

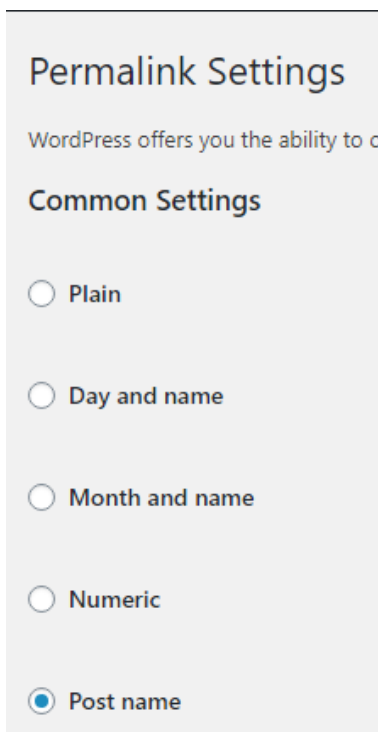
How to Connect Your WooCommerce Store

Software Support - Rackseeker

Before connecting your WooCommerce store to ShipHero, you will need to enable WordPress permalinks and obtain a REST API Key. Instructions on how to do this are below.

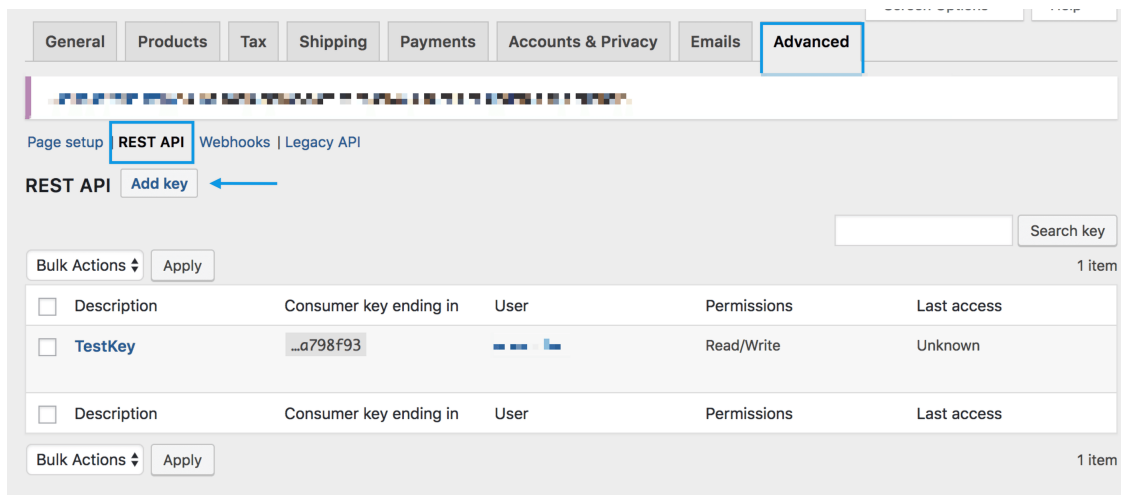
Enable WordPress Permalinks

- Log in to your WordPress Admin Panel and go to **Settings > Permalinks**
- Make sure that your Wordpress Permalinks are set to Post Name:



Generate a WooCommerce REST API Key

- Login to your WordPress Admin Panel
- Go to **WooCommerce > Settings > Advanced > REST API**



- Select Add Key. You are taken to the Key Details screen.

The 'Key details' form contains the following fields:

- Description:** A text input field.
- User:** A dropdown menu with the placeholder text 'Search for a user...'.
- Permissions:** A dropdown menu currently set to 'Read'.

At the bottom of the form is a blue button labeled 'Generate API key'.

- Add a Description.
- Select the User you would like to generate a key for in the dropdown.
- Set permissions to **Read/Write**.
- Select **Generate API Key**.

Enable the Legacy REST API

- Go to WooCommerce > Settings > Advanced > Legacy API
- Click the Enable the Legacy REST API checkbox
- Rackseeker/ShipHero uses the Legacy V3 API version, the latest by default. We can connect a store that uses V2 API, though be aware that WooCommerce and Rackseeker/ShipHero will deprecate it eventually.

Connect WooCommerce to Rackseeker/ShipHero

Once a REST API key has been obtained and the Legacy REST API has been enabled on your WooCommerce store, then you are ready to connect your store to Rackseeker/ShipHero!

- Login to app.shiphero.com and navigate to **My Account > Stores**
- Click **Add a New Store** and select **WooCommerce**
- Give your store a name, enter your Consumer Key, Secret, and the URL for your store, then click **Connect**.

Note: We recommend subscribing to WooCommerce's **Shipment Tracking plugin** so that tracking information is provided to customers. If you have the plugin installed, you can disable the **Add Tracking Number to Customer Notes** option to prevent multiple notifications being sent to the customer.