

Deskpro Legacy > How do I remove chat from my portal while still offering < قاعدة المعلومات ?chat on a different site

How do I remove chat from my portal while still offering chat ?on a different site

Deskpro Legacy - (۱) تعليقات - Ben Henley - 2023-05-25

:Question

How can I remove chat from my portal altogether, but still allow users to chat from a ?different website using the embedded chat widget

:Answer

You can remove the chat widget from the lower right of the portal by editing the portal .templates

In admin, go to **User Interface > Portal > Template Editor** and edit the *layout.html* .template

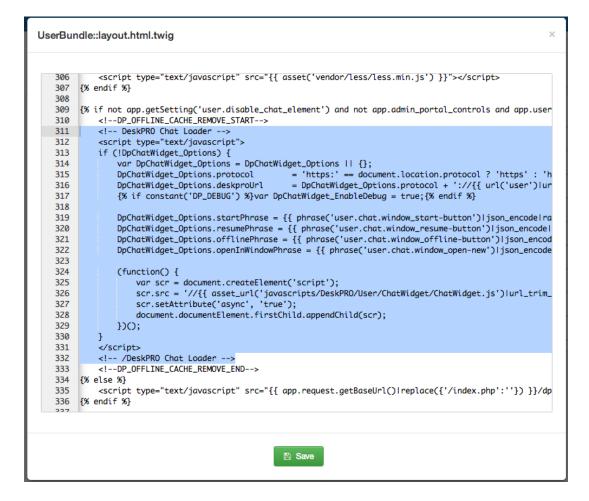
At the bottom of the template you'll see a section labelled <!-- Deskpro Chat Loader -->. Delete (or comment out) all the code in that section (see image below) to remove the chat .widget

Note that if you wanted to disable chat everywhere, you could disable it from Admin >

.Chat > Site Widget & Chat

That would disable chat on the portal *and* on any websites where you had embedded the chat widget. The advantage of the method explained in this article is that it removes chat .from the portal only

Code to delete to remove chat widget from portal



البطاقات			
old-portal			