MEDIACOM87

MedMatomoPro

Matomo Analytics e-commerce tracking for PrestaShop

PrestaShop 1.6 to 9.x • PHP 5.6 to 8.4 • Matomo 4 and 5

User documentation - © 2008-2026 Mediacom87

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1. Module overview

MedMatomoPro integrates Matomo Analytics into your PrestaShop shop. Your statistics stay on your own Matomo server, GDPR is taken into account by design, and sales no longer disappear because of ad-blockers.

Where standard tracking relies on a single JavaScript file that blockers filter out, MedMatomoPro combines three complementary layers: the official JavaScript tracker, a first-party proxy that serves Matomo from your own domain, and orders sent directly from your server. If one layer is blocked, the others take over.

The module also brings your statistics into the back-office: a Dashboard tab with 13 widgets, widgets on the back-office home page (multistore included), alerts when traffic or revenue drops, and a weekly or monthly email report.

Item	Supported
PrestaShop	1.6, 1.7, 8.x and 9.x
PHP	5.6 to 8.4
Matomo	4.x and 5.x, self-hosted or Matomo Cloud
Multistore	Yes, settings per shop
Back-office languages	6: English, French, German, Spanish, Italian, Polish
Native PrestaShop tables	None modified

2. What's new in versions 2.1 to 2.3

Version 2.3.2 - orders counted once

- **Orders**: the browser sends the order from the confirmation page; an hour later, the server only sends, dated from the order, those the browser did not send. With the proxy, an order is no longer counted twice, even when Matomo anonymizes the order IDs.
- **Visitor IP**: with a Write access token, the proxy passes the real visitor IP, and Matomo locates visits correctly.
- **Without the visitor cookie**: the cart, the search and the login are no longer sent from the server, which created visits without source.
- **Email report**: top products limited to the products sold and sorted by revenue, note on unique visitors with tracking without cookies.
- **Diagnostic**: warns when Matomo anonymizes the order IDs.

Version 2.3.1 - lighter requests and clearer emails

Server-side requests no longer slow the store down: the cart event is only sent when its products change, and requests pause for five minutes when Matomo does not answer. Orders are always sent.

Report and alert emails show the shop logo and its home page address, also added to the subject in multistore: no more confusion between shops. They go out in every language of the shop, including languages added later.

Version 2.3.0 - alerts and email report

- **Alerts** by email or webhook (Slack, Discord) when visits or revenue drop, when Matomo stops responding or when it rejects the auth token.
- **Email report**, weekly or monthly: key figures compared with the previous period, top products and traffic sources.
- **Alerts & reports tab**: alert history, test alert, manual check, immediate report sending and cron URL.
- **License**: new License tab to register your purchase; the email report and priority support require an active license.
- **Statistics and Matomo menu**: the dashboard in the PrestaShop Statistics page, for the selected period, and a menu that opens the configuration, the diagnostic, the alerts, the FAQ or the license directly.
- **Server-side orders**: they are no longer lost when the token only has View access.
- **User ID**: server-side hits use the same User ID as the browser, and none is sent when the option is disabled.
- **Page views**: a single page view per product page, category page, order confirmation and search, with the same product reference from the view to the order; the cart is only sent when it changes, and the

Custom Dimensions mapping is no longer emptied when another setting is saved.

- **Fixes**: refresh buttons of the home page widgets, choice of the multistore display modes, tracking preferences page on PrestaShop 1.6, customer account link adapted to the theme.

Version 2.2.1 - visitor IP check

A new Diagnostic check detects when Matomo records the server IP instead of the visitor's, and shows the line to add to the Matomo configuration.

Version 2.2.0 - change versus the previous period

Every comparable widget shows a colored badge with the change versus the previous period. On hover, the value and dates of the previous period are displayed. The Visits widget on the back-office home page benefits from it too.

Version 2.1.0 - multistore home page

As soon as two shops have Matomo configured, the back-office home page widgets combine their statistics, with several display modes to choose from (see the Multistore chapter).

3. The three tracking layers

Layer 1 - JavaScript tracker

The official Matomo script is inserted on every page of the shop. It tracks page views, product pages, categories, the cart, the order confirmation, internal site search, logins, the checkout funnel (PrestaShop 1.7 and later), the actual time spent on the page (heartbeat) and JavaScript errors.

This is the foundation: rich and ready in a few minutes, but exposed to ad-blockers that filter requests to your Matomo server.

Layer 2 - First-party proxy

With the proxy option, `matomo.js` and `matomo.php` are served by the module from your own domain (`/module/medmatomopro/script` and `/module/medmatomopro/tracker`). For the browser, these are calls to your shop: hostname-based blockers (uBlock, AdBlock, Brave) no longer filter them. The module relays the requests to Matomo with the visitor IP (see chapter 4).

Layer 3 - Server-side tracking

The orders the browser did not send (blocked script, customer who never comes back from the payment page) leave your server one hour after their validation, dated from the order. With the proxy, the module sees the orders sent by the browser and does not send them again; without it, Matomo drops the second copy by its order ID, as long as its "Anonymize Order ID" setting is off. An order is thus counted once, in the visit that holds its source.

Logins, internal search and cart updates can also be sent server-side, when the visitor has the Matomo cookie: without it (tracking without cookies, consent not given yet), Matomo would open a separate visit for each hit. The bot filter prevents crawlers (Googlebot, AhrefsBot, Lighthouse, etc.) from skewing this data.

> **VISITOR IP** Hits sent by your server (layers 2 and 3) reach Matomo with the server IP. To make Matomo record the real visitor IP, see chapter 4.

What is sent to Matomo

Each page sends a single page view. On a product page or a category page, that page view carries the product or category viewed.

Page or action	Sent
Every page	One page view, with the Custom Dimensions and the User ID when enabled
Product page	The page view carries the product view: reference, name, category and displayed price
Category page	The page view carries the category
Cart	The items and the total, when the cart changes; a Cart / updated event server-side when the option is enabled
Order confirmation	The order, from the browser and from the server, counted only once
Search	The search and its number of results, server-side when the option is enabled (not the instant search of the search bar)
Login, logout	A Customer / authentication event, server-side when the option is enabled
Checkout funnel	One Checkout event per step (PrestaShop 1.7 and later)

The product reference is the product ID, followed by the combination ID: `12` for a product without combinations, `12-34` for a combination. It is the same in the product view, the cart and the order, which lets Matomo link the views of a product to its sales. On a product with combinations, the view carries the combination of the page address, or else the default combination.

4. Requirements and installation

Matomo requirements

- A Matomo 4 or 5 installation reachable from your PrestaShop server (self-hosted or Matomo Cloud).
- A website created in Matomo for your shop, with its numeric site ID.
- An auth token, created from a dedicated Matomo user (see below).

Creating the auth token

1. In Matomo, create a dedicated user (Administration > System > Users).
2. Give it View access to your site, or Write access so that Matomo records the real visitor IP directly, proxy included.
3. Log in as this user and go to Personal > Security > Auth tokens > Create new token.
4. Enter a description (for example medmatomopro) and copy the token.

The token is used by server-side tracking, the embedded dashboard, the alerts and the email report. The module sends it to Matomo by POST, as Matomo 5 requires.

> **SECURITY** A super-user token works, but avoid it: anyone able to read the shop database or its backups would gain full control of Matomo. The Diagnostic tab warns you about such a token.

Recording the real visitor IP

With a token that has Write access on the site, the module sends the visitor IP with every hit, proxy included: Matomo records it with no other setting. With a View-only token, add this line to the `[General]` section of the Matomo `config/config.ini.php` file:

```
proxy_client_headers[] = HTTP_X_FORWARDED_FOR
```

Matomo then uses the IP passed by the module in the `X-Forwarded-For` header, for the proxy and for server-side tracking. The "Visitor IP" check in the Diagnostic tab shows whether Matomo records real IPs.

Installation

1. In the back-office, go to Modules > Module Manager.
2. Click Upload a module and select the module ZIP archive.
3. Click Configure.
4. Enter the Tracking URL, the Site ID and the Auth token in the Configuration tab, then save.
5. Open the Diagnostic tab to check the configuration.

