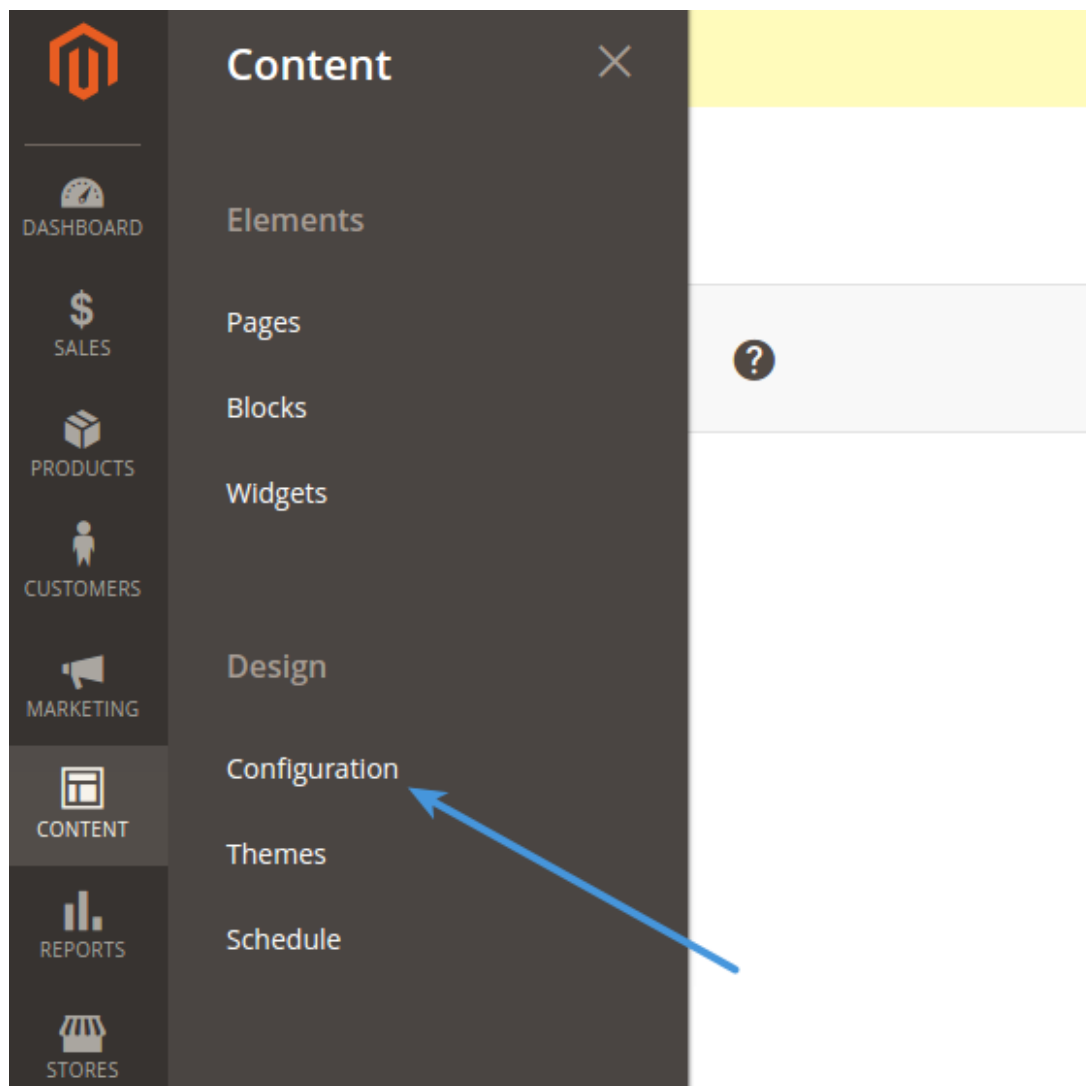


How do I install the chat widget in Magento?

Lauren Cumming - 2023-08-16 - Comments (0) - Using Deskpro

1. Sign into your Magento account as an administrator.
2. Head to the "**Content**" section on the left hand side navigation menu. Then click on "**Configuration**".



3. Find the current theme row (on a fresh installation it is applied as "Default Store View") and click "**Edit Link**".

Design Configuration

admin

Filters

Default View

Columns

3 records found

20 per page

<

1

of 1

>


| Default | Website | Store | Store View | Theme Name | Action |
|---------|--------------|--------------------|--------------------|----------------|----------------------|
| Global | | | | -- No Theme -- | Edit |
| Global | Main Website | | | -- No Theme -- | Edit |
| Global | Main Website | Main Website Store | Default Store View | Magento Luma | Edit |

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Magento ver. 2.1.1

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4. Copy and paste the chat widget code from Deskpro under **Admin > Chat > Site Widget & Chat**.

**Add widget & chat to your site**
Get instructions and help on how to add the widget to your website

Embed code

```
<!--DESKPRO_WIDGET_LOADER::BEGIN--><script type="text/javascript">window.DESKPRO_WID
```

[COPY](#)

[Manually installing the widget](#) [Install widget in a CMS](#)

5. In **"Other Settings"**, find **"HTML Head"** tab. Then find **"Scripts and Style sheets"** text input. Copy and paste the widget code here and press Save.

Other Settings

HTML Head

Favicon Icon

Upload

Allowed file types: ico, png, gif, jpg, jpeg, apng, svg. Not all browsers support all these formats!

Default Title

Magento Commerce

Title Prefix

Title Suffix

Default Description

Default Description

Default Keywords

Magento, Varien, E-commerce

Scripts and Style Sheets

```
<!--DESKPRO_WIDGET_LOADER::BEGIN--><script type="text/javascript">window.DESKPRO_WIDGET_OPTIONS = {  
  "helpdeskUrl": "http://deskpro-dev/";</script><script type="text/javascript">window.DESKPRO_ASSETS_URL =  
  "http://localhost:9666";</script><script type="text/javascript" id="tp-widget-loader"  
  src="http://localhost:9666/pub/build/widget_loader.min.js"></script><!--DESKPRO_WIDGET_LOADER::END-->
```

Use Default Value

This will be included before head closing tag in page HTML.

6. Don't forget to refresh your caches (Magento will remind you about that!)