

How to Set Up the OpenAI API

for LearnHub Chat Assistant with OpenAI

To use the AI chat on your WordPress site, you need an OpenAI account with a funded API key. Follow these steps to get everything set up securely.

1. Create an OpenAI Account

1. Go to the OpenAI Platform at <https://platform.openai.com>.
2. Click **Sign up** and create an account (or log in if you already have one).
3. You may need to verify your email and phone number.

2. Set Up Billing

OpenAI API access is billed separately from consumer chat subscriptions and is based on API usage.

1. In the left sidebar, click **Settings** (the gear icon), then go to **Billing**.
2. Click **Add payment details** and enter your credit card information.
3. You will be prompted to add an initial balance (e.g., USD 5 or USD 10). The API will not work without a positive balance.
4. (Optional but recommended) Set up **Auto-recharge** so your chat doesn't stop working if your balance runs out.

3. Generate an API Key

1. In the left sidebar, go to **API keys**.
2. Click the **Create new secret key** button.
3. Give it a name you'll remember (e.g., "WordPress Chat").
4. Under permissions, the default **All** is fine, but if you want to restrict it, ensure it at least has access to **Model capabilities**.
5. Click **Create secret key**.
6. **Copy the key immediately.** You will not be able to see it again once you close the window.

4. Configure the Plugin

1. Log into your WordPress admin dashboard.
2. Go to **LearnHub Chat** in the admin menu to open the settings page.
3. Paste the API key into the **OpenAI API Key** field.
4. Select an AI model. For example, select a currently available model such as gpt-4o-mini, or another model supported by your OpenAI account.
5. Fill out the rest of your settings (System Prompt, colors, etc.) and click **Save Settings**.
6. Add the shortcode `[lhca_chatbot]` to any page or post to display the chat, or enable the floating widget in the settings.

5. Security & Privacy Best Practices

- **Keep your key secret:** Never share your API key publicly or paste it into frontend JavaScript code. The plugin handles API calls securely on your server.
- **Storage:** The key is stored in your WordPress database and should only be accessible to authorized administrators. Protect your WordPress admin account, database and backups carefully.
- **Usage Limits:** In your OpenAI Billing settings, go to **Usage limits** and set a hard monthly limit (e.g., \$20) to ensure you never spend more than expected, even if your site gets a spike in traffic.

Troubleshooting

Error: “The AI service returned an error” or HTTP 429

This usually means your OpenAI account is out of credits or you haven't added a payment method. Go to OpenAI Billing and add at least \$5.

Error: “Model not found”

Ensure you have typed the model name exactly as it appears in the OpenAI documentation (e.g., `gpt-4o-mini`), and that your API tier has access to it.