6. Open the License tab to register your purchase: the email report and priority support depend on it.

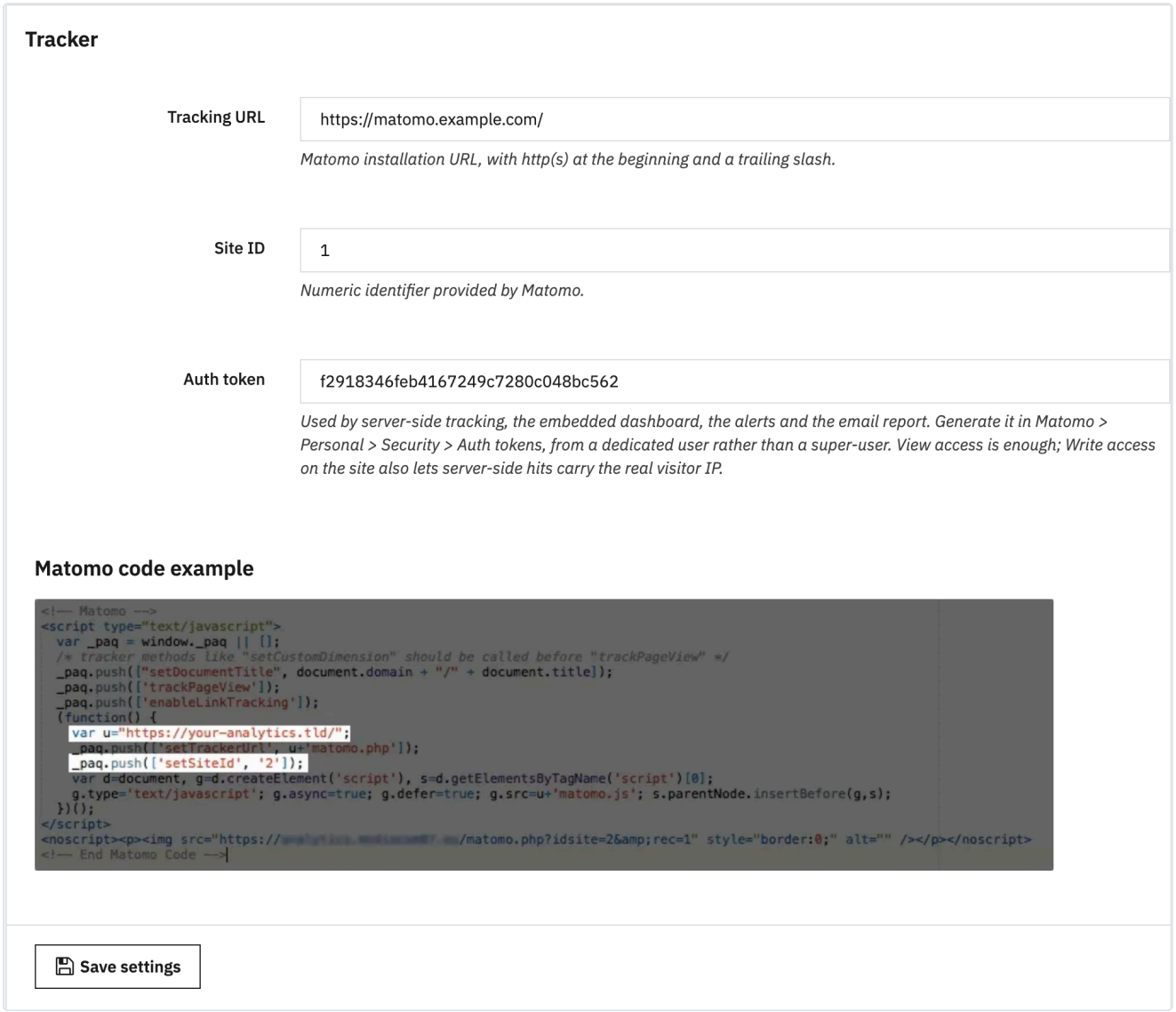
Upgrading from a previous version is automatic: your settings are kept and the new options start disabled.

5. Configuration

The Configuration tab groups all the settings, by panel. In multistore mode, each shop has its own settings: choose the shop in the selector at the top of the back-office before saving.

Tracker

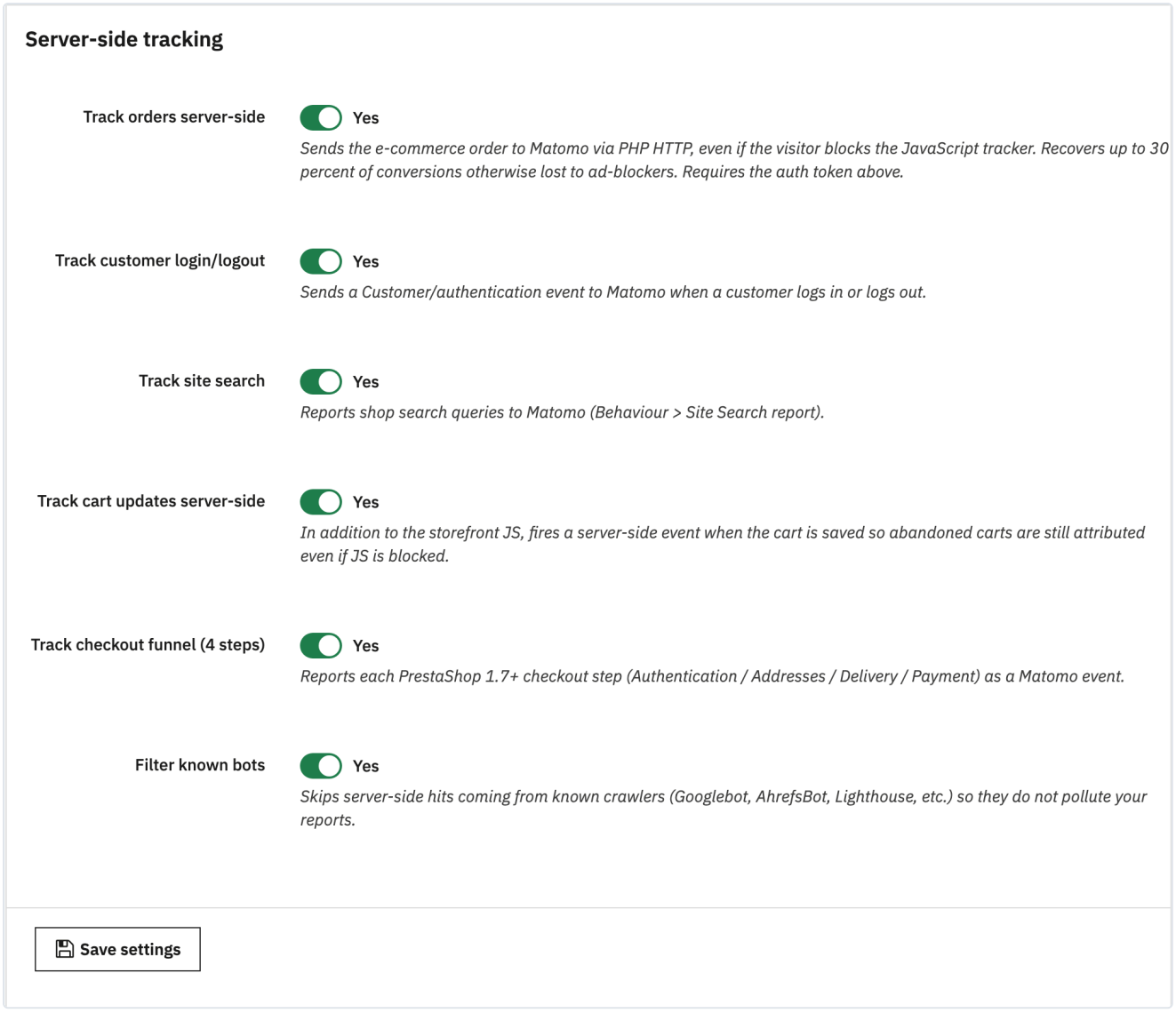
- **Tracking URL**: the address of your Matomo, with the trailing slash (for example `https://analytics.example.com/`).
- **Site ID**: the numeric identifier of the website in Matomo.
- **Auth token**: see chapter 4.



The Tracker panel: Matomo URL, site ID and auth token

Server-side tracking

- **Track orders server-side**: the orders the browser did not send leave your server an hour later, dated from the order.
- **Track customer login/logout**: Customer / authentication events.
- **Track site search**: feeds the Matomo Site Search report.
- **Track cart updates server-side**: Cart / updated event when the products of the cart change, if the visitor has the Matomo cookie.
- **Track checkout funnel (4 steps)**: each step of the PrestaShop 1.7+ checkout becomes a Checkout event.
- **Filter known bots**: ignores search engine crawlers and measurement tools.



Server-side tracking

JavaScript tracker options

- **Track JavaScript errors**: reports the JavaScript errors of your pages.

- **Heartbeat (accurate time on page)**: precise measurement of the time spent on the page, with a delay of 5 to 300 seconds.
- **Set User ID for logged-in customers**: links the visits of the same customer across several devices.
- **Send personal identifiers in clear**: when disabled, the customer email is hashed (SHA-256) before being sent; when enabled, the email is sent as is.

Visitor opt-out & customer account

- **Enable opt-out page**: publishes the `/module/medmatomopro/optout` page.
- **Show opt-out link in customer account**: adds "Manage analytics tracking" to the customer account and to the "My account" blocks.

First-party proxy

- **Proxy matomo.js and matomo.php from your domain**: enables layer 2.

Embedded dashboard

- **Embed Matomo dashboard in back-office**: displays the Dashboard tab.
- **Show widgets on PrestaShop home dashboard**: real-time visitors and visits chart on the home page.
- **Live widget refresh interval (seconds)**: 10 to 300 seconds, 30 by default.

