

## How do I install the Messenger widget in Wordpress?

Lauren Cumming - 2023-05-25 - Comments (0) - Deskpro Legacy

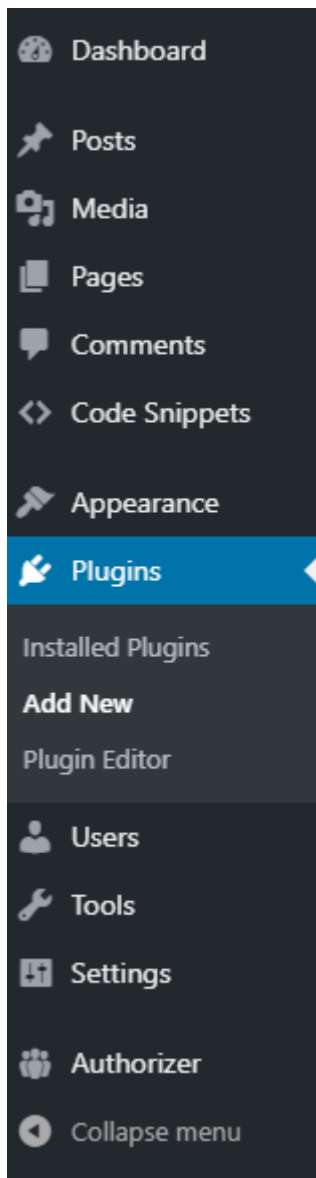
There are two options for embedding the Messenger widget onto your Wordpress site.

Option 1 requires an external plugin but means you don't have to add the code each time your Wordpress theme is updated.

Option 2 does not require any extra plugins, but the embed code must be re-added each time your Wordpress theme is updated.

### Option 1

1. Log in to your Wordpress Admin Interface
2. Go to **Plugins > Add New** and search for a plugin that allows you to insert code into the footer of your theme. In this example, we have installed the '[Insert Headers and Footers](#)' plugin by 'WPBeginner'. We are not affiliated with the developer of this plugin and are not responsible for any changes in functionality, security, or price. Add the plugin to your site and activate it after it has been installed.



3. In the Messenger Setup in Deskpro (**Admin > User Interface > Messenger Setup > Add widget and chat to your site**), make sure your Wordpress site's domain is added to the whitelist and save the settings. This should include the 'https://' at the start of the URL. Do not include the '/' at the end of the URL.

4. Copy the Messenger widget embed code from Deskpro: **Admin > User Interface > Messenger Setup > Add widget and chat to your site.**

Admin Dashboard

- Setup
- Agents
- Tickets
- Emails
- CRM
- User Interface
- \*Stanley
  - Setup
  - Knowledgebase
  - News
  - Downloads
  - Community
  - Helpcenter
  - Messenger setup
  - Ticket Form Widget
  - Chat
  - Voice
  - Apps
  - Tasks

### Site Widget & Chat

**WIDGET SETTINGS**

**CHAT SETTINGS**

**PROACTIVE CHAT SETTINGS**

**TICKET SETTINGS**

**ADD WIDGET & CHAT TO YOUR SITE**

Embed code

```
<!--DESKPRO_WIDGET_LOADER::BEGIN-->  
<script type="text/javascript">  
  window.DESKPRO_MESSENGER_ASSET_URL = "https://assets-us1-demo-  
cloud.deskpro.com/assets/49637/pub/build/messenger";  
  window.DESKPRO_MESSENGER_OPTIONS = {  
    language: {
```

Copy

Show the widget on the portal.

When disabled, the widget won't show on the helpdesk itself (i.e. it only shows on your own website).

MANUALLY INSTALL      INSTALL IN A CMS

**Copy the code**  
Set up your widget then copy the embed code above.

**Paste on your site**  
Place the embed code in the >head< section of your website.

**Get started.**  
Save the changes and users can start using the widget!

JWT SECRET:

DOMAIN WHITELIST  
FOR SECURITY REASONS, YOU MUST SPECIFY THE DOMAINS YOU WILL USE THE MESSENGER ON:

Save

5. In Wordpress, go to **Settings > Insert Headers and Footers** and paste the embed code into the '**Scripts in Footer**' and save.

Media  
Pages  
Comments  
Code Snippets  
Appearance  
Plugins  
Users  
Tools  
**Settings**  
General  
Writing  
Reading  
Discussion  
Media  
Permalinks  
Privacy  
Akismet Anti-Spam  
Insert Headers and Footers  
Yubikey  
Authorizer  
Collapse menu

## Insert Headers and Footers » Settings

### Settings

Scripts in Header

These scripts will be printed in the `<head>` section.

Scripts in body

These scripts will be printed just below the opening `<body>` tag.

Scripts in Footer

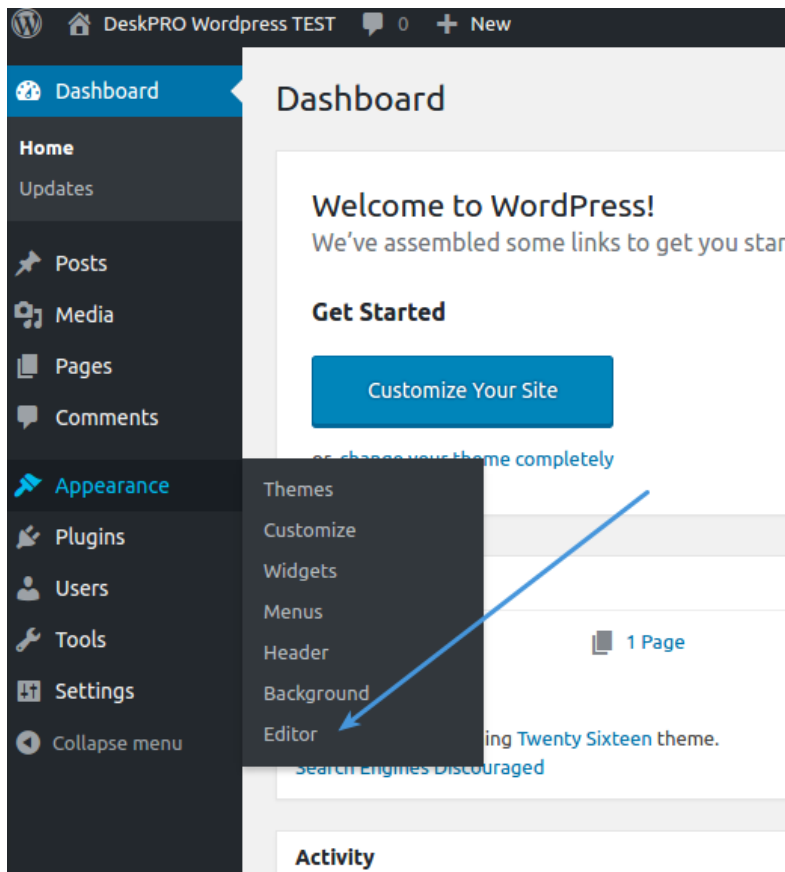
```
<!--DESKPRO_WIDGET_LOADER::BEGIN-->
<script type="text/javascript">
  window.DESKPRO_MESSENGER_ASSET_URL = "https://assets-us1-demo-
  cloud.deskpro.com/assets/49637/pub/build/messenger";
  window.DESKPRO_MESSENGER_OPTIONS = {
    language: {
      id: "1",
      locale: "en-US"
    }
  }
</script>
```

These scripts will be printed above the closing `</body>` tag.

Save

## Option 2

1. Log in to your Wordpress Admin Interface
2. Find **Appearance > Editor** in left navigation menu.



3. To the right of the editor's area find the "**Theme Footer**" template
4. Ensure this file is writable on your filesystem.
5. Copy the Messenger widget embed code from Deskpro: **Admin > User Interface > Messenger Setup > Add widget and chat to your site**
6. Insert this embed code in Wordpress before the closing "**</body>**" tag and save.

- Media
- Pages
- Comments
- Code Snippets
- Appearance**
- Themes
- Customise
- Widgets
- Menus
- Header
- Background
- Theme Editor
- Plugins
- Users
- Tools
- Settings
- Authorizer
- Collapse menu

## Edit Themes

Micro: Theme Footer (footer.php)

Select theme to edit:

Selected file content:

```
1 <?php
2 /**
3  * The template for displaying the footer.
4  *
5  * Contains the closing of the #content div and all content after.
6  *
7  * @link https://developer.wordpress.org/themes/basics/template-files/#template-partials
8  *
9  * @package Micro
10 */
11
12 >
13
14 </div><!-- #content -->
15
16 <footer id="colophon" class="site-footer section-fullwidth">
17     <div class="row">
18         <div class="columns small-12">
19             <div class="site-info">
20                 <a href="<?php echo esc_url( __( 'https://wordpress.org/', 'micro' ) ); ?>">?php printf(
21                     esc_html__( 'Proudly powered by %s', 'micro' ), 'WordPress' ); ?></a>
22                 <span class="sep" | </span>
23                 <?php printf( esc_html__( 'Theme: %1$s, developed by %2$s.', 'micro' ), 'micro', 'ca
24                     href="http://devrix.com">DevriX</a>' ); ?>
25             </div><!-- .site-info -->
26         </div><!-- .small-12 -->
27     </div><!-- .row -->
28 </footer><!-- #colophon -->
29 </div><!-- #page -->
30
31 <?php wp_footer(); ?>
32 <!--DESKPRO_WIDGET_LOADER::BEGIN-->
33 <script type="text/javascript">
34     window.DESKPRO_MESSENGER_ASSET_URL = "https://assets-us1-demo-
35     cloud.deskpro.com/assets/49637/pub/build/messenger";
36     window.DESKPRO_MESSENGER_OPTIONS = {
37         language: {
38             id: "1",
39             locale: "en-US"
40         },
41         helpdeskURL:
42         baseUrl: "https://assets-us1-demo-cloud.deskpro.com/assets/49637/pub/build/messenger",
43     }
44 </script>
45 <script id="dp-messenger-loader" src="https://assets-us1-demo-
46     cloud.deskpro.com/assets/49637/pub/build/messenger/loader.js"></script>
47 <!--DESKPRO_WIDGET_LOADER::END-->
48 </body>
49 </html>
```

### Theme Files

- Stylesheet (style.css)
- Theme Functions (functions.php)
- assets
- Gulpfiles.js
- scripts.js
- package.json
- 404 Template (404.php)
- Archives (archive.php)
- Comments (comments.php)
- Theme Footer (footer.php)**
- Theme Header (header.php)
- inc
- Main Index Template (index.php)
- Single Page (page.php)
- Search Results (search.php)
- Sidebar (sidebar.php)
- Single Post (single.php)
- template-parts
- templates
- changelog.txt
- languages
- readme.txt