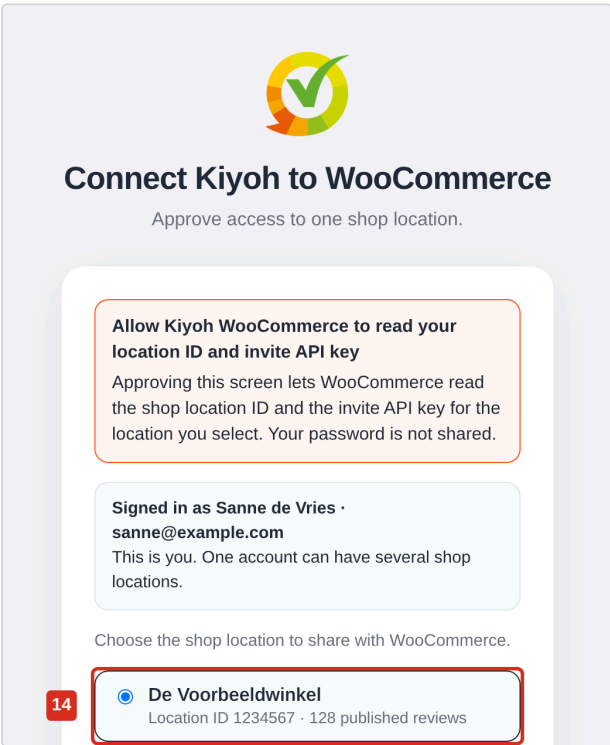
Don't have a Kiyoh account yet?
Create one at kiyoh.com/aanmelden

[Privacy policy](#)

STEP 14 Choose your location

Click the location that belongs to this shop. If you only have one, it is already selected.

Tip: You see your own name and email address here, so you know you are logged in with the right account.



Connect Kiyoh to WooCommerce

Approve access to one shop location.

Allow Kiyoh WooCommerce to read your location ID and invite API key

Approving this screen lets WooCommerce read the shop location ID and the invite API key for the location you select. Your password is not shared.

Signed in as Sanne de Vries ·
sanne@example.com

This is you. One account can have several shop locations.

Choose the shop location to share with WooCommerce.

14 ● De Voorbeeldwinkel
Location ID 1234567 · 128 published reviews

STEP 15 Enter your shop's address

Under **Your shop address**, type your shop's web address, for example **https://www.yourshop.com**.

Tip: Type it exactly as in the grey box above it: with **https://**, and with or without **www** just like there. Stop before **/wp-json**.

Choose the shop location to share with WooCommerce.

☒ **De Voorbeeldwinkel**
Location ID 1234567 · 128 published reviews

This plugin returns to one exact https address on your shop. Type that shop's web address to confirm it.

https://shop.example.com/wp-json/kiyoh/v1/oauth/callback

Your shop address

15

→ Allow and connect

STEP 16 Give permission

Click **Allow and connect**. The window closes by itself and you are back in the Kiyoh settings in WordPress.

Tip: This permission only lets the plugin read your location ID and invite key. Your password is not shared.

Choose the shop location to share with WooCommerce.

☒ **De Voorbeeldwinkel**
Location ID 1234567 · 128 published reviews

This plugin returns to one exact https address on your shop. Type that shop's web address to confirm it.

https://shop.example.com/wp-json/kiyoh/v1/oauth/callback

Your shop address

16

→ Allow and connect

It worked if you see this

- A. The green message **Connected with Kiyoh-Connect. The location and invite key are saved.**
- B. **Connected with Kiyoh-Connect.** followed by the name of your location at Kiyoh.
- C. A number next to **Location ID**. The plugin filled it in for you; you don't need to type anything.

Kiyoh Settings

Connected with Kiyoh-Connect. The location and invite key are saved. A

General Product Sync Reviews Invitations

General Settings

Configure your Kiyoh/Klantenvertellen account connection.

Enable Plugin ☒ Enable Kiyoh WooCommerce integration

Platform Kiyoh.com Select your review platform

Kiyoh-Connect B Connected with Kiyoh-Connect, De Voorbeeldwinkel
Connect with Kiyoh / Klantenvertellen Disconnect Kiyoh-Connect

Opens Kiyoh-Connect so the merchant can sign in and pick a location. The shop must use HTTPS and permalinks. An existing install can ignore this and keep the Location ID and API key below.

Location ID C 1234567
Your location ID from your Kiyoh/Klantenvertellen account

Final check: test the connection

Go back to the **General** tab, scroll down and click **Test API Connection (D)**. Do you then see a message that starts with **API connection successful**? Then everything is ready. From now on your customers automatically receive an invitation.