Multi-shop home dashboard

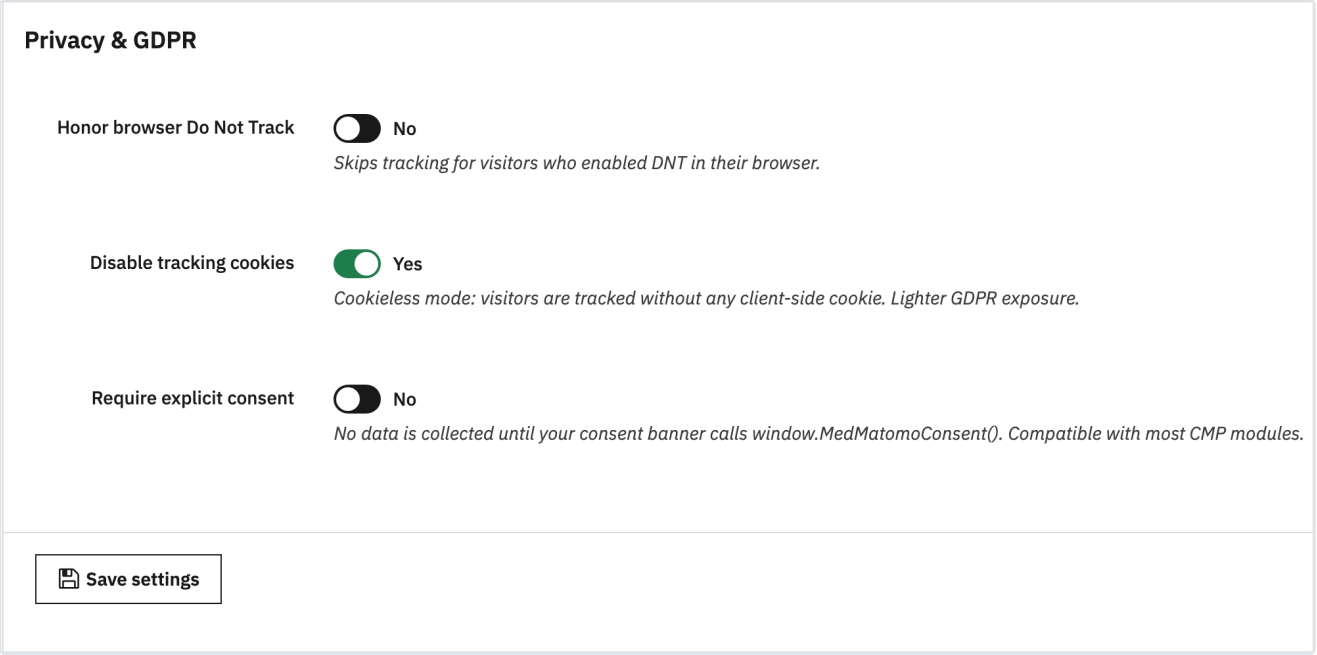
This panel only appears when at least two shops have Matomo configured. See chapter 10.

Dashboard widgets

Enable each of the 13 widgets described in chapter 6 independently.

Privacy & GDPR

- **Honor browser Do Not Track**.
- **Disable tracking cookies**: cookieless mode.
- **Require explicit consent**: tracking waits for the visitor's consent (see chapter 9).



Privacy and GDPR

Custom Dimensions

The **Mapping (JSON)** field links a Matomo dimension number to a PrestaShop source. Example:

```
{"1":"customerGroup","2":"currency","3":"deviceType"}
```

Available sources: `customerGroup` (visitor, customer or group_X), `currency`, `language`, `deviceType` (mobile, tablet or desktop), `shopId`, `shopName`, `paymentMethod` and `carrierName` (the last two on the order confirmation). First create the dimensions in Matomo (Administration > Websites > Custom Dimensions).

A mapping that is not valid JSON is refused when saving, with a message: nothing is saved, and the previous mapping is kept.

Matomo Tag Manager

- **Use Tag Manager instead of direct tracker**: the two modes are mutually exclusive.
- **Container URL**: the full URL of the container JavaScript file (Tag Manager > Containers > Embed code in Matomo).

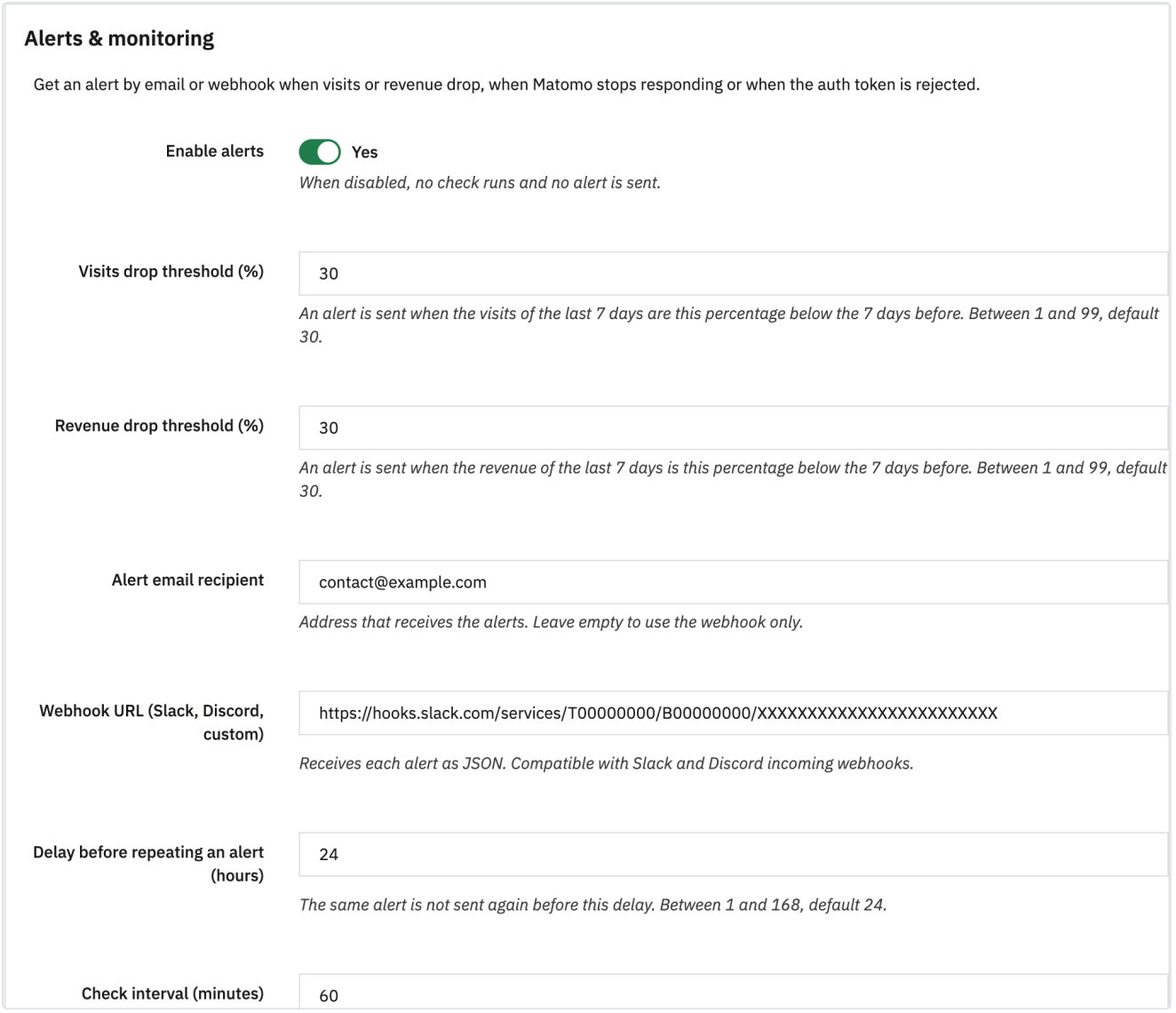
Performance metrics

- **Track Core Web Vitals**: LCP, INP, CLS, FCP and TTFB sent to Matomo as events (Web Vitals category).

Alerts & monitoring

- **Enable alerts**: when disabled, no check runs.

- **Visits drop threshold (%)** and **Revenue drop threshold (%)**: 30 by default, from 1 to 99.
- **Alert email recipient**: leave empty to use the webhook only.
- **Webhook URL (Slack, Discord, custom)**: receives each alert as JSON, compatible with Slack and Discord incoming webhooks.
- **Delay before repeating an alert (hours)**: 24 by default, from 1 to 168.
- **Check interval (minutes)**: 60 by default, from 5 to 1440.

