How to setup to set up Facebook Comments Moderation Tool

Elenor A. - 2021-12-08 - Pages and Products

To use the moderation tool, you either need to connect a Facebook account or a Facebook app to your comments plugin implementation.

There are 2 ways to moderate comments:

- **Setup using a Facebook App:** All comments from all pages that are connected to the same Facebook app ID can be moderated together.
- **Page-based moderation using a Facebook account as administrator:** Only the comments for the page can be moderated by the administrator.

Setup using a Facebook App

1. Log into your Facebook account
2. Go to https://developers.facebook.com/
3. In Navigation bar at the top click on My Apps
4. Click on 'Add New App'
5. Enter "My comments" or another name in the Display Name Field
6. Click on "Create App ID".
7. Click on Settings and select Basic
8. Look for the Field Privacy Policy URL and copy the Internet address of your Privacy Page on your website into this field. If you don't have your Privacy page address available, enter your home page and update this field, before you start accepting Comments.
9. Save the Settings.
10. Turn the APP on with the Status toggle button on the right side in the navigation bar at the top.
11. Click on Settings and Adjust your Moderation Rules.
12. In ShopFactory, enter the App ID into the box provided in the Facebook Comments setup window.

Page-based moderation using a Facebook account as administrator

1. Go to https://findmyfbid.in/ and copy your Facebook Profile internet address into the appropriate field to find your Facebook ID
2. In ShopFactory, enter your Facebook ID into the box provided in the Facebook Comments setup window.

The pages with Facebook Comments must be published for comments to work correctly.

For moderation using your Facebook app, go to https://developers.facebook.com/tools/comments/ to manage your comments.

For page-based moderation, you can moderate comments by clicking on the Moderation Tool link directly from the page where the comments are located.