Kiyoh Mobile URL(s)

Comma-separated Kiyoh Mobile base URLs for shop health reports. Leave blank to use the default https://kiyoh-mobile.com. Example with staging: https://kiyoh-mobileui-staging.up.railway.app

Test Connection

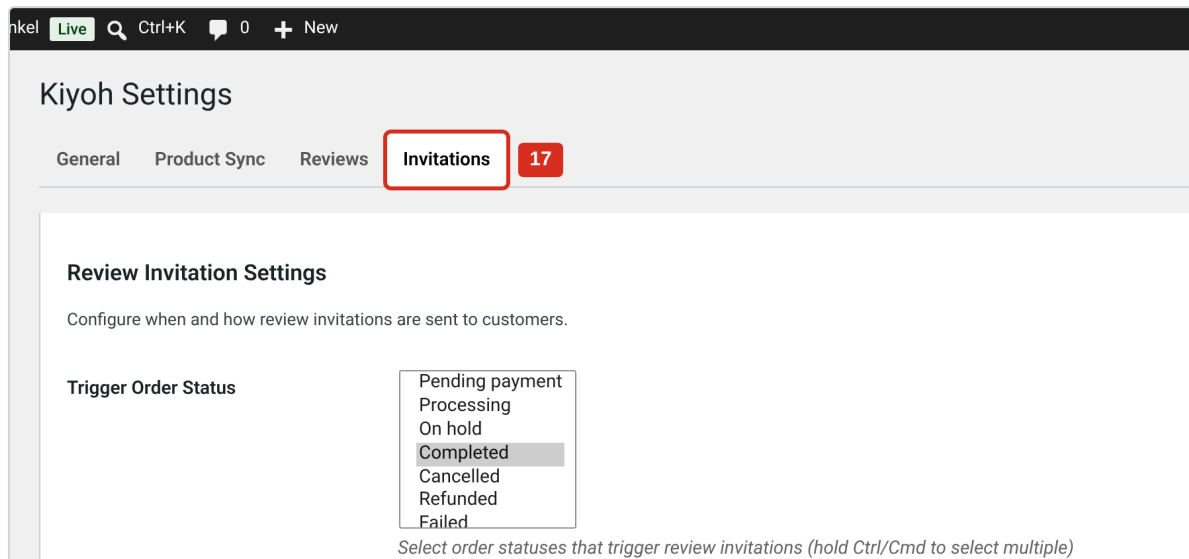
Test API Connection D

Please add credentials and click Save Changes before running the test. Test your API credentials by fetching company statistics.

Part 3. Choose when the invitation is sent

STEP 17 Open the Invitations tab

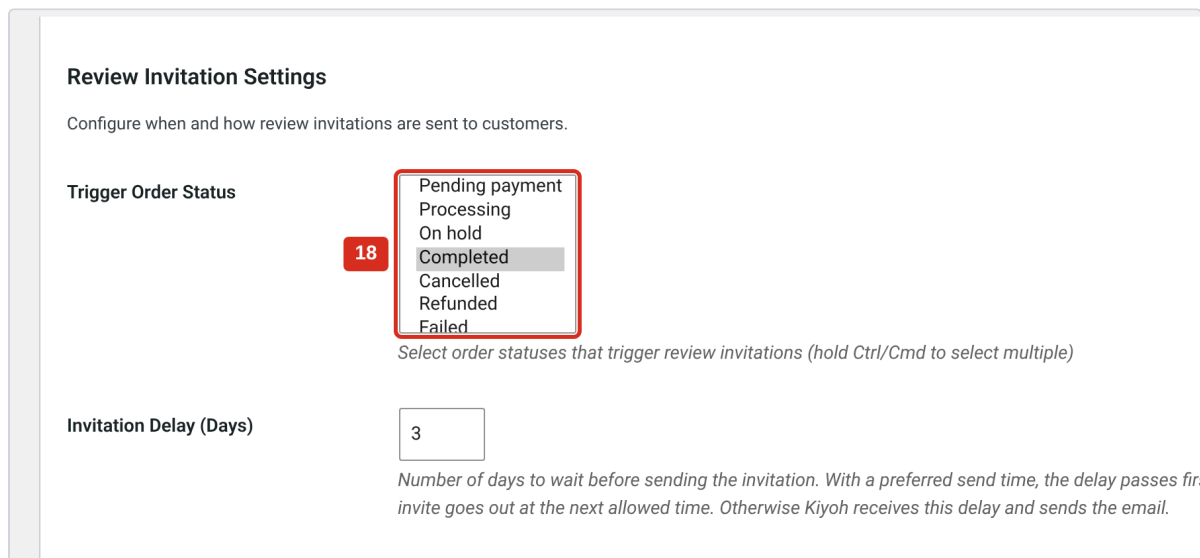
At the top, click the Invitations tab.