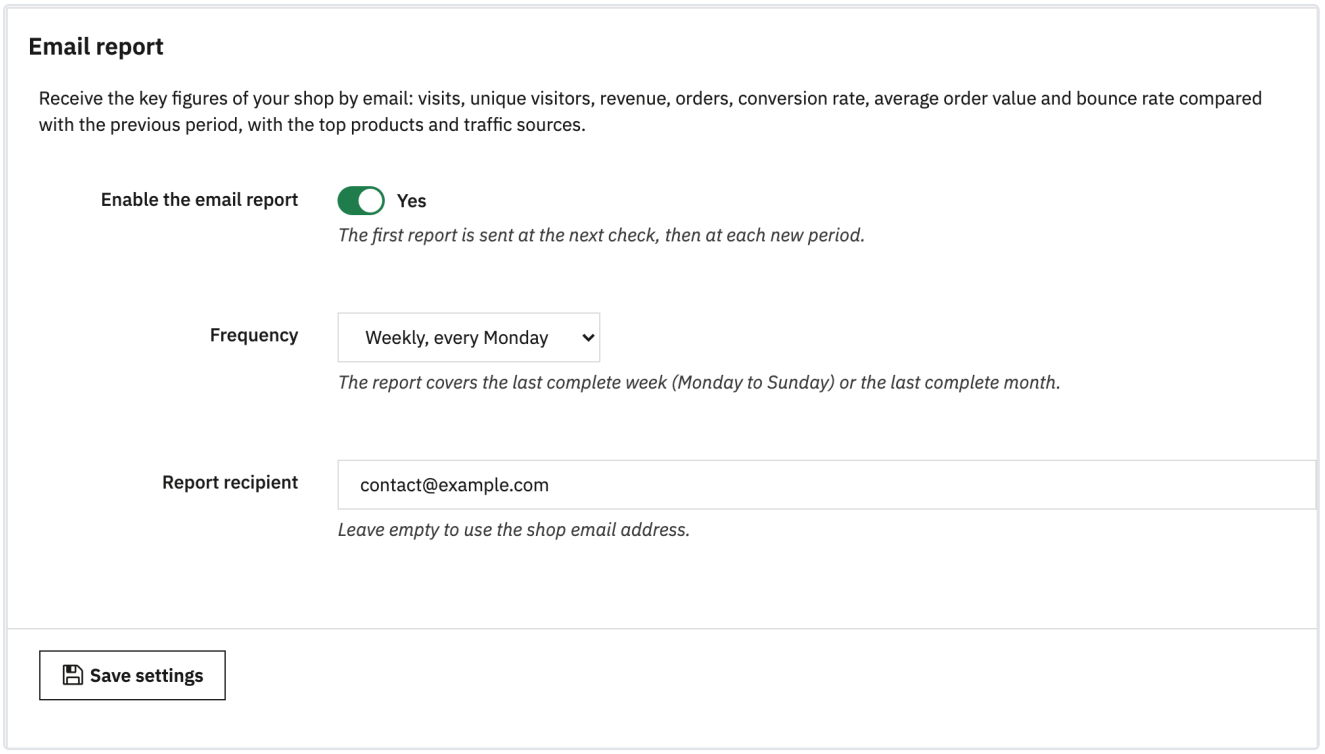


Alerts: thresholds, recipient and webhook

Email report

- **Enable the email report**.
- **Frequency**: weekly (every Monday) or monthly (on the 1st of the month).
- **Report recipient**: leave empty to use the shop email address.

The email report requires an active license (see chapter 14).



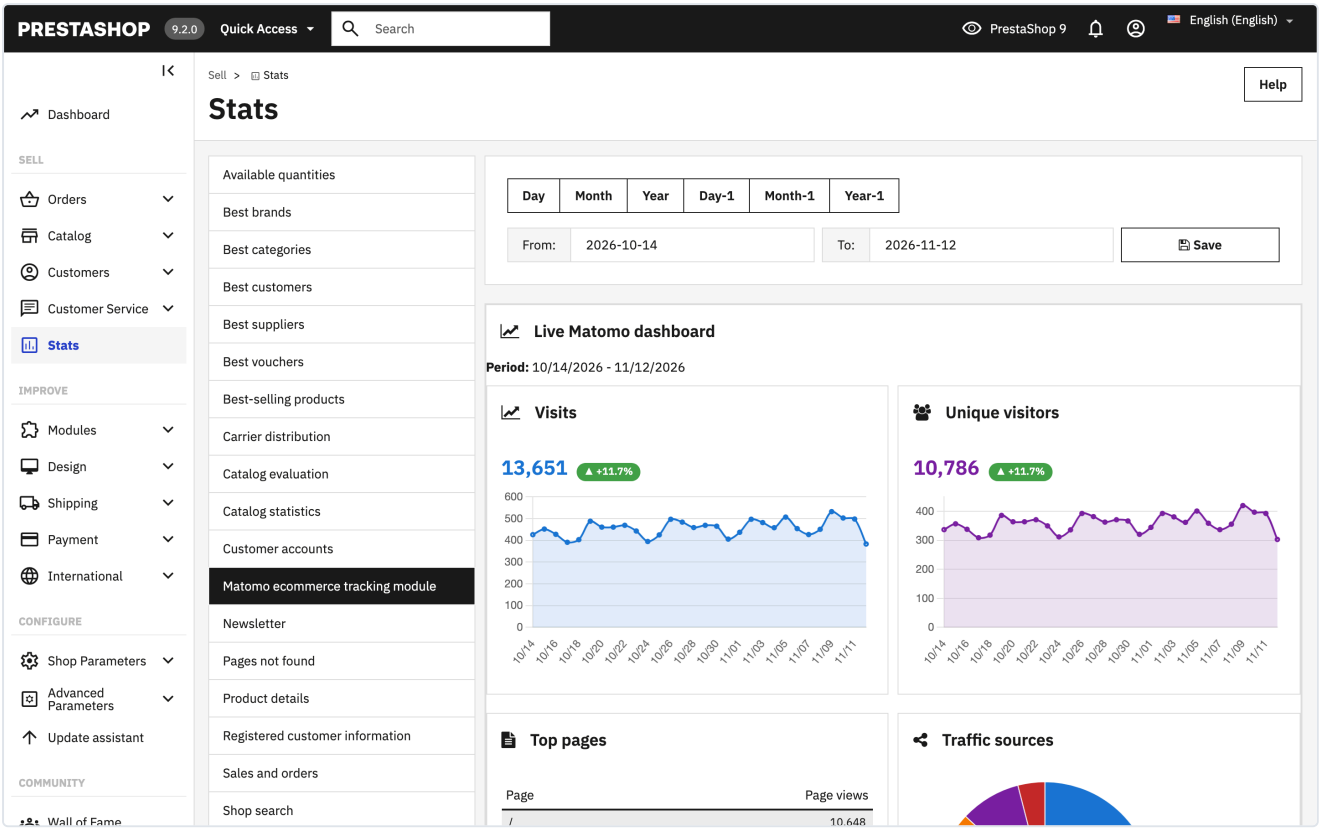
The email report: frequency and recipient

6. Embedded dashboard

The Dashboard tab displays up to 13 widgets. The data is read by the server through the Matomo Reporting API, then displayed in the back-office: no iframe, no cross-domain issue, and the token never appears in the browser.

Family	Widgets
Traffic	Visits (30 days), unique visitors (30 days), top pages, traffic sources, engagement KPIs (bounce rate, time on site)
E-commerce	Revenue (30 days), top products, top categories, conversion + average order value + number of orders
Audience	Device types, top countries, site search keywords
Real-time	Visitors of the last 30 minutes and last visits, refreshed automatically

The same dashboard is also listed in the PrestaShop Statistics page, among the reports: it then follows the period selected at the top of the page. The Matomo menu of the back-office (in the Mediacom87 section from PrestaShop 1.7) opens the dashboard, the configuration, the diagnostic, the alerts, the FAQ and the license.



The Matomo dashboard in the PrestaShop Statistics page, for the selected period

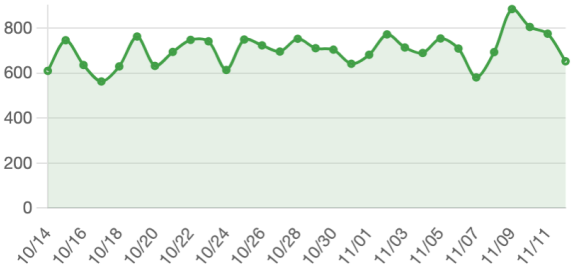
Engagement KPIs

▼ -5.1%

37%	200	13,651
Bounce rate	Avg time on site (s)	Visits

Revenue

21,071.78 ▲ +14.1%



Top products

Product	Visits	Revenue	Quantity
Hummingbird printed t-shirt : Color - White, Size - S demo_1	1,581	3,161.00	109
Hummingbird printed sweater : Size - S demo_3	1,247	3,087.40	86
The best is yet to come framed poster demo_6	1,001	2,691.00	69
The adventure begins framed poster demo_5	914	2,457.00	63
Mountain fox cushion : Color - White demo_15	580	916.00	40
Brown bear cushion demo_16	493	778.60	34

Top categories

Category	Visits	Revenue	Quantity
Clothes	3,980	7,164.41	265
Home accessories	2,575	4,635.79	172
Art	2,107	3,792.92	140
Stationery	1,639	2,950.05	109
Women	937	1,685.74	62
Men	468	842.87	31

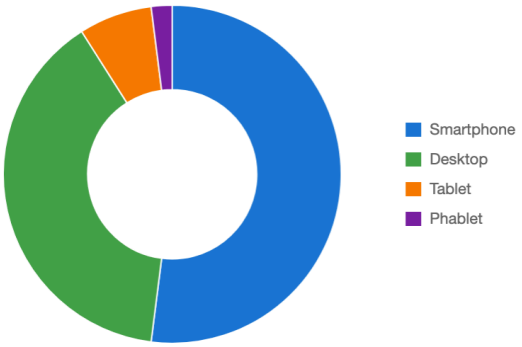
Revenue, top products and categories, conversion and average order value

