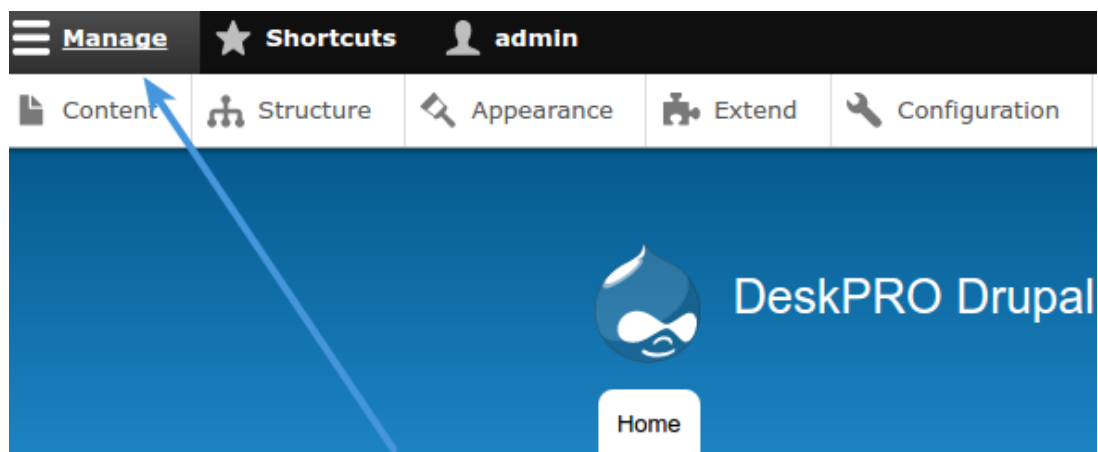


How do I install the chat widget in Drupal?

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

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



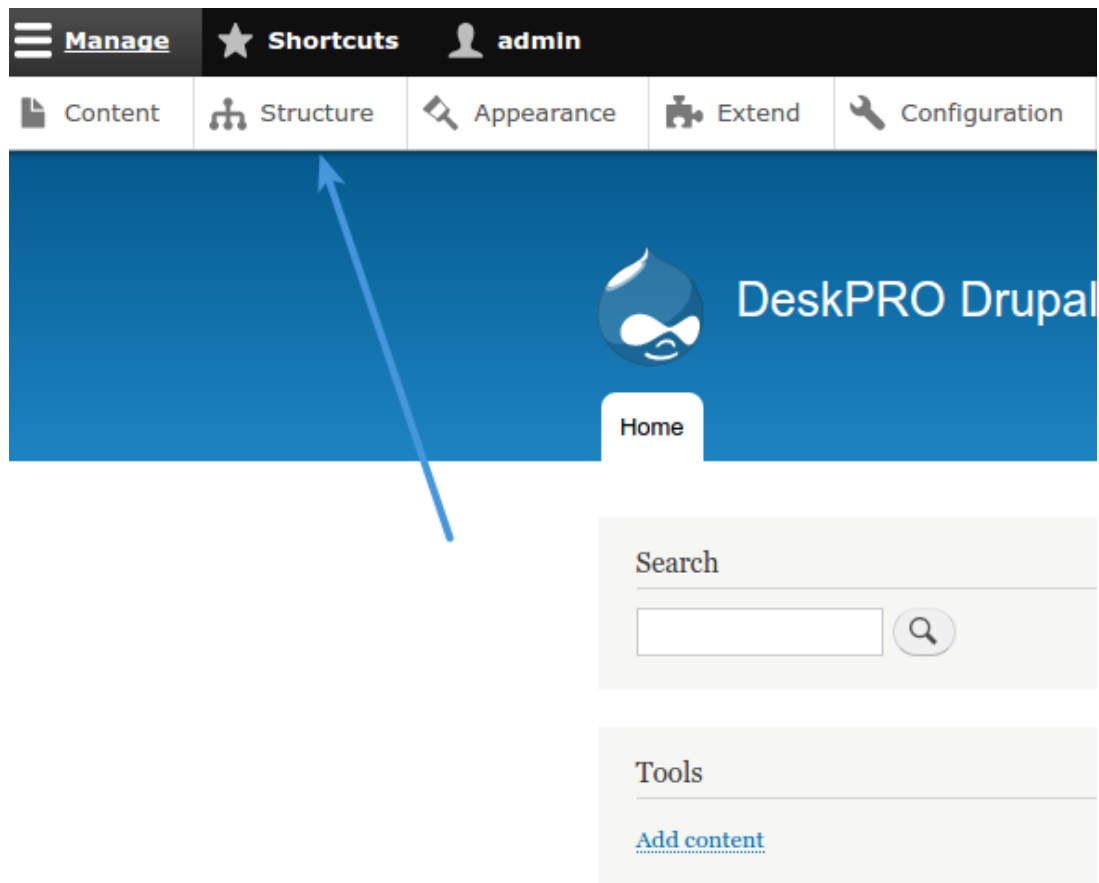
Search



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.

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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".

The screenshot shows the 'Custom block library' interface. At the top is a navigation bar with 'Back to site', 'Manage', 'Shortcuts', and a user profile 'admin'. Below this is a secondary navigation bar with 'Content', 'Structure', 'Appearance', 'Extend', and 'Config'. The main header area contains 'Custom block library' with a star icon. Two tabs are visible: 'Block layout' and 'Custom block library', with the latter being active. Below the tabs are two sub-tabs: 'Blocks' and 'Block types'. A breadcrumb trail reads 'Home » Administration » Structure » Block layout'. A text line states 'Blocks in the block library belong to Custom block types, each with its own f'. A blue button labeled '+ Add custom block' is present. Below this are two input fields: 'Block description' and 'Block type' (a dropdown menu currently showing '- Any -'). An 'Apply' button is located below these fields. At the bottom, a section titled 'BLOCK DESCRIPTION' is visible. Two blue arrows are overlaid on the image: one points from the 'Custom block library' tab to the 'Block types' sub-tab, and another points from the right towards the '+ Add custom block' button.

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**".

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Add custom block ☆

[Home](#)

Block description *

A brief description of your block.

Body

B
I
S
 x^2
 x_2
 I_x

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**'.

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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	<div>Place block</div>

EGORY

REGION