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How do I remove the Messenger Widget from the Help Center but keep for other sites?

Matthew Watt - 2023-08-17 - [Commenti \(0\)](#) - [Help Center](#)

You can remove the chat widget from the Help Center, but keep it on other sites you have embedded in on by editing the Help Center Templates.

In Admin, go to **Help Center > Help Center Design**, scroll down to the **Template Editor** section, and select **Open Template Editor**

The screenshot shows the 'Help Center Design' section of the Help Center configuration. On the left, there's a sidebar with icons for ITIL Configuration, Help Center Design (which is highlighted with a red box), Knowledgebase, News, Files, Community, Guides, and Settings. Below these are sections for Ticket Structure and Features. On the right, there are sections for Header & Footer (Edit Header, Edit Footer, Edit Header Include), Home (Edit Homepage Template), and CSS (Edit Custom CSS). At the bottom, there's a 'Template Editor' section with a red box around the 'Open Template Editor' button. Below this are 'Save' and 'Discard Changes' buttons.

At the top of the template editor, select and edit the **body-include.html** template inside **Internal**.

Help Center Design > Templates

Template: body-include.html ▾ Block: Name

Theme 221B Internal Support Test brand

Approvals

Articles

Chat

Common

Community

DirectMessages

Downloads

Error

Guides

Internal

Members

NewTicket

News

`t/javascript">
.className = document.body.className + ' with-js';
hat determine if 'DPUI' can be enabled for this use
PUI =
& !Modernizr.ie8compat &&
son &&
lobconstructor

TH_DPUI) {
dy.className += ' with-dpui';
dy.className += ' without-dpui';

start" in document.documentElement) {
body-include.html
uch-device';
-touch-device';
custom-footer.html
custom-head-include.html
custom-header.html
portal mode() != 'fame-em`

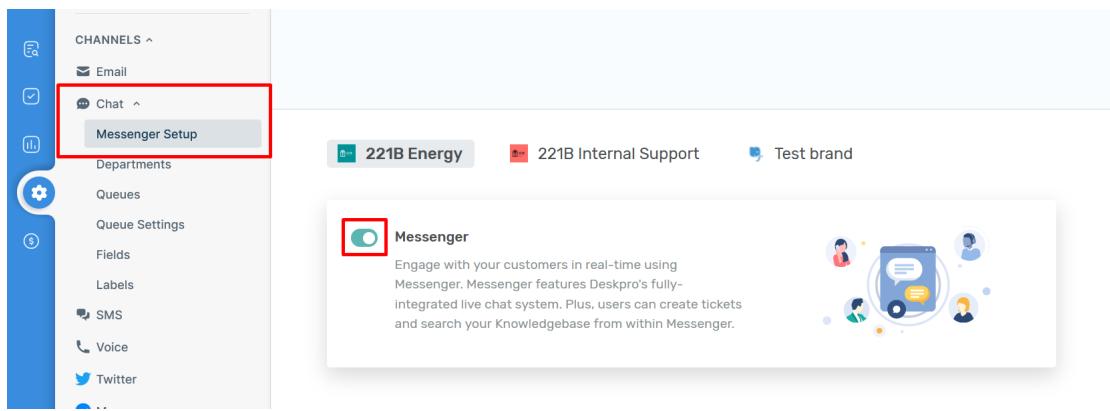
At the bottom of the template you'll see a section you will see the following line:

```
[% if portal_mode() != 'focus-window' and portal_mode() != 'fame-embed' and is_portal_widget_enabled() %]{% portal_widget_loader() %}{% endif %}
```

Simply remove this line of code and press **Save**. Make sure to press '**Save**' in the main editor to ensure the widget is removed.

Note

If you wanted to disable chat everywhere, you could disable it from **Admin > Channels > Chat > Messenger Setup** and then turn off the Messenger widget by clicking on the toggle.



That would disable chat on the Help Center *and* on any websites where you had embedded the Chat Widget. The advantage of the method explained in this article is that it removes chat from the Help Center only.

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