Conversion + AOV + nb orders

▲ +14.1%

2.37%	324	21,072	65.04
Conversion rate	Orders	Revenue	Average order value

Devices



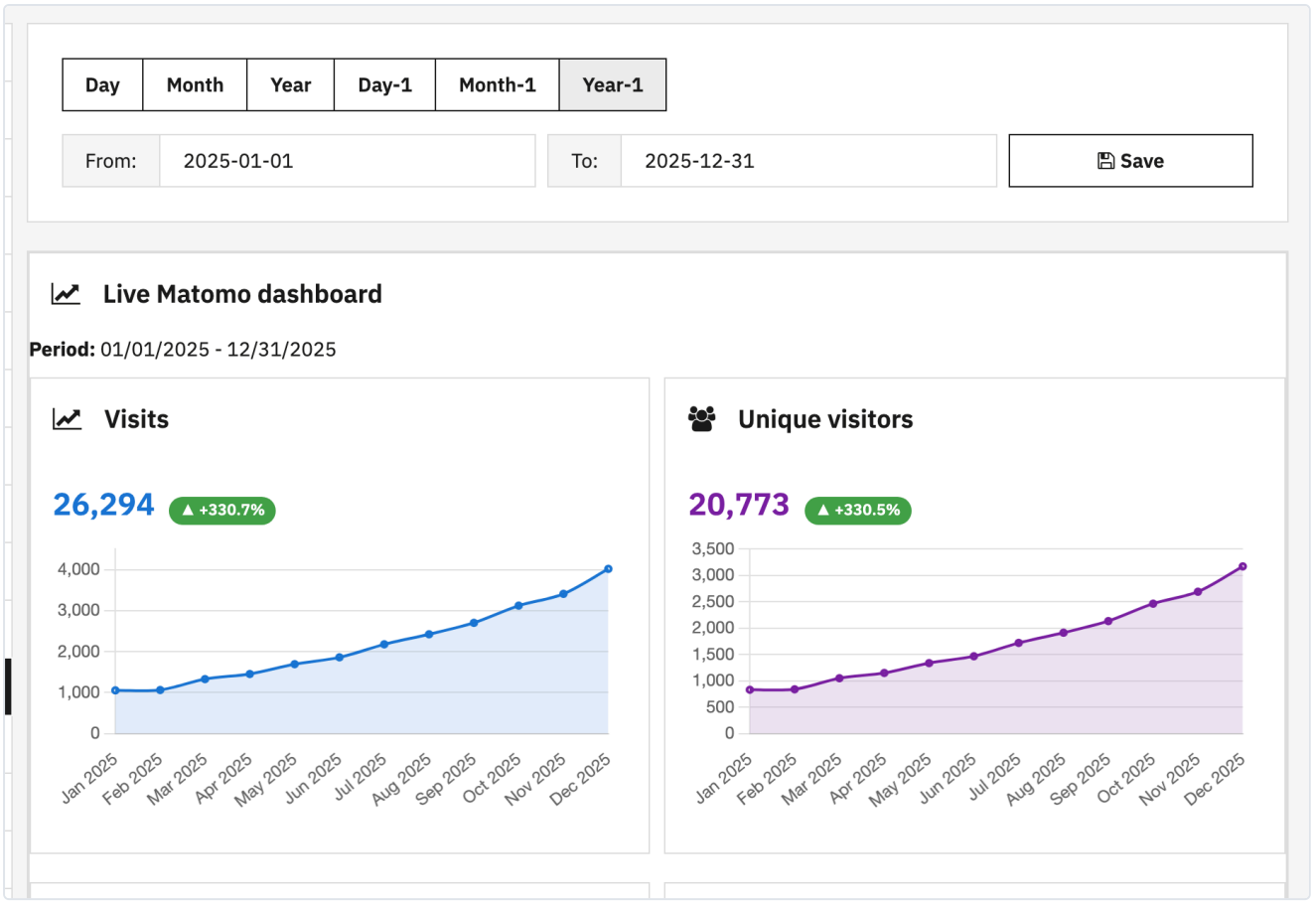
Top countries

Country	Visits
United Kingdom	6,408
United States	1,950
Ireland	1,254
Canada	975
Australia	836
Germany	696
France	557
Netherlands	418
Spain	279
Italy	279

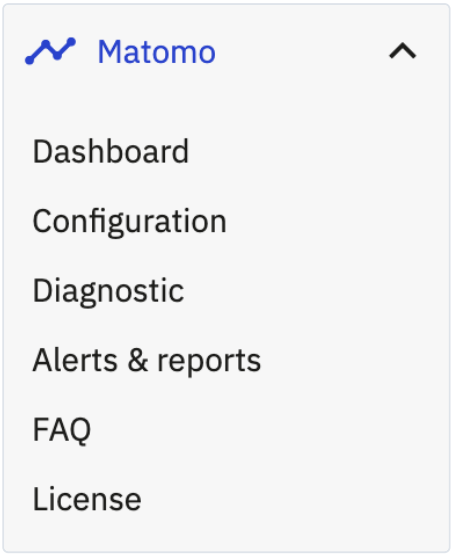
Site search keywords

Keyword	Visits
hummingbird t-shirt	258
mug	197
fox cushion	160
framed poster	135
sweater	111
gift idea	98
notebook	86
brown bear	74
illustration	61
free shipping	49

Devices, countries, site search and real-time visitors



Over a year, the charts switch to monthly points

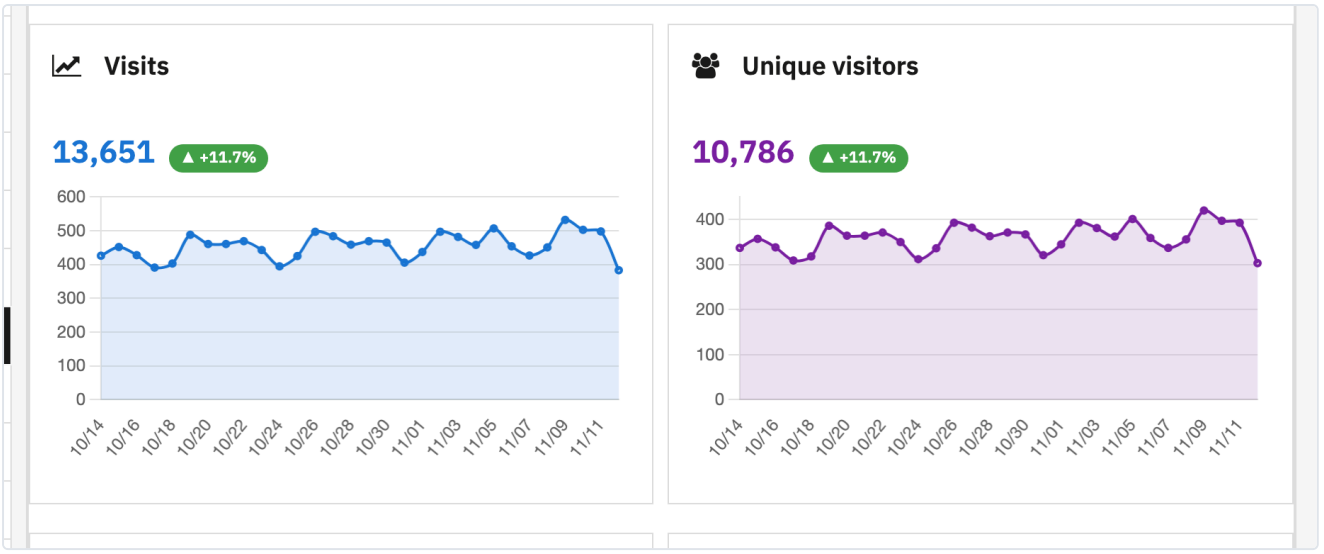


The Matomo menu and its shortcuts

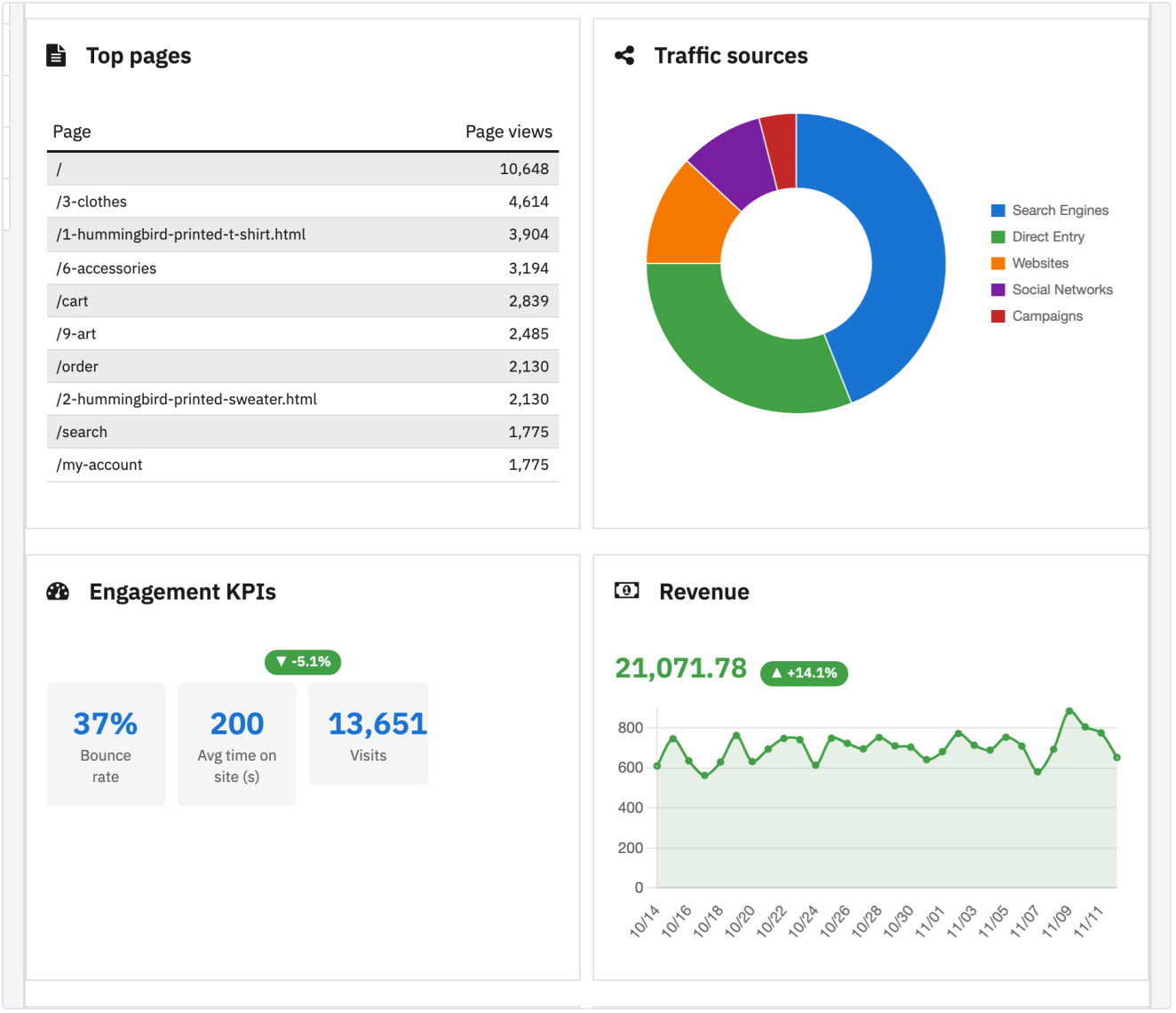
Change versus the previous period

Every comparable widget shows a colored badge with the change versus the previous 30 days. On hover, the value and dates of the previous period are displayed. When there was nothing in the previous period, the badge shows "new".

