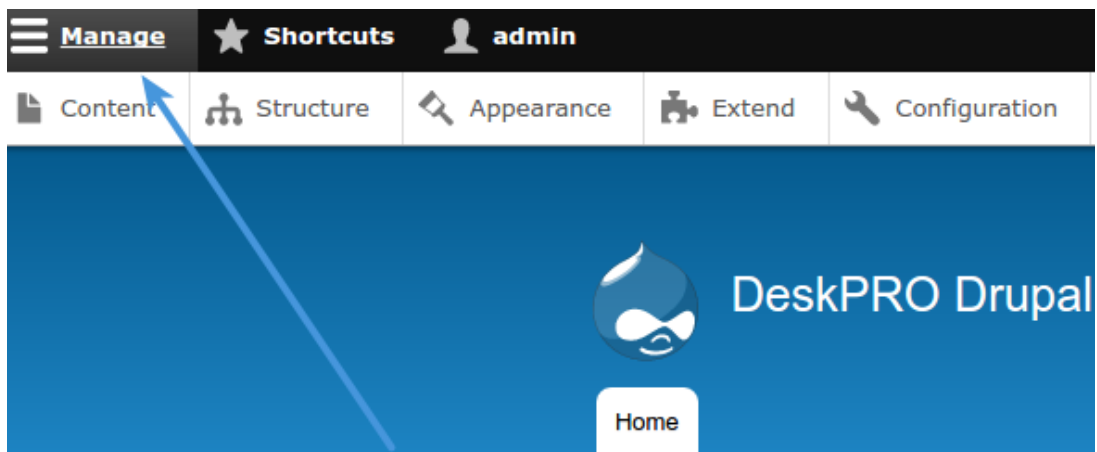


## How do I install the chat widget in Drupal?

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

1. Login into your Drupal account as an administrator.
2. Open the '**Manage**' menu.

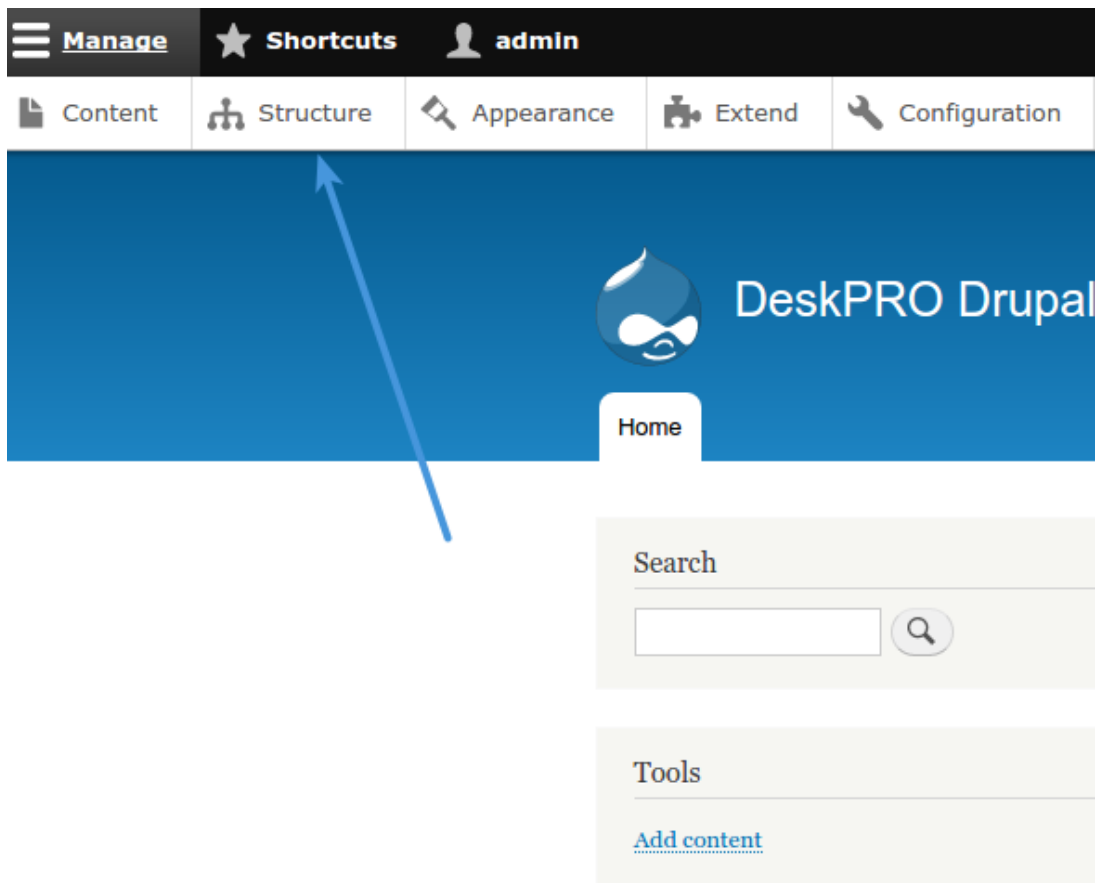


Search

Tools

[Add content](#)

3. Then click on the '**Structure**' section.



4. Now you need to create a custom block with the widget code. Select '**Block Layout**' from the menu.

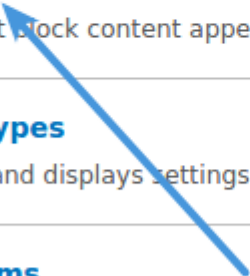
Back to site Manage Shortcuts admin

Content **Structure** Appearance Extend Configur

## Structure

Home » Administration

- ▶ **Block layout**  
Configure what block content appears in your site's sidebars and other regions
- ▶ **Comment types**  
Manage form and displays settings of comments.
- ▶ **Contact forms**  
Create and manage contact forms.
- ▶ **Content types**  
Create and manage fields, forms, and display settings for your content



5. Now click on the 'Custom block library' tab and hit "Add custom block".

Back to site Manage Shortcuts admin

Content Structure Appearance Extend Config

## Custom block library ☆

Block layout Custom block library

Blocks Block types

Home » Administration » Structure » Block layout

Blocks in the block library belong to Custom block types, each with its own f

+ Add custom block

Block description Block type

- Any -

Apply

**BLOCK DESCRIPTION**

6. Type a description such as "DeskproWidget" into the new block. Then switch the text format to "**Full HTML**" and start editing the source by clicking "**Source**".

Back to site Manage Shortcuts admin

Content Structure Appearance Extend Configuration People

## Add custom block ☆

Home

**Block description \***

A brief description of your block.

**Body**

B I S x<sup>2</sup> x<sub>2</sub> I<sub>x</sub> [Link] [Unlink] [List] [List] [Quote] [Image] [Table] [Table] Format [Source]

Text format Full HTML

7. 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

8. Copy and paste this into the Body in Drupal and press Save.

9. Go back to "**Block Layout**" and click the "**Place Block**" button, on the row titled '**Header**'.

The screenshot shows the Drupal administration interface. At the top, there is a navigation bar with 'Back to site', 'Manage', 'Shortcuts', and 'admin'. Below this is a secondary navigation bar with 'Content', 'Structure', 'Appearance', 'Extend', and 'Configu'. The main content area is titled 'Block layout' with a star icon. There are two tabs: 'Block layout' (selected) and 'Custom block library'. Below the tabs, there are two theme options: 'Bartik' (selected) and 'Seven'. A blue arrow points from the 'Block layout' tab to the 'Bartik' theme option. Below the theme options, there is a breadcrumb trail: 'Home » Administration » Structure'. The main text reads: 'Block placement is specific to each theme on your site. Changes will not be s'. Below this is a link: 'Demonstrate block regions (Bartik)'. The main content area is titled 'BLOCK' and lists several regions: 'Header' with a 'Place block' button, 'DeskproWidget', 'Site branding', 'Primary menu' with a 'Place block' button, 'Main navigation', and 'Secondary menu' with a 'Place block' button. A blue arrow points from the 'Demonstrate block regions (Bartik)' link to the 'Header' region.

**Block layout** ☆

Block layout Custom block library

Bartik Seven

Home » Administration » Structure

Block placement is specific to each theme on your site. Changes will not be s

[Demonstrate block regions \(Bartik\)](#)

**BLOCK**

Header **Place block**

✚ DeskproWidget

✚ Site branding

Primary menu **Place block**

✚ Main navigation

Secondary menu **Place block**

10. Filter the blocks by the description you typed earlier and click "**Place Block**" under 'Operations'. This will embed the chat widget on your site.

People Reports Help

### Place block

+ Add custom block

DeskPRO

BLOCK	CATEGORY	OPERATIONS
DeskPROWidget	Custom	Place block

REGORY REGION

The image shows a 'Place block' dialog box in a software interface. At the top, there are navigation tabs for 'People', 'Reports', and 'Help'. The dialog box has a title bar with 'Place block' and a close button. Below the title bar is a blue button labeled '+ Add custom block'. Underneath is a search input field containing the text 'DeskPRO'. Below the search field is a table with three columns: 'BLOCK', 'CATEGORY', and 'OPERATIONS'. The first row of the table contains 'DeskPROWidget' under 'BLOCK', 'Custom' under 'CATEGORY', and a button labeled 'Place block' under 'OPERATIONS'. Two blue arrows are overlaid on the image: one points from the 'Place block' button in the table to the search input field, and another points from the search input field to the 'Place block' button in the table. At the bottom of the dialog box, the words 'REGORY' and 'REGION' are partially visible.