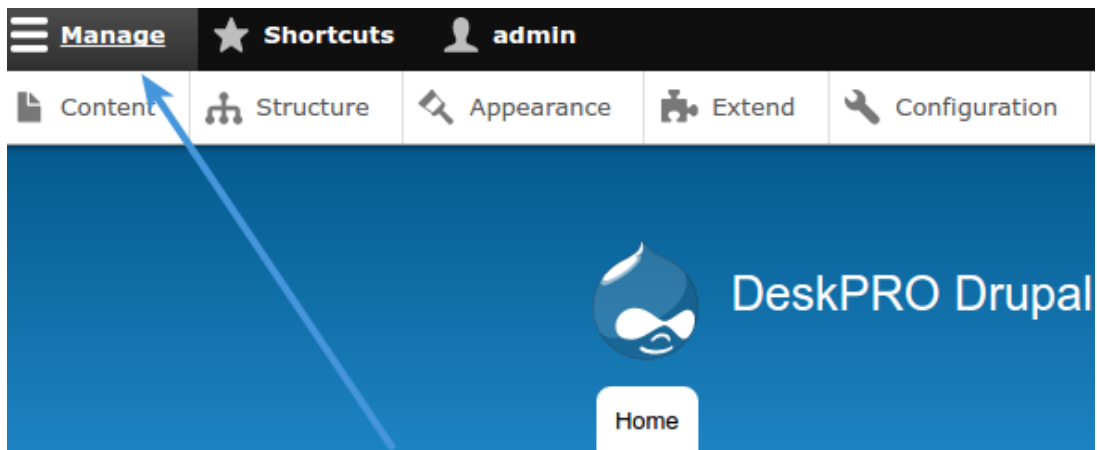


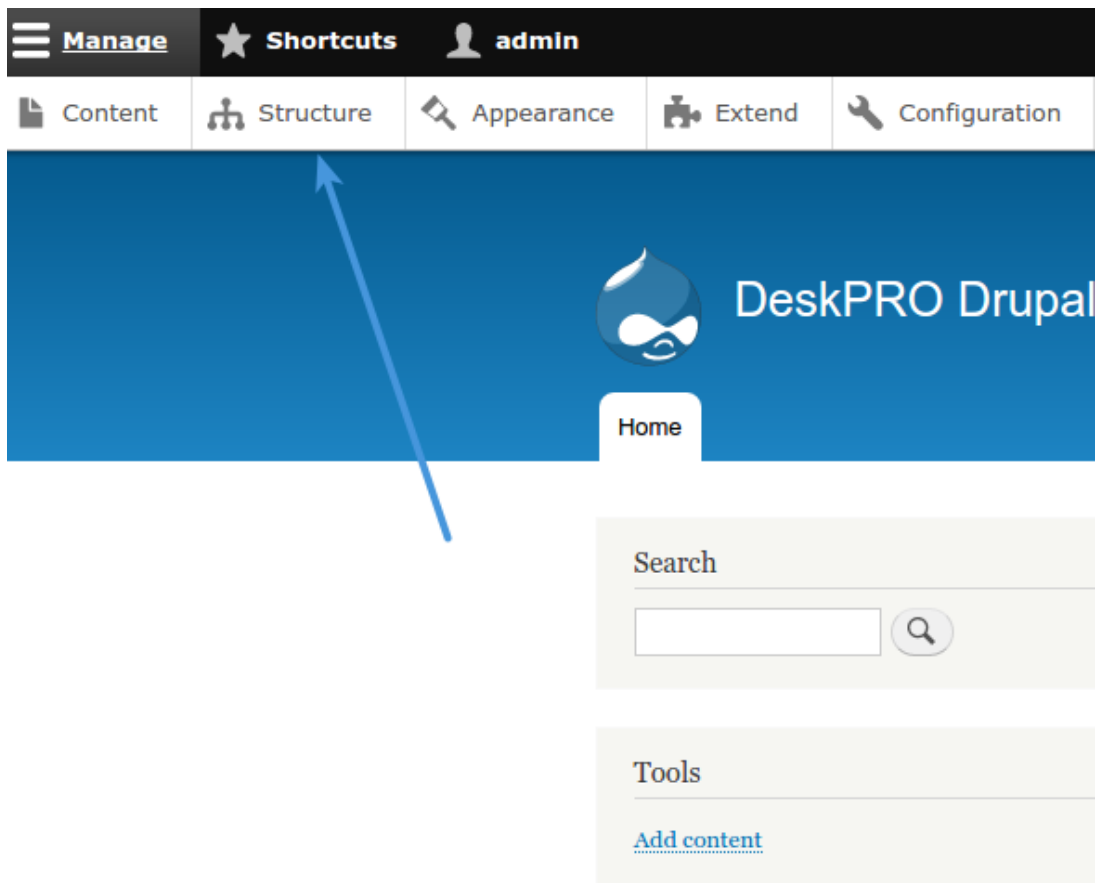
How do I install the chat widget in Drupal?

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

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



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.

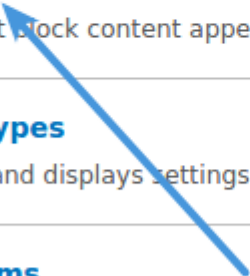
Back to site Manage Shortcuts admin

Content **Structure** Appearance Extend Configur

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 "Custom block library". Underneath, there are tabs for "Bartik" and "Seven". A blue arrow points from the "Block layout" tab to the "Bartik" tab. Below the tabs, there is a breadcrumb trail: "Home » Administration » Structure". A paragraph of text follows: "Block placement is specific to each theme on your site. Changes will not be s". Below this is a link: "Demonstrate block regions (Bartik)". A blue arrow points from this link to the "BLOCK" section of the configuration page. The "BLOCK" section lists several regions: "Header" with a "Place block" button, "DeskproWidget", "Site branding", "Primary menu" with a "Place block" button, "Main navigation", and "Secondary menu" with a "Place block" button.

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 | Place block |

REGORY REGION

The image shows a 'Place block' dialog box in a software application. 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, there 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, and another blue arrow points from the search input field to the 'Place block' button. At the bottom of the dialog box, there are labels for 'REGORY' and 'REGION'.