For any other period, the "Open full dashboard in Matomo" link opens your Matomo.



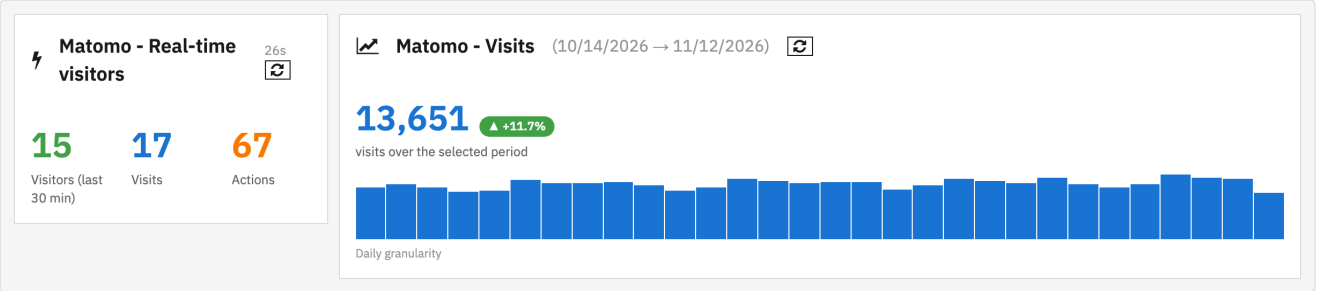
Visits and unique visitors, with the change versus the previous period



Top pages, traffic sources and engagement KPIs

Back-office home page widgets

- **Real-time visitors**: counter refreshed automatically (10 to 300 seconds), with a refresh button.
- **Visits chart**: follows the period chosen in the PrestaShop dashboard, with a suitable granularity (hour, day or month) and the change versus the previous period.



The two widgets of the back-office home page

Cache

To spare your Matomo, the data is cached: 5 minutes for aggregated widgets, 30 seconds for real-time.

7. Alerts and email report

Alerts

Once enabled in the Configuration tab, alerts compare the last 7 days with the previous 7 days and warn you when:

- visits drop beyond the chosen threshold (30% by default);
- revenue drops beyond the chosen threshold (30% by default);
- Matomo no longer responds on its tracking endpoint;
- Matomo rejects the auth token.

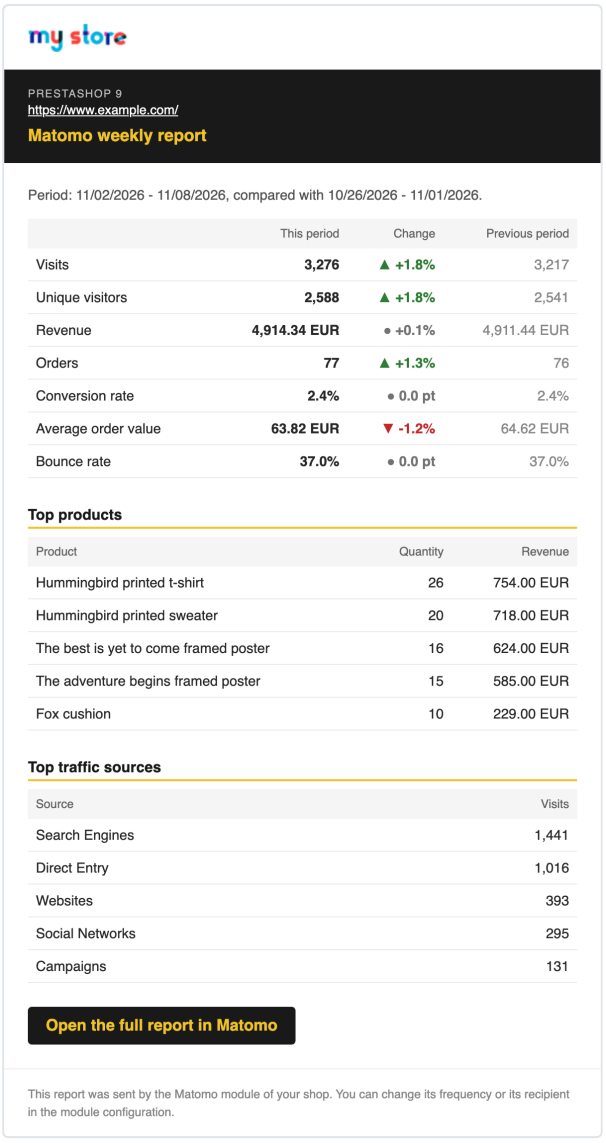
Each alert is sent by email, by webhook or both. The webhook receives a JSON message that Slack and Discord read directly. The same alert is not sent again before the chosen delay (24 hours by default).

Email report

The weekly report covers the last complete week (Monday to Sunday) and is sent on Monday; the monthly report covers the last complete month and is sent on the 1st. It contains:

- at the top, the logo, the name and the home page address of the shop concerned, so the reports of several shops are never mixed up;
- visits, unique visitors, revenue, orders, conversion rate, average order value and bounce rate, compared with the previous period;
- the top 5 products and the top 5 traffic sources;
- a link to the full report in Matomo.

The report is sent in the shop language, through the PrestaShop email system. Every installed language gets its email template, including a language added later. In multistore, the shop address is also added to the subject. Alert emails share the same layout.



my store

PRESTASHOP 9
https://www.example.com/
Matomo weekly report

Period: 11/02/2026 - 11/08/2026, compared with 10/26/2026 - 11/01/2026.

	This period	Change	Previous period
Visits	**3,276**	▲ +1.8%	3,217
Unique visitors	**2,588**	▲ +1.8%	2,541
Revenue	**4,914.34 EUR**	• +0.1%	4,911.44 EUR
Orders	**77**	▲ +1.3%	76
Conversion rate	**2.4%**	• 0.0 pt	2.4%
Average order value	**63.82 EUR**	▼ -1.2%	64.62 EUR
Bounce rate	**37.0%**	• 0.0 pt	37.0%

Top products

Product	Quantity	Revenue
Hummingbird printed t-shirt	26	754.00 EUR
Hummingbird printed sweater	20	718.00 EUR
The best is yet to come framed poster	16	624.00 EUR
The adventure begins framed poster	15	585.00 EUR
Fox cushion	10	229.00 EUR

Top traffic sources

Source	Visits
Search Engines	1,441
Direct Entry	1,016
Websites	393
Social Networks	295
Campaigns	131

Open the full report in Matomo

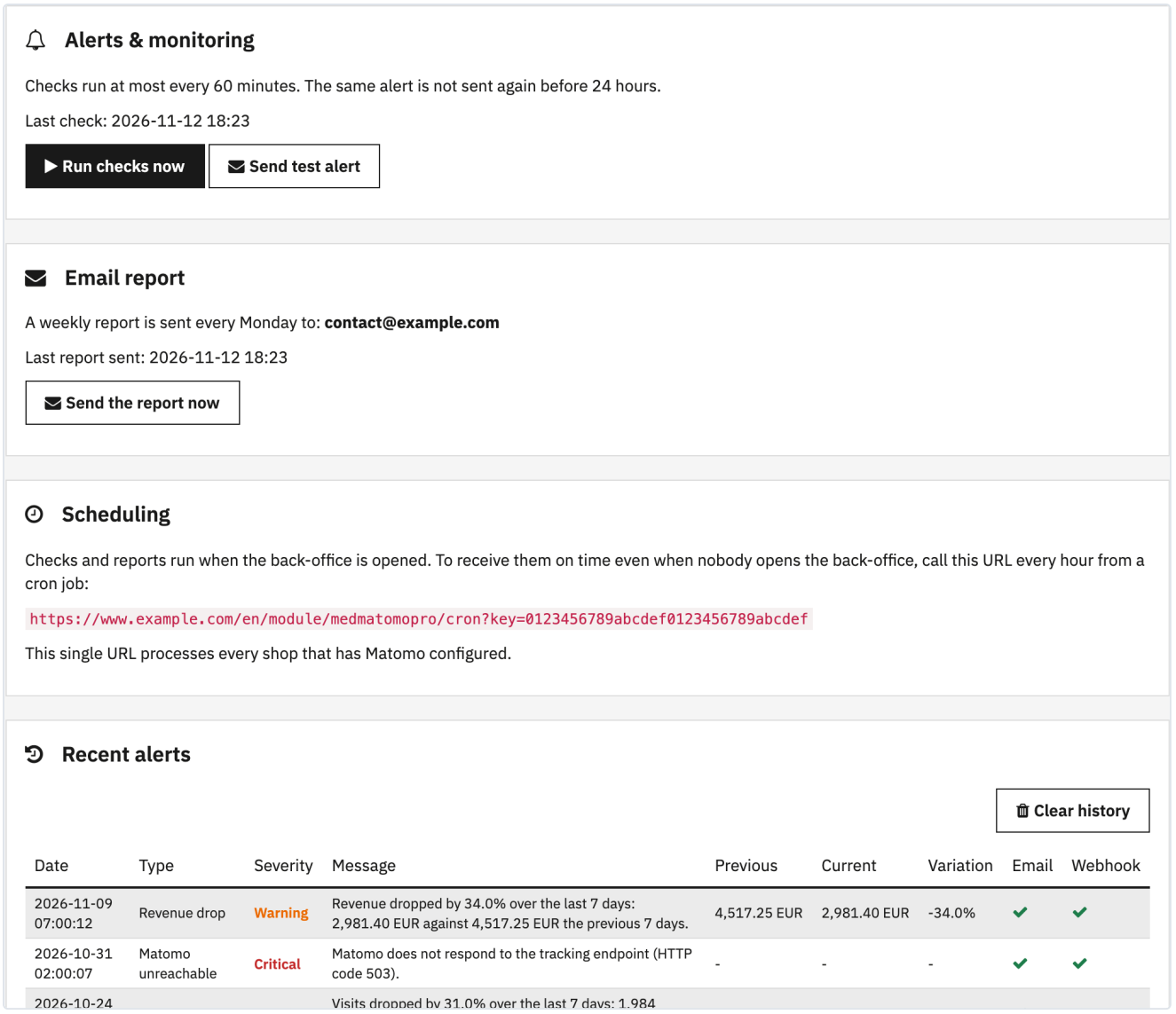
This report was sent by the Matomo module of your shop. You can change its frequency or its recipient in the module configuration.