STEP 18 Choose when an order is done

Next to **Trigger Order Status**, **Completed** is already selected. Leave it like that unless you want something else. As soon as you set an order to this status, the waiting time from the next step starts.

Tip: Want more than one status? Hold Ctrl (Windows) or Cmd (Mac) while you click. For most shops, **Completed** is enough.



STEP 19 Choose after how many days

Next to **Invitation Delay (Days)**, type after how many days the invitation is sent. The standard value is 3.

Tip: Pick a number of days that gives your customer time to receive and try the product.

Processing
On hold
Completed
Cancelled
Refunded
Failed

Select order statuses that trigger review invitations (hold Ctrl/Cmd to select multiple)

Invitation Delay (Days)

19

3

Number of days to wait before sending the invitation. With a preferred send time, the delay passes first, then the invite goes out at the next allowed time. Otherwise Kiyoh receives this delay and sends the email.

Preferred send time

☐

Optional. Turn this on to send the invitation at a specific time of day in the shop timezone (Settings → Timezone). Leave it off, or leave the time empty, to keep the current behaviour: the plugin calls Kiyoh immediately after the number of days above.

STEP 20 Choose a time of day (optional)

Want the email to go out at a set time? Tick **Preferred send time** and fill in a time next to **Send at**, for example 10:00. Under **Allowed days** you can tick the days on which this is allowed.

Tip: No day ticked means every day is allowed. Don't need a set time? Skip this step.

Invitation Delay (Days)

3

Number of days to wait before sending the invitation. With a preferred send time, the delay passes first, then the invite goes out at the next allowed time. Otherwise Kiyoh receives this delay and sends the email.

Preferred send time

20

☒

Optional. Turn this on to send the invitation at a specific time of day in the shop timezone (Settings → Timezone). Leave it off, or leave the time empty, to keep the current behaviour: the plugin calls Kiyoh immediately after the number of days above.

Send at

10:00 AM

⌚

Time of day (Europe/Amsterdam). After the delay, the invitation is sent at the next occurrence of this time.

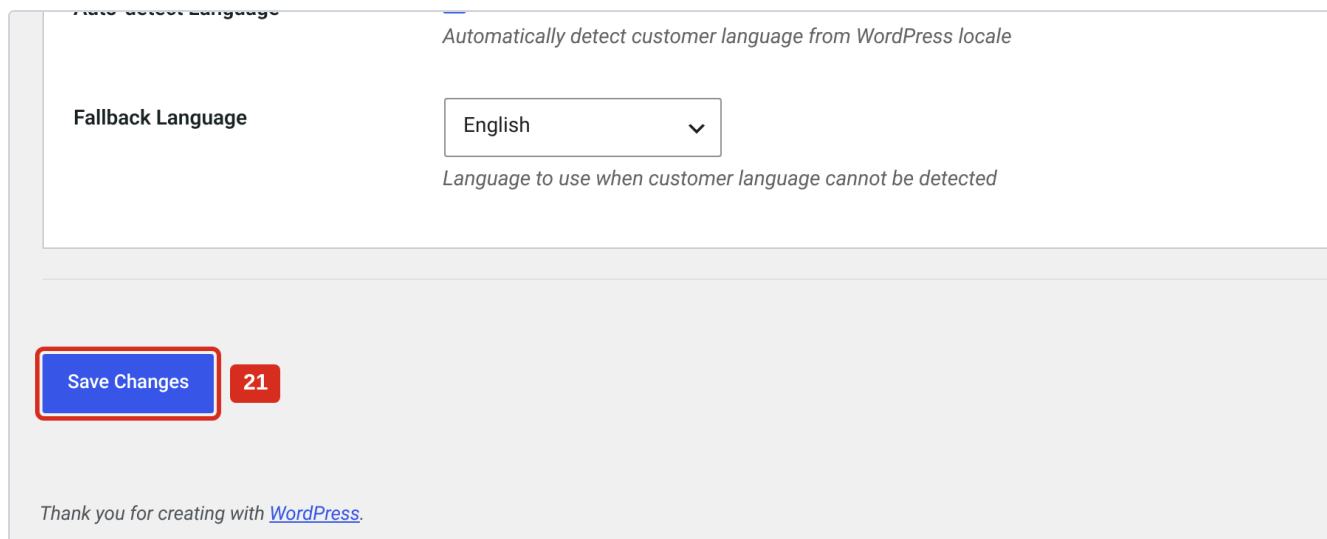
Allowed days

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

Optional. Limit that time to selected days. Leave every day unchecked to allow all days.

