

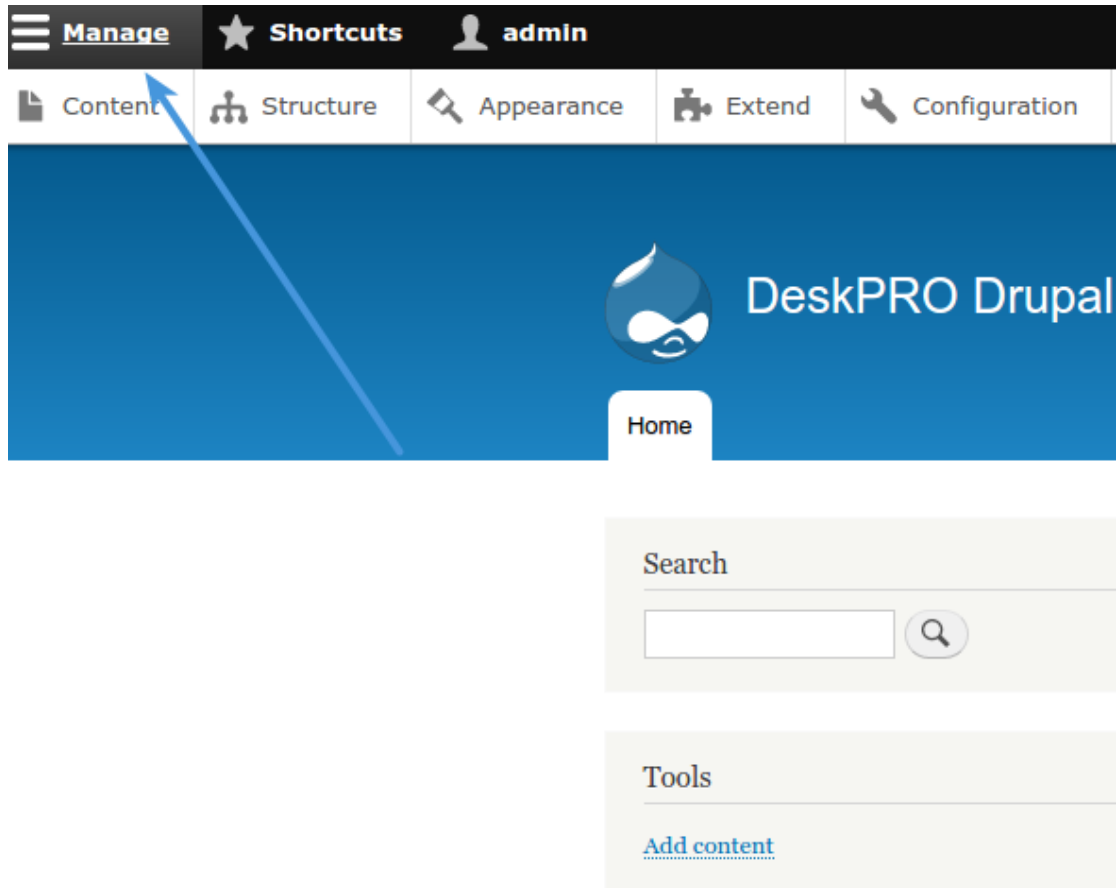


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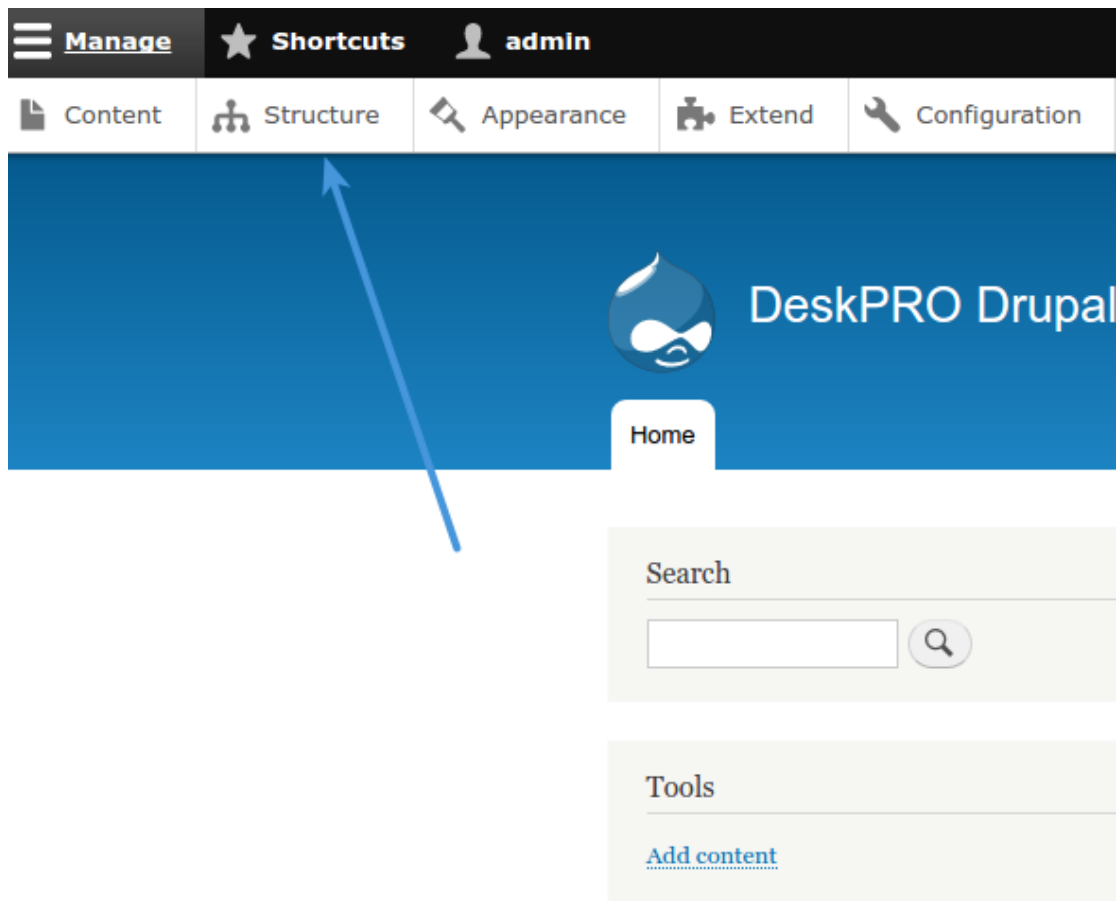
## How do I install the chat widget in Drupal?

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.

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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".

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## Custom block library ☆

[Block layout](#) [Custom block library](#)

[Blocks](#) [Block types](#)

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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'**.

**Block layout** ☆

Block layout Custom block library

Bartik Seven

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Block placement is specific to each theme on your site. Changes will not be s

[Demonstrate block regions \(Bartik\)](#)

BLOCK
<b>Header</b> <b>Place block</b>
✚ DeskproWidget
✚ Site branding
<b>Primary menu</b> <b>Place block</b>
✚ Main navigation
<b>Secondary menu</b> <b>Place block</b>

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

+ Add custom block

DeskPRO

BLOCK

CATEGORY

OPERATIONS

DeskPROWidget

Custom

Place block