The weekly report as received by email

The email report requires an active license: until it is active, the report is not sent and the Alerts & reports tab says so (see chapter 14).

The Alerts & reports tab

- **Run checks now**: runs the checks without waiting.
- **Send test alert**: checks the email and the webhook.
- **Send the report now**: sends the report for the last complete period.
- **Recent alerts**: date, type, severity, message, values and channels of each alert, with a **Clear history** button.



The Alerts & reports tab: immediate check, report, cron URL and history

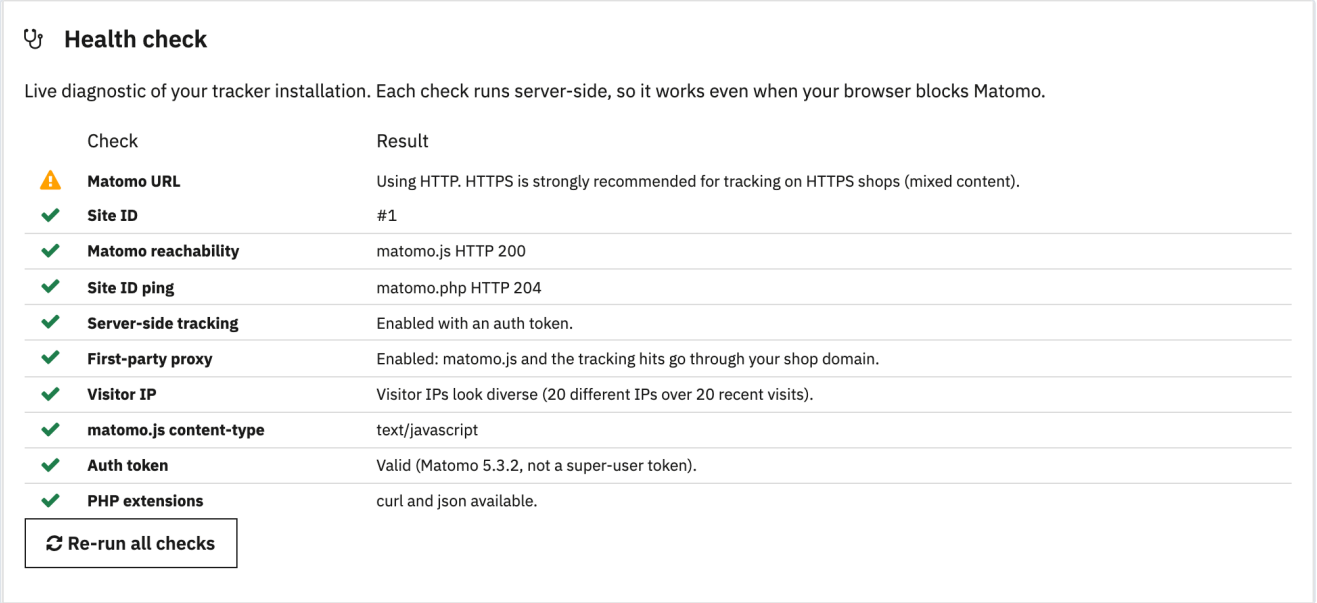
Scheduling

Checks and reports run in the background when someone opens the back-office: the page is never slowed down. To receive them on time even when nobody logs in, call the cron URL shown in the Alerts & reports tab every hour, from your hosting control panel. This single URL processes every shop where Matomo is configured. It also sends the orders waiting in the server-side queue.

8. Diagnostic and troubleshooting

The Diagnostic tab runs 10 checks each time it is opened. The "Re-run all checks" button refreshes them one by one. Green = OK, orange = warning (works, but not optimally), red = blocking issue.

Check	What is checked
Matomo URL	The tracking URL is filled in and valid
Site ID	A numeric ID is filled in
Matomo reachability	Your server reaches Matomo
Site ID ping	Matomo accepts a hit for this site
Server-side tracking	The prerequisites are met, and Matomo does not anonymize the order IDs
First-party proxy	The proxy is active
Visitor IP	Matomo records the real visitor IPs, not the server IP
matomo.js content-type	Matomo serves the script as JavaScript
Auth token	Valid token, super-user, brute-force lockout
PHP extensions	The required extensions are present



The Diagnostic tab: ten checks, from green to red

Visits show the server IP

The "Visitor IP" check detects it and shows the line to add in Matomo (see chapter 4).

Brute-force lockout

After several invalid tokens, Matomo rejects all requests from your IP for 30 minutes. Wait, or run `TRUNCATE TABLE matomo_brute_force_log` on the Matomo database.

Nothing is tracked

1. Diagnostic tab: no check should be red.
2. Browser developer tools, Network tab: the tracking script must load and the hits (matomo.php, or medmatomopro/tracker with the proxy) must succeed.
3. Disable your browser extensions to rule out a blocker.
4. In Matomo, Administration > Websites > Manage: the shop URL must be listed.
5. Wait a few minutes for Matomo to display the new visits.

9. Privacy and GDPR

Your statistics stay on your own Matomo server (or your Matomo Cloud account). No data is sent to Google or to any advertising network. MedMatomoPro offers several strategies, which you can combine according to your policy.

Cookieless mode

With "Disable tracking cookies", Matomo sets no tracking cookie. Combined with IP anonymization on the Matomo side, this mode lets you, according to the recommendations of the CNIL (the French data protection authority) for Matomo, do without the consent banner for audience measurement.

Explicit consent

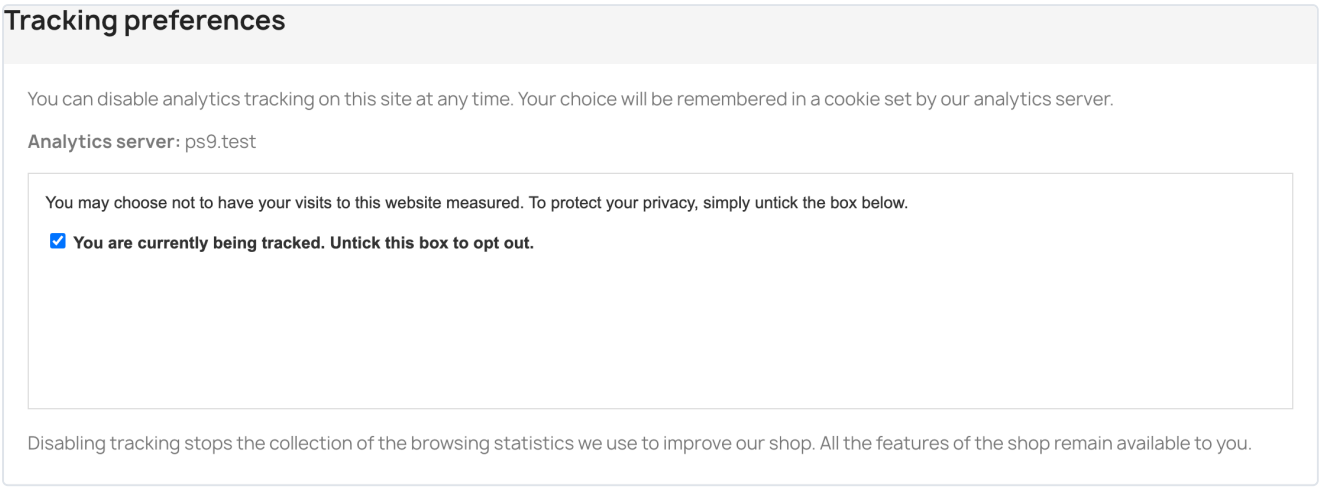
With "Require explicit consent", tracking waits for the visitor's consent. Your consent management platform (CMP) calls `window.MedMatomoConsent()` when the visitor accepts, and `window.MedMatomoConsentRevoke()` if they withdraw their consent. This works with any banner (Didomi, Cookiebot, Klaro, custom banner).

