



FAQ

Customer Documents Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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FAQ

Can one document be assigned to several customers?

Yes. A document can have several direct customer assignments and several customer-group assignments.

Does Public make a document visible everywhere?

No. Public access removes the login requirement, but website scope, validity dates, passwords, download limits and file availability still apply.

Can documents be hosted outside Magento?

Yes. Save the document as an external URL and configure an explicit allowlist of trusted external hostnames.

Can customers search their documents?

Yes. My Documents can search the fields selected under **Search Settings**. Categories and tags also help customers narrow a large library.

Can documents appear on product pages?

Yes. Assign the document to a product for the relevant store view and enable the intended product document presentation. Normal document access checks still apply.

Can customers download every document as one ZIP?

Eligible local documents can be collected in a ZIP when the feature is enabled. Password-protected and external documents are excluded.

Can the system email a new document?

Yes. A notification can be queued when the document is saved. The queue runs every 30 minutes. Local files can be attached within the configured size limit.

Are downloads recorded?

Successful downloads create report data and update counters. Failed validation should not consume the customer's download allowance.

Can documents be linked to orders or invoices?

Yes. They can be linked to sales entities — orders, invoices, shipments and credit memos,

and a daily job can create those links from configured filename patterns.

Is there an integration API?

The optional REST package provides administrator-level document management. The optional GraphQL package provides signed-in customer document queries and download preparation for headless storefronts.

Can documents be imported in bulk?

Yes. The optional Import/Export package integrates with Magento's data-transfer screens and provides a command-line import.