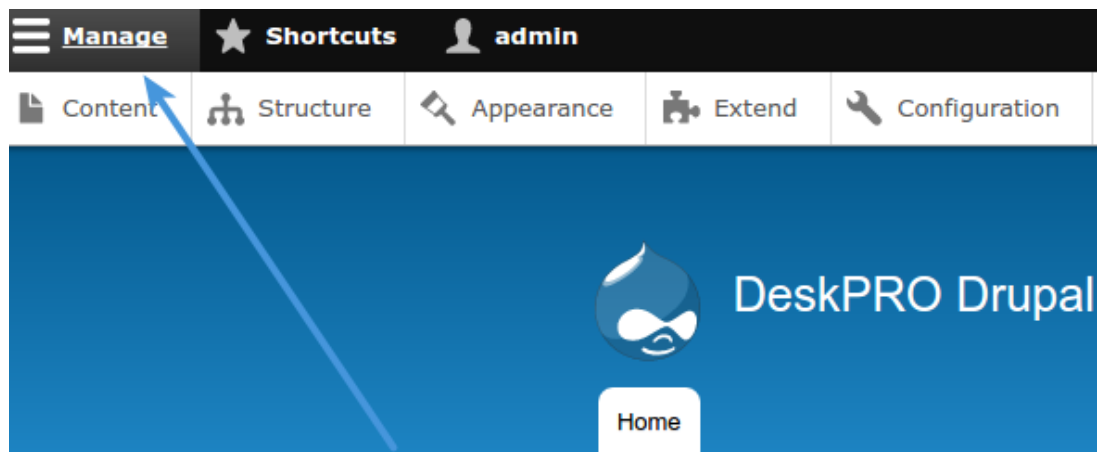


## How do I install the chat widget in Drupal?

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

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



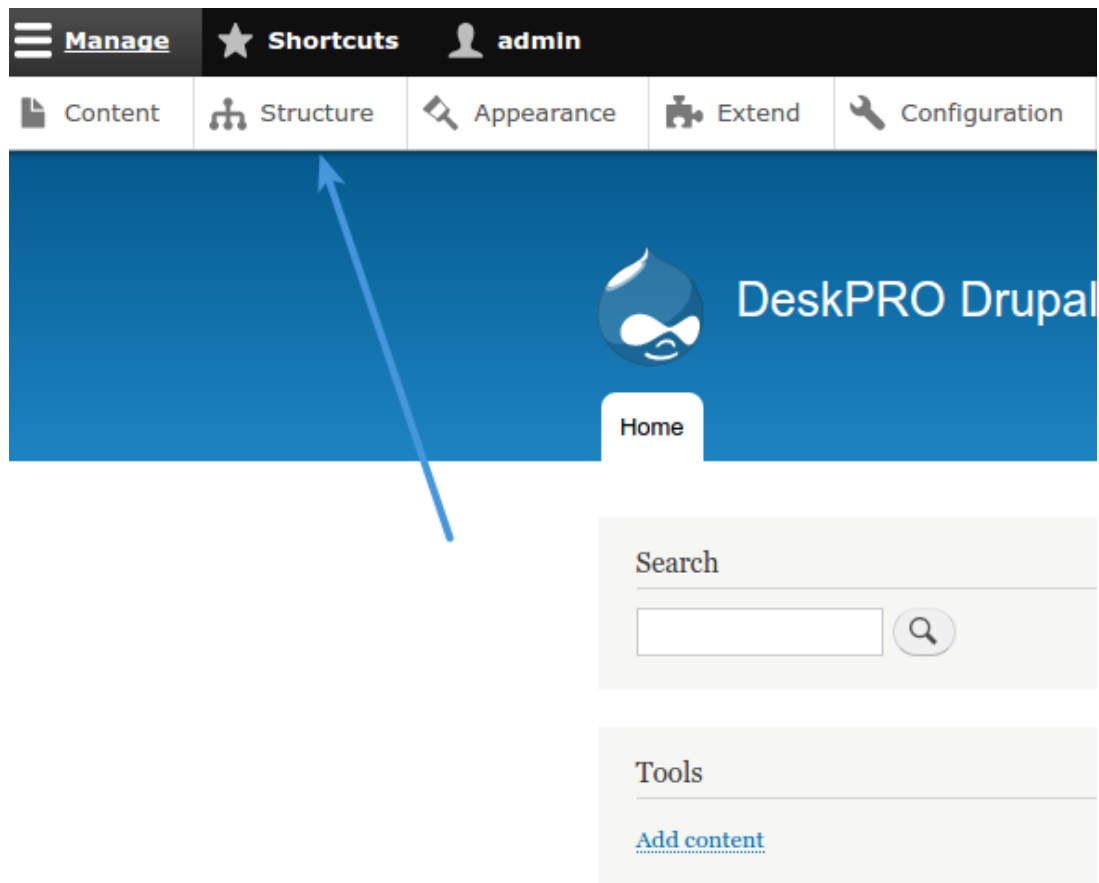
### Search



### Tools

[Add content](#)

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](#) [Configure](#)

## 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 CMS. 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' (empty) and 'Block type' (set to '- Any -'). An 'Apply' button is below these fields. At the bottom, a section titled 'BLOCK DESCRIPTION' is visible.

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**".

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[Configuration](#)
[People](#)

## 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

[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	<div>Place block</div>

EGORY

REGION