Do Not Track

Visitors whose browser sends the Do Not Track signal are not tracked.

Tracking preferences page

The `/module/medmatomopro/optout` page displays the official Matomo opt-out widget. Link to it from your privacy policy. The "Manage analytics tracking" link can also appear in the customer account, with the layout your theme expects, on PrestaShop 1.6 as well as on later versions.



The tracking preferences page, as seen by visitors

User ID and personal data

When User ID is enabled, the logged-in customer's email is hashed (SHA-256) before being sent: Matomo recognizes the customer from one device to another without knowing their email. Enable "Send personal identifiers in clear" only if your data processing agreement allows it.

Core Web Vitals

The `web-vitals.js` library that measures the Core Web Vitals ships with the module and is served by your shop: the module makes no call to any third-party service.

10. Multistore

Each shop can track to its own Matomo site: URL, site ID, token and options are saved per shop. Select the shop at the top of the back-office, save its settings, then move on to the next one.

Back-office home page

As soon as two shops have Matomo configured, the back-office home page widgets combine their statistics, following the context selected at the top of the back-office (all shops, a group or a single shop). Shops without a Matomo URL or site ID are ignored. The "Multi-shop home dashboard" panel of the Configuration tab offers:

Widget	Display modes
Visits chart	Single chart with one line per shop + total; one chart per shop, stacked vertically; or total chart + a sparkline per shop
Real-time counter	Cumulative counter with per-shop breakdown; or separate counter per shop

Alerts and reports

Each shop has its own alerts and its own report. The single cron URL processes every configured shop.

11. Performance

- **Front office**: the Matomo script is loaded asynchronously, without blocking page display. The proxy only handles tracking calls.
- **Server-side tracking**: one short request when a customer logs in, a search is made or the cart is updated. The cart is only sent when its products change, and if Matomo does not answer, these requests pause for five minutes so that the store is never slowed down. Orders go out in the background, with the cron.
- **Back office**: widgets are cached (5 minutes, 30 seconds for real-time). Alerts and reports run in the background.
- **Database**: settings are standard PrestaShop configuration values. The alert history and the order queue have their own tables, removed at uninstall. No native table is modified.

12. Frequently asked questions

Do I need a Matomo Cloud account?

No. Matomo is free software that you can host yourself. Matomo Cloud works too: only the URL changes.

Can I keep Google Analytics alongside it?

Yes, both can coexist. Switching entirely to Matomo, however, spares you the data transfer to Google and the consent banner that comes with it.

Will my orders be counted twice?

No. Matomo deduplicates orders by their order ID: the browser and the server can send the same order, only one is recorded.

Visits show my server IP: what should I do?

Use a token that has Write access on the site: the module then sends the visitor IP with every hit. With a View-only token, add `proxy_client_headers[] = HTTP_X_FORWARDED_FOR` to the `[General]` section of the Matomo `config/config.ini.php` file. The "Visitor IP" check in the Diagnostic tab confirms the result.

Can I use a super-user token?

It works, but avoid it: use the token of a dedicated user who only has access to this site. Otherwise, the Diagnostic warns you.

How do I check that the proxy works?

In the browser developer tools (Network tab), the request to `medmatomopro/script` must return JavaScript with the `X-MedMatomoPro-Proxy: 1` header, and the hits must go to `medmatomopro/tracker`.

Why do alerts or reports arrive late?

Without a cron job, they run when the back-office is opened. Call the cron URL of the Alerts & reports tab every hour so that they go out on time.

Does the module slow down my shop?

No. The Matomo script is asynchronous, server-side hits are short, and the back-office widgets are cached.

Is the back-office tracked?

No, only the front office is. To exclude your own visits to the shop, add your IP in Matomo (the website's excluded IPs).

Why does the email report require a license?

It is included with the license, as is priority support: register your purchase in the License tab to activate it. Tracking, the dashboard, the diagnostic and the alerts work without a license.

Where can I find more answers?

The module's FAQ tab groups more than 40 questions by theme: getting started, server-side tracking, proxy, dashboard, alerts, GDPR, dimensions, Tag Manager, Core Web Vitals, events, multistore and troubleshooting.

13. Reporting a vulnerability

Mediacom87 adheres to the TouchWeb Charter for Responsible Cybersecurity:

- acknowledgement of any report within 7 days;
- fix and publication of a CVE identifier within 30 days for any significant vulnerability;
- no silent fix: every security fix is announced;
- cooperation with researchers and public recognition of their work.

The reporting procedure is described in the module's Security Policy tab. Include a description of the vulnerability, the steps to reproduce it, the affected files and the potential impact.

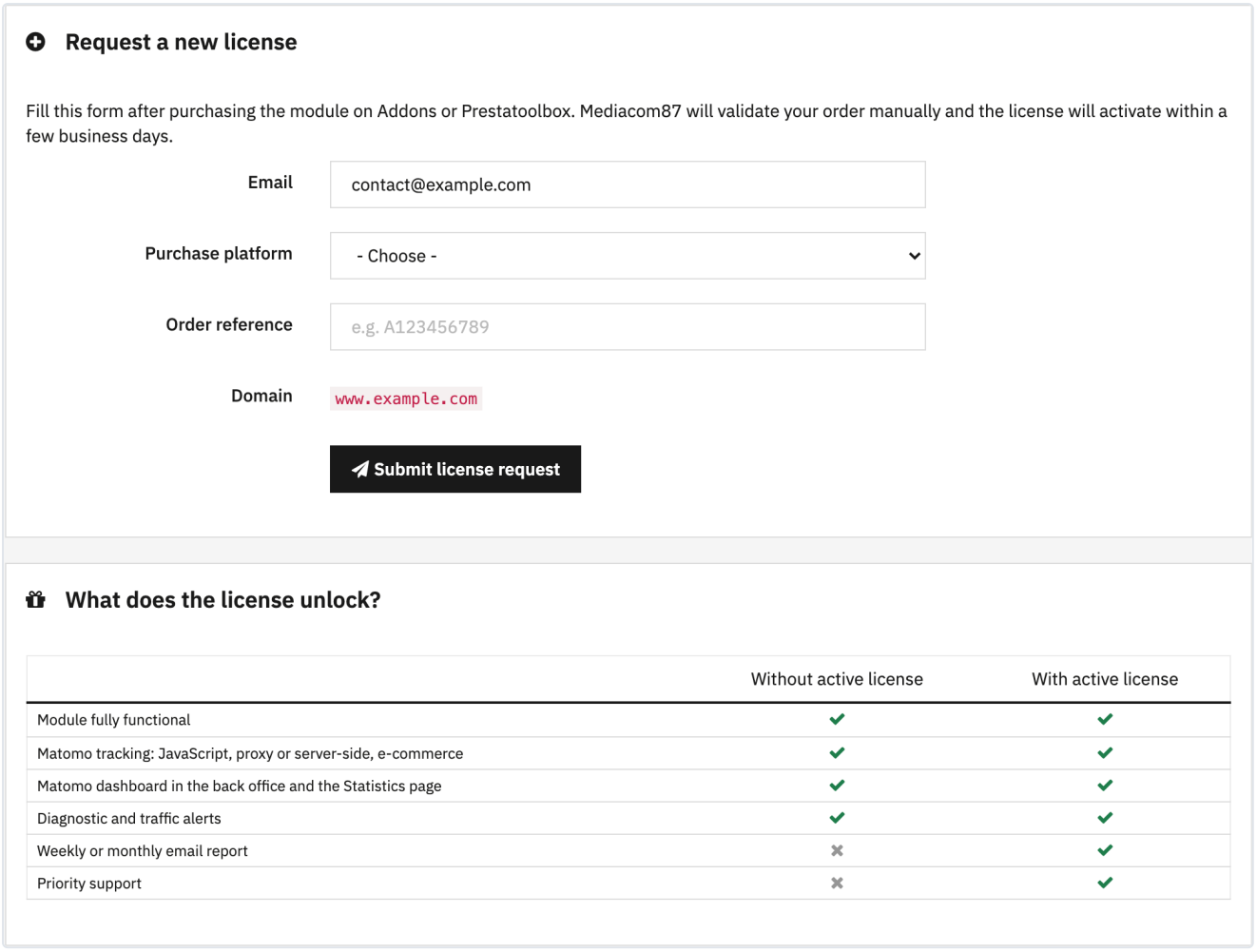
14. License, support and contact

Activating the license

The license unlocks the email report and priority support. Matomo tracking, the dashboard, the diagnostic and the alerts work without a license.

1. Open the module's License tab (or Matomo > License in the menu).
2. In the “Request a new license” panel, enter your email, the purchase platform and the order reference, then send the request.
3. Once Mediacom87 has checked the order, the license activates itself in the module.

If you already received a key, or if the shop moved to another domain, enter it in the “I already have a license key” panel.



The License tab: license request and what it unlocks

Contacting support

For any question about using the module, feature request or technical issue, open the module's Information and contact tab and click Contact.

The Contact button appears once the license is active.

- **Module bought on PrestaShop Addons**: the button opens the contact form of the module page on Addons, where conversations are tracked.
- **Module bought directly**: the button opens a form in the module. Your message is sent to our support team through your shop's email system, with the module, PrestaShop and PHP versions attached, and your address for the reply.

Mediacom87 has specialized in PrestaShop since January 2008 and supports thousands of merchants around the world.

> **MEDIACOM87** Thank you for choosing MedMatomoPro to track your statistics. We hope this module will serve you as well as it serves our thousands of other users.