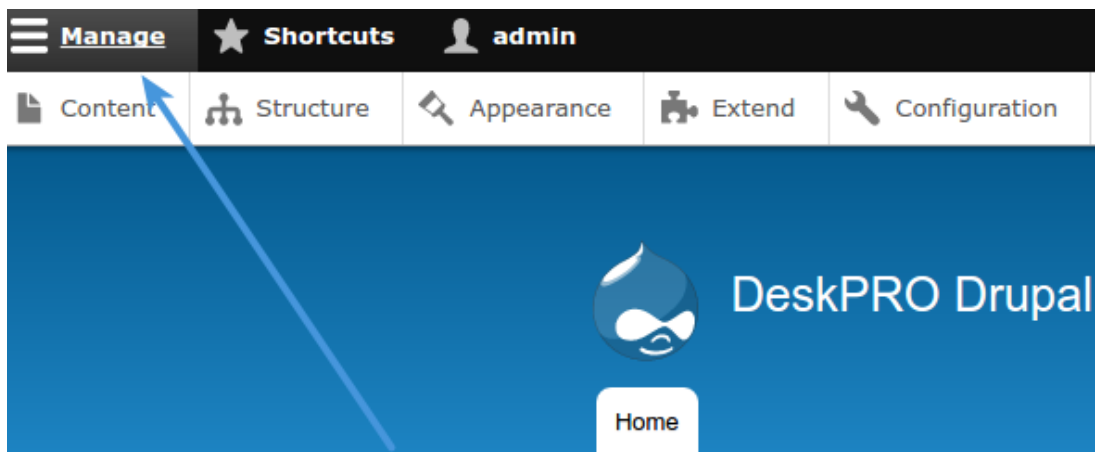


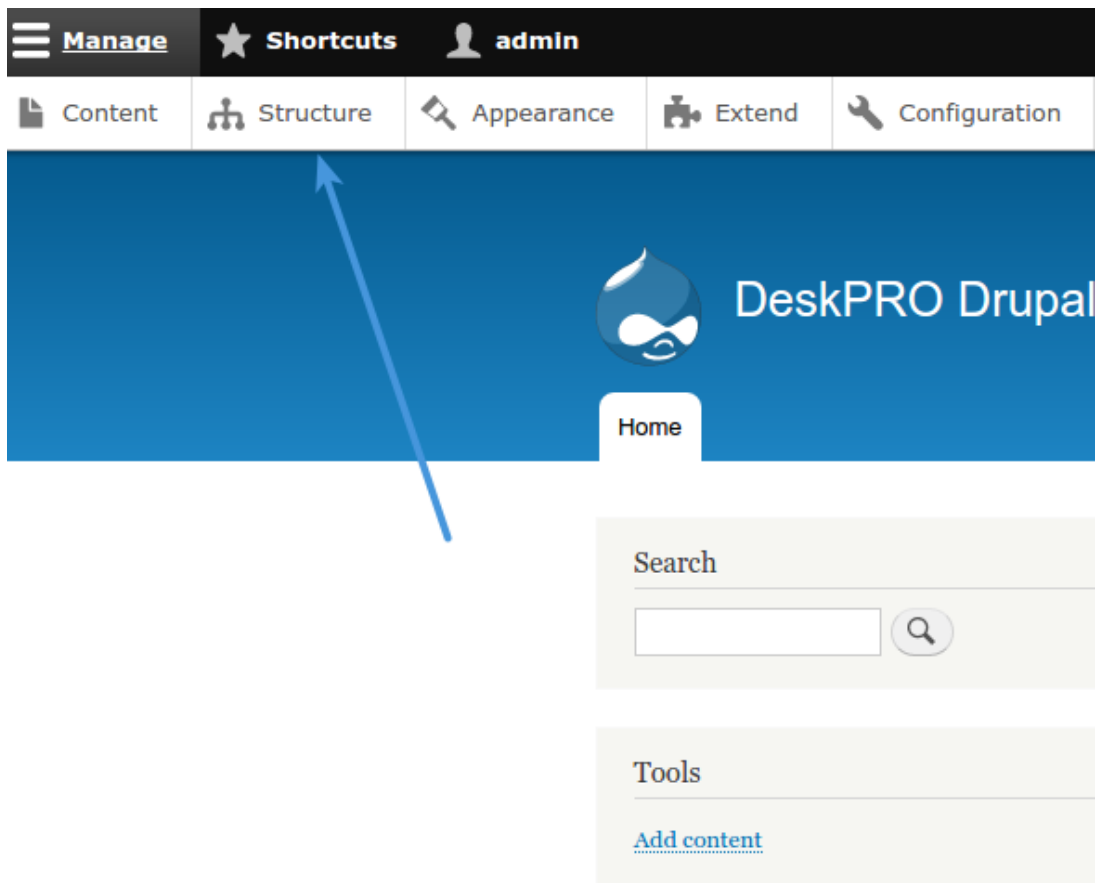
## How do I install the chat widget in Drupal?

Lauren Cumming - 2018-03-14 - 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.

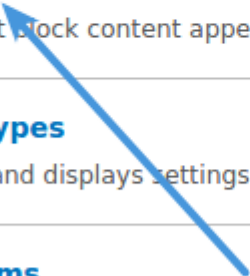
Back to site Manage Shortcuts admin

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".

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[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**

[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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Content Structure Appearance Extend Configuration People

## Add custom block ☆

Home

**Block description \***

A brief description of your block.

**Body**

B I S x<sup>2</sup> x<sub>2</sub> I<sub>x</sub> [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 'Back to site', 'Manage', 'Shortcuts', and 'admin'. Below this is a secondary navigation bar with 'Content', 'Structure', 'Appearance', 'Extend', and 'Configu'. The main content area is titled 'Block layout' with a star icon. There are two tabs: 'Block layout' (selected) and 'Custom block library'. Below the tabs, there are two theme options: 'Bartik' (selected) and 'Seven'. A blue arrow points from the 'Block layout' tab to the 'Bartik' theme option. Below the theme options, 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' header in the table below. The table has a header row with 'BLOCK' and a 'Place block' button. The table contains the following rows:

BLOCK	Place 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

Tags  
2018