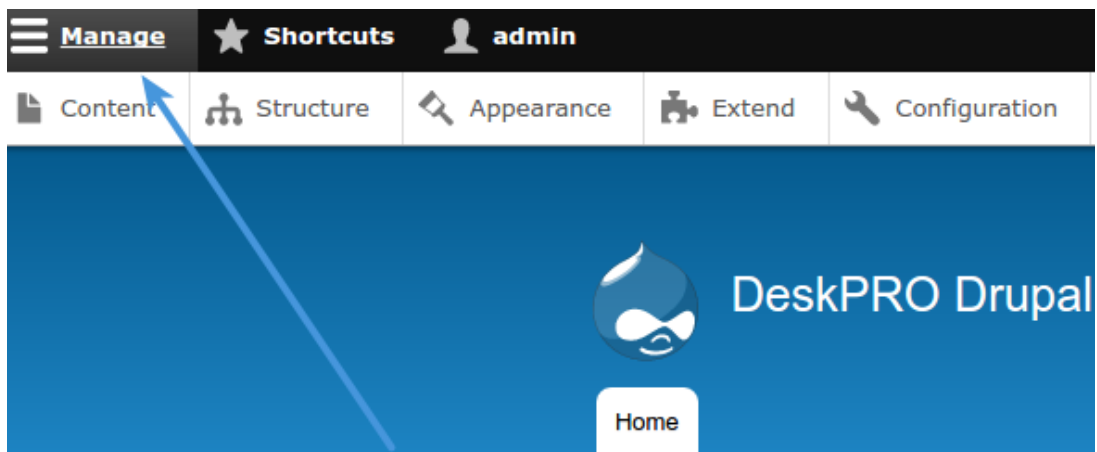


How do I install the chat widget in Drupal?

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

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

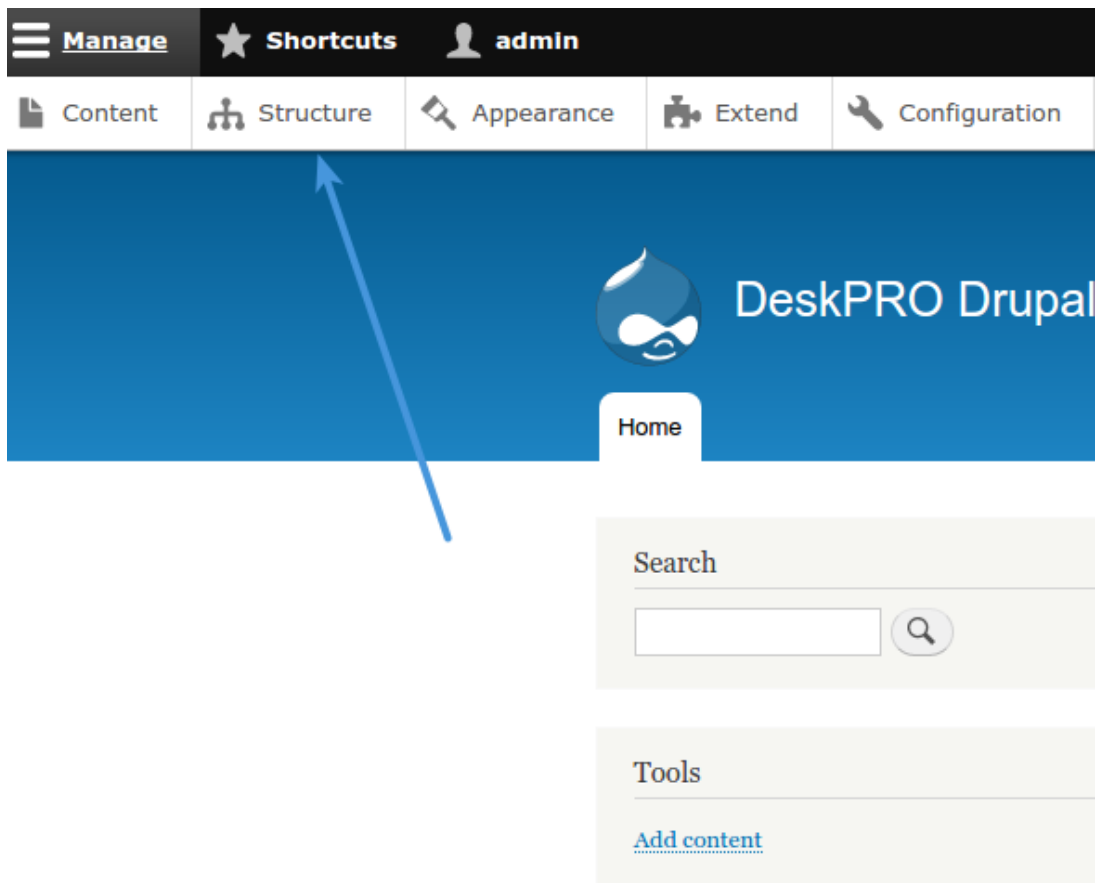


Search

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.

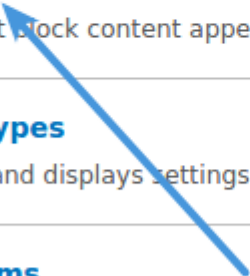
Back to site Manage Shortcuts admin

Content **Structure** Appearance Extend Configu

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 x² x₂ I_x [Link] [Unlink] [List] [Order] [Quote] [Image] [Table] [Table of contents] 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 links for "Back to site", "Manage", "Shortcuts", and the user "admin". Below this is a secondary navigation bar with tabs for "Content", "Structure", "Appearance", "Extend", and "Configuration". The main content area is titled "Block layout" and includes a sub-tab for "Block layout" and a "Custom block library" tab. Underneath, there are two theme options: "Bartik" (selected) and "Seven". A blue arrow points from the "Block layout" tab to the "Bartik" theme selection. Below the theme selection, there is a breadcrumb trail: "Home » Administration » Structure". The main text states: "Block placement is specific to each theme on your site. Changes will not be s". A link "Demonstrate block regions (Bartik)" is provided. Below this, a table lists the block regions for the Bartik theme. Each region has a "Place block" button. A blue arrow points from the "Demonstrate block regions (Bartik)" link to the "Place block" button under the "Header" region.

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 table contains one row with the values 'DeskPROWidget', 'Custom', and 'Place block'. A blue arrow points from the 'Place block' button in the table to the search input field. Another blue arrow points from the search input field to the 'Place block' button in the table. At the bottom of the dialog box, there are labels for 'REGORY' and 'REGION'.