

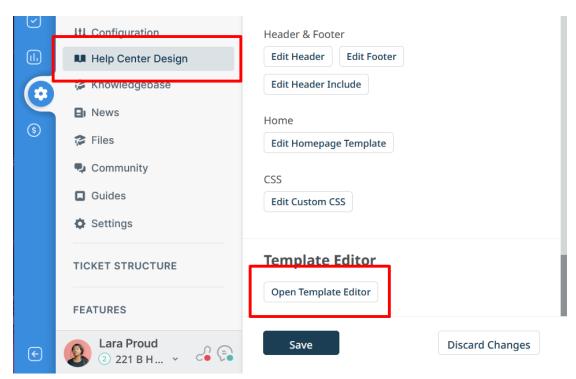
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How do I remove the Messenger Widget from the Help Center but keep for other sites?

Matthew Watt - 2023-08-17 - Comments (0) - Help Center

You can remove the chat widget from the Help Center, but keep it on other sites you have embedded in on by editing the Help Center Templates.

In Admin, go to **Help Center > Help Center Design**, scroll down to the **Template Editor** section, and select **Open Template Editor**



At the top of the template editor, select and edit the body-include.html template inside Internal.

Help Center Design > Templates Template: body-include.html Block: Name 221B Internal Support Test brand Theme **Approvals** t/javascript"> **Articles** .className = document.body.className + ' with-js'; Chat hat determine if 'DPUI' can be enabled for this use Common & !Modernizr.ie8compat && son && Community lobconstructor DirectMessages TH_DPUI) { **Downloads** dy.clasśNàme += ' with-dpui'; dy.className += ' without-dpui'; Error body-include.html Þ Internal touch-device'; custom-footer.html Members custom-head-include.html NewTicket portal mode() != 'fame custom-header.html Νοινις

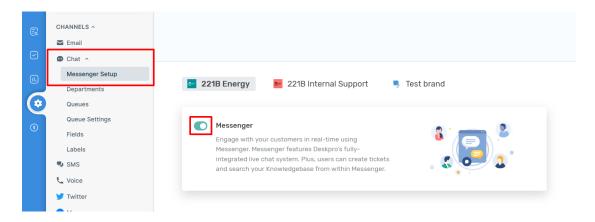
At the bottom of the template you'll see a section you will see the following line:

```
{% if portal_mode() != 'focus-window' and portal_mode() != 'fame-embed' and is_portal_widget_enabled() %}{{ portal_widget_loader() }}{% endif %}
```

Simply remove this line of code and press **Save**. Make sure to press **'Save'** in the main editor to ensure the widget is removed.

Note

If you wanted to disable chat everywhere, you could disable it from **Admin > Channels > Chat > Messenger Setup** and then turn off the Messenger widget by clicking on the toggle.



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

- Tags
- admin