STEP 21 Save

Scroll down and click **Save Changes**.



Automatically detect customer language from WordPress locale

Fallback Language

English

Language to use when customer language cannot be detected

Save Changes 21

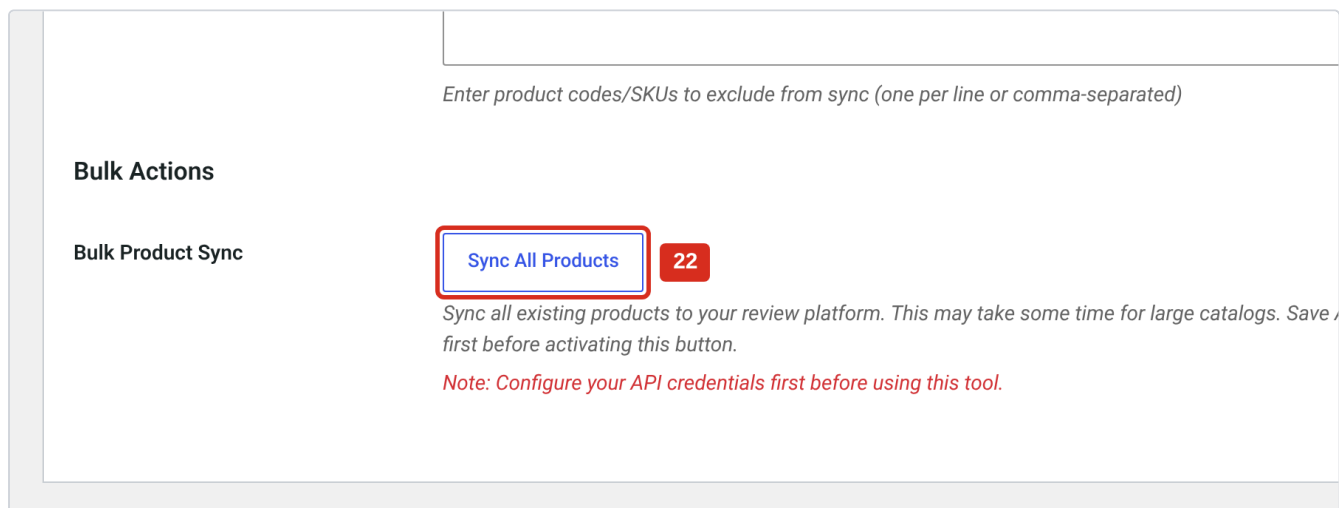
Thank you for creating with [WordPress](#).

Part 4. Send your products to Kiyoh (only for product reviews)

STEP 22 Send your products to Kiyoh once

Want reviews about your products too? Click the **Product Sync** tab and then **Sync All Products**. Stay on the page until it is finished.

Tip: You only need to do this once. Don't close the page while the products are being sent. With many products it can take a few minutes.



Enter product codes/SKUs to exclude from sync (one per line or comma-separated)

Bulk Actions

Bulk Product Sync

Sync All Products 22

Sync all existing products to your review platform. This may take some time for large catalogs. Save first before activating this button.

Note: Configure your API credentials first before using this tool.

Something not working?

Below are the messages you are most likely to see, and what to do about them. The messages are shown exactly as the plugin shows them.

I don't see the **Connect with Kiyoh / Klantenvertellen** button.

You probably have an older version of the plugin. Check the version number under **Plugins**. It must be **1.4.0** or higher. Upload the newest version as in steps 4 to 6. WordPress then asks whether to replace the current version: click **Replace current with uploaded**.

WordPress says: **No valid plugins were found**.

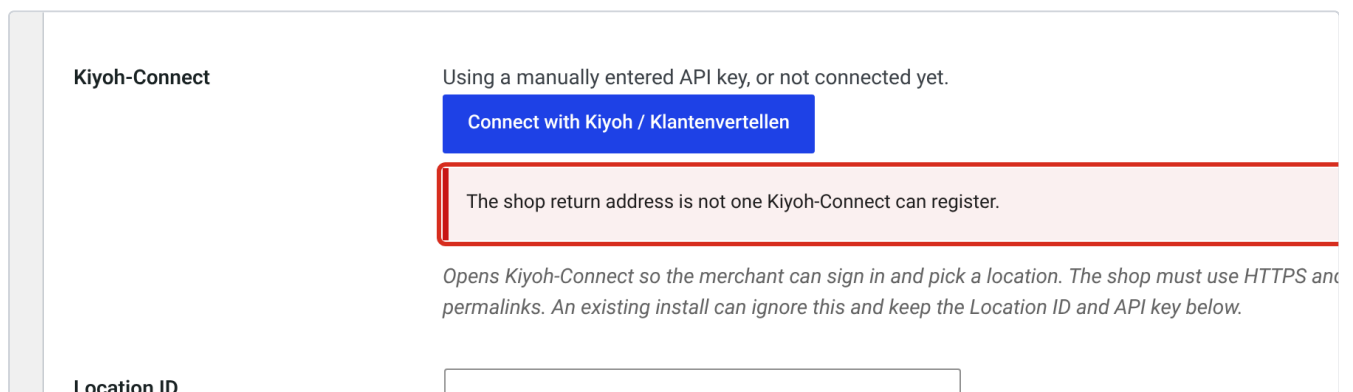
You probably uploaded an unzipped folder instead of the .zip file. Download the plugin again (step 1) and upload **kiyoh-woocommerce.zip** without opening it. On a Mac, Safari sometimes unzips files by itself. Download with another browser, or turn off the Safari option that opens safe files after downloading.

No new window opens.

Your browser is blocking pop-ups. Click the notice icon in the address bar, allow pop-ups for your shop and click the connect button again.

A red message under the connect button mentions **HTTPS** or the address.

For example **Kiyoh-Connect needs an HTTPS shop address** or **The shop return address is not one Kiyoh-Connect can register**. Your shop must be reachable at a public address that starts with **https://**. Ask your hosting company to switch on https (an SSL certificate). A test shop on your own computer cannot be connected.



The screenshot shows the Kiyoh-Connect plugin interface. At the top, it says "Using a manually entered API key, or not connected yet." Below this is a blue button labeled "Connect with Kiyoh / Klantenvertellen". Underneath the button is a red-bordered box containing the message: "The shop return address is not one Kiyoh-Connect can register." Below this box is a line of text: "Opens Kiyoh-Connect so the merchant can sign in and pick a location. The shop must use HTTPS and permalinks. An existing install can ignore this and keep the Location ID and API key below." At the bottom, there is a label "Location ID" followed by an empty text input field.

The message mentions **/wp-json/kiyoh/v1/oauth/callback** and pretty permalinks.

In WordPress, go to **Settings** and then **Permalinks**. Choose anything except **Plain**, click **Save Changes** and try connecting again. Is WordPress installed in a sub-folder (for example **yourshop.com/store**)? Then the connect button does not work and you use the Location ID and API Key instead, see below.

Invalid email or password.

The email address or password of your Kiyoh account is not right. Remember: these are not your WordPress details. Forgot your password? Request a new one on the Kiyoh or Klantenvertellen login page.

Enter your shop's https address. It has to match the site this plugin returns to.

The address in step 15 is slightly different from your shop. Type it exactly as in the grey box, with https://, with or without www, and without the part from /wp-json onwards.

This sign-in expired. Start again from WooCommerce, then Kiyoh.

It took more than 15 minutes. No problem: click **Connect with Kiyoh / Klantenvertellen** again and start from step 13.

The location belongs to the other Kiyoh platform.

In step 10 you chose the other platform. Choose the right one, click **Save Changes** and connect again.

Kiyoh-Connect is busy. Wait a moment and try again.

Wait a minute, then click the connect button again.

Kiyoh-Connect could not refresh this shop. Connect again, or paste a key below.

Click **Connect with Kiyoh / Klantenvertellen** again and repeat steps 13 to 16.

API credentials are not configured or the plugin is disabled.

This red message can appear while the connection is not finished yet. It goes away after step 16, with **Enable Plugin** ticked.

My customers don't get an invitation.

Check that **Enable Plugin** is ticked, that the order has the status you chose in step 18, and that the number of days from step 19 has passed. Did you set a time of day (step 20)? Then the **Invitations** tab shows the invitations that are still waiting under **Scheduled invitations**.

The connect button really doesn't work.

You can also connect the plugin with a **Location ID** and **API Key**. Ask our customer service for these two details, paste them into the fields on the **General** tab, click **Save Changes** and then **Test API Connection**.

Need help?

Still stuck? Call us on **+31 418 729 200** or get in touch via **www.kiyoh.com/en/contact**. Tell us which message you see and that you use plugin version 1.4.0, and we'll help you quickly.