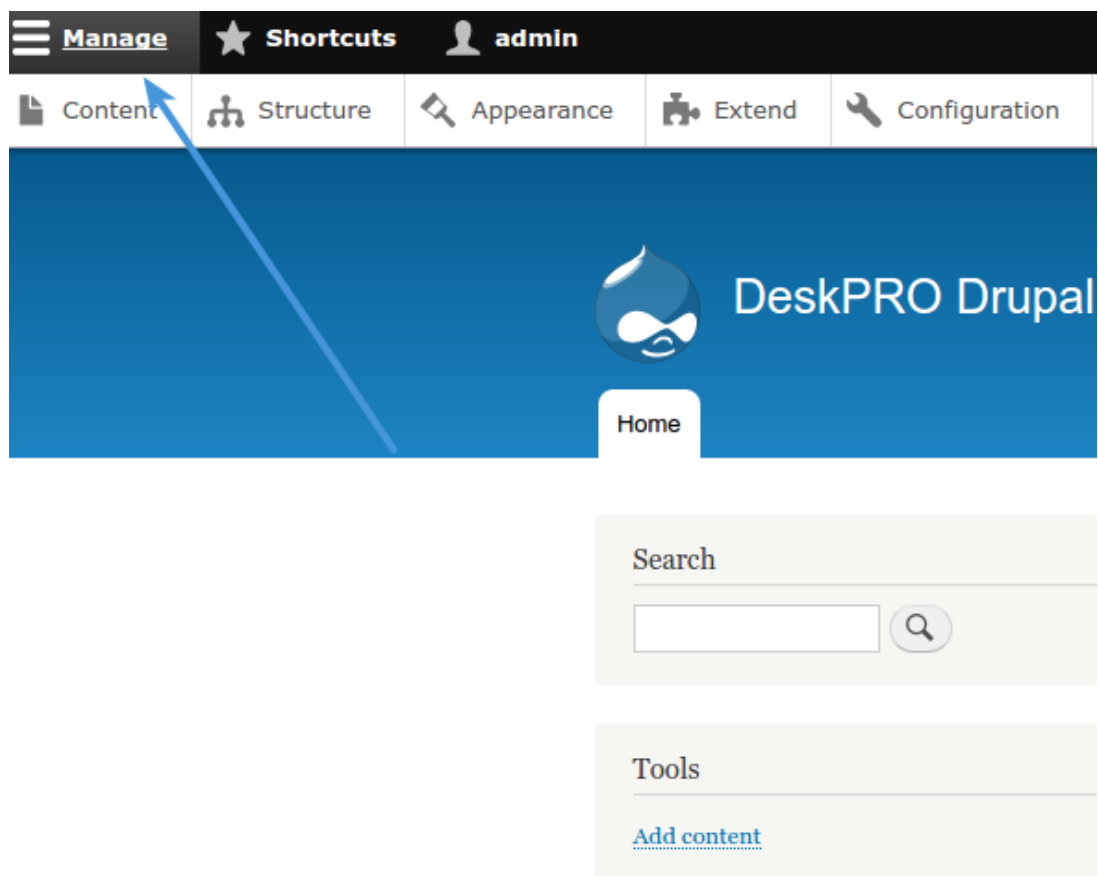


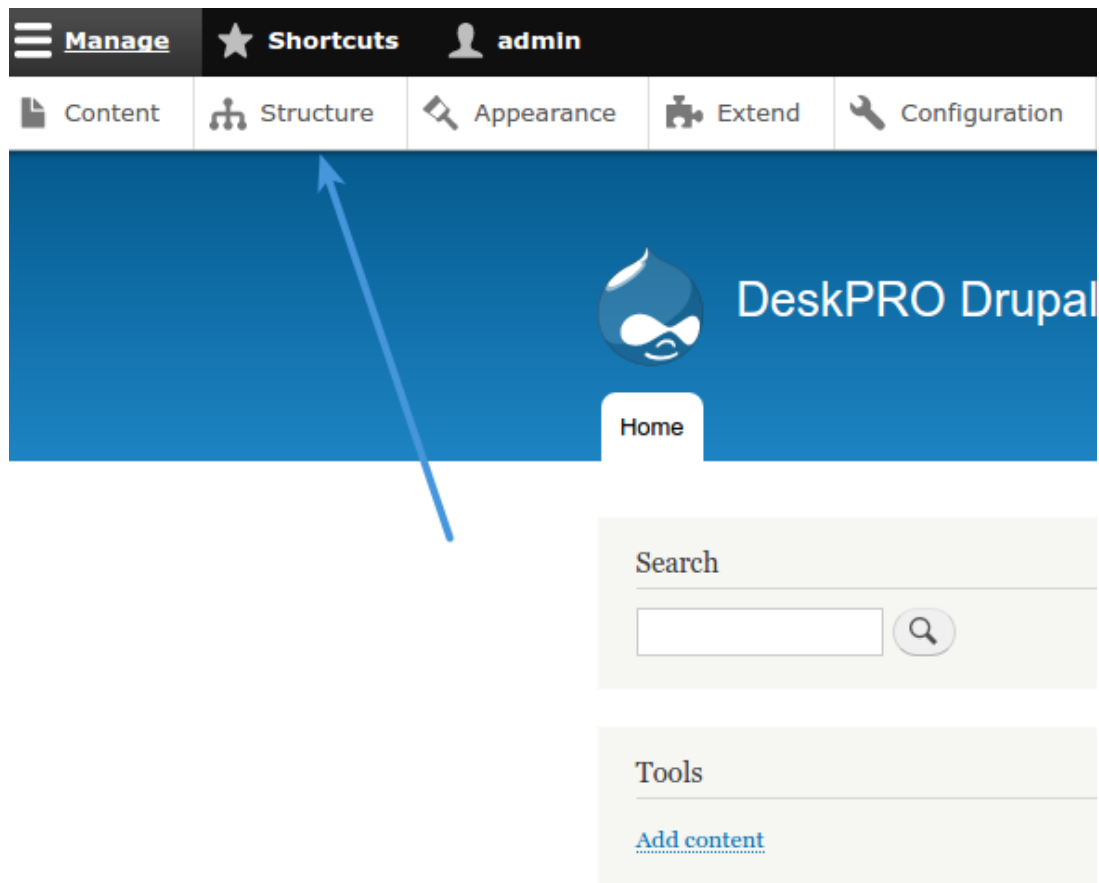
How do I install the chat widget in Drupal?

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

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



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' page in a web application. 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 heading is '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 arrow points from the 'Custom block library' tab to the '+ Add custom block' button. Another blue arrow points from the text 'Custom block types' to the same button. Below the button are two input fields: 'Block description' (a text box) and 'Block type' (a dropdown menu showing '- Any -'). An 'Apply' button is positioned below these fields. At the bottom, a section titled 'BLOCK DESCRIPTION' is partially visible.

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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 ☆

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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](#)
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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 is a dark navigation bar with links: 'Back to site', 'Manage', 'Shortcuts', and a user profile 'admin'. Below this is a lighter navigation bar with tabs: 'Content', 'Structure', 'Appearance', 'Extend', and 'Configuration'. The main content area is titled 'Block layout' with a star icon. It features two tabs: 'Block layout' (active) and 'Custom block library'. Under the 'Block layout' tab, there are two theme options: 'Bartik' (selected) and 'Seven'. A blue arrow points from the 'Block layout' tab to the 'Block layout' text. Another blue arrow points from the 'Seven' theme name to the 'Block layout' tab. Below the theme selection, there is a breadcrumb trail: 'Home » Administration » Structure'. A paragraph states: '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 section is titled 'BLOCK' in a light gray header. Below this header, there are three regions: 'Header', 'Primary menu', and 'Secondary menu'. 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. Below the 'Header' region, there are two blocks: 'DeskproWidget' and 'Site branding', each with a cross icon to its left. Below the 'Primary menu' region, there is one block: 'Main navigation', with a cross icon to its left.

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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.

