

## I'm having trouble with the Start Chat button

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### **Question:**

I've embedded the chat widget on my site, and it appears when there's an agent signed in. But clicking on the Start Chat button sometimes does nothing.

It never works for me when I go to the site, but it does from some computers, and even if I go to the site from a different bookmark on my computer! What's going on?

### **Answer:**

This can happen when you have `https://` enabled on your helpdesk, but your website is still accessible by `http://` as well as `https://`. In this situation, the chat widget will not work when you visit the `http://` version of a page.

To fix this, configure your webserver so that visitors are always redirected to the `https